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## *Debbie-Rand Memorial Service League*

*(D-RMSL)*

D-RMSL is responsible for managing the in-service volunteer programs within Boca Raton Regional Hospital (Boca Regional).

### **MISSION:**

To enhance the patient experience through volunteer service and to provide financial support to Boca Raton Regional Hospital.

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## Letter From the President

Dear Volunteers,



Thank you for joining the ranks of the Debbie-Rand Memorial Service League. Our family of volunteers was formed over 50 years ago after an unfortunate tragedy in the family of our founder – Gloria Drummond. Our community and friends of the family gathered together to start raising money to build our Hospital. Since that time, primarily through the operations of our Thrift Shoppe and Gift Shop, the League has donated over \$29 million to the Hospital. More importantly, in over 60 areas in the Hospital and its outlying areas, our volunteers give aid to the staff and patients.

Your smiling face might well be the lasting impression our patients take with them when they leave. So remember to leave your troubles behind when you enter the Hospital and enjoy the day and your new experiences.

Regards,



Barbara Gideon  
President  
Debbie-Rand Memorial Service League



GLORIA DRUMMOND  
Founder of D-RMSL

## You Make a Difference!

Each year hundreds of people serve as Debbie-Rand Memorial Service League volunteers, meeting the needs of patients, their families and the staff at Boca Raton Regional Hospital. Our volunteers are an integral part of the Hospital: acting as Hospital ambassadors to patients, employees and visitors; greeting and escorting patients and visitors; raising funds for equipment and services; working in our gift and thrift shops; serving on event planning committees; organizing children's tours; helping with our Pet Therapy program ... and much more.

Debbie-Rand Memorial Service League volunteers come from all walks of life to join our family. The diversity of our community is represented in our volunteers, ranging from high school students to retirees, including many seasonal residents.

# Volunteering is a Healthy Habit



The Department of Volunteer Services is thankful for your time and support of our volunteer programs. Without your special talents to serve others, we would not be the award-winning volunteer organization we are today!

We know there are many costly and cost-free ways to recruit new volunteers, but the single most effective way to bring in a new volunteer is WORD OF MOUTH! Help spread the word by:

- ☑ Mentioning your volunteer assignment at least two times during any and all social events! Imagine the buzz it will cause!
- ☑ Submitting a short paragraph for publication on your local (civic, religious organization, community, etc.) bulletin board about how much you LOVE your volunteer assignment!
- ☑ Taking your Volunteer Services Director to a service/social group event, meeting or community gathering. Perhaps we could even speak to a group about the benefits of volunteering!

## Volunteering Is a Healthy Habit

A University of Michigan study showed that men and women who volunteer at least once a week live longer than men and women who do not. Individuals with heart problems who volunteer have reduced cholesterol levels, and found that "Volunteering is a way of connecting with people, and those with social contacts live longer than those who are more isolated."



## BOCA RATON REGIONAL HOSPITAL

### MISSION

Boca Raton Regional Hospital delivers the highest quality patient care with unrelenting attention to clinical excellence, patient satisfaction and patient safety. Our team of professionals demonstrates unparalleled compassion and commitment to those we serve.

### VISION

To be the preeminent regional leader in healthcare delivery and the hospital of choice for patients, physicians, employees and volunteers.

### A+ STANDARDS OF EXCELLENCE

**ACCOUNTABILITY:** Take pride in what you do. Feel responsible for the outcomes of your efforts and recognize your work as a reflection of yourself. Customer information is strictly confidential. Everyone is responsible for ensuring that confidentiality is not compromised.

**ATTITUDE:** Demonstrate a caring attitude by treating others the way you wish to be treated.

**COMMITMENT:** Be supportive of fellow volunteers and all employees. Offer help when possible.

**COMMUNICATION:** The goal of communication is mutual understanding. Utilize universal/departmental scripts.

**PROFESSIONALISM:** It is our expectation that all volunteers will demonstrate a commitment to a professional and caring environment.

**SAFETY:** Safety is everyone's job. Report all known or suspected safety concerns per your department policy.

**SERVICE:** Our goal is to exceed our customer's expectations.

Volunteers/teenage volunteers may participate in the program based on the needs of the Debbie-Rand Memorial Service League (D-RMSL) as determined solely by the D-RMSL. Continued participation in either program is also at the sole discretion of the D-RMSL.

## Customer Service

Make sure to acknowledge all customers promptly in a professional and courteous manner.

