



CJW Medical Center

HCA Virginia Health System

Chippenham Hospital
Johnston-Willis Hospital

VOLUNTEER HANDBOOK

2024

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THE CONTENTS OF THIS EDITION
SUPERSEDE ALL PREVIOUS EDITIONS
OF THE VOLUNTEER HANDBOOK

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*“We make a living by what we get.
We make a life by what we give.” Winston
Churchill*

WELCOME TO THE VOLUNTEER TEAM!

Welcome to Chippenham and Johnston-Willis! Volunteers are important members of the team. Volunteer support assists in providing the finest possible care and services for the patients and guests. Chippenham and Johnston-Willis treats volunteers as a valued resource and hopes that each volunteer commitment is a rewarding experience.

Volunteering in health care provides opportunities and challenges not found in other not-for-profit environments. For example, health care is highly regulated and ever-changing. To be successful in this environment, a volunteer is someone who is flexible, adaptable to change, and receptive to new ideas.

This Volunteer Handbook is a resource and reference for all volunteers. As a member of the Chippenham and Johnston-Willis team, it is important that all volunteers have an understanding of their role and Chippenham and Johnston-Willis’ policies and procedures.

The Director of Volunteer Services and the Volunteer Services Coordinators are available to assist volunteers in their volunteer work. Volunteers may bring suggestions, problems, concerns and criticisms directly to the Volunteer Services staff.

If you have any questions concerning the information in this handbook, contact the appropriate **Volunteer Services Office:**

Volunteer Services Director: Maria Gilmore
Maria.Gilmore@HCAHealthcare.com

- **Volunteer Services/Chippenham Campus** **804-483-3255**
7101 Jahnke Road
Richmond, VA 23225
Maria.Gilmore@hcahealthcare.com
- **Volunteer Services/Johnston-Willis Campus** **804-483-5081**
1401 Johnston-Willis Drive
Richmond, VA 23235
Maria.Gilmore@hcahealthcare.com

CHIPPENHAM AND JOHNSTON-WILLIS

The staff, volunteers, and physicians of Chippenham and Johnston-Willis are committed to high quality and compassionate healthcare for our patients.

Chippenham and Johnston-Willis

Mission

Above all else, we are committed to the care and improvement of human life.

In pursuit of our mission, we believe the following value statements are essential and timeless:

- We recognize and affirm the unique and intrinsic worth of each individual.
- We treat all those we serve with compassion and kindness.
- We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect, and dignity.
- We act with absolute honesty, integrity, and fairness in the way we conduct our business and the way we live our lives.

VISION

To be the provider of choice and the employer of choice

CULTURAL BELIEFS

Create Wow I Decide Own It Shatter Silos Simplify & Focus Live Excellence

We hope that your time with us will be an enjoyable experience!

VOLUNTEER SERVICES MISSION

The Chippenham and Johnston-Willis Volunteer Services serves as a resource for its staff and the communities by coordinating the services of those willing to give their gifts of time and talent.

GETTING STARTED

All potential volunteers need to understand the commitment to volunteer at Chippenham and Johnston-Willis. The health care environment is highly regulated and comes with many rules. Volunteers are included as important team members. To start, all volunteers must complete an application process that includes a completed application, interview, reference check, criminal background check and health screen. Volunteers must be willing to comply with hospital policies and procedures including wearing the proper attire and photo identification badge at all times. A six month time commitment is required.

Application Process

To become a volunteer, an interested individual first completes a volunteer application. Forms are available thru email only. Completed forms are returned via email with your name as the attachment to Maria.Gilmore@hcahealthcare.com Volunteer Services on the requested campus for review and screening.

Qualifying applicants are required to interview with a member of the Volunteer Services staff. Volunteer Services staff schedule interviews. The purpose of the interview is to match the needs of the organization with the time and talents of the potential volunteer. Once placed, it is essential for all volunteers to understand the purpose of the volunteer program, volunteer responsibilities, and hospital policies. Therefore, all volunteers are required to attend volunteer orientation and training.

Health Screening

All potential volunteers are required to have a health screening prior to beginning volunteer training. The health screen is conducted by Employee Health and is provided at no cost to the applicant. It is provided to ensure the health and safety of our volunteers, students, employees and the patients we serve. The following is required at all campuses:

1. Tuberculosis Blood Test or Tuberculosis (TB) Skin Testing
2. Seasonal Influenza (Flu) Vaccination Record - Seasonal flu shots are required unless volunteers take a leave of absence during flu season.
3. COVID shot (no longer required)

Introductory Period

The first month of service is considered an introductory period. During this time the volunteer as well as the hospital determine if the assignment is agreeable to both. Anyone who does not enjoy their volunteer placement may speak to a Volunteer Services staff person for possible reassignment.

If a suitable placement is not available within Chippenham and Johnston-Willis, names of other agencies may be provided.

VOLUNTEER ROLE DEFINITION

The role of the volunteer is to help patients, families and staff members. The volunteer is an important member of the healthcare team who supports the mission, vision and values of Chippenham and Johnston-Willis while sharing his or her gifts of time and talent.

The volunteer embraces his or her role with professionalism, confidentiality and dignity. The volunteer performs a wide range of tasks that support the work of staff members.

VOLUNTEER CODE OF CONDUCT

Volunteers will:

- Observe and abide by all laws and hospital regulations.
- Conduct themselves with personal and professional integrity.
- Will not disclose confidential information, whether medical, personal or financial.
- Will not participate in any solicitation or distribution of literature for any unauthorized purpose of Chippenham and Johnston-Willis property.
- Will treat all patients, families, and staff with respect, dignity and fairness.
- Protect the appropriate use and integrity of electronic communication.
- Display good judgment and high ethical standards.
- Participate in compliance and continuous improvement.

CONFIDENTIALITY

“What you see here, what you hear here, must remain here, when you leave here.”

