



New Volunteer Orientation

Orientation Outline

1. WELCOME

- Orientation Purpose
- Orientation Elements
- Joint Commission
- History and Background
- Purpose and Vision

2. VOLUNTEER SERVICES DEPARTMENT

- Organizational Chart
- Our Responsibilities
- Volunteer Responsibilities
- Volunteer Benefits

3. CUSTOMER SERVICE TRAINING

- Customer Service Training
- Site Knowledge

4. POLICIES AND PROCEDURES

- Policies and Procedures
- Patient Rights

5. HEALTH AND SAFETY

- Emergency Procedures
- Hand Sanitizing/Washing
- Quizzes
- Agreements

6. NEXT STEPS

Welcome

You are joining a great volunteer program and we thank you for your interest and enthusiasm!

Volunteers at EvergreenHealth provided over 97,500 hours of service in 2015.

Volunteers help staff extend the quality of care to all patients in the hospital and hospice care. Volunteers are also responsible for the first contact area for visitors – the Information Desks, which give visitors their first impression of EvergreenHealth. Volunteers also staff the Gift Shop and help the Auxiliary.

We rely on volunteers every day and thank you for joining us in helping fulfill the purpose of EvergreenHealth: ***Working together to enrich the health and well-being of every life we touch***

Orientation

The purpose of orientation for new volunteers is to provide them with the essentials of volunteering at EvergreenHealth, in collaboration with the requirements of Joint Commission and the Washington State Department of Health.

Volunteers complete orientation then move on to learn specific training for their specific volunteer position. They can learn from a staff person or a trained volunteer.

Every volunteer will check in when arriving for their volunteer shift and check out when finished with their volunteer shift.

Orientation Elements

Volunteer Requirements:

- Must be at least 16 years old
- Provide two references
- Comply with Employee Health requirements
- Pass a background check
- Complete orientation
- Sign the agreements
- Acknowledge understanding of policies and procedures

Volunteers will learn about:

- EvergreenHealth
- Infection control
- Patient safety
- Confidentiality
- Organizational safety
- Cultural diversity and sensitivity
- Rights of patients, ethics
- Procedures to follow in case of an incident, reporting process and customer service

Volunteers will demonstrate competencies of their volunteer position.

The Joint Commission

Accreditation

EvergreenHealth is fully accredited by the Joint Commission, the nation's oldest and largest health care accrediting body.

Joint Commission surveyors perform a rigorous inspection of Evergreen Hospital Medical Center, Evergreen Home Health Services, Evergreen Hospice Services and the Evergreen Medical Group every three years, with the most recent occurring in 2015.



History and Background of EvergreenHealth

Evergreen Hospital Medical Center is the heart of EvergreenHealth, a community-owned health care system which includes primary and specialty care, home health, hospice and community-based outreach programs. It is a public hospital district and the hospital is supplied with tax-supported bonds.

Evergreen's doors opened March 9, 1972.



Purpose, Mission & Vision Statement

EvergreenHealth's Purpose

Working together to enrich the health and well-being of every life we touch.

EvergreenHealth's Mission

EvergreenHealth will advance the health of the community it serves through our dedication to high quality, safe, compassionate, and cost-effective health care.

EvergreenHealth's Vision

EvergreenHealth will create an inclusive community health system that is the most trusted source for health care solutions.

Volunteer Services Mission

To extend the quality of care by supporting hospital staff as we work together to enrich the health and wellbeing of every life we touch. We will continue outstanding customer service to all visitors and co-workers.