**Directions:** Notice when someone looks lost and offer assistance.

**Service Recovery:** Remain calm. Listen carefully. Communicate that you care. Address concerns promptly and request help when necessary.

**Ownership:** All team members are responsible for the appearance of our facilities. Report housekeeping and repair issues to the appropriate person in the department you work in.

**Tips:** Volunteers may not ask for or receive tips.

## Quality Awareness



Boca Raton Regional Hospital's definition of quality is "exceeding our customer's expectations." Performance improvement is a priority at Boca Raton Regional Hospital.

Boca Regional uses the PDSA (Plan, Do, Study, Act) methodology for all performance improvement projects. There are several performance improvement teams at Boca Regional. The Hospital Quality Council oversees the performance improvement initiatives at Boca Regional.

## Customer Loyalty

Boca Regional has always made customer satisfaction a priority. Now we are reaching for a higher level – creating an environment of customer loyalty. We are building on what we have already created and reinforcing what we are already doing to ensure consistent behaviors when we interact with our customers.



Our **Mission, Vision and Standards** are in place to help develop very specific and consistent behaviors. The A+ Standards of Excellence encourage these behaviors.

Standards of Communication may seem artificial, but this is a way to hold each of us accountable to act the SAME way to ALL customers. It is simply introducing ourselves to our customers, telling them who we are and asking what we can do to help them.

## Meet Your Administrator



*Jerry J. Fedele*

**JERRY J. FEDELE**  
President/CEO

## Corporate Responsibility

Each volunteer is expected to adhere to standards of competent and ethical behavior and to obey the law. Volunteers are encouraged to report any compliance or corporate responsibility violations to your supervisor in the department you serve. You will be treated with dignity and respect and your concerns will be taken seriously.

## Joint Commission

Joint Commission conducts random surveys of our healthcare facilities. If you have a quality of care or safety concern you can report those concerns directly to the Volunteer Services Director.



## Volunteer Responsibilities

As a volunteer at Boca Regional, you have the responsibility to:

- Commit to a minimum of six months
- Practice our values
- Understand and comply with orientation materials
- Assure that you are fit for duty physically and mentally
- Uphold lawful standards, judgment and objectivity
- Operate safely and follow service guidelines
- Report events not in keeping with our values
- Perform services without prejudice
- Maintain confidentiality, privacy and safety
- Comply with annual TB screening

## Standards of Communication



Standards of Communication in our context are specific behaviors, use of key words, attention to body language and non-verbal behaviors that produce a consistent message for our customers.

Here are a few examples:

### **When you first greet a customer:**

Good morning/afternoon/evening. I'm (your first name) and I am a volunteer. I am here to \_\_\_\_\_ (explain purpose).

### **At the conclusion of all customer contacts:**

Do you have any questions or is there anything else I can do for you?

### **When you greet a physician:**

Good morning/afternoon/evening Dr. \_\_\_\_\_. Please let me know if I can help you.

### **If you have not met the physician add:**

I don't believe that I have met you. I am \_\_\_\_\_. Please let me know how I can help you.

Make eye contact and smile – Standards of Communication are not only what we say but how we say it AND our body language!

## Patients Rights

Patients have the right to be treated with courtesy and respect; to have their privacy protected; to know what services are available, including translators and to complain about any violation of patient rights, as stated in Florida law. Patients Rights and Responsibilities are available in the Admitting Department and on all patient floors.

## Cultural Diversity

Diversity is the ability to recognize that we work with individuals from varied backgrounds, cultures, upbringings and religions. At Boca Regional we want to celebrate and embrace that diversity and we want all of our volunteers to recognize it with us.

It is the policy of Boca Raton Regional Hospital to encourage a diverse workforce in healthcare. Our policy demonstrates an active commitment to the development and support of a diverse workforce through leadership, education, recruitment and retention efforts and collaboration with community-based organizations.

### Purpose & Goals:

- Educate and understand diversity
- Respect differences
- Demonstrate sensitivity to various backgrounds and beliefs
- Provide opportunities (through open communication, fair treatment and flexibility)
- Strive to create an environment that is supportive of individual and team effectiveness and success

Our goal is to lead our community in employment and volunteer opportunities for qualified and diverse candidates. We will not exclude groups or individuals based on differences, biases or stereotypes. Every team member will be treated fairly according to our values.