Chippenham and Johnston-Willis has a strong tradition of protecting the privacy of patient information. Confidentiality has always been part of the hospital culture. However, there is also a federal law that sets the national standard to protect medical records and other personal health information. The law is the **Health Insurance Portability and Accountability Act** or **HIPAA**. HIPAA establishes accountability: civil and criminal penalties administered to individuals or institutions that do not follow this regulation.

HIPAA regulates **PHI (Protected Health Information)** in any form – verbal, written, video or electronic. Examples: patient medical record, name, address, phone number, social security number, medical record number, and vehicle identification. **HIPAA requires volunteers to take reasonable steps to only use or disclose the minimum amount of PHI necessary to do their assigned tasks.**

There is also a **HITECH Act** (Health Information Technology for Economic and Clinical Health Act) which contains a provision that allows the **criminal** prosecution of any individual who knowingly discloses or obtains PHI (Personal Health Information) without authorization.

It is important that volunteers understand the types of breaches of confidentiality which are covered under HIPAA and the HITECH Act. They are as follows:

1. Carelessness or Inadvertent
 - a. Unintentional or careless access, review or disclosures by a volunteer and/or disclosure of PHI without a legitimate “need to know.”
Example: Faxing to wrong fax number; leaving computer terminal unattended in accessible area with PHI unsecured
2. Failure to follow policy or access for curiosity or concern (no personal gain)
 - a. Example: Volunteer accesses and reviews another volunteer or patient’s or public personality’s medical record out of concern/curiosity; volunteer regularly fails to log off computer terminal; volunteer shares PHI about a patient on Facebook or other social media site; volunteer uses access to the computer to look up himself or patients for reasons other than doing their job
3. Personal Gain or Malice - An intentional access or disclosure of PHI for personal gain or with malicious intent.
 - a. Example: Volunteer accesses or discloses PHI for use in personal relationship; volunteer gathers PHI to be sold.

Volunteers are bound by hospital policy regarding confidentiality and are not to discuss or disclose information concerning a patient to anyone inside or outside the hospital while volunteering at any

Chippenham and Johnston-Willis site. A patient's privacy must be respected at all times. Any violation of this policy will result in immediate dismissal.

Some examples of breaches of confidentiality include:

- Sharing details of hospitalization
 - Sharing names of patients
 - Taking home information about patients in printed form or verbal form
 - Talking with the news media about patients
 - Allowing photographs to be taken without written permission of the patient
 - Discussing hospitalization in public areas at Chippenham and Johnston-Willis

Confidentiality guidelines for volunteers:

1. Ask for and look for only that information needed to do the assigned job.
2. Do not go through the patient census to look for individuals you know. If you see someone you know, you are not to visit them without expressed permission.
3. When a volunteer needs to share confidential information, do so in a private place and out of hearing of others. Avoid hallways, elevators, lobbies, cafeteria, etc.
4. Share only information that needs to be shared.
5. Always use your own username and password. Do not use another volunteer's sign in. Never share computer passwords with anyone.
6. Keep patient information in a secure and private place that is not accessible to others who do not need to have access.
7. If using a patient list, never leave the list on a desk or unattended. The volunteer must keep the list private and turn the identifying patient information face downward or use a cover sheet when it is not being used.
8. Properly discard all materials containing PHI by using Shred-All Bins.
9. When faxing materials containing PHI take reasonable steps to (a) ensure the receiving fax is confidential, (b) use a cover sheet that contains a confidentiality statement, (c) verify the fax number, and (d) use autodial where possible to avoid misdialed numbers.
10. When delivering any item, such as flowers, gifts, mail, etc., take reasonable steps to make sure the attached label, addressing information or gift card with the patients' name is not visible to others.
11. Do not share information about other volunteers who are hospitalized unless the patient/volunteer has given verbal or written permission to Volunteer Services staff.

HIPAA – “Opt Out” or “No Pub” or “Confidential”

At admission, patients may choose to not to be shown on the public roster or computer listing.

- This means no visitors, mail, phone calls, or flowers for the patient.
- If we are unable to verify a room number, the patient is likely on the “Opt Out” or “Confidential” list. Mail or floral item will be returned.

- Failure to protect these “Opt Out” or “Confidential” patients can result in a fine to you as an individual as well as the hospital.
- If a visitor, delivery person or caller is looking for an “Opt Out” patient, please state the following: **“We are sorry but we don’t have anyone on our list by that name.”**
- You might suggest that the person inquiring checks with a family member. The guest is always welcome to check with a family member.

EXPECTATIONS FOR SERVICE EXCELLENCE

To realize the mission and vision of Chippenham and Johnston-Willis, it is essential that everyone understand the expected behaviors for daily interaction with patients and families.

- Smile and wear your name badge where it is highly visible.
- Greet, meet and repeat. Always introduce yourself and explain your role.
- Phone finesse. Answer the telephone with a “smile.” Identify yourself and ask how you can help the caller. Transfer the caller only if absolutely necessary.
- Go the extra mile. Anticipate the wants and needs of the people you serve. Ask, “How can I help?” and “Is there anything else I can do?”
- Present a professional image consistent with the dress code policy.
- Assist patients, visitors, and families in a positive and professional manner.
- Respond with respect to customer requests in a friendly, positive and prompt manner.
- Keep it quiet/keep it clean. Help keep the noise level down and all public and patient areas free of clutter.
- Respect the privacy and confidentiality of the people you serve, our physicians, employees and your fellow volunteers.
- Manage wait times and work to eliminate delays before they happen.
- Provide clear, accurate information that meets or exceeds the needs of patient, customers and visitors.
- If a problem has occurred, perform “service recovery.” This is the process by which we resolve customer concerns and complaints. It simply means do all that you can to correct a wrong perceived by the customer – and doing it in such a way that their interests are protected and their emotions calmed. Use the **HEAT model** – hear, empathize, apologize and take action.

