

# Volunteer Training Manual

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*Volunteers ...  
Giving the time to make a difference*



- Christiana Hospital
- Wilmington Hospital
- Riverside
- Visiting Nurse Association



CHRISTIANA CARE

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## The Christiana Care Way

THE  
CHRISTIANA CARE  
WAY

We serve our neighbors as respectful, expert, caring partners in their health.

We do this by creating innovative, effective, affordable systems of care that our neighbors value.



CARING. EXCELLENCE. LEADERSHIP. SERVICE. TEAMWORK. INTEGRITY

**CHRISTIANA CARE**  
**VOLUNTEER SERVICES**

***STATEMENT OF PURPOSE***

Volunteer Services at Christiana Care Health System provides a vital link between the organization and the community it serves.

We are committed to recruiting, and preparing highly-motivated community volunteers to enhance the quality of care provided to our patients and their loved ones, and to provide our volunteers and students with meaningful and fulfilling assignments that allow them to develop their skills and interests and to contribute to the community service mission of Christiana Care.

# VOLUNTEER SERVICES POLICIES AND PROCEDURES

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## Nametags

Your identification badge needs to be worn at all times on your front left side. It is very important that you return your badge to the staff of Volunteer Services on your last day should you need to terminate your volunteer work.

## Signing In and Out

It is imperative for all volunteers to sign-in and out properly as it is the only record we have for your liability insurance coverage. At the Christiana and Wilmington Campuses, volunteers will make **two trips** to the touch-screen computer each day they volunteer to sign-in and to sign-out. Other accommodations will be made for volunteers located elsewhere. Failure to sign- in and out could lead to termination.

## Appearance

Uniforms and rubber-soled shoes like sneakers are required. All shirt tails must be tucked in so that you look neat and professional. Long hair should be pulled back. Limit your perfume/cologne and jewelry.

## Cell Phones and Other Media Devices

Cell phones are a distraction in the workplace. To ensure the effectiveness of your volunteer work, volunteers are asked to leave cell phones behind. Or, on the unusual occasion of an emergency or anticipated emergency that requires immediate attention, the cell phone may be carried on vibrate mode. When you are on duty, please refrain from engaging in any personal matters. Concentrate on our patients, visitors and staff.

## Meals

You are entitled to \$5.00 in the employee cafeteria after four consecutive hours of volunteer work. You must have your name badge visible in order for the cashier to allot the \$5.00 for your meal. Please discuss with your supervisor the best time for you to take your **½ hour meal** break. At Wilmington, please sign the appropriate sheet located at each cashier.

<u>Wilmington Hours</u>	6:30 am – 9:00 am	<u>Christiana Hours</u>	6:30 am – 9:00 am
Mon-Fri	11:00 am – 1:30 pm	Open Every Day	10:30 am – 1:30 pm
Closed Sat & Sun	5:00 pm – 6:30 pm		4:00 pm – 7:00 pm
			10:00pm – 2:00 am

## Tips

Volunteers and employees are not permitted to accept tips. Politely decline tips if they are offered.

## **Dependability**

You have made a commitment to complete 100 hours of service per year (college student 50 hours per semester, VolunTeens 50 hours per summer). The staff in your department will begin to depend on you. Always let the staff in your assignment area know where you are.

## **Two Telephone Calls**

Two telephone calls must be made when you are unavailable for your assignment—to the department supervisor of your volunteer assignment and to the staff in the volunteer office. Two absences without the appropriate telephone calls could lead to termination.

## **Smoking**

All Christiana Care campuses are totally smoke free.

## **Harassment**

Harassment of any kind is not tolerated at Christiana Care. Any volunteer who feels mistreated in this manner is urged to contact the staff in Volunteer Services immediately for assistance. Any volunteer who mistreats others by harassment may be dismissed by the Manager of Volunteer Services.

## **Parking**

**At Christiana**, volunteers are permitted to park in Lot A, Lot B or Lot C. Parking is also available in the F and G lots.

**At Wilmington**, volunteers are to park in the high-rise parking building across the street from the hospital. A volunteer badge is necessary in order for you to gain access to the parking facility.

## **50 Hours**

Mutual evaluations will be completed by the supervisor and by the volunteer when you obtain 50 hours. Evaluations will be done annually after that. We ask that you remain in your assignment for at least 50 hours before transferring to another area unless there are extraordinary circumstances.

## **Leave of Absence**

Any volunteer that needs to be away from their assignment for one month or more must notify the staff of Volunteer Services the date their leave is to begin and the anticipated date of return. If a volunteer is away for an extended period of time (90 days or more) we cannot guarantee that the same position will be available, however, every effort will be made to find a suitable placement. When you are ready to return from your leave, please contact the staff in Volunteer Services.

## **Involuntary Termination**

Any volunteer who breaches patient confidentiality, fails to follow basic rules and regulations concerning theft or illegal substance abuse, fails to sign-in, and/or has two or more absences without proper notification will be terminated. Poor evaluations from supervisory personnel may result in termination.

## **Voluntary Termination**

Please notify your supervisor and staff in Volunteer Services of a pending termination. On your final day, we may ask you to fill out an exit evaluation.



## Patient's Rights and Responsibilities

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Christiana Care is dedicated to improving the health of all individuals in the communities we serve. According to our mission and our core values, we believe you should be told of your rights and responsibilities. If the patient is an infant, minor or an incompetent adult, the parent or decision-maker will carry out these rights and responsibilities.