In an effort to promote continuous improvement, we are committed to developing a culture that encourages qualified, diverse persons to utilize their potential and contribute to the success of the organization. We will create work environments and networks that support the opportunities of team members to gain, maintain and succeed in their positions. The organization advocates a variety of approaches to promote equitable opportunities for a diverse, qualified workforce in healthcare. By practicing our A+ Standards of Excellence, we welcome an all-inclusive workforce environment that recognizes and appreciates individual differences.



## Dress Code / Personal Grooming

A professional appearance should be presented at all times. Your uniform and photo identification badge must be worn at all times.

### Female Volunteers:

- Must wear ankle-length white, beige or tan pants (no capris, jeans, leggings or cargo pants). Female volunteers may also wear a white or beige skirt that is at or below the knees.
- Shoes should be clean, non-skid, closed toe and heel in white, beige, tan or brown. Sandals are not permitted.
- Blue uniform jacket must be buttoned-up at all times.
- Volunteers may not wear perfume or use anything with a fragrance.
- No excessive make-up or hairstyles.
- Fingernails must be clean and patient-contact volunteers may not have nails that exceed 1/4 inch.
- Excessive jewelry is not allowed. Earrings can not be longer than one inch below ear lobe. Necklaces must be tucked inside jacket.

### Male Volunteers:

- Must wear slacks (white, beige or tan).
- Clean, white or brown closed toe and heel, non-skid shoes must be worn.
- Blue uniform jacket must be zipped-up at all times.
- Volunteers may not wear cologne or use anything with a fragrance.

### All Volunteers:

- The Boca Regional ID badge should be clipped to the right-side of the jacket collar, and the Angel Pin is to be worn on the left collar.
- Pins worn on the jacket must be volunteer-related, worn in a straight line under or above the embroidered word "volunteer," not to exceed the length of "volunteer."
- Hair must be clean, well-groomed and present a professional image.
- If you choose to wear a shirt underneath your uniform jacket, it must be white or beige.

### Unacceptable:

- Hair of extreme color/style is not permitted.
- Hair that falls in the face, below the base of the neck, must be pulled back in patient care areas.
- Visible tattoos are not acceptable.
- Jewelry displayed on pierced body parts is not allowed, except ears (limit two earrings per ear).

## Absences

Boca Regional expects consistent and reliable service from their Volunteer Support Team. Please report for duty on time and stay for the period assigned. Volunteer dependability is essential to effective performance.

If you are out more than two times and fail to call, you will automatically be placed on inactive status and your position will be filled.

If you will be out for at least six consecutive weeks, you will be placed on a Leave of Absence, during which time your position may be filled. If you know in advance that you will be out for at least six weeks, please turn in your badge to the Auxiliary Office. Before returning from the leave, you must notify the Auxiliary Office. If you were on a leave due to a medical condition, you must provide a doctor's note indicating you are able to safely return to your volunteer duties.

## Emergencies/Illness



In case of necessary absence due to illness or emergencies, volunteers must notify the Volunteer Office secretary and their assigned work area, as far in advance as possible. The phone number is 561.955.4098. If the illness or emergency will create an extended absence, the Volunteer Office should be notified. **Thrift Shoppe** volunteers should notify the Thrift Shoppe at 561.395.2208.

Take pride in making your service run smoothly. Frequent or extended absences may be cause for reevaluation of your volunteer commitment and possible discontinuance of service to the volunteer program.



## Vacations

Please provide sufficient advance notice of planned vacations to the Volunteer Office at 561.955.4098. It is also helpful to inform your assigned work area if a substitute will not be replacing you. Thrift Shoppe volunteers should notify the Thrift Shoppe at 561.395.2208.

## Holidays

The Volunteer Office is closed on recognized holidays including New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas. Volunteers who are available on those days are welcome to report to their assigned areas, or assist in other areas if their work area is closed for the holiday. Double hours are given to adults for holidays.

## Free Meal Ticket Regulations



Debbie-Rand Memorial Service League volunteers are able to use their identification badges to purchase meals in the Bistro at Boca, as well as the employee cafeteria (provided they have credit in their account).

Lunch credits are issued in 4-hour (\$4) increments and added to the volunteer's account. The volunteer must pay the difference if they do not have enough meal credits in their meal credit bank on their badge.

If a volunteer leaves the program for any reason, their badge will be deactivated and the volunteer will not be able to purchase a meal. Once the volunteer returns, they will not have an available balance until the week following their first 4-hours of volunteering upon returning to D-RMSL.

