



Volunteer Handbook

Welcome!!

You are joining a great volunteer program and we thank you for your interest and enthusiasm! EvergreenHealth volunteers provided over 100,800 hours of service in 2016.

Volunteers provide help in many different areas of the hospital, which helps the staff extend the quality of care to all patients. Volunteers are also responsible for the first contact area for visitors – the Information Desks.

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.***

The information in this handbook is an overview of the volunteer program, content, policies and procedures. It includes required information for the Joint Commission.

Core volunteer training content: (please refer to topics in this handbook)

- Accident procedures and incident reporting
- Attendance/Sign in procedures
- Code of Conduct/Discipline
- Confidentiality (see agreement)
- Cultural Diversity
- Education and evaluation of volunteers
- Emergency Procedures/Calling a Code
- Ergonomics
- Safety
- Infection Control
- Mission, Vision of EvergreenHealth
- How you perform your volunteer tasks, who your “customers” are
- Who’s who
- Where to get help
- Where to find information
- Some background information on
 - EvergreenHealth
- Volunteer responsibilities
- EvergreenHealth volunteer services responsibilities

Please read it through before you attend your general orientation.

Thank you for your support. Feel free to contact us at any time at 425.899.1994; 425.899.1990 or 425.899.2001, or stop by the Volunteer Office in the Galleria section of the hospital, Blue 1-118. Email: GrpVolunteerHospitalBased@evergreenhealthcare.org if you have any questions.

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

VOLUNTEER AGREEMENT: AS AN EVERGREENHEALTH VOLUNTEER, I AGREE THAT...

1. I shall hold as **absolutely confidential** all information that I may obtain directly or indirectly concerning patients, family members, doctors or personnel, and not seek to obtain confidential information from a patient.
2. I understand that EvergreenHealth will screen all volunteers via: Washington State Patrol, and the Health and Human Services – Office of Inspector General. (<http://www.nsf.gov/oig/>). Also if a volunteer helping patients in hospice, or a gift shop volunteer, or other department, EvergreenHealth will also screen using a national background check, which requires disclosure of my social security number.
3. I shall be punctual and conscientious, conduct myself with dignity, courtesy and consideration of others, and endeavor to make my work professional in quality. I shall attempt to resolve any problems related to my volunteer activities with my supervisor, and if unsuccessful, attempt to resolve any such problems with the Director of Volunteer Services, the Administrative Director of Governance & Community Affairs, or with the human resource department.
4. I understand that the Volunteer Services Department reserves the right to terminate my volunteer status as a result of (a) failure to comply with hospital policies, rules and regulations; (b) absences without prior notification; (c) unsatisfactory attitude (d) unsatisfactory work or appearance; or (e) any other circumstances which, in the judgment of the department director, would make my continued service as a volunteer contrary to the best interests of EvergreenHealth. I shall at all times uphold the philosophy, mission, and standards of EvergreenHealth.
5. My services are donated to the hospital without contemplation of compensation or future employment, and given with humanitarian, religious or charitable reasons.
6. I will sign the hospital medical consent form providing my authorization for health screening.
7. I agree that: As a representative of EvergreenHealth, I will present myself in the best possible manner. Prior to volunteering, I will shower, and have clean hair and nails. My uniform, shoes and clothing should be clean and free from odor. I will not wear fragrances. Face and lip jewelry will not be worn while volunteering. Long hair will be tied back. I will wear my ID Badge and any additional required uniform or pin at all times. I understand the following are not allowed: revealing clothing, shorts, hats (except for religious purposes), and open-toed shoes.
8. I shall give two (2) weeks notice before terminating my volunteer position and one week notice for vacation leave.
9. I shall make my best effort to fulfill my commitment by completing all assignments that I accept.
10. I understand that EvergreenHealth assumes no responsibility for any contact, visits, or services provided by me outside of the responsibilities assigned through Volunteer Services of EvergreenHealth.
11. I shall submit to evaluation for suitability of volunteer assignment.
12. As a volunteer in hospice, I will adhere to the additional following additional requirements:
 - o I understand that my involvement with any patient and family ends when services are no longer provided by EvergreenHealth.
 - o I will follow all policies of EvergreenHealth and will not sell or attempt to sell goods or services, neither request contributions, or solicit signatures on anything or express unsolicited religious views.
 - o I will honor my commitment of my assigned shifts for a years' time, taking respite time as needed. I can request reassignment as needed.
 - o I will increase my knowledge and skill set by attending at least two trainings/continuing education or other education as I'm available, per year.
 - o All paperwork, credentials, insurance, health validations, required documents and evaluations, applicable to my volunteer position will be completed/submitted on time and with accuracy.