AIDET: The 5 Fundamentals of Patient Communication

Acknowledge: Eye Contact, a little small talk, be sure to acknowledge all people present.

Introduce: Tell what your role is, give your experience.

Duration: Keep people informed of how long things will take.

Explanation: Active listening, do not interrupt, clarify questions.

Thank you: Be sure to thank people.

EXPECTATIONS FOR PERSONAL EXCELLENCE

- I am committed to and am an advocate of our mission, vision, values and goals.
- I represent our organization in a positive and professional manner.
- I communicate openly and honestly with everyone in the organization.
- I am committed to meeting or exceeding customer needs and expectations.
- I accept personal responsibility and accountability for my actions.
- I maintain confidentiality in my job.
- I am a positive influence on those around me.
- I honor the worth and dignity of each person with whom I come in contact.
- I value diversity within our volunteers, our workforce, our patients and our community.
- I work efficiently and am accountable for appropriate use of resources.
- I work positively with change, take risks, and am flexible.
- I seek new learning and development opportunities.
- I assist in the development of my co-volunteers and co-workers.
- I resolve issues by dealing with people directly to achieve mutual benefit.
- I see ways to use and enhance my skills/talents to create value for the organization.

VOLUNTEER POLICIES AND PROCEDURES

Absence/Attendance

All volunteer service is important to Chippenham and Johnston-Willis. It is expected that all volunteers treat their assignment as a **commitment** recognizing that others are depending on their presence. Arriving on time for each shift is expected unless illness, injury, or other circumstances prevent it.

When it is not possible to report as scheduled, volunteers are asked to notify the Volunteer Coordinator or if appropriate, the department for which they volunteer **as soon as possible**. A voice message should be left on the main phone line at the appropriate volunteer office if none of the above people are reached. Volunteer name, service, date and time of shift are to be included in the message.

It is also very helpful for volunteers who are assigned to an area with other volunteers to secure their own substitute before calling in absent. This helps provide continuous quality volunteer services to our patients and families. A list of names and numbers is provided to these volunteers.

Dress Code

Volunteers must all wear the designated uniform. The uniform consists of name badge, khaki, black pants or jeans with no holes or frayed, white, black, or pink collared or polo shirt for guys, and pink, white, black top for women. (no graphic tees allowed) (or wear the hospital long sleeve black T-shirt) not vest, plus closed toed shoes/sneakers and socks. Black Volunteer vest or Black long sleeve T-shirts and badges will be issued on your first day of volunteering.

In addition, volunteers comply with Chippenham and Johnston-Willis expectations for appearance. Good hygiene and a well-groomed look help to maintain a professional image. Clothes should be neat and clean.

Appropriate attire includes soft-soled shoes, khaki or black long pants, and a reasonable amount of jewelry. Health issued recognition pins may be worn on the volunteer jacket/vest. All volunteers will wear closed toe footwear. Sport sandals (Nike, Reebok, etc.), crocs with holes and beach footwear (flip flops or thongs), boots, are not acceptable



Inappropriate attire includes mid-level pants including Capri pants and shorts of any type, sweats or spandex, mini-skirts, shirts that expose the midriff. Perfume and cologne should not be worn in patient care areas.

Use of Personal Cell Phones

If you choose to keep a personal cell phone in your possession while volunteering, you must have the phone positioned to “OFF” or in the “SILENT” mode at all times. Please limit your cell phone use to emergencies only. It is important that your cell phone use does not interfere with your volunteer duties. Chippenham and Johnston-Wills Hospitals will not be responsible or liable for the loss or damage to personal cell phones.

Use of Camera Phones

Volunteers may not photograph, film or videotape any person, document, or activity that in any way involves employees, patients, visitors, or any other individual with whom Chippenham and Johnston-Wills Hospitals is doing or intending to do business in any capacity. Must ask fellow volunteers permission before taking their photograph.

Parking

Free parking is available at each location. Volunteers will be instructed where to park at their specific campus. A volunteer parking tag must be displayed on the rearview mirror while parked on campus to volunteer. Lost parking permits should be reported to the Volunteer Office. Parking permits are returned to the Volunteer Office upon completion of volunteer services.

Injury or Illness While Volunteering At The Hospital

Providing a safe volunteer environment is a priority of Chippenham and Johnston-Willis. However, should a volunteer suffer an injury or become ill while volunteering, please follow these steps:

- 1) Notify supervisor/manager in the department you serve if injury occurred while volunteering.
- 2) Notify the Volunteer Office.
- 3) Call Employee Health 483-5080 (JW) or 483-0774 (Chippenham) or stop there.
- 4) If you are directed to the Emergency Room, you will be required to provide your insurance information.
- 5) Risk Management will review incidents and make a determination regarding hospital coverage. Chippenham and Johnston-Willis does not automatically cover illness or injury that occurs on premises.

Sign-In Procedures

All volunteers are required to sign in on the time clock and time sheet, all volunteer hours including service hours, meetings, coffees, special events, etc. Volunteer service hours are very important to Chippenham and Johnston-Willis Hospitals because we want to share information about the collective generosity of the volunteers, so it is important that an accurate record be kept. Time clock computers are located on each campus for volunteers to sign in and out on.

Termination of Volunteer Services

All volunteer service is appreciated. Chippenham and Johnston-Willis strives to retain and attract quality volunteers. However, circumstances change and volunteers may no longer be able or willing to continue. Any volunteer wishing to voluntarily resign is asked to notify the Volunteer Services Department, verbally or in writing, at least two weeks in advance. The Volunteer Services Department appreciates any feedback at time of departure. For example, providing the reason for leaving can be very helpful to the Volunteer Services Department.