Please note that volunteers are expected to eat **before** or **after** their scheduled shift. **Volunteers who are signed in should be at their respective areas during the duration of their shift.**

## Cell Phone Policy

Please refrain from using your cell phone while on duty, except in the case of an emergency.



## Non-Smoking Facility

In accordance with the Florida Clean Indoor Air Act, this is a non-smoking facility. Smoking is prohibited in all buildings and on all grounds of the Boca Raton Regional Hospital campus, including the parking lots. The smoke-free policy will also be enforced at the Hospital's satellite facilities.

## Business Solicitations

It's inappropriate to do any business solicitations while volunteering.

## Harassment Policy



Boca Regional is committed to a workplace free of discrimination and harassment based on race, color, religion, age, sex, national origin, disability or any other basis protected by federal, state or local law. Consistent with our values, discrimination and harassment of any kind will not be tolerated. Any report of such will be investigated immediately and confidentially without retaliation of a report made in "good faith."

## Recommendation Letters



It is the policy of the Debbie-Rand Memorial Service League that recommendation letters will not be given to current nor past volunteers/TAVs. However, letters verifying dates and areas worked will be provided upon advance request.

### In order to receive a letter verifying hours, TAVs must:

- Have completed at least six-months of volunteer service with D-RMSL and have completed **80 hours**.
- Be in good standing.
- Give the Volunteer Office advance notice of their decision to leave the program.

## Accident Reporting Procedure



In the event of a volunteer accident or injury while on duty, it is the policy of Boca Raton Regional Hospital to provide immediate medical evaluation and treatment at one of our facilities.

### VOLUNTEER WHO HAS AN ACCIDENT:

1. If necessary, seek medical assistance immediately.
2. Inform your department supervisor and/or the Volunteer Office of the event as soon as possible.
3. Notify Protective Services, extension 3380, to complete a report.

To assure your safety, volunteers MUST work within the guidelines of their service description.

### VOLUNTEER WHO WITNESSES AN ACCIDENT:

1. If the injured person is not responding, call for help.
  - a. Emergency main building: Dial 5555
  - b. Emergency other buildings: Dial 9-911
2. Seek medical assistance immediately. Do not try to lift or encourage the injured person to get up on his/her own.
3. Find an employee to assist immediately.
4. Mention to the Emergency Department and/or employee assisting that an **online incident report** should be completed.
5. NEVER inform a person injured on our property that the Hospital will pay for the cost of medical care. Risk Management will determine who is responsible.

It is the volunteer's responsibility to report accidents or injuries immediately to a paid team member. **It is critical that the appropriate report be filled out immediately** unless the accident or injury warrants immediate medical attention. The volunteer or team member who completed the incident report should also notify the Volunteer Office and Protective Services.

# Counseling Policy for Volunteers



The D-RMSL strives to ensure fair treatment amongst volunteers and diligently works to make certain that disciplinary actions are prompt, uniform and impartial. The major purpose of any disciplinary action is to correct a problem, prevent recurrence and prepare the volunteer for satisfactory service in the future. Although volunteering with the D-RMSL is based on mutual consent, and both the volunteer and the league have the right to terminate the voluntary service, with or without cause or advance notice, D-RMSL will normally use progressive discipline where it is appropriate.

1. Verbal warning
2. Written warning
3. Suspension
4. Termination of voluntary services

There may be disciplinary action for infractions of policy, misconduct or unsatisfactory performance which are not specifically listed below. The disciplinary action taken will depend on the nature and severity of the offense and the volunteer's entire volunteer record. There are certain types of volunteer problems that are serious enough to justify either a suspension or termination of the voluntary services, without going through the progressive discipline steps described above. Below are examples that may result in suspension or termination.

- Negligence and inconsiderate treatment in the care of patients.
- Failure to abide by the Hospital's A+ Standards of Excellence.
- Failure to perform assigned duties.
- Insubordination.
- Direct threats of violence.
- Violation of law, regulations or federal/private healthcare requirements.
- Violation of the Compliance and Ethics Plan, Code of Conduct or policies and procedures that implement and support them.