I have read each of the above conditions and I agree to be bound by them.

Volunteer Signature

Date

Signature of parent if volunteer is under age 18.

Volunteer Services Staff signature

Date

General Information

Now that you have chosen your volunteer opportunity, you will learn the tasks involved with the training we provide and by shadowing a seasoned volunteer. Please ask questions and know that you can't learn it all in one or two days. Your volunteer efforts will evolve and you will learn something new everyday.

EvergreenHealth History and Services

King County's Public Hospital District No. 2 was formed in 1968 from a group of eastside residents. The hospital is a public hospital, meaning that it is supported financially by tax dollars and managed by an elected Board of Commissioners. The hospital has grown since then and offers a wide range of sophisticated diagnostic and treatment services and equipment. See the web site for up to date information at www.evergreenhealth.com or look for *The Monitor* newsletter.

EvergreenHealth:

Purpose:

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

Mission:

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

Vision:

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

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

Volunteer Services Department Mission:

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

Volunteer Office

The Director of Volunteer Services oversees the program and the Volunteer Department; with volunteer coordinators. The Gift Shop is staffed by a Retail Supervisor, coordinators and many volunteers. As you can tell, we rely on volunteers to help us a lot! We report to the Executive Director of Governance & Community Affairs who reports to the CEO. Volunteer orientation and training requirements are in accordance with The Joint Commission, and the Department of Health.

Volunteer Responsibilities

Employee Health Clearance: Immunization records are required. Employee Health requires the following immunizations prior to starting to volunteer:

- Documentation of 2 MMR (measles, mumps, rubella) vaccinations OR positive blood titer
- Documentation of 2 Varicella (chicken pox) vaccinations OR positive blood titer
- Documentation of a Tdap (whooping cough) booster
- Current Flu Vaccine documentation
- Documentation of a 2 step TB (tuberculosis) skin test.

Additionally, all clinical based volunteers are offered Hepatitis B vaccinations prior to their start date. Clinical volunteers also have annual TB testing and annual bloodborne pathogen training.

EvergreenHealth will pay for any required vaccinations and TB test, which are provided at Employee Health.

Learn via Quizzes: Specialized quizzes help you understand health related issues and support our certification with the Joint Commission on the Accreditation of Healthcare Organizations. Volunteers will complete quizzes online and discuss them at their first training.

Commit to schedule and rules: Volunteers are important team members of EvergreenHealth and are depended upon greatly. Please consistently show up for your volunteer shift and let us know in advance any schedule changes. We are flexible and will do our best to meet your scheduling needs.

Follow all rules and procedures.

These are made to support your health and follow Washington State requirements. **Accident reporting:** If a volunteer is in an accident or is injured, this must be reported immediately to the Director of Volunteer Services or other volunteer program staff person.

Read and sign all agreements: Volunteers will read and learn about six agreements. These agreements need to be signed by you and will be kept by the Volunteer Services office in your own file.

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. Volunteer Uniform & Photo ID Loan Agreement

Keep Confidentiality:

No matter who comes to EvergreenHealth for care, you have to keep that information private. Perform as a professional at all times. Please do not question patients about their illness or ask why they are at the hospital.