EvergreenHealth's Values

Compassion — We care for and about our patients, families and each other

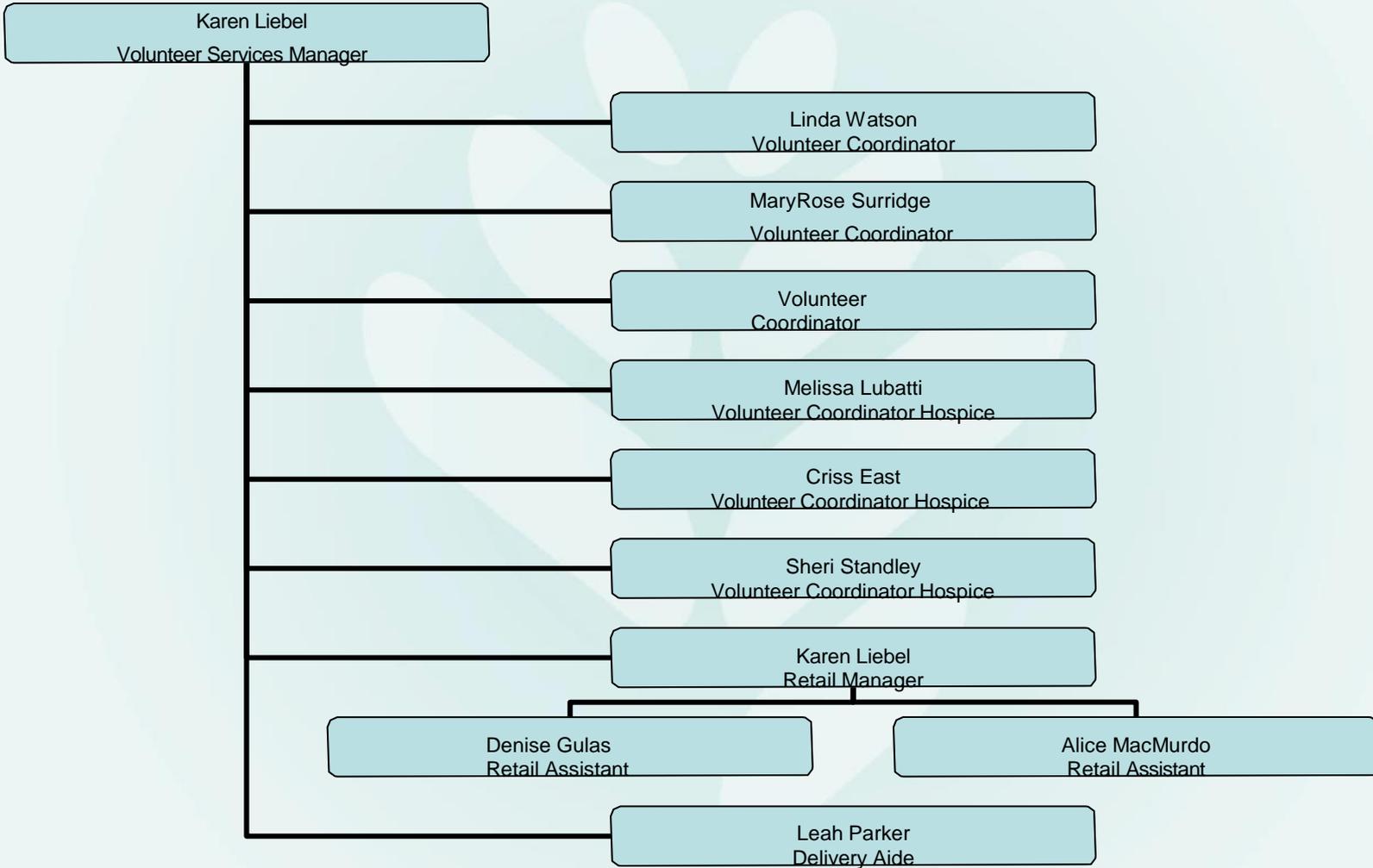
Respect — We respect the beliefs and values of everyone we encounter

Excellence — We strive for excellence in all we do

Collaboration — We work in partnership and believe every voice makes a difference

Accountability — We are accountable to one another and to our community

Department Organizational Chart



Our Responsibilities

We will provide:

- Well organized volunteer program that incorporates all Joint Commission requirements for volunteers.
- Meaningful volunteer opportunities.
- Good comprehensive training, including how to keep safe from diseases.
- Additional training in HIV/AIDS/HEPATITIS B education. (Please read and sign agreement based on this training).
- On-going support and supervision
- A volunteer uniform and ID badge
- Volunteer problem solving procedure and an open door for communication