- Divulging confidential information/breach of confidentiality.
- Reading unauthorized confidential information (patient charts, etc.)
- Falsifying records, reports or materials of information of any nature.
- Theft, misappropriation or unauthorized possession or use of property belonging to the Hospital or to any patient, visitor or employee.
- Use or unauthorized possession of intoxicating beverages on Hospital premises or reporting to work under the influence of intoxicants.
- Illegal use and/or possession of illegal narcotics or drugs.
- Failure to properly notify the volunteer office of an absence and reason.
- Possession of a weapon on Hospital premises with the exception of licensed firearms, which must be contained in a vehicle.
- Solicit and/or accepting tips or services while on Hospital premises.
- Solicitation of any kind is violation of the No Solicitation Rule.
- Unauthorized vending and sale of service to patients and unauthorized distribution of literature on Hospital premises at any time.
- Rude, discourteous or uncivil behavior.
- Fighting or threatening harm to another.
- Entering an unauthorized area at any time.
- Interfering with the work performance of an employee/volunteer; threatening, intimidating or coercing another employee.
- Willfully or carelessly damaging, defacing or mishandling of Hospital safety, fire prevention, security regulations, personal cleanliness and Hospital aseptic and/or sterile techniques.
- Gambling, conducting games of chance or possession of gambling devices on Hospital premises.
- Sleeping or loitering while on duty.
- Smoking in areas while it is not permitted or at unauthorized times.
- Any other misconducts which affects the quality of patient care, service to the community at large or personnel morale.
- Failure to meet acceptable volunteer work standards.
- Practical joking.
- Slovenly appearance or inappropriate dress.
- Inappropriate use of the Internet and/or e-mail.
- Tape recording meetings or others without their consent.

# Confidentiality & HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that went into effect in April of 2003. The law sets rules to protect patient information, or *protected health information* (PHI). HIPAA says any of the following information can be used to identify a patient therefore making it PHI:

- Names
- Dates
- Social Security Numbers
- Patient Account Numbers
- Vehicle Numbers
- Medical Equipment Numbers
- Fingerprints
- Internet Addresses
- Addresses
- Telephone Numbers
- Fax Numbers
- Medical Record Numbers
- Insurance Plan Numbers
- License Numbers
- Photographs
- Email Addresses

HIPAA allows us to share patient information for **TPO** purposes:

**TREATMENT** : Providing care to patients

**PAYMENT** : Getting paid for caring for patients

**OPERATIONS** : Normal business activities

If use of the information does not fall under one of these categories, you must have the patient's signed authorization before sharing that information with anyone. Under HIPAA there are fines and penalties for using, sharing or disposing of patient information incorrectly. A breach of privacy may result in termination. Wrongful and willful disclosure of health information carries fines and can involve jail time.

Under HIPAA, patients have some new and some revised rights. We have a document called **Notice of Privacy Practices** to inform our patients about their rights.

Patients' Rights allow for patients to:

- Obtain a list of all inappropriate disclosures for the past six years
- Request to amend their medical record
- Request other communications, such as asking to be notified of lab results only at work and not at home
- Review and request a copy of their medical record
- Request restrictions on the use or sharing of their information, such as choosing not to be listed in the Hospital directory



HIPAA says we must protect patient information on computers by:

- Properly signing on with individual IDs and passwords
- Signing off computers if walking away from the desk
- Keeping IDs and passwords confidential

We have to handle and dispose of patient information carefully, using a shredder or locked bin. Never dispose of patient information in any open area trash bin. *When in doubt, ASK.*

It is every team member's responsibility to report violations if someone received patient information improperly, or shared patient information in the wrong way. *When in doubt, ASK.*

Your department supervisor or your volunteer department is a good place to ask for answers to questions or for reporting issues and concerns.

**WHAT YOU SEE HERE**

**WHAT YOU HEAR HERE**

**MUST REMAIN HERE**

**WHEN YOU LEAVE HERE**

# Infection Control

## What is OSHA?

The Occupational Health and Safety Administration's (OSHA) main goal is to promote safe work practices to minimize incidence of illness and injury on the job. It details ways that can substantially reduce your risk of contracting diseases. All volunteer practices are designed to protect you from contracting a disease on the job. Be aware of the infection control guidelines for volunteers.



## Standard Precautions

The term "Standard Precautions" refers to a system of infection control practices, which assumes that every direct contact with blood and body fluids is potentially infectious.

## Hand Hygiene

The best way to protect patients, family, friends and yourself from infection is to cleanse your hands thoroughly and often. The Centers for Disease Control and Prevention (CDC) lists Hospital acquired infections as one of the top 10 causes of sickness and death in the United States. Hand hygiene is the single most important method to prevent infection. Cleanse your hands often and especially after smoking, before and after bathroom use, before and after eating, before and after patient contact and after touching any object likely to be contaminated.