Everything you hear, see or read is confidential. Violating confidentiality will be grounds for immediate dismissal. Please read and sign the Confidentiality of Patient Care Agreement.

Provide courteous customer service at all times. Please try and anticipate the needs of visitors and patients. Watch for people looking “lost”, and ask them if you can help them find their destination. If possible, please walk the person to their destination.

Learn EvergreenHealth via a map and volunteering. Learn how to find all areas of the hospital, and how to communicate this clearly with visitors and patients. Learn the major destinations of patients and visitors and learn the different buildings and their color codes.

Learn what to do in case of emergencies, injuries, codes, or fire.

This handbook contains information on how to call a code for medical emergencies or fire and what to do in case a volunteer is injured.

All volunteers need to know what the acronym **RACE** means:

- R: Rescue all people from immediate danger.
- A: Alarm –pull station and dial X 1199
- C: Contain fire and smoke by closing doors
- E: Extinguish the fire if possible.



Learn while you are here. Ask questions to help understand your position.

Follow professional conduct.

- Provide friendly help to all visitors and patients. Remember they may be very upset because they are here on a medical emergency, so do all you can to help.
- Cooperate and work as a team

EvergreenHealth Volunteer Services Responsibilities:

We will provide:

- Meaningful volunteer positions, including description of role and duties.
- Comprehensive training, including infection control or how to keep safe from diseases, orientation, uniform information, volunteer grievance procedures, patient transport safety, accident and incident reporting procedure, attendance expectations, and confidentiality expectations.
- Additional training in HIV/AIDS/HEPATITIS B education. (Please read and sign agreement based on this training).
- On-going support, education and supervision

- A volunteer uniform and ID badge to be returned to the volunteer office upon completion of volunteer time
- Volunteer problem solving procedure, and an open door for communication
- Safe volunteer opportunities.
- No hospital volunteer opportunity allows:
 - Hands-on contact with patients
 - Handling soiled linen, or soiled items
 - Contact with any patient bodily fluids
 - Transporting patients via stretchers alone
 - Assisting patients in bathrooms
 - Lifting or moving patients
 - Hands on patient care
 - Lifting or pushing heavy objects
 - The volunteer to write on a patient chart
 - Making patient beds
 - Feeding patients

Volunteer Services Policies & Procedures

Accident procedures and injury/incident reporting: Any accident needs to be reported immediately. Report to the Volunteer Services Department, or go directly to the Emergency Department.

Agreements: Volunteers will read and learn about six agreements. These agreements need to be signed and will be kept by the Volunteer Services office. They are:

- Confidentiality of Patient Care
- Confidentiality and Security Agreement
- Chemical Hazard Communication Program Training Certification
- Code Red
- Certification of HIV/AIDS/Hepatitis B Virus Training
- Volunteer Uniform & Photo ID Loan Agreement

This will ensure that each volunteer has received and learned these important parts of volunteering at a hospital.

Attendance: You are a very important part of the hospital team. The staff really depends on you. Please commit to your schedule and inform us if you will not be able to be here. Call the Volunteer Office at 425-899-1994. Remember to record your volunteer hours via VIC or paper timecard. If you are absent three times with unexcused absences, you will be dismissed.

Badges: Your badge is your photo ID and proof that you are a volunteer at EvergreenHealth. Wear this each time you volunteer. Do not add stickers, or anything else to your badge. When you terminate your service, badges must be returned to the Volunteer Department.

Benefits for Volunteers:

- Worker's compensation insurance and liability insurance coverage while volunteering
- Free parking in Central and West garages in Volunteer designated areas, or Employee parking areas. Employee Designated areas are the parking stalls with Yellow Dots. Do not park anywhere else.
- Discount in the Gift Shop.
- Free daily beverage in Café 128 (small coffee, tea, fountain soda).
- Quarterly issue of volunteer newsletter, *Volunteer Connections/The Auxilian*.
- Recognition and celebration events.
- Free TB tests and flu vaccinations.
- Discount in the 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 hour increment.
- Volunteer grievance procedure.