### **You Have the Right:**

1. To considerate, respectful service with identification of your needs including safety and comfort.
  - To express your spiritual beliefs and cultural practices in coordination with your treatment plan while not interfering with the rights and beliefs of others.
2. To have your pain assessed and managed properly.
3. To be free from physical and mental abuse and/or neglect.
4. To have access to treatment or accommodations that are available and medically indicated regardless of race, creed, sex, national origin, age, disability, veteran status, source of payment, sexual orientation or any other factor that might form the basis for discrimination.
5. To be told of your rights as a patient at the earliest possible time in your service.
6. To confidentiality, regarding your medical care and information related to that care, as supported by the following rights:
  - To refuse to talk with or see anyone not directly involved in your care.
  - To be interviewed and examined in surroundings designed to provide reasonable visual and auditory privacy. This includes the right to have a person of one's own sex present during certain parts of physical examination, treatment or procedure performed by a health professional of the opposite sex. You have the right not to remain disrobed any longer than necessary.
  - To expect that any discussion or consultation involving your case will be conducted privately. Staff not directly involved with your care will not be present without your permission.
  - To have your medical record read only by staff directly involved in your treatment or in the monitoring of its quality. Other persons can read your medical record only with your written permission or that of your decision-maker.
  - To expect communications and other records about your care, including the source of payment, to be treated as confidential.
7. To know the names of your treating doctors, and the names and duties of other staff having direct contact with you.
8. To have information necessary for you to understand your condition and to be a part of planning your treatment.
9. To disclosure should an unanticipated outcome occur including those potentially associated with an error in care.

10. To obtain information in your medical records, upon request, unless such information is specifically restricted by the attending doctor for medical reasons.

11. To obtain an interpreter or other aides, where possible, if you do not understand the predominant language of the community or have a communication deficit.

12. To have proper procedures followed to obtain your consent. Other than in a medical emergency, your health care provider is responsible for obtaining the necessary consent from you or your decision-maker before the start of a procedure or treatment.

13. To be told the health care provider proposes to engage in or perform medical research/educational projects affecting your care or treatment. You have the right to refuse to be a part of such activity.

14. To have help in obtaining consultation or change to another provider at your request and own expense.

15. To refuse drugs, treatments or services. A health care provider shall tell you of the possible outcomes of your refusal.

16. To be transferred to another facility or service, or agency when medically possible, after you or your decision-maker receive information regarding the transfer. The facility or service to which you are to be transferred must first have accepted you for transfer.

17. To expect, upon discharge of service, information about your continuing health care needs and the means for taking care of them.

18. To receive and review an explanation of charges related to your care.

19. To receive information and counseling on the availability of financial aid for health care.

20. To share concerns about policies and services with a Patient Representative, or with an agency or regulatory body having jurisdiction over Christiana Care, without restraint, interference or reprisal.

21. To complete an Advance Directive (Individual Instructions {Living Will}, or Power of Attorney for Health Care). These Advance Directives will be honored within the limits of the law and this organization's mission and core values.

22. Along with your doctor, and/or your decision-maker, to withhold or withdraw treatment, within the limits of the law and this organization's mission and core values. You have the right to be told of the medical outcomes of such actions.

23. To bring your concerns before the Ethics Consultation Committee. Your health care provider will help you in making these arrangements.

24. To freedom from restraints and seclusion in any form when used as a means of coercion, discipline, retaliation or convenience by staff.

### **You Are Responsible:**

1. For being considerate of other patients and Christiana Care staff by:

- Treating Christiana Care staff with respect.
- Respecting the property of others.
- Treating health care equipment with care and safety.
- Respecting privacy of other patients when in a Christiana Care facility.
- Reminding family/visitors to maintain a quiet atmosphere and follow Christiana Care policies when in a Christiana Care facility.

2. For providing accurate and complete demographic information as well as present and past illnesses, hospitalizations, medications, allergies and other matters related to your health.

3. For telling your health care provider about changes in your health, medications, insurance, financial status or service provider.
4. For following the treatment plan given by your health care provider. Let your health care provider know immediately if you do not understand or cannot follow the plan.
5. For your actions if you refuse treatment or do not follow the plan of the health care provider.
6. For telling your decision-maker or approved members of your family that they are expected to be available to Christiana Care staff for review of your treatment if you are unable to communicate.
7. For seeing that your health care costs are paid as soon as possible.
8. For your valuables and personal belongings.
9. For informing your health care provider and providing a copy of your Advance Directive, (i.e. Individual Instructions {Living Will} or Power of Attorney for Health Care), when admitted for service.

**If you have any questions, please call the Patient Relations Department.**

**Patient representatives are available at:**

- **Christiana Hospital - 733-1340**
- **Wilmington Hospital - 428-4608**

**Privacy of Health Information  
VOLUNTEER'S SUMMARY**

**Summary Objective**

To inform volunteers of Christiana Care's privacy practices and reference the policies that govern what we can and cannot do with health information.

**Overview**

As a volunteer with Christiana Care, you may have access to certain personal and/or health information pertaining to the individuals that we serve. In order to uphold our Core Values and meet legal requirements, it is essential that every member of Christiana Care protects the privacy rights of individuals and maintains the confidentiality of their health information. In health care, confidentiality can only be maintained through the ethical behavior of health professionals, health care workers, support staff and volunteers. An individual's health information should not be disclosed unless called for by law, policy, or with the individual's consent or authorization.

**Key Concepts**

**Protected Health Information (PHI) – A combination of an individual's identifiers and health information. It includes all health information that is created, collected, stored, transmitted or processed in any form (i.e. paper, electronic or verbal). Simply put, PHI equals individuals' identifiers plus health information. The following are examples of some of the various identifiers that, when linked to health information, qualify as PHI: Name, Zip Code, Social Security number, Dates (e.g. Date of Birth), Medical Record number, Telephone number, E-mail address, any other unique identifying number, characteristic or code.**

**Notice of Privacy Practices** – Notice that explains to individuals Christiana Care practices including their rights associated with PHI, how their PHI may be used or disclosed and how to file a complaint if they feel their rights have been violated. The Notice of Privacy Practices will be offered to individuals whenever an individual is registered for services. In addition, the notice will be posted in areas where individuals register at Christiana Care facilities and on our external web site at [www.christianacare.org](http://www.christianacare.org). This notice applies to any records maintained by Christiana Care and any services provided to patients at Christiana Care, whether provided by Christiana Care employees or personal physicians.

**Health Insurance Portability and Accountability Act (HIPAA)** – Federal legislation enacted in 1996 to protect the privacy of individual's health information. The law provides individuals with the following rights: 1) Right to inspect – Individuals can inspect and request a copy of their health information; 2) Right to amend – Individuals can request additions or corrections to the health information; 3) Right to an accounting of disclosures – Individuals are entitled to a list of the releases of their PHI as required by HIPAA; 4) Right to request restrictions – Individuals may request a restriction or limitation on the health information we use or disclose (e.g. family members); 5) Right to confidential communications – Individuals may request confidential communications by using an alternative phone number or address and 6) Right to a copy of the Notice of Privacy Practices – Individuals have the right to a paper copy of the Notice of Privacy Practices.