## Proper Procedure for Effective Hand Washing\* with Soap and Water:

- Wet your hands
- Apply soap and work up lather
- Rub all surfaces especially fingers, fingernails and cuticles
- Wash between fingers and over your wrists for at least 15 seconds
- Rinse with water running from the wrist to the fingertips
- Dry hands with paper towel and use it to turn off faucet

\* Waterless alcohol-based hand antiseptics/foam may be used instead of soap and water to cleanse hands if they are not visibly dirty or contaminated with blood or body fluid.

# Codes

## Code BLUE – Cardiopulmonary Arrest

Code Blue means someone in the Hospital has gone into cardiopulmonary arrest. Stay out of the response team's way, avoid elevators and stay to the side of hallways and stairways.

## Code 24 – Infant Abduction

In response to Code 24, observe ALL people for unusual clothing or packages. Abductors could be dressed in a Hospital or volunteer uniform.

## Code RED – Fire



The first 2-3 minutes of a fire are critical. The RACE formula below will help you to respond effectively.

- R** - Rescue persons in area
- A** - Alert nearest fire alarm
- C** - Contain fire by closing doors
- E** - Extinguish

Take note of the FIRE EXITS and extinguishers nearest to your workstation. Assume EVERY fire alert is real, and DO NOT get on an elevator when the fire alarm is sounding. Air vents in elevator shafts mimic a chimney and will draw smoke and flames. Electrical service may be compromised during a fire.

# Additional Codes

## Code YELLOW – Medical Alert

## Code ORANGE – Chemical Spill

## Code PINK – Infant/Child Cardiac Arrest

## Condition GREEN – Missing Patient

## Condition GREY – Inpatient Stroke Response

## Condition INDIGO – Rapid Response Consult

## Code ASSIST – Security Assistance

For more information on codes, please refer to the Emergency Preparedness Procedures book. This book is available in every department.

## Stroke Awareness - 5 Suddens

Stroke Centers are Hospitals that have committed to a high level of care to patients with stroke and TIA (transient ischemic attack). They are certified by Joint Commission after an on-site survey and are expected to meet high standards.

Symptoms of a stroke include the "5 Suddens":

- **Sudden** numbness or weakness of the face, arm or leg, especially on one side of the body
- **Sudden** confusion, trouble speaking or understanding
- **Sudden** trouble seeing in one or both eyes
- **Sudden** trouble walking, dizziness, loss of balance or coordination
- **Sudden** severe headache with no known cause

## Emergency Procedures & Codes

In our Hospital, all emergencies and codes are announced over the loudspeaker followed by the location of the emergency. Report ALL CODES or any situation in which you feel there is imminent danger. Dial "5555" in the Hospital main building, or "9-911" in all other areas. Protective Services can be reached at extension 4265.

## Natural Disaster / Mass Casualty

The role of volunteers is dependent upon the type of disaster/mass casualty situation. If the Hospital itself is in harm's way (hurricane, etc.) volunteers ARE NOT to come into the facility. Volunteer duties are SUSPENDED until the facility is out of danger. In mass casualty situations where the Hospital is receiving large numbers of victims, volunteers may be called into duty. Key roles include runners and transporters. Those already in the Hospital during a Mass Casualty Disaster should report directly to the Volunteer Office for deployment. Additional volunteers may be called in if needed. Make sure to wear your uniform and ID badge if coming in from home.

## Proper Body Mechanics

Recognize the leading risk factors for back injury:

- Poor posture
- Poor physical condition
- Sedentary life style

When you lift:

- Bend your knees – not your waist
- Tighten your abdominal muscles to support your spine
- Keep the objects close to your body
- Use your leg muscles as you lift

Volunteers do not lift/move patients or heavy objects as part of their volunteer service. Change your posture to fit the task. Remaining in the same posture for extended periods of time leads to discomfort.