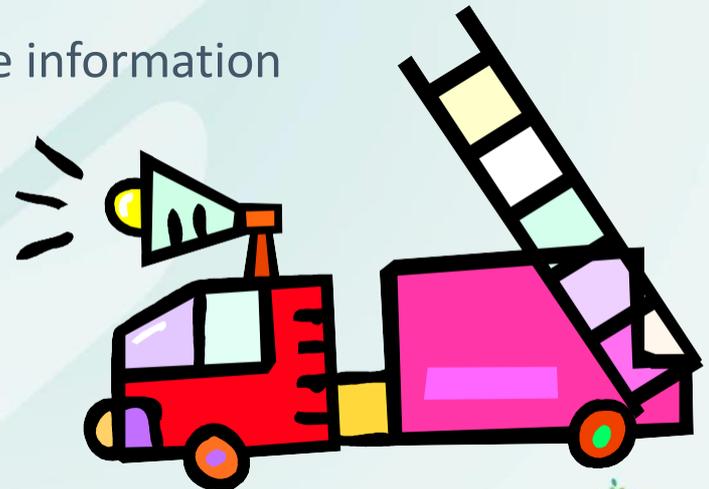
Volunteer Responsibilities

Your Responsibilities

- Complete Employee Health screening, which includes proof of immunization and passing TB Tests
- Learn via Quizzes: The Joint Commission requires that all standards that apply to staff also apply to volunteers who are providing care, treatment and services. Standards are statements defining the performance expectations, structures or processes that must be in place for an organization to provide safe and high quality care, treatment and services. 50% of all JC standards are directly related to patient safety.
- Volunteers are evaluated at 90 days and then continuously during their service.
- Commit to your volunteer schedule, **call us if you can't come in**
- Follow all rules and procedures, report all issues of safety or medical concerns.
- Read and sign all agreements, and acknowledge understanding of orientation materials, volunteer policies and procedures by completing orientation, sign off forms and review.
- Keep Confidentiality
- Provide courteous customer service at all times to visitors, patients and colleagues
- Learn EvergreenHealth via map and volunteer work
- Always wear your ID badge and a clean volunteer uniform while volunteering
- Practice good hygiene, shower before coming to volunteer, use deodorant, brush your teeth, wash your hair, and tie long hair back. Don't use fragrances.

Volunteer Responsibilities Cont.

- Learn what to do in case of emergencies, injuries, codes and fire.
- Learn as you go
- Follow professional conduct
- Observe infection control protocol
- Your Resources
 - Volunteer Office Staff x1994
 - Security x1300
 - Nursing Supervisor *705
 - See your volunteer card for more information



Benefits for Volunteers

- Free parking in garages in employee parking areas.
- Discount for volunteers in gift shop
- Free drip coffee, tea or fountain drink for all volunteers in the cafeteria
- Volunteer newsletter
- Recognition and celebration events
- Free TB tests & flu vaccines
- Discount in pharmacy for medications. (Check with pharmacist for details.)
- Letter of reference from Volunteer Office
- Service Pins for 100 hours, 200 hours, 500 hours, and each 500 hours increment.
- Volunteer grievance procedure



Benefits for Volunteers cont.

Insurance: Volunteers are covered for liability while volunteering. If you need to go to the emergency department during one of your shifts, you will be asked for your insurance information. Liability will be evaluated to determine if your personal insurance will be billed. Please make sure you report your injury to the Volunteer Office.

Customer Service Training

Volunteers are the first impression of EvergreenHealth to all visitors and many patients!

Volunteers are so important to EvergreenHealth and we want to teach you the best possible ways to do your tasks.

A Warm Welcome



Customer Service

Volunteers are the first people that visitors meet when they come to EvergreenHealth. Each patient/visitor is under some type of stress when they arrive. Your warm welcome and calming presence will help put them at ease. You are the most important person they will see.

Please keep an eye on your area so you can help people right away. Try to make eye contact with each person that walks by and smile at them. Be observant, look for people who may need some help finding their way.

Greet people and look them in the eye when you talk to them. Noticing their eye color is an easy way to remind yourself to make eye contact. Ask, “May I help you?” Walk them to their destination, don’t just tell them how to get there.

More Customer Service

Did you know you only have seven seconds to make a good first impression? People's first impression of you and how helpful you are is determined that quickly!

When walking toward someone, you want to make eye contact no less than when you are 10 feet apart and you want to greet them with a smile and "hello" when you are 4 feet apart.

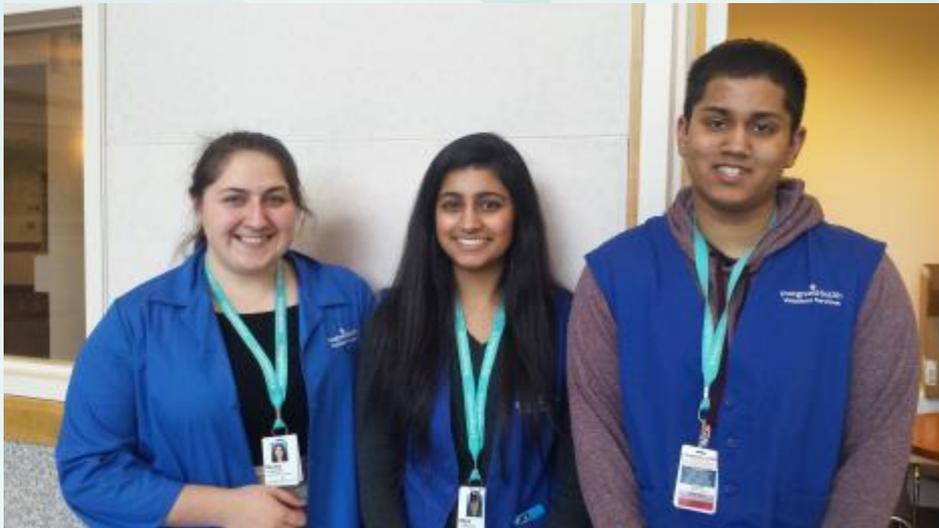
Escort, escort, escort! Coming into EvergreenHealth is a stressful event, no matter why a patient or visitor is here. When they ask for directions, it is easy for them to forget the directions along the way. Therefore, **please walk them to their destination.**