**Right to Inspect** – *Christiana Care allows individuals access (inspection or obtaining a copy) to their PHI as long as the access will not jeopardize their health and safety or that of others. Each department that maintains PHI will follow the policy, Privacy – Access by Individuals to Their Designated Record Sets.*

**Right to Confidential Communications** – *An individual has the right to provide an alternative phone number or mailing address for communication. Before calling or sending a communication to an individual, first check to see if the individual has provided an alternative phone number or mailing address. Employees and volunteers should contact their supervisor for specific procedures on how to check for this option.*

4/11/03

**Minimum Necessary** – Concept that encourages all Christiana Care employees and volunteers to evaluate practices and improve on ways to protect an individual’s privacy in order to prevent unnecessary or inappropriate use and disclosure of PHI. Except for purposes of treatment, uses and disclosures of PHI must be kept to the minimum amount necessary to accomplish the purpose of the use or disclosure.

**Use and Disclosure of PHI** – *As long as an individual has been offered a Notice of Privacy Practices, Christiana Care may use and disclose PHI without an individual’s authorization (permission) for purposes of treatment, payment or health care operations.*

**Treatment** – *The provision of health care services to an individual by physicians, nurses, or other health care providers. This includes coordinating care with a third party (e.g. family members, agencies etc.), as well as referral of an individual to another provider to receive care.*

**Payment** – *Activities related to coverage and reimbursement for the provision of health care services to an individual (e.g. eligibility or coverage determinations, billing, claims management, collection activities etc.).*

**Health Care Operations** – *Activities performed to carry out Christiana Care business (e.g. Performance Improvement, Care Management, Professional Review, Compliance and Audit, Disclosures to business associates, Disclosure in registries).*

*In most cases, if the circumstances do not fall into one of the categories discussed above, a written authorization is required from the individual in order to disclose their PHI. If you are asked to provide PHI, please consult your manager prior to disclosing this information.*

**Hospital Directory “Opt Out”** – *Individual’s have the right to opt out of the Hospital Patient Directory, which usually includes the patient’s name, room number and phone number. If the patient chooses to opt out of the directory their information will be “flagged” as confidential. Christiana Care employees and volunteers are not to provide an individual’s information without confirming the confidential status in the Hospital Patient Directory. Patient directory information is available in HIS, CCS or by calling the operator or front desk. Do not use any other computer applications or paper reports to check this information. The response to any inquiries regarding a patient whose information is flagged confidential should be “I am sorry, I cannot provide any information on a patient by that name.”*

**Communication with Individual’s Family and Friends** – *An individual’s right to privacy includes the right to determine who should receive information about them. Whenever possible, you should obtain the individual’s permission prior to communicating any medical information to family members or friends.*

**Other Practices to help Protect the Privacy Rights of Individuals** - *Additional expectations of Christiana Care employees and volunteers include: 1) PHI should not be discussed in public areas such as elevators, hallways and cafeterias; 2) Always provide as much privacy as possible when discussing health information with individuals and 3) If you find patient information in a public area, contact the owner of the information. If unable to contact the owner, contact your supervisor for specific guidelines on how to properly dispose of confidential information.*

**Privacy Violation Concerns** – *If you believe that there has been a privacy violation, contact Christiana Care’s Privacy Officer at [428-4568](tel:428-4568). If an individual complains that their privacy has been violated, refer them to Patient Relations at [428-4608](tel:428-4608) or [733-1340](tel:733-1340).*

# SAFETY FIRST!

## NEW VOLUNTEER

### FIRE AND SAFETY EDUCATION



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## National Patient Safety Goal: Patient Identification

Improve the accuracy of patient identification

- Use two unique patient identifiers to identify patient(s) prior to care, treatment, or service
  1. Ask the patient to state full name and other unique identifier (i.e., date of birth)
  2. Compare the two identifiers on the patient's identification band to the applicable order/test request/treatment or service to make sure they match

**Note:** room number or physical location is not used as an identifier

## **SAFETY FIRST!**

- **Safety First** is one of several facets of our Diamond - Focus on Excellence
  - To have a positive impact on our patients we must maintain their safety, co-workers' safety, and our safety!
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## **SAFETY FIRST!**

### **Important Topics to Remember**

- 911 System
- RACE
- PASS
- Hazard Communication

# Safety and Joint Commission Hotline



Christiana Care's Patient Safety and Joint Commission Hotline is a quick and easy way to report safety concerns that are not routinely reported through Safety First Learning Reports. All Christiana Care staff and physicians may use the hotline to:

- Communicate a near miss or a "good catch"
- Report a potential safety issue that may not be associated with an individual patient but is of concern to you.
- Seek clarification on a regulatory question

Calls can be placed at any time (24/7). Callers may leave their name or choose to remain anonymous. The call should describe the safety concern and department or area impacted.

To report a safety concern from within Wilmington or Christiana Hospitals, simply

**Dial SAFE, #7233.**

If you are reporting a safety related topic from outside of the hospitals, please dial

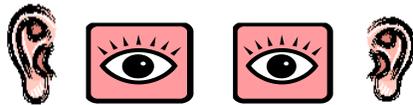
**302-623-SAFE (302-623-7233).**

All calls will be logged into an established database and referred to the appropriate department or individual who can address and/or resolve the issue(s). Thank you for improving patient safety.

# SECURITY

You are the eyes and ears  
of Christiana Care Security.