## Hotline Numbers



<b>Boca Regional Action Hotline</b> (Anonymous, Live, 24/7)	866.338.2724
<b>Environmental Services</b>	561.955.4258
<b>Maintenance Engineer</b>	561.955.4092
<b>MSDS</b>	800.451.8346
<b>Nursing Information</b>	561.955.4636
<b>Security Office</b>	561.955.3380
<b>Threat of Violence</b>	800.501.0733

## General Volunteer Safety

- Walk, DON'T RUN!
- Wear shoes with NON-SKID soles.
- LOOK FOR AND REPORT slippery or wet areas.
- DO NOT leave drawers open.
- REPORT broken equipment, such as wheelchairs, immediately. Volunteers do not handle running IVs or transport a patient with a running IV, except if a team member is present.
- Following the basics of good body mechanics protects you and our customers. Competency equals safety.

## Pain

Often when patients are Hospitalized they have procedures or diagnoses that cause them to experience pain. Pain is what the experiencing person says it is, existing whenever he or she says it does.

The following are some of the rights that our patients have regarding pain:

- To receive information about pain and pain relief measures
- To be assisted by concerned staff committed to pain prevention and management, and who respond quickly to reports of pain
- All reports of pain in patients should be believed

Every volunteer can act if a patient expresses pain. The patient's nurse should be contacted to address the patient's need.

## Falls

One of the goals in planning patient care is to keep our patients safe during their Hospital stay. The Hospital is a new and strange place for patients and their families. One safety risk that patients experience is a risk of falling.

Why falls happen:

- Medications may make a patient dizzy and disoriented.
- Treatments and tests may make the patient feel weak and unsteady.
- The Hospital is an unfamiliar place, especially when a patient awakens at night.
- Some subtle changes during an illness may cause the patient to over-estimate their capabilities.

Patients assessed as being at risk have the Fall Prevention Program initiated. A yellow armband is placed on the patient, a sign is placed on the door, a black dot is placed on their chart and on the assignment board, and they are given red non-slip footwear. Volunteers can help keep our patients safe by being aware of their responsibility in preventing patients falls from occurring. Communicate all unsafe situations (e.g. liquid on floor, broken equipment, furniture blocking pathway to the bathroom, etc.) to a nurse.

## Elevator Emergencies & Safety

If you are transporting a patient and an emergency occurs, stop the elevator at the nearest unit and immediately call for employee assistance. **Never leave a patient unattended inside an elevator.**

Never attempt to exit an elevator that has stopped between floors.

## Electrical Safety

DO NOT touch anything electrical with wet hands.

DO NOT place electrical cords near heat or water.

DO NOT use extension cords.



## Radioactive Material

Volunteers **NEVER HANDLE RADIOACTIVE MATERIAL**, or enter areas where there is radioactive material being used.

## Workplace Violence



Workplace violence is defined as any physical assault, threatening behavior or verbal abuse occurring in any location where an employee/volunteer performs any work-related duty.

Boca Regional will assure a safe environment for patients, visitors, physicians and team members by implementing an effective intervention and response program. Protective Services should be notified if there is an immediate threat of danger.

## Florida Right to Know Law

The Florida Right to Know Law was passed in 1985 to ensure that employees and volunteers are given information concerning the nature of toxic substances with which they are working. One provision of the Florida Right to Know Law is **Material Safety Data Sheets** which contain information regarding:

- Identity of the chemical
- Name, address and phone number of company making the chemical
- Hazardous ingredients, chemical ID and common names
- The chemical's physical and chemical characteristics
- Recommended safe exposure limits
- Effects of overexposure
- Specific safety precautions

This information can be obtained by calling 1.800.451.8346.

## Wheelchair Safety

The **#1 safety measure** when using a wheelchair is to make certain **brakes are applied** before a patient gets in or out of a chair.

- Keep legs and lap covered properly
- Feet should be on footrests
- Keep blankets/sheets free from wheels
- Unlock wheelchair brakes to transport
- Enter and exit elevators with the large wheels first
- Approach ramps with caution
- Passenger must remain seated until brakes are locked
- Never leave a patient unattended in the chair
- If a chair needs repair, notify the supervisor in the department you are working in
- Ask for help if you are in doubt of your ability to control the chair safely

Volunteers do not lift patients. A Hospital employee must move patients to and from the chair and bed.

## Patient Identification



To ensure safe and appropriate patient care, **EVERY** patient **MUST** have a patient identification (ID) bracelet.

- Greet the patient and ask the patient to state his or her name. Never say, "Are you Mr. /Mrs. \_\_\_\_\_."
- Verify name by checking the patient's ID bracelet.
- If the patient is unable to say his/her name, check the patient's ID bracelet against the chart label. Notify a nurse immediately if there is a discrepancy.
- Never remove a patient's ID bracelet. ID bracelets will not be removed until the patient is outside the Hospital.