Chippenham and Johnston-Willis reserves the right to end any volunteer relationship at any time. The Volunteer Services Department reserves the right to terminate a volunteer as a result of:

- Failure to comply with Chippenham and Johnston-Willis or department policies, rules and regulations, i.e. breaching confidentiality;
- Several absences without prior notification;
- Unsatisfactory attitude, work or appearance;

- Demonstrated incompetence; and Any other circumstances which, in the judgment of the Volunteer Services Director, would make continued services as a volunteer contrary to the best interests of the hospital.

All Chippenham and Johnston-Willis property must be returned to the Volunteer Services Department before departure.

- This includes but is not limited to: ID badge; any keys issued; uniform, parking permit.

INFECTION PREVENTION GUIDELINES

Hand Hygiene Attestation

Hand hygiene is absolutely essential for the prevention and control of infections. It is the single most important thing that can be done to prevent the spread of infections. It is important for volunteers to follow these hand hygiene guidelines at all times. Please direct any questions to the Volunteer Staff.

- **Hand hygiene** is the *single most important factor* in preventing the spread of infection and decreases the incidence of healthcare associated infections (HAIs).
- **Hand hygiene** may be performed through the use of a 20 second soap and water scrub or alcohol-based hand rubs
- **Hand hygiene** must be performed:
 - o When hands are visibly soiled or dirty (use soap and water only)
 - o Upon entering a patient room
 - o Before patient contact
 - o Before donning sterile gloves
 - o Before inserting invasive devices
 - o After contact with intact skin
 - o After exposure to blood, body fluids, secretions, wounds, mucous membranes, or non-intact skin
 - o After removal of gloves
 - o When moving between dirty and clean activities
 - o Upon exiting a patient room
 - o After personal hygiene and bodily functions
 - o Between patients
 - o Use soap and water hand hygiene for patients with or suspected to have C. Diff
 - o Before and after eating

Fingernails should be in good repair, clean and neatly trimmed. If nail polish is worn, it should be free of chips.

Personal Health

Don't come to volunteer with:

- Fever of 99.4° F (37.5C).
- Vomiting and/or Diarrhea.
- Colds – sneezing, coughing, runny nose.
- Draining or infected sores.
- Burns and/or dermatitis.

Remember:

- Use the hand washing guidelines.
- Do not work when ill.
- Maintain Isolation.
- Follow Standard Precautions.
- Follow instructions from staff when volunteering in patient care areas.

Standard Blood and Body Precautions & Isolation Precautions

Standard Blood and Body Precautions-Since medical history and examination cannot reliably identify all patients infected with HIV or other blood-borne pathogens, blood and body-fluid precautions are consistently used for all patients. This approach has been recommended by the Center for Disease Control and referred to as “standard blood and body precautions” or “standard precautions”, and is used in the care of all patients, especially including those in emergency care settings in which the risk of blood exposure is increased and the infection status of the patient is usually unknown.

Volunteers should not have exposure to blood and/or body fluids therefore exposure to HIV/AIDS is eliminated. However, if you are in a situation in which blood is present, contact the nearest department staff so they can attend to the situation.

VOLUNTEERS DO NOT INTERACT WITH BLOOD OR BODY FLUIDS.

- *Isolation Precautions*-For known infections or diseases, measures called “Isolation Precautions” are necessary to prevent the spread from person to person. The type of precaution is based on the mode of transportation of the infection/disease.
- As a general rule, **volunteers are not to enter a patient’s room where Isolation Precautions are in effect.** A color-coded sign on the doorway or door and/or cart outside the door will indicate the necessary precautions. The different types of precautions are: Contact; Droplet; Airborne; and Special.
- Only volunteers who have been specially trained by staff and have passed a specific competency evaluation on proper procedures for visiting patients on isolation precautions may enter isolation rooms.

SAFETY POLICIES AND PROCEDURES

Safety and Security

Volunteers play a role in maintaining a safe and secure environment. Chippenham and Johnston-Willis maintains a Department of Safety, Security and Emergency Management to assist with safety and security needs of the organization. Volunteers may call Safety and Security (JW dial *35911 from a campus phone or 804-759-4982 from a cell phone or (Chippenham dial **30911

from a campus phone or 804-759-4131 from a cell phone) for an escort to their car after dark or anytime.

Safety and Security Officers responsibilities are:

- Patrolling lots and interior buildings.
- Making reports on all accidents and incidents.
- Conducting drills and clinics on safety and security.
- Contacting the proper authorities on incidents and accidents.
- Assisting visitors, staff, volunteers, patients and anyone needing information or assistance in jump-starting vehicles, keys locked in vehicles, etc.
- Enforcing all hospital rules.

Volunteer responsibilities include:

- Read and follow the volunteer handbook.
- Reporting any accidents or incidents observed including thefts and found items.
- Advising people to secure any valuable items such as purses that are visible from hallways. Ask patients to place valuables in drawers.
- Locking possessions up when on duty.
- Offer help to others with kindness and courtesy.
- Ask staff to assist when “limited” or unsure.
- Park cars in the assigned lot. Lock the car and remove valuables from sight. Place volunteer parking permit on the rear view mirror.
- Look for broken or loose furniture, seats or wheelchairs needing repairs.
- Note any electric cords in aisles or corridors where people may trip.
- Wipe up all spills or broken glass immediately.
- Never use a cart or a wheelchair to push open doors as someone may be opening them from the other side.
- **Never try to lift anyone who falls.** Call a Code F *71111 JW or *311111 Chip to assist those in need.
- Know the emergency calls/codes and respond without panic, shouting, running or alarming patients.

Lost and Found

Lost and Found is managed by Security. Report any missing items as soon as possible (*35911 - JW or *30911 Chippenham) .

Emergency Calls/Codes

Emergency Phone Number:

JW Dial *71111 JW Chippenham Dial *31111 from any hospital phone

What To Tell the Operator:

1. Describe the situation (fire, medical emergency, etc.)
2. Report location:

- Floor
 - Unit or office name
3. Remain calm/respond as trained per the type of Emergency

Dial 911 For an off-campus Emergency (for example, an emergency in the parking lot)

Emergency Codes will be announced over the hospital intercom. All calls begin with “Bells chiming. Listen for the specific type of code and respond appropriately.