The key to effective security s prevention



# SECURITY

## *Services and Responsibilities*



- Escorts to parking area
  - Vehicle jumps
  - Unlock vehicle door (keys locked inside) or contact local service
  - Conduct investigations and coordinate police activity on property
  - Respond to security and other emergencies
  - Patrol outside parking lots, garage and all exterior and interior areas on campus
- 

# SECURITY

## *Safety tips*

- Never bring large quantities of money or numerous credit cards
- Secure your personal property at all times
- Never prop open exterior or any door with an access control reader
- Do not allow a visitor to enter a restricted area behind you
- When you leave your vehicle, do not leave valuables in view

## **NEED HELP?**

### ***WHO DO YOU CALL IN AN EMERGENCY?***

- Call **911** from **in-house** phones (not your cell phone) for emergent security events at the Wilmington, Christiana Hospital, PMRI and the Health Care Center.
  - At all other locations – call 911 to reach the local government 911 call centers.
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## **WHY CALL 9-1-1?**

- Suspicious person
- Potentially violent visitor or patient
- Any threat or weapon displayed
- Theft or attempted theft of property
- Fire
- Medical emergencies
- Chemical spills or unusual odors
- Bomb threat

# 9-1-1 SYSTEM

- Provide the following when reporting an emergency:
    - *Your name*
    - *Location or address*
    - *Nature of the problem*
    - *Call back number*
  
  - Stay on the line until the call taker ends the call.
- 

## WHAT WOULD YOU DO?

- You are at the information desk volunteering when suddenly a visitor grabs their chest and begins complaining of severe pain.



# HOSPITAL CODES

- Trauma Alert/Code
  - Heart Alert/Code
  - Code Blue
  - Code Delta
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## INFANT ABDUCTION *Code Yellow*



If you hear the Code Yellow Announcement you should

- Position yourself near a hospital exit or window to view who is leaving the hospital.
- Notice anybody physically carrying an infant from the hospital.
- Observe anyone carrying a large bag or gym bag that could conceal an infant.
- Take note of anyone who is acting suspicious.
- Immediately contact security by dialing 911 and provide a description and directions of travel of a possible abductor.

# BOMB THREAT

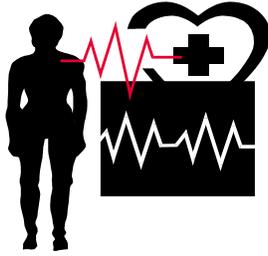
## *Code Grey*

- Keep the person on the phone
  - Get as much information as possible
  - Ask staff to obtain bomb threat checklist
  - Dial 9-1-1 after the caller hangs up or write a note to someone else
- 

# FIRE

## *Code Red*

- **CODE RED** is the phrase adopted by Christiana Care to represent FIRE.
- Hospital construction features, fire protection systems, and continual training of staff create fire safe facilities.
- Hospital facilities are “*Defend in Place.*” Hospitals do not evacuate initially during a fire emergency.
- In general, hospitals are very fire safe.
- Business-type facilities such as the MAP buildings must evacuate for a fire alarm activation.



**CHRISTIANA CARE**  
**VOLUNTEER SERVICES**  
**HOSPITAL CODES**

<b>TRAUMA ALERT</b>	Patient is being transported to or at the hospital with a potentially life and/or limb threatening injury.
<b>TRAUMA CODE</b>	Patient is being transported to or at the hospital with a recognized life and/or limb threatening injury.
<b>GENERAL TRAUMA</b>	A situation where 4 to 10 severely injured patients arrive at the Christiana Hospital Emergency Department in a short time period and additional resources are required.
<b>HEART ALERT</b>	Inpatient or patient is being transported to the Emergency Department that is suspected of having a myocardial infarction.
<b>HEART CODE</b>	Inpatient or patient being transported to the Emergency Department that is going directly to Heart and Vascular Interventional Services (HVIS).
<b>MEDICAL ASSIST</b>	Visitors, staff, or out-patients who are injured or feeling ill and need help.
<b>CODE BLUE</b>	Patient is in cardiac or respiratory arrest. Code team responds immediately.
<b>CODE DELTA</b>	A mass casualty incident has occurred that requires more resources than are currently available. Volunteers must report to their department supervisor for instructions. If you are called in to help, you <u>must</u> wear your name badge and report to the volunteer staff when you arrive at the hospital.
<b>CODE YELLOW</b>	A possible child or infant abduction.
<b>CODE GRAY</b>	Bomb threat.
<b>INTERNAL EMERGENCY</b>	Any situation that impairs the ability of a Christiana Care Health Services facility to carry out normal operations.
<b>CODE RED</b>	Fire emergency.

06/05

3/08

3/11

# FIRE SAFETY

- Remember **RACE** in a fire emergency
    - **RESCUE** anyone in immediate danger
    - **ALARM** by activating the fire system
      - ◆ Call 911
      - ◆ Activate a manual pull station
    - **CONTAIN** smoke and fire by closing doors
    - **EXTINGUISH** the fire
  - Oxygen in patient rooms will be turned off by medical staff only
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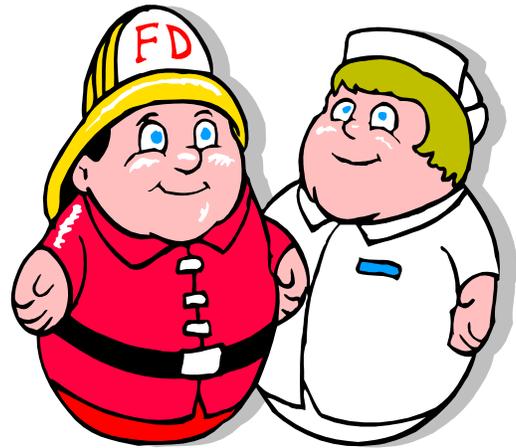
# FIRE SAFETY

## *Fire Extinguishers*

- Portable fire extinguishers are to fight small, contained fires. Most extinguishers found in the hospital can be used on all types of fires.
- Remember **PASS** for proper operation
  - **PULL** the pin
  - **AIM** the nozzle
  - **SQUEEZE** the handle
  - **SWEEP** from side to side
- Stand 8-10 feet from fire with your exit behind you.

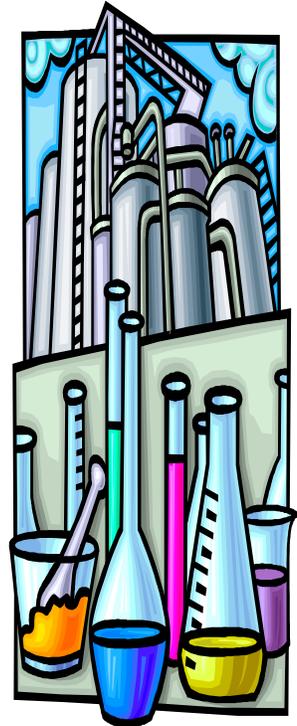
# WHAT WOULD YOU DO?