## Patient Restraints

Occasionally when caring for patients, we use restraints to secure the patient from hurting others. Volunteers are not to handle patient restraints in any way.

## Personal Protective Equipment



### PRECAUTIONS:

Personal Protective Equipment (PPE) is available in all patient care areas and clinical workstations. PPE boxes include items such as gloves, masks, gowns and eye shields.

### HEPATITIS B:

Hepatitis B vaccine will be provided free of charge by Employee Health to all volunteers identified as being at risk for exposure to blood or bodily fluids. *A declination statement must be signed if a volunteer declines the vaccine.*

### BIOMEDICAL WASTE:

Biomedical waste is considered any solid or liquid waste that may present a threat of infection. Biomedical waste must be identified and segregated from other solid waste at the point of origin. The waste will be placed into RED BAGS. *Volunteers do not pick up or handle red bags or sharps.*

### ISOLATION ROOMS:

Isolation rooms are identified by a special ISOLATION sign. *Volunteers may NOT enter isolation rooms under any circumstances.*

### MYCOBACTERIUM TUBERCULOSIS (TB):

The Centers for Disease Control recommends a mandatory TB skin test on all healthcare workers. *Boca Regional requires all active volunteers with patient contact to have a TB skin test performed annually.*

### SPILLS:

Before cleaning ANY spills, ask for the assistance of a staff member. Dial CLEAN (25326) if you have questions regarding the identity of a spill.

## Artificial Nails



Artificial nails have been found to contribute to the spread of infection. Joint Commission and the Centers for Disease Control (CDC) recommend that people who have direct contact with patients not wear any type of artificial nails.

Volunteers in patient care, laboratory or food service areas may not wear artificial nails or nail jewelry.



# Joint Commission Volunteer Accountability Tool

Joint Commission conducts unannounced surveys. Their purpose is to assure that participating healthcare agencies comply with a high standard of quality care. Boca Regional actively seeks Joint Commission Accreditation with zero deficiencies. Please review the following sample of questions. These represent questions a volunteer may be asked by a Joint Commission Surveyor during a site visit. Responses are listed with each question. Remember, if you don't know the answer, ask for assistance. Refer to your identification badge as needed.

- Can you tell me the Hospital's values?**  
Our Four Cornerstones are Great Place to Work, Quality Clinical Excellence, Superior Service and Fiscal Responsibility.
- Who is your Hospital Administrator?**  
Jerry Fedele.
- What are some of the ways you keep patients safe?**  
We are briefed every year on patient identification, wheelchair safety and how to handle emergencies.
- What do you do if you have an accident?**  
Report it immediately to Protective Services, extension 3380.
- What do you do if you witness an accident?**  
Report it to a staff member and make sure a computerized incident report is completed immediately.
- What does R.A.C.E. mean?**  
RACE is the emergency procedure we follow if there is a fire. It stands for Rescue-Alert-Contain-Extinguish.
- How would you get help for an emergency?**  
In the main Hospital dial "0" for the operator or dial 5555 to call a code. We have emergency codes listed on our badge.
- What would your role be in a mass casualty?**  
Volunteers will be called if needed. If we are already in the Hospital, we report to the Volunteer Office.

# Refreshers

## What is your role in an infant abduction or Code 24?

Code 24 means infant abduction. If we encounter such an emergency, we stop, look and listen. If we see or hear anything unusual, we report it immediately.

## Where is the nearest fire extinguisher and fire alarm pull station?

In my work area they are located \_\_\_\_\_.

## If there was something hazardous spilled, what would you do?

First, I would contact Environmental Services to clean it or contact a staff member. I would stay in the area to make certain no one slips or is injured. I would dial 5555 Code Orange.

## Did you complete an orientation?

YES, I had it before I began my service training.

## How were you trained for your job?

After completing the general orientation I had service specific training with a fellow volunteer.

## Have you attended safety, HIPPA and other education training?

YES, I have completed my annual education testing and filed it with the Volunteer Office.

## Do you have a job description for your volunteer assignment?

YES, I have a copy of my job description. A signed copy is kept in my volunteer file.

## Do you have an annual evaluation?

YES, I complete a self-evaluation each year at the time of annual education and have an opportunity to discuss training needs. *Patient Services volunteers have an added Skills Competency check each year.*