Call the Volunteer Office for help with anything. We never want to leave a person with an unanswered question or for you to not know how to do something.

A Fond Farewell

Customer Service

Your calming presence and welcoming demeanor makes just as much of an impact on the experience of a patient/visitor when they are leaving as when they are arriving. When you are discharging a patient or even when someone is walking past the information desk to leave, always smile, make eye contact and greet the individual. Ask them if there is anything else you can help them with.



Site Knowledge for all Volunteers

Learn how to direct visitors and patients:

- Train with current volunteers
- Learn color zones: Blue, Green, Red, Purple, Silver, Tan and Coral.
- Learn main destination points: Café 128 (cafeteria), registration, X-ray, lab(s), critical care, emergency, hospice, etc.
- Learn how to direct visitor to a patient room
- Never leave a person without an answer. If you can't find the answer, call one of the volunteer office staff for help.
- It is okay for volunteer to carry their own cell phone with them to call for help. Call 425-899-1994 for help or information.

On-campus vs. Off-campus Locations

In the event of an emergency, different steps need to be taken based on if you are on-site or off-site.

On-site is considered to be inside the walls of the actual hospital. This includes Silver, Red, Green, Purple and Blue color zones. For emergencies on-site, a code would be called by dialing x1199.

All locations outside the hospital walls are classified as off-site; including Coral, Tan, DeYoung, Redmond, parking structures and even the sidewalks right outside the doors to the hospital. 9-911 needs to be called for emergencies that are off-site.

However, in the event of an emergency in Tan, Coral or outside of the hospital entrances, 9-911 and a code (x1199) can both be called. This will allow the staff to respond to the emergency until firefighters, medics and/or police arrive to the scene.

If you are not sure if you should call a code or 9-911, call the Volunteer Office at x1994.

Room Numbering

The hospital has the Blue, Purple, Green, Silver and Red Zones. You will see a sign, next to each door, to indicate the room. Notice that there is a dash between the first number and the next three numbers. The first number is the floor number; the 2nd number is the color zone. See the example below. All rooms are labeled like this, so you need to understand the system to find the correct zone and floor.



The basement also follows the color zones. The first number of room in the Basement would be “B” for basement.

Room Numbering Examples

Room 4-174: *(notice that the 2nd number is “1”)* (Blue Zone is 100’s)

Room 4-174 indicates 4th floor Blue Zone.

Room 3-245: *(notice that the 2nd number is “2”)* (Green Zone is 200’s)

Room 3-245 indicates 3rd floor Green Zone.

Room 1-354: *(notice the 2nd number is “3”)* (Purple Zone is 300’s)

Room 1-354 indicates 1st floor Purple Zone.

Room 6-034: *(notice the 2nd number is “0”)* (Silver Zone is 000’s)

Room 6-034 indicates 6th floor Silver Zone.

Room 2-524: *(notice the 2nd number is “5”)* (Red Zone is 500’s)

Room 2-524 indicates 2nd floor Red Zone.

Room B-204 (*B is for Basement*) and the 2nd number is 2, indicating the Green Zone, since 200’s are Green.

Policies & Procedures

Dress Code: Clothing should be neat, clean and in good repair. Nose and lip jewelry should not be worn while on site. Hair should be clean. Long hair should be tied back. Shorts and distressed blue jeans are not allowed. Skirts below the knee may be allowed depending on your position.

Every volunteer has their own volunteer uniform. Please let us know if yours is ripped or stained and we will replace it for you. Please report in a clean volunteer uniform with your ID badge. If you lose your ID badge, please let us know. If you leave your uniform at home, you may borrow one from the volunteer office.



More Policies & Procedures

Not allowed:

- Harassment of any type
- Discrimination
- Substance Abuse
- Smoking
- Eating while volunteering (unless on break)
- CD players/iPods, Laptops, etc. (unless on break)
- Taking pictures of patients
- All volunteers are prohibited from taking photos of patients. NICU and Pediatric volunteers are not allowed to carry a cell phone while volunteering.