If you saw smoke or fire coming from the break room across the hall, what would you do?



# CHEMICAL SAFETY

- Hazardous materials are used in many departments throughout Christiana Care.
- Hazardous materials can cause you illness, injury, or death.
- OSHA's Hazard Communication Standard requires a program to protect those who use chemicals.
- In the event of spill call 911



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# CHEMICAL SAFETY

- Each department's yellow Safety Data Sheet (SDS) binder contains:
  - Hazard Communication Plan
  - Workplace Chemical List
  - MSDS Fax-on-Demand instructions
- Safety Data Sheet (SDS) contains specific information about a chemical

## BODY MECHANICS

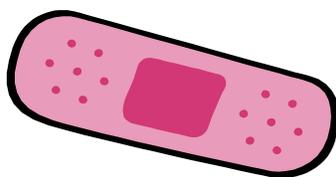
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Volunteers should not become involved in lifting heavy items. Environmental Services should be called to do any lifting of heavy items, and nursing should be called to assist patients and visitors. Keep the following information in mind:

- 4 Most back injuries result from improper lifting. According to the principles of biomechanics, the worst lifting situation occurs when the body is extended over the load. Also, twisting in the position invites injury. Keep your back upright to shift weight on the powerful leg muscles and reduce the lever effect.
- 4 Size up the load before you lift – if it looks heavy, it probably is.
- 4 Plan route and clear path of obstacles.
- 4 Get a firm footing. Spread your feet apart for a wide base of support and to improve balance; point toes out.
- 4 BEND YOUR KNEES. Don't bend at the waist. Keep the principles of leverage in mind at all times. Train muscle groups to work together.
- 4 Lift with your legs.
- 4 Hold objects close to the body. Never hold your load away from your body.
- 4 Keep your back upright and avoid twisting. Do not twist, or change feet position, but keep spine position set.

<p><b>Remember . . . love your back and protect your spine.</b></p>
---------------------------------------------------------------------

- 3 Size up the load before you lift.
- 3 Keep your back straight.
- 3 Don't twist during a lift.
- 3 Bend from the knees.
- 3 Lift with your legs.
- 3 Keep the weight close to your body.
- 3 Get help for a heavy load.



## WHAT TO DO IN THE EVENT OF AN INJURY OR ILLNESS WHILE YOU ARE VOLUNTEERING

**Injury:** If you receive an injury while you are volunteering, you are to report to your assignment supervisor **IMMEDIATELY**.

If the injury requires medical attention:

Security should be called at:

1247 --- Christiana Hospital

2937 --- Wilmington Hospital & Riverside

VNA and all other sites report to your assignment supervisor

Security and a staff member of Volunteer Services will assist the volunteer to determine if a visit to the Emergency Department is necessary.

In the event of a **life threatening injury or illness, 911** should be called.

Employee Health should be consulted immediately only for a Needle Stick or Bodily Fluid Splash.

Should a volunteer become ill with a non-urgent problem while on duty, the volunteer should be instructed to go home and seek the advice of their personal physician. If the illness is acute, the volunteer should be sent to the Emergency Department, using their own **medical insurance**.

The department of Volunteer Services should be notified and will follow up with an Events Report.

**REMEMBER: A paper cut is an opening in your skin barrier and should be allowed to bleed, wash the cut with antiseptic soap and use first-aid ointment and bandage.**

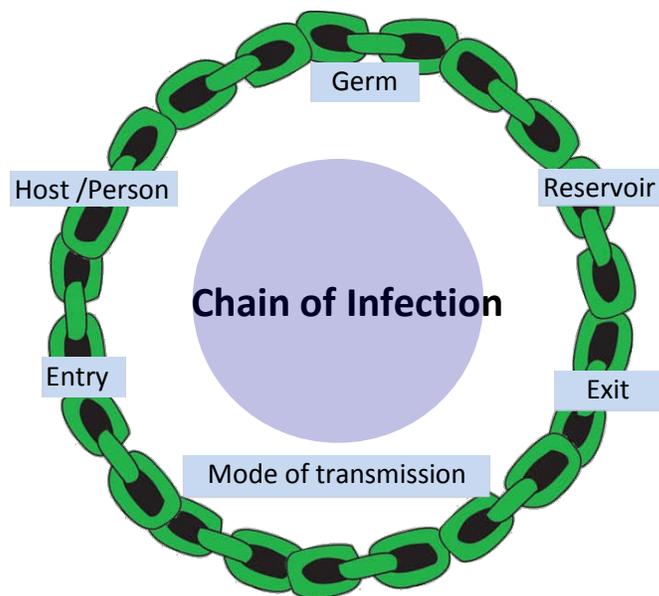
# INFECTION PREVENTION



Critical to your safety and the patient's safety!

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# INFECTION PREVENTION





# CHRISTIANA CARE

## VOLUNTEER SERVICES

### MODES OF TRANSMISSION OF INFECTIOUS DISEASE

Infectious disease may be transmitted in the following ways:

#### 1. Contact

- A. Direct contact. The virus/bacteria are transferred directly from contact with an infected material (wound drainage, blood, stool, etc.) to someone who is susceptible.
- B. Indirect contact. The virus/bacteria come from inanimate objects that are contaminated.

2. **Droplet**- airborne droplets expelled by a cough or sneeze and inhaled by another person close by.

3. **Vectors**- infected mosquitoes, ticks, lice, fleas, etc.

#### Volunteers please note:

- 1. Whether it is direct or indirect contact **always** wash your hands after leaving a patient's room.
- 2. Disposable gloves are to be worn whenever you anticipate contact with any patient's blood or body fluid, urine, stool, etc. and dirty bed linens.
- 3. Volunteers are shown isolation/ precaution signs and a picture of an isolation cart. They are instructed not to enter patient rooms with these signs or a cart.