Fire- Announcement: FIRE ALARM

Initial Response: R.A.C.E.

- Rescue:** Evacuate from the immediate area if necessary.
Rescue or Remove all people from immediate danger.
If necessary, move patients behind the next set of fire doors.
- Alarm:** By pulling and **activating** the nearest fire alarm pull station.
On campus- Dial *71111 – JW or *31111 – Chippenham and report the location. **Outside the Hospital dial 911**
- Contain:** If possible contain the fire.
Close all doors to control smoke and fire.
Do not pass through fire doors unless you need to evacuate.
Do not use elevators.
- Extinguish or Evacuate:** If the fire is small and you can extinguish it safely, use an extinguisher. If you cannot safely extinguish, evacuate.

Using a **Fire Extinguisher** ... **Initial Response: P.A.S.S.**

- P - **Pull** the safety pin
A - **Aim** the hose/horn at the BASE of the fire
S - **Squeeze** the handle
S - **Sweep** the hose/horn back and forth

General Information upon activation of the fire alarm system:

- Listen for announcements - CODE FIRE
- Close all doors
- Prepare for possible evacuation
- Reassure patients and visitors
- Courteously remind visitors to not use elevators (volunteers do not use elevators)
- Cease all non-emergency activities
- Clear all corridors of carts, equipment and personnel

- For suspicious odors call *35090 JW or *30763 Chippenham Engineering and Maintenance and will respond and investigate.
- Listen for “ALL CLEAR”

Onsite Locations:

- Buildings that are part of the main hospitals have a public address system over which announcements can be made. Prepare for evacuation, but listen for instructions over the public address system. Do not evacuate until told to do so.

Off campus locations (Swift Creek) :

- do not have public address systems. In these buildings evacuate immediately upon activation of the system.

Adult CPR – Code Blue

Volunteers in the area will clear the hallway of all carts, furniture or other obstacles. Help avoid confusion and clutter. A special team will take care of patients. Do not remain in the area.

Missing Child – Announcement: MISSING CHILD – with physical description

This indicates a child is missing within Chippenham and Johnston-Willis. Monitor all doors and search areas, cover all stairwells, walkways, elevators and exits. Call 1 *71111 – JW or *31111 – Chippenham if located. Do not take any actions that could cause harm to the infant/child or yourself.

Bomb Threat – Announcement: BOMB THREAT

Upon receiving a bomb threat:

- Record details of call – including Caller ID number
- Note age, sex, characteristics of caller and any background noise
- Call Dial *71111 – JW or *31111 – Chippenham (Off-campus 911)

When Code Bomb Threat is called, turn off cell phones and pagers to eliminate unnecessary radio frequency signals in area to be searched. Remain calm and do not alarm patients or visitors. Conduct a basic visual search of your service area(s). Look for suspicious items and items that don't belong or appear out of place.

Upon discovery of suspicious item(s)

- Do not touch or disturb suspicious items
- Call Dial *71111 – JW or *31111 – Chippenham using house phone. (Off campus dial 911). DO NOT USE CELL PHONE. Describe item found.
- Await further instructions. DO NOT leave your area unless instructed to do so by the Security Officer or other official. You are safer where you are after a search has been conducted if there is no evidence of a device.

Utility Outage – Announcement: UTILITY INTERRUPTION Remain in your area and await further instructions.

Patient Elopement (Missing Patient) - Announcement: PATIENT ELOPEMENT

Monitor all doors and search areas, cover all stairwells, walkways, elevators and exits.
Call Dial *71111 – JW or *31111 – Chippenham if located.

Combative Person (Staff Assistance Needed + location) - Announcement: CODE ATLAS

This message is used for situations where a person is behaving in an aggressive manner and in which de-escalation is necessary. Security will respond and additional staff are asked to report to provide assistance as directed by the department.

It is important to note that this event is not used for situations involving a weapon where there is imminent danger to other patients, visitors or staff.

ACTIVE SHOOTER - Announcement: ACTIVE SHOOTER

- May be an active shooter or hostage situation
- When code is called, do NOT go to affected area
- Close all patient room doors
- Volunteers should attempt to evacuate first. If unable to do so, lock themselves in a lockable area like an office or break room
- Weapons are NOT permitted on CJW Medical Center property, except for use by law enforcement. Please contact Security should you encounter a patient or visitor with a weapon

1ST Step: EVACUATE:

- Attempt to evacuate
- Have an escape route and plan
- Leave your belongings
- Keep your hands visible

2nd Step: HIDE: (if unable to escape)

- Find a place to hide
- Block entries and lock doors
- Remain quiet and silence your cell phone

3rd Step: LAST RESORT TAKE ACTION

- As a last resort, try to incapacitate the shooter
- Act with physical aggression

REMEMBER TO ALWAYS:

- Take note of the two nearest exits in any facility you visit
- Be aware of your environment and any possible dangers

NON-PATIENT FALL RESPONSE - Announcement: FIRST RESPONDER

Signals a fall, illness or injury to visitor or employee that has occurred within the hospital.

A trained response team reports to the location to assist. Transport individual(s) to the Emergency Department if appropriate and assist in initiating incident report. Volunteers never touch, lift or help the patient and never attempt to return them to a standing position

CALL 911 WHEN IT IS SAFE TO DO SO!

Hazardous Material Spill..... Announcement: Hazardous Material Incident

Staff in immediate area of spill:

- Without placing yourself at risk, prevent further spill
- Block off location (close doors, prevent others from entering area)
- Call Dial *71111 – JW or *31111 – Chippenham with location, name of chemical, any injuries
- Look up properties of chemical in department MSDS manual

Winter Weather – Announcement: WEATHER EVENT

- During winter weather situations, volunteers may use their own judgment regarding whether to volunteer. Please notify VS staff or service department as soon as possible if you will not be volunteering on your scheduled day due to weather.
- There may be instances when Volunteer Services closes the department due to inclement weather.
- When in doubt, call the Volunteer Services office.