Policies & Procedures Continued

Badges: Your badge is your photo ID and proof that you are a volunteer at EvergreenHealth. Your badge must be worn each time you volunteer and must be visible at all times. Please do not modify your badge with stickers or anything else. When you terminate your service, your badge must be returned to the Volunteer Department.

Cell phones: Cell phones are not allowed to ring while you are on duty. Please have your phone set to silent or vibrate while you are volunteering. Please refrain from using your phone (including texting) while volunteering unless you need to use it to call the Volunteer Office for help. If there is an emergency, step away from your volunteer post to use your phone.

Policies & Procedures Continued

Attendance: You are an important part of the EvergreenHealth team. The staff really depends on you. Please commit to your volunteer schedule and be a consistent volunteer. ***Inform us or your department when you will not be able to come in.*** Remember to record your volunteer hours via the computer check in station or paper timecard.

If you are absent three times with unexcused absences, you will be dismissed.

Parking

All parking at EvergreenHealth is free. Volunteers are allowed to park in any parking structure in Volunteer designated areas or in Employee parking. Employee parking is designated with yellow dots in the parking stalls. Parking in disabled areas is allowed with proper permits.



Cultural Diversity & Sensitivity

Thousands of people visit EvergreenHealth and you will interact with many of them.

A very important part of volunteering is your awareness and ability to get along with people who are different or diverse. Culture is about the way we do things, how we feel, how we act and what we believe and aspire to. Some ways in which our multicultural community is reflected in our society include the food we eat, our customs, entertainment, language and history.

Diversity also includes body size, and physical and mental abilities.

While you are volunteering you are sure to come across many staff, patients, visitors and fellow volunteers who are culturally diverse. It is important to respect and accept our community's diversity and recognize the positive value it has made to our society.

Patient Rights

Patients have a right to:

- Privacy
- Information on their rights
- To be treated in a dignified and respectful manner
- Need for effective communication
- Pain management
- Access and request amendment to and obtain information of disclosures to health care

Emergency Procedures

Hospital Codes

- Code Red: fire or smoke
- Code Blue: heart/respiration stopped
- Code One: non-life threatening event
- Code Amber Alert is missing infant/child
- Code Gray: out of control person
- Internal Triage: internal emergency
- Internal Triage Code Wander: missing patient
- Internal Triage Code Black: bomb threat
- Code Orange: hazardous chemical spill
- Code Silver: weapon/hostage
- Code Name Clear – to clear a code

**In case of an emergency dial
x1199 and report the
appropriate code
(If off-site, dial 9-911)**



Hand Hygiene and Glove Use

All volunteers must sanitize their hands before and after using gloves, when entering and exiting a patient room, before and after transporting patients in a wheelchair and before and after lab errands. If your hands are visibly soiled, wash them with soap and water.

Wear non-latex gloves to wipe down the wheelchair when done and toss used gloves into a waste container, away from visitors. Please do not wear gloves while walking from place to place in hospital.

Quizzes

- Volunteer Privacy & Security (HIPAA): learn patient privacy
- Tuberculosis Information: learn about infections and TB
- Patient Safety Education: learn information about patient safety and why all volunteers need to know this.
- Age Specific Competency information: learn life stages of humans.
- Code Amber Alert Training: learn about newborn abductions.
- Environment of Care (EOC): learn about safety and security management in hospitals, hazardous material handling and disaster alerts.
- AIDS Prevention Education: learn about HIV and Hepatitis B Virus.
- Bloodborne Pathogens: learn about bloodborne pathogens and how to keep safe.
- Heart Attack and Stroke: learn keys to success in identifying and helping heart attack and stroke patients.

Agreements – all 6 of them

Please print and complete the agreements from the online orientation

1. Confidentiality of Patient Care
2. Confidentiality and Security Agreement
3. Chemical Hazard Communication Program Training Certification
4. Code Red
5. Certification of HIV/AIDS/Hepatitis B Virus Training
6. Uniform and Photo ID Loan Agreement



Training

New volunteers go through a minimum of two training sessions before they are able to volunteer on their own, depending on their volunteer position; a general orientation as well as department specific training.

Some topics covered in the trainings are how to safely transport patients in a wheelchair, how to deliver flowers, how to look up patients and how to answer a multitude of questions!

Next Steps

What you need to do next:

1. Print and complete the agreement packet and policy attestations
2. Complete the online quizzes
3. Schedule a first training after completing your Employee Health Clearance
4. Know your start date
5. Learn your position by shadowing another volunteer and/or staff member



Thank you for joining
the EvergreenHealth
Volunteer TEAM!