# INFECTION PREVENTION

## *Standard Precautions*

- Except for sweat, each body fluid and waste product (such as blood, urine, or stool) may contain germs that can make you ill.
  - There are rules to follow to protect you from the germs.
  - These rules are called Standard Precautions.
- 

# INFECTION PREVENTION

## *For volunteers it means . . .*

1. Washing your hands properly
  - When entering or leaving a patient's room
  - Before donning and after removing gloves or other protective equipment
  - Before and after patient contact
  - Before and after eating/drinking
  - After body fluid/waste exposure risk
  - After contact with patient surroundings
  - After coughing into hands and/or tissue
  - After using the bathroom
2. Wearing disposable gloves or other protective equipment when indicated
3. Staying out of rooms with Isolation and Precautions signs

# INFECTION PREVENTION

## *Wash Your Hands!*

[Handwashing Video](#)



- Have paper towel ready
- Use lukewarm water
- Wet hands and obtain soap
- Lather and use friction – between fingers, cuticle beds and underneath nails
- Wash up to the wrist
- Scrub for 15 seconds or more
- Dry hands and use towel to turn off faucet

# INFECTION PREVENTION

## *Alcohol Foam*

- One squirt of alcohol foam.
  - Rub thoroughly on front and back of hands and between fingers until **completely** dry.
  - Please use the alcohol foam, soap, and lotion provided by the hospital.
- 

# INFECTION PREVENTION

## *Disposable Glove Policy*

1. One disposable glove is to be worn on the hand in which you are carrying specimens to the lab or tube system, using your non-gloved hand to open doors and push buttons.
2. Use gloves when handling items soiled with blood, body fluids, secretions, or excretions.
3. Two disposable gloves are to be worn when changing beds or stretchers.

***PS . . . Wash hands prior to putting glove/s on.***

***Wash hands after glove/s are removed.***

# INFECTION PREVENTION

## *Respiratory Hygiene (Cough Etiquette)*

- Cover coughs and sneezes into your elbow!
- Use tissues, marks; dispose into trash
- Perform hand hygiene
- Get immunized (e.g., flu vaccine)
- Encourage patients, visitors, co-workers, and Family member too



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## EXPOSURE INCIDENT

### *Report All Exposures Immediately!*

- Needlestick or other piercing injury
- Blood or body fluid splash
- Contamination of work clothes
- Proper clean-up of a spill
- Report event to volunteer management and supervisor ASAP
- Employee Health will evaluate exposure

# FIRST LINE OF DEFENSE

**Do not enter this patient's room!**



**STOP** **AIRBORNE PRECAUTIONS** **ALTO**

**EVERYONE MUST** *Toda persona debe*

- Follow Standard Precautions
- Clean hands when entering and leaving room; before and after mask use, after touching surfaces in room

**DOCTORS & STAFF MUST** *Los médicos y el personal deben*

- Doctors & Staff wear fitted N95 respirator or powered air purifying respirator (PAPR)
- Wear eye protection if splash/spray to eyes is likely
- Patient wears face mask for transport
- Visitors wear face mask

- Keep door closed
- Airborne Infection Isolation Room required (negative pressure)
- Monitor airflow

**If you have questions, go to the nurses' station.**  
*Si tiene dudas, pregunte en el área de enfermería*

**PRECAUCIONES AMBIENTALES**

**STOP** **DROPLET PRECAUTIONS** **ALTO**

**EVERYONE MUST** *Toda persona debe*

- Follow Standard Precautions
- Clean hands when entering and leaving room

- Wear face mask
- Wear eye protection
- Patient wears face mask for transport

**DOCTORS & STAFF MUST** *Los médicos y el personal deben*

- Wear gown and gloves if contact with body fluids is likely

**If you have questions, go to the nurses' station.**  
*Si tiene dudas, pregunte en el área de enfermería*

**PRECAUCIONES DE GOTAS DIMINUTAS**

**STOP** **CONTACT PRECAUTIONS** **ALTO**

**EVERYONE MUST** *Toda persona debe*

- Follow Standard Precautions
- Clean hands when entering and leaving room

- Wear gown and gloves when entering room; remove when leaving room
- Then, clean hands
- Patient wears yellow gown for transport

**DOCTORS & STAFF MUST** *Los médicos y el personal deben*

- Use patient dedicated or disposable equipment
- Clean and disinfect shared equipment

**If you have questions, go to the nurses' station.**  
*Si tiene dudas, pregunte en el área de enfermería*

**PRECAUCIONES DE CONTACTO**

**STOP** **CONTACT PRECAUTIONS** **ALTO**

**SPECIAL ENTERIC**

**EVERYONE MUST** *Toda persona debe*

- Follow Standard Precautions
- Clean hands when entering and leaving the room
- Clean hands before and after glove/gown use

**DOCTORS & STAFF MUST** *Los médicos y el personal deben*

- Wear gown and gloves when entering room; remove when leaving room
- Then, wash hands with soap and water
- Patient wears yellow gown for transport

**DOCTORS & STAFF MUST** *Los médicos y el personal deben*

- Use patient dedicated or disposable equipment
- Clean and disinfect shared equipment

**If you have questions, go to the nurses' station.**  
*Si tiene dudas, pregunte en el área de enfermería*

**PRECAUCIONES ESPECIALES CONTACTO**

**STOP** **NEUTROPENIC (PROTECTIVE) PRECAUTIONS** **ALTO**

**EVERYONE MUST** *Toda persona debe*

- Clean hands when entering and leaving room; after touching surfaces in room
- No persons with infections may enter
- No dried or live plants or flowers

**DOCTORS & STAFF MUST** *Los médicos y el personal deben*

- Follow Standard Precautions
- Wear gown and gloves if contact with body fluids is likely
- Wear face mask and eye protection if splash/spray of body fluids is likely
- Clean hands before and after glove, gown and mask/eye protection use

**PATIENT MUST** *El paciente debe*

- Wear face mask for transport

**If you have questions, go to the nurses' station.**  
*Si tiene dudas, pregunte en el área de enfermería*

**PRECAUCIONES DE PROTECCION**

Los visitantes deben presentarse primero al puesto de enfermería antes de entrar. Lávese las manos. No entren personas con infección. No entren con plantas vivas ni alimentos.