Dress Code: Volunteers present themselves to others by their manner and dress. Clothing should be neat, clean and in good repair. Face and lip jewelry should not be worn while on site. Hair, fingernails and body should be clean. The smell of tobacco or body odor should not be apparent. Please wear your own uniform, making sure it is clean, with your ID badge. If you leave your uniform at home, you may borrow one from the volunteer office.

Not allowed:

- Hats, except for religious purposes
- Distressed blue jeans or blue jeans with holes/tears.
- Shorts or miniskirts (skirts below the knee may be allowed with prior approval)
- Revealing clothing (low-cut shirts, etc.)
- Clothing of transparent or semi-transparent fabrics
- Open toed shoes are not allowed due to health regulations
- Scented toiletries; EvergreenHealth is a fragrance free facility

Ergonomics: Volunteers do not lift heavy items. Transport team members will transport all bariatric patients. (*use the computer to ask for the Transport Team when needed*). Keep the following information in mind: Most back injuries result from improper lifting. Get a firm footing, bend your knees, tighten stomach muscles, lift with your legs, keep load close, and keep back upright and avoid twisting.

Cell phones/ Laptops/Valuables, etc.: Volunteers are not allowed to use their cell phones while volunteering. Please refrain from texting. You may only use your cell phone during your 15-minute break. Please do not bring personal laptops or other electronics to volunteer here with you.

Change of name, phone or address: Please contact the volunteer services department so we can update our files.

Competency Assessment/Evaluations: Volunteer education includes quiz material, handbook, specific department information, daily volunteer information and on-going volunteer information. All volunteers are evaluated yearly, and Clinical volunteers also have a Bloodborne Pathogen Test along with their annual TB test. In addition, volunteers will have on-going Joint Commission information and competency training.

Complaints: If a visitor complains about something, don't argue. Say, "I'm sorry you have had difficulty". Give them the number for Patient Relations; 425-899-2267. Patient Relations business cards are located in all Information Desks. If the visitor insists on talking to someone immediately or becomes agitated, call security at x1300.

Confidential Information: Everything you hear, see or read about a patient is Confidential. You can not repeat it to anyone. Please read HIPAA information for details.

Counseling: If a volunteer has volunteer performance problems, unsatisfactory behavior, or violation of rules, procedures and policies, the Director of Volunteer Services will counsel the volunteer. If the situation includes theft, vandalism, insubordination, chronic absences without explanation or failure to follow procedures and policies, these actions will result in dismissal.

Customer Service: Please see *People Experts*

Eating while you are volunteering: *Please do not eat at your volunteer position*; this includes the Information Desk and Gift Shop. You can take your break at either of the Deli's or Café 128.

Ethics: Hospital ethics means holding in strict confidence all information acquired through your service in the hospital, of any patient's identity, diagnosis or treatment. Any inquiries concerning a patient's diagnosis, condition or treatment must be referred to the nurse manager in charge of the department or other designated qualified employee staff member. (see HIPAA)

Hazardous Materials Safety Basics: See Agreements on MSDS and Chemical Hazards. Volunteers should not be asked to handle any hazardous chemicals. Read and sign Chemical Hazard communication program training certification agreement.

Holidays: Please check with your department to see if they are closed on the following holidays. Hospice volunteers need to check with their supervisor.

Holidays include:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

Illness: Volunteers are not allowed to volunteer when ill. Call the supervisor of the department you volunteer for to report that you are ill and can't come in. Also call the volunteer services office at: 425-899-1994 and press option 1 # to report your illness. Please see the Work Restriction policy. More help is available from Employee Health at 425-899-2282. To talk to a nurse at anytime, day or night, to get advice on your illness/injury, call the EvergreenHealth line: 425-899-3000. Also, immediately report any communicable disease such as Chicken Pox.