Internal & External Disaster Plan – Announcement: DIASTER ALERT

- **Internal Disasters** are natural or manmade events, which cause major disruption in the Environment of Care, such as damage to the Facility's buildings and grounds due to severe wind storms, tornadoes, earthquake, fire, or terrorism. They could be caused by the loss of utilities (power, water, and telephones) which could impact patient care and treatment activities.
- Internal disasters could require the evacuation of all or portions of the Facility. They could also result in injuries to patients or staff that would create an influx of patients to the Emergency Department.
- **External Disasters** are incidents that happen outside of the Facility, but close enough that we would be affected by the influx of patients. Examples of External Disasters might be a

plane crash, a tornado in the suburbs, a nuclear, biological, or chemical terrorist attack, or any other incident that created numerous injuries.

- An external disaster would require a concerted effort on the part of several departments, and assistance from outside agencies and other healthcare organizations to respond to an influx of injured patients.
- An **Emergency Department Alert** will be called when the quality of patient care in the Emergency Department (ED) could be compromised due to an increase in patient census or acuity.

If you are on duty in the hospital:

- Report to your assigned department for instruction.
- Proceed with regular duties – your assigned department may ask you to return to Volunteer Services.
- Remain on stand-by.
- Volunteers may be assigned duties other than their usual duties (such as transporting patients, making phone calls, moving equipment, etc.) during disasters.

If you are NOT on duty in the hospital:

- Please do NOT report to the hospital unless you have been called in by Volunteer Services staff.
- Volunteer Services may call in volunteers if help is needed. Volunteers are not required to respond.
- If you are called in to service, you must park in designated areas only and you must wear your id badge for access to the hospital.

Panic Button:

- If your volunteer area has a panic button, do not hesitate to use it if you feel threatened or if a patient or visitor becomes aggressive. Make sure you know the location of panic buttons.
- Your safety is important to us! **Do not hesitate to yell for help, call for Security**

Patient Transportation

- Volunteers do not transport patient including patient that are being discharged and for the safety of patients and volunteers, volunteers are not to lift patients.

Violence

- Chippenham and Johnston-Willis is committed to providing a safe and healthful environment. Reasonable steps will be taken to reduce the likelihood of injury or death

from violent acts at the work place. **Threats, threatening behavior, or acts of violence will not be tolerated by anyone on Chippenham and Johnston-Willis property.**

Harassment-Free Environment

- Chippenham and Johnston-Willis is committed to providing a working environment free from harassment in which its employees and volunteers are treated with courtesy, respect, and dignity.
- This includes harassment based on race, ethnicity, creed, color, gender, age, religion, sexual orientation, gender identity, or disability.
- **Any form of harassment is unacceptable and will not be tolerated. Please report any inappropriate behavior to the Director of Volunteer Services or any member of management.**

PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights and Responsibilities information for Chippenham and Johnston-Willis is included with the orientation materials in the Volunteer Services Document Library on the internet. It contains a complete listing of patient rights including ethical aspects of care, treatment and services. For example, one patient right is to have “cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected.”

One of the patient’s rights is to “Be treated kindly and respectfully by all hospital personnel.” The following guidelines are intended to help volunteers satisfy this right.

Patient Services Guidelines

Procedure for Entering a Patient’s Room:

- ❖ Always knock softly and wait to be greeted by the patient. Greet the patient and identify yourself upon entering. State your purpose and ask permission. "Hi, I'm (insert name), a volunteer, and I have your mail. Would you like me to read your mail to you?" ❖ Do not wake a sleeping patient.
- ❖ If the curtain is pulled all the way around the bed, do not open the curtain.
- ❖ Do not question the patient regarding his/her illness.

- ❖ The key to interacting with patients is being a good listener.

Times You Should NOT Enter a Patient's Room:

Do not enter a room when the door is closed unless invited. Feel free to knock. If you question whether you should enter a room, feel free to check at the nurses' station.

- ❖ Do not enter a room when a doctor or other medical professional is present. Return later.
- ❖ Do not enter when a patient's room is noted, "Visitors Check at Nurses' Station."
- ❖ Do not enter an isolation room. This will be noted on the door and usually a cart with mask, gloves, etc. is outside the door.

Restrictions – please do not perform the following services:

Restriction	Reason for Restriction
Assistance in sitting up	Brittle bones may break
Transfer from bed to wheelchair Help in walking to bathroom	Patient may fall. Both volunteer and patient may be injured
Raising/lowering bed	May cut off tubes, wires
Cut nails	Infection control/patient safety concerns
Feed patients	Patients may choke
Take down bed rails	Patient may fall out of bed
Sit or place items on bed	Cleanliness

Note: When asked for medical assistance as in examples above, volunteers **MUST ALWAYS SEEK ASSISTANCE FROM A NURSE. NEVER EVER TOUCH A PATIENT.** Tell the patient that help will be sought from an appropriate staff member.

GENERAL POLICIES AND PROCEDURES

Conflict of Interest

Conflict of interest can arise when a volunteer:

- Would have a financial interest that would affect his/her judgment as a volunteer for Chippenham and Johnston-Willis.
- Misuses his/her position at Chippenham and Johnston-Willis in a way that results in personal gain.
- Gains personal enrichment through access to confidential information.

Cultural Diversity

Chippenham and Johnston-Willis Hospitals are committed to developing a diverse environment where volunteers can expect to serve in a welcoming environment where each person feels valued for their individual traits, skills and talents. To achieve this goal, Chippenham and Johnston-Willis

actively seeks qualified people regardless of their race, ethnicity, color, gender, religion, age, sexual orientation, gender identity, disability, veteran status, and socio-economic status.