**STOP** **CHICKENPOX PRECAUTIONS** **ALTO**

**DO NOT ENTER THIS ROOM UNLESS YOU HAVE HAD CHICKENPOX!**

**EVEN IF YOU HAD THE CHICKENPOX VACCINE!**

No entre en esta habitación a menos que haya tenido varicella

**If you have questions, go to the nurses' station.**  
*Si tiene dudas, pregunte en el área de enfermería*

**PRECAUCIONES VARICELLA**

# WHAT WOULD YOU DO?

**You've been asked to deliver patient mail.  
You approach a room and discover a Contact Precautions  
sign posted. You ask the nurse to give it to the patient. She  
says it's OK for you to go in.**





**Christiana Care Health System**  
**Fingernails/Artificial Fingernail Enhancements**  
**Policy**

**Purpose:** To define Christiana Care’s Infection Control policy on fingernails and artificial fingernail enhancements.

**Policy:** It is the policy of Christiana Care to prohibit wearing artificial fingernail enhancements and to follow good hand hygiene practices in order to provide a safe environment for patients, employees, volunteers and visitors by reducing the risks of infection transmission.

**Scope:** This policy applies to individuals having direct and indirect patient contact.

**Artificial fingernail enhancements: include,** but not limited to, artificial nails, tips, wraps, appliqués, stones, decals, acrylics and gels.

**Procedures:**

- 1. Artificial fingernails are not permitted**
- 2. Natural fingernails are to be neatly manicured and no longer than 1/4” beyond the finger tip**
- 3. Unchipped nail polish is permitted**

Effective Date: 1/05/03  
Revised Date: 08/2006  
11/26/08  
08/05/14

**DON'T BE A LINK!  
BREAK THE CHAIN OF  
INFECTION!**



# **ABUSE AND NEGLET**

## ***Child Abuse, Elder Abuse, Neglect and Domestic Violence***

- Definitions for Abuse and Neglect and Domestic Violence are in your Training Manual – please review them.
- Trust your instincts!
- Tell your supervisor or the patient’s nurse!

## Christiana Care Health System

### Volunteer Services

#### Child Abuse & Neglect Adult/Elder Abuse & Neglect

#### Domestic Violence

##### Child Abuse & Neglect:

**Abuse:** Any physical injury to a child by those responsible for care, custody and control of the child through unjustified force, emotional abuse, torture, criminally negligent treatment, sexual abuse, exploitation, maltreatment or mistreatment.

**Neglect:** The failure to provide, by those responsible for the care, custody and control of the child the proper or necessary education, as required by law, nutrition, medical, surgical or any other care necessary for the child's well-being.

##### Adult/Elder Abuse & Neglect:

**Abuse:** Physical abuse by intentionally inflicting pain or injury on an adult or elder. A pattern of emotional abuse which includes, but not limited to: ridiculing or demeaning, making derogatory remarks, cursing or threatening to inflict physical or emotional harm on an adult or elder.

**Neglect:** The failure of a caretaker to provide services that are necessary to avoid physical deterioration, injury, mental anguish or mental illness. Neglect typically includes a caregiver fails to provide adequate food, clothing, shelter, medical care or assistance with daily living activities.

##### DOMESTIC VIOLENCE:

###### (ALSO KNOWN AS PARTNER ABUSE OR INTIMATE PARTNER ABUSE)

Is a pattern of forceful behavior directed toward an individual by someone that is or was in an intimate relationship with the recipient. These behaviors may include non-accidental physical injury, psychological/emotional abuse, sexual assault, economic domination, threats, extreme controlling behavior or social isolation (such as restricted access to money, friends, transportation, health care or employment).

*If you as a volunteer suspects child, adult/elder abuse or that someone is a victim of domestic violence please bring this to the attention of the supervisor in your area as soon as possible, there are reporting requirements that must be followed.*

# **DIVERSITY AND INCLUSION**

## ***MISSION***



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# **DIVERSITY AND INCLUSION**

## ***MISSION***

Our goal is to foster an inclusive culture that respects and leverages the diversity of our colleagues to enhance

- Innovation
- Quality of care
- Teamwork
- And value

So that we can deliver the best care for our patients

# DIVERSITY AND INCLUSION

## *Internal and External Markers*

- Age
- Gender
- Sexual orientation
- Race
- Religion
- Ethnicity
- Physical or mental ability
- Education
- Personal choices
- Work experience
- Social or economic status
- Marital status
- Parental status
- Recreational habits

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## DIVERSITY STRATEGIES

- Recognize, respect and celebrate a culture's unique identify, customs and traditions.
- Create an environment free of strife due to biases.
- Understand the importance of valuing differences.
- Develop mutual respect, fairness, trust and equality.

# Patient Experience

## The Christiana Care Way

THE  
CHRISTIANA CARE  
WAY

We serve our  
neighbors as respectful,  
expert, caring partners  
in their health.  
We do this by creating  
innovative, effective, affordable  
systems of care that our  
neighbors value.

 CHRISTIANA CARE  
HEALTH SYSTEM

# Patient Experience

## The Christiana Care Way Behaviors

- Communicate with courtesy, clarity and care.
  - Follow AIDET procedure
- Accept ownership of my impact on others.
  - Always display a positive attitude and enthusiasm.
- Respect each individual and serve with compassion.
  - Listen carefully without judgment.
  - Exceed expectations.
- Be a hero in service. Anticipate needs and respond.
  - No Pass Zone

# Patient Experience

**AIDET is a framework for communicating effectively to yield results**

**Acknowledge** the patient and family: Acknowledge the patient's privacy, knock before entering room, smile, make eye contact, offer a warm greeting.

- 10 & 5 Rule – within 10 feet, acknowledge the person; within 5 feet, speak.

**Introduce** yourself. “Good morning, Mrs. Jones my name is Susie, I am a volunteer on this unit for the next 4 hours”.

**Duration.** How long the interaction will take. “Could I have a couple minutes of your time?”

**Explain.** Explain any tests or procedures.

**Thank.** Make sure patient's call light is within reach, observe for environmental safety (i.e water on floor, etc.). Thank the patient for allowing us to serve them.