Infection Control: It is essential that volunteers understand hospital policies and procedures related to Infection Control and use procedures learned in training. The most important way a volunteer can keep patients safe is through hand washing. (see *Joint Commission standards*)

What volunteers should know about Infection Control:

- **Hand hygiene** – the single, most important means of preventing infections.
- **P.P.E.** – Personal protection equipment protects you. Know where to find gloves and masks.
- **Universal/Standard Procedures** – All blood and body fluids are considered contaminated. Follow procedures you learn in training.
- **Sharps** – Volunteers NEVER touch needles.

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. This insurance extends to all EvergreenHealth properties only.

Referrals to Physicians and Health advice: Do not give a physician referral, instead, refer the person to the EvergreenHealth Healthline phone number, 425-899-3000. Please do not give health advice. Even if you have experienced the same health related event, or you know someone who has, please do not offer advice.

Religious Views: EvergreenHealth is a public hospital (meaning a percentage of it's income is from tax dollars), and therefore volunteers may not express unsolicited religious views to patients, visitors, or other staff, and volunteers cannot wear nametags of religious organizations. Volunteers in the Spiritual Care department are allowed, of course, to wear religious nametags as they work in religious environments.

Safety: Patient safety is our #1 priority. It is the policy of EvergreenHealth to ensure that its' patients are cared for safely, while maintaining a safe work environment for employees; and ensuring compliance with Washington State HB 1672 – Safe Patient Handling legislation. Volunteers will follow directions and comply with policies.

Sexual Harassment: All volunteers, staff and visitors should be able to work in an environment free from all forms of discrimination, including sexual harassment. Sexual harassment is a form of misconduct, which undermines the integrity of the employment relationship. No one should be subject to unsolicited and unwelcome sexual overtones or conduct either verbal or physical.

Sexual harassment does not refer to casual conversation or compliments of a socially acceptable nature. It refers to behavior which is not welcome and which is personally offensive, interfering with work effectiveness or creating uneasiness while volunteering. Such conduct is specifically prohibited. This includes, repeated offensive sexual flirtations, advances or propositions, continuous or repeated verbal abuse of sexual nature, graphic or degrading verbal comments about an individual or his/her appearance, the display of sexually suggestive objects or pictures, or any offensive or abusive physical contact.

Any such actions will bring prompt and certain disciplinary action, including possible termination.

Any volunteer who believes that she/he has been subjected to sexual harassment or intimidation while volunteering, should bring this to the immediate attention of the Director of Volunteer Services. All such complaints will be promptly and fairly investigated. All such complaints are treated in the strictest confidence.

Smoking: Smoking is not allowed anywhere on the hospital grounds. EvergreenHealth is a non-smoking campus. The odor of smoke should not be apparent on clothing.