To further encourage this welcoming environment, we promote an inclusive atmosphere where all feel valued and their differences are understood and appreciated. Volunteers help create this environment by treating others with courtesy, respect, and dignity without regard to their differences. For example, people may practice different religions or no religion at all. Volunteers respect each individual's right to choose which religion, if any they practice. Volunteers will not offend, impose their beliefs or proselyte others.

Volunteers behave in a manner valuing the differences of every individual and culture encountered during the volunteer experience. Failure to do so may result in a harassment complaint. Any form of harassment is unacceptable and will not be tolerated.

Interpreters (even if you speak the language you cannot interpret)

Phone Interpreters are available at Chippenham and Johnston-Willis Hospitals. To access a qualified interpreter call from a house phone: **877-274-9745**.

- When prompted enter 7digit access code followed by # sign. **1808242#**
- Press 1 Spanish, 2 Mandarin, 3 Cantonese, 4 Arabic, 5 Vietnamese 6 Haitian Creole, 7 Russian, 8 French, or 9 for all other languages. 1-8 you'll be connect directly to interpreter
- Provide the following Information
Department: Volunteer Services
Caller Name: State your name
Medical Record: Do Not have
- Explain the objective of the call to interpreter. Then Place the non-English speaking person on the phone. They will hand back the phone and the interpreter will explain the reason for the visit. Tell the interpreter you will walk them to their destination spot.

Personal Guests and Visitors

Volunteer service is critical to our patients and families. Each volunteer's full attention is expected during their shift. Do not bring guests, friends or family members (including children) when scheduled to volunteer.

Substance Abuse

Alcohol and/or illegal drugs are not to be consumed prior to or during volunteer service.

Smoking/Tobacco

Chippenham and Johnston-Willis is a **tobacco free environment**. Smoking or otherwise using tobacco products (including cigarettes, cigars, chewing tobacco, snuff, pipes, etc.) on company time or property is prohibited. This policy applies to all off-campus sites including clinics, or any Chippenham and Johnston-Willis programs operated offsite. Prohibition includes any and all

buildings owned, leased, rented or areas maintained by Chippenham and Johnston-Willis ; including any grounds, parking lots, ramps, sidewalks or parking garage or leased; or in vehicles owned or leased by Chippenham and Johnston-Willis . All employees, physicians, students, visitors, patients, vendors, contract workers, volunteers or any person coming on grounds or to the facility must comply with this policy.

Solicitation

Volunteers may not solicit or distribute literature for any purpose on Chippenham and Johnston-Willis property or at any Chippenham and Johnston-Willis activity except for authorized Chippenham and Johnston-Willis functions.

Prohibited examples include but are not limited to:

- Selling items and/or promoting outside business interests including other not-for profit entities.
 - Distributing literature promoting business or personal interests.
-

Could This Be A Heart Attack?

Volunteers play a significant role in dealing with visitors and guests to patients and their family and friends, volunteers often touch many lives. We want you to be confident when working with these individuals while you are here. That includes making sure you understand what to do in the event of an emergency and in this case, a possible heart attack.

Who could be having a heart attack?

There are patients, visitors, and guests inside our hospitals all the time. Anyone can have a heart attack anytime, anywhere - including in our hospitals. Up to 85% of heart muscle damage happens within the first hour, so getting help right away is extremely important. Wasted time means lost heart muscle. Act quickly - this is a true medical ***EMERGENCY!***

What are the symptoms/warning signs of a heart attack?

Men and women may have any or all of the following symptoms/warning signs of a heart attack. Unfortunately more women than men die every year from heart disease in the United States. Maybe that is because signs of a heart attack may go unnoticed in women!

Symptoms may include:	Women may experience:
■ Nausea ■ Anxiety ■ Pain or discomfort that goes down one or both arms ■ Jaw pain or discomfort ■ Chest pressure, squeezing or discomfort ■ Feeling of fullness ■ Back pain ■ Fatigue ■ Light-headedness ■ Shortness of breath ■ Cold sweat	■ Light-headedness, fainting, sweating, nausea, or shortness of breath without chest discomfort ■ Pressure, fullness, squeezing pain center of chest center of chest, spreading to neck, shoulder or jaw ■ Upper abdominal pressure or discomfort ■ Lower chest discomfort ■ Back pain ■ Unusual fatigue ■ Dizziness ■ Unusual shortness of breath

Could This Be A Stroke?

Who could be having a stroke?

There are patients, visitors, and guests inside our hospitals all the time. Anyone can have a stroke anytime, anywhere - including in our hospitals. Two million brain cells die every minute during stroke, increasing risk of permanent brain damage, disability or death. Recognizing symptoms and **acting FAST** to get medical attention can save a life and limit disabilities.

What are the symptoms/warning signs of a stroke?

Symptoms may include:
■ SUDDEN numbness or weakness of 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.

What Do I Need to Do as a Volunteer?

If you see a patient, visitor or guest having any of the above symptoms, use **ACS** to guide your action:

Assess. Are they breathing, are they conscious, can they tell you what is happening?

Call *71111 JW or #31111 CHIP and report the situation and your location. Don't leave the patient to do this, ask someone else to do it for you.

Stay with the individual until help arrives.

Remember, outside of the hospital call **911!**

VOLUNTEER BENEFITS

Benefits are accessed with the volunteer photo identification badge while actively engaged in volunteer services at Chippenham and Johnston-Willis.

Appreciation

The opportunity to serve others is the greatest benefit of all. Chippenham and Johnston-Willis values the volunteer service and hopes all volunteers feel appreciated through the various recognition activities held during the year. Special events include an annual adult recognition event for active volunteers.