## No Pass Zone

- All staff and volunteers are expected to answer patient call lights. If you see a call light, stop to offer help.
- Remember to use AIDET.
- Always wash your hands with soap and water or use hand gel before you go into the room and when you're exiting the room.
- If it's something that you can help with, go ahead and help! Then just let the nurse or unit clerk know that you answered the call bell and met the patient's need.
- If it's something you can't help with, say "I'll be happy to get someone who can help you." Find a member of the nursing team and let them know what the need is. If you can't find a nurse, then talk to the unit clerk. Then go back to the patient and let them know that someone is on the way to help.
- **BE AWARE – SHOW YOU CARE**
  - ✓ Be aware of call lights!
  - ✓ Enter the room and introduce yourself.
  - ✓ Accept responsibility and try to fulfill the patient's needs.
  - ✓ Always be aware of patient safety.
  - ✓ Respond and provide what the patient is asking for if you are able.
  - ✓ Evaluate the need and pass it on if you cannot do it yourself.
- **If you can't meet the patient need**
  - ✓ Inform the patient/family you will find someone who can.
  - ✓ Direct the need to Unit Clerk if no member of the Nursing team is available.

**Remember to use AIDET**

# Patient Experience

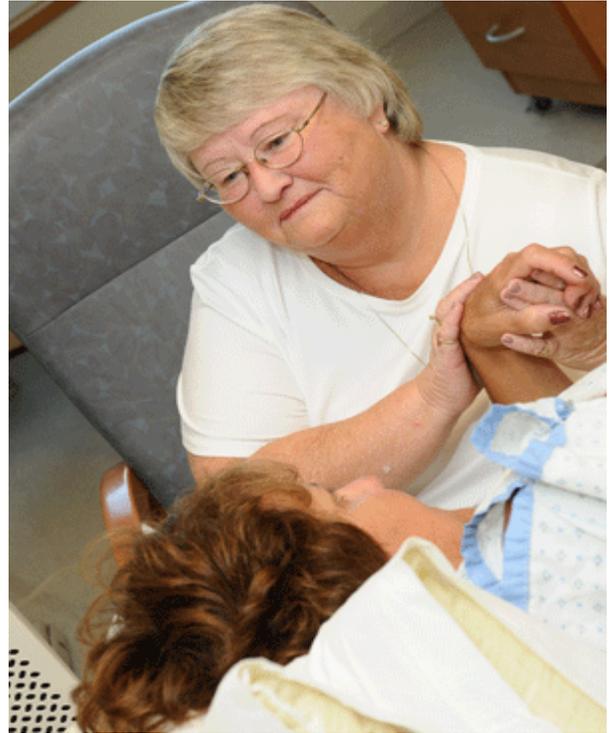
- Every volunteer has the ability to positively impact the patient's experience.
- All volunteers are expected to do their best to exceed our customer's expectations every day.

## **Image begins and ends with us:**

- Most of us can't really understand how we appear to others, but we can see the effect we're having on other people.
- When we practice warmth, friendliness, honesty, patience, tact, courtesy and promptness, other people respond in positive ways that we can see.

# Patient Experience

- ***Personal interaction is the most important function in your volunteer role.***
- ***Nothing can replace the compassion and caring of a human.***



## Volunteers can ...

- Clear and organize bedside trays
- Help patients at meal times
- Talk to patients
- Answer call bell lights
- Escort guest to their destination

## Non-Verbal Expectations

- Smile.
- Use direct eye contact when communicating with all patients, visitors, and guests.
- Acknowledge guests immediately when they enter a unit or department.
- If you observe someone looking for help, offer assistance and personally escort them.

## Verbal Expectations

- Always use AIDET.
- Do not call patients or visitors sweetie or honey. In many cultures and among the elderly, these terms can have negative perceptions.
- Use please, thank you, sir or ma'am in all conversations.
- Apologize for problems and inconveniences. Try to resolve problems immediately.

## Cooling Down the HEAT

- **Hear** - the true problem without attitude.  
Remember: *Listen, Listen, Listen.*
- **Empathize** - restate your interpretation of the patient's issue so they know you heard them
- **Apologize** for their experience
- **Take charge** to provide a solution and a timeline for an answer

## Key Phrases ...

- *“Is there anything else I can do for you, before I leave?”*
- *“Someone from our care team will be back to check on you in an hour, or so”.*
- *“Thank you for allowing me to serve you today”.*

# WHEELCHAIR BASICS and PATIENT TRANSPORT

## BEFORE OPERATING ANY WHEELCHAIR

- Familiarize yourself with its operations.

## TRANSPORTING A PATIENT

- Introduce yourself.
- Check patient's arm band.
- Assess wheelchair size for
- Walk at a slow pace.
- Maintain a conversation with the
- Back patient onto elevator.

## BRAKES

- Make sure brakes are “down” before assisting a patient into the chair.

## FOOT & LEG RESTS

- Make sure foot rests are up and leg rests are out before seating a patient. DO NOT transport a patient without foot rests.



## WHEELCHAIR ETIQUETTE

Wheelchairs come in different styles; there is one type with large wheels useful for people to propel themselves and there is the type, which has to be pushed by someone. It is not difficult to handle a wheelchair. They roll easily, and anyone who is able to walk with ease and has normal strength can handle a wheelchair. Don't assume that using a wheelchair is in itself a tragedy. It is a means of transportation that gives the user greater freedom and independence.

1. Always ask the wheelchair user if he or she would like assistance before you help. Your assistance may not be needed or wanted.
2. Don't lean on the wheelchair. It is a part of the wheelchair user's personal bodyspace.
3. Speak directly to the wheelchair user rather than through a third person.

### **There are a number of techniques used in helping patients:**

All chairs have front wheels that swivel, brakes and should always have footrests. After each patient, the chair seat, arm rests & handles are to be wiped down with PDI wipes. PDI wipes can found on nursing units and at the front lobbies.

1. It is of vital importance that the brakes are set before anyone sits down in the chair. They roll easily and could slide out from beneath the person trying to sit. Use of the brakes is the most important part of learning to operate a wheelchair.
2. Footrests are used to keep the patient comfortable and to keep their feet out of the way.
3. It is advisable to back up a chair, getting in and out of the elevator, for example; the small front wheels swivel and can get struck in the ridges of an elevator door. Also it is often helpful to negotiate a small rise by going backwards over the obstacle.

Whlchrs.doc

7/2000

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