Flu Shots & Blood Pressure Checks

Volunteers are given the opportunity to have a free flu shot. A notice will be sent to volunteers, usually in late October. Volunteers are eligible to receive a free flu shot on a first come, first serve basis. Free blood pressure checks are available as needed in Employee Health Services

Meals

All volunteers are invited to enjoy a free meal allowance benefit in the cafeteria on the day of volunteering. Volunteer Courtesy Food Vouchers are available from Volunteer Services staff.

To access this benefit:

1. Wear volunteer uniform and photo identification badge.
2. Take food selection to the cashier. Give the cashier the Volunteer Courtesy Food Voucher.
3. Entitled to one entrée, two vegetables, soup, dessert and drink or hamburger, FF, drink

ADDITIONAL INFORMATION

Gift and Flower Shops

The Gift Shops sell flower arrangements, books, candy, greeting cards and a variety of gift items including jewelry and baby items. Volunteers get 20% discount on gift items only. Proceeds from the gift shops benefit programs the scholarship program. The shops are:

- Chippenham Hospital Gift Shop, 483-1200.
- Johnston-Willis Hospital Gift Shop, 483-5994

Thank you so much for volunteering with us!

Final Steps:

NEXT STEPS AFTER COMPLETING THE APPLICATION

Next Steps

1. BADGE Picture Requirements

- Please provide a picture for your ID Badge that meets the following requirements:
 - Directly face the camera with full face in view
 - Use a plain, light colored, indoor background
 - Wear Business casual clothing or collared shirt
 - Must have a neutral facial expression or natural smile, with both eyes open
 - Please do not wear a hat or head covering unless for religious purposes
 - Do not wear headphone, wireless hands-free devices or sunglasses
 - The only acceptable visible piercing are earrings with a maximum of 2 holes per ear extending no more than two inches from earlobe
- Email picture back to Maria.Gilmore@HCAHealthcare.com

2. TST Shot

- Call respective employee Health office to schedule your test:

804- 483-5080 JW or 804-483-0774 Chippenham (but only call them after we have issued you a volunteer badge)

Juniors you must bring Parental Consent/permission form with you

3. Read and Review Volunteer Handbook

- Complete and return the quiz and acknowledgement page

4. FLU Shot (during FLU season Nov 1 – April 1) can be extended

- No longer need copy of your COVID form (but this can change)
- Current Flu Shot need proof you received the flu shot. If you have not received your flu shot you will be able to receive it from our Employee Health office again I will need a copy

5. Mandatory Background Check

- You will receive an email from Hire Right. Please follow the directions to complete the requested information for your background check..

New Volunteer Quiz

NAME: _____

DATE: _____

(✓ Correct answers) - please return ASAP)

1. In regards to Confidentiality is this statement correct? “What you see here, what you hear here, must remain here, when you leave here”?
☐ Yes ☐ No
2. Is SHARING NAMES OF PATIENTS an example of breaches of confidentiality?
☐ Yes ☐ No
3. Are volunteers allowed to enter a patient’s room where Isolation Precautions are in effect?
☐ Yes ☐ No
4. Volunteers will conduct themselves with personal and professional integrity?
☐ True ☐ False
5. Smoking is NOT permitted anywhere in the hospital or outside on hospital grounds
☐ True ☐ False
6. One of the most import things do to prevent the spread of disease and infection is to use alcohol-base hand gel every time you:

- ☐ enter and exit the Volunteer office each time
- ☐ Before you put on gloves and after removal of the gloves
- ☐ After using the restroom
- ☐ Before you enter and exit a patient room
- ☐ All of the Above

7. When hands are visibly soiled or dirty use soap and water only to clean them
☐ True ☐ False

8. What is announced when there is a fire in the facility?
☐ Code BLUE ☐ CODE FIRE ☐ CODE F

9. During a Code FIRE you may NOT use the **elevator**?
☐ True ☐ False

10. You must use hand gel ever time you enter and exit a patient room?
☐ Yes ☐ No

11. HIPAA stands for Health Insurance Portability and Accountability Act.
☐ True ☐ False

NAME _____

QUIZ page 2

12. RACE stands for Rescue, Alarm, Close doors, Evacuate?
☐ Yes ☐ No

12. To report a Hospital Emergency dial (i.e. Fire)?
☐ *71111 ☐ *31111 ☐ 911

13. Can you give out a patient's room number if the patient is classified as CONFIDENTIAL or "OPT OUT"?
☐ YES ☐ No

14. In the event of an active shooter: First thing you do is attempt to evacuate, leave belongings behind and keep hands in the air.
☐ True ☐ False

15. Code ATLAS means a combative person? (Staff Assistance needed + location)
☐ True ☐ False

16. If you choose to keep a personal cell phone in your possession while volunteering, you must have the phone positioned to "OFF" or in the "SILENT" mode at all times?
☐ True ☐ False

17. Can you wear boots, flip flops, sandals or open toed shoes?

☐ Yes ☐ No

18. Have an escape route planned nearest your work station in case you need to evacuate during a ACTIVE SHOOTER?

☐ Yes ☐ No

19. Where do you dispose of confidential or patient protected health information (PHI)?

☐ Trash Can ☐ Shred-It Bins ☐ Take Home

20. Never touch or help lift a patient even if they have fallen and can't get up on their own?

☐ True ☐ False

Thank you for volunteering!

Thank you! Volunteers are truly an asset to the hospital. We will strive to make your volunteer experience both enjoyable and beneficial. If at any time you need to discuss your role, please see the Volunteer Director.

Having the support of a strong volunteer force enables the hospital to provide the best service and care to our community. Thank you for being a part of our team – you are appreciated.

ACKNOWLEDGEMENT

I received the Volunteer Services Handbook. I have read it, fully understand it, and agree to comply with the standards outlined in the handbook. I understand that if I do not follow the rules set forth, that it will be immediate grounds for dismissal.

Volunteer Printed Name

Volunteer Signature

Date signed