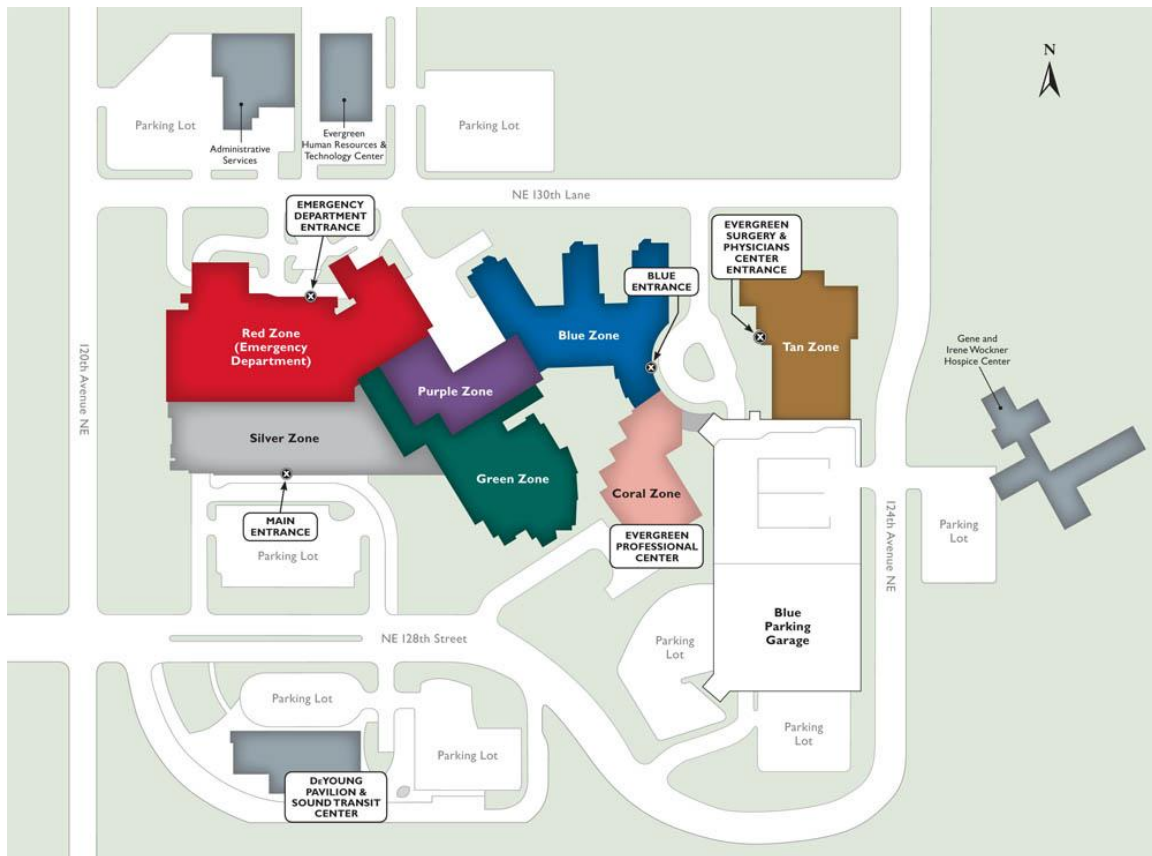
Substance Abuse: The unlawful manufacture, distribution, dispensation, possession or use of intoxicants, drugs or controlled substances is strictly prohibited in our workplace. This includes reporting to work under the influence of intoxicants, drugs or controlled substances. See Drug Free Workplace policy.

Transfer to a different volunteer opportunity: Contact the volunteer department staff to help move into a new volunteer position.

Tips and Gifts: Please do not accept any tips or gifts from visitors or patients.

Treatment of Visitors: All visitors must be treated with respect and courtesy. ***Please greet each one with a helpful smile and eye contact. You are the face of EvergreenHealth and you are the one visitors will turn to for help.*** This is the most important part of your efforts here. (see *People Experts*)

Volunteer Grievance Procedure: Difficulties and problems arise in every work place. In order to maintain a positive and mutually supportive work place, volunteers are asked to bring any concerns to the Director of Volunteer Services or Volunteer Coordinator. If you have concerns, please request a meeting with Director of Volunteer Services. If you are uncomfortable with this, you may contact the Executive Director of Governance & Community Affairs. If you prefer to remain anonymous, you may write a message, signed or unsigned, outlining your concerns, place it in a sealed envelope and send it through inter office mail to Mail Stop 73, to the Director of Volunteer Services.



Find your way around EvergreenHealth using the color codes:

EvergreenHealth campus is divided into color zones, since color is a universal language. You can always direct a visitor to “follow the signs to _____”.

The TAN Zone (also called EvergreenHealth Surgery and Physicians Pavilion) has three numbers for their suites (offices). Suite 250 TAN would be on the 2nd floor of the TAN building. (The first number indicates the floor.)

The Coral Zone (also called EvergreenHealth Professional Center or EPC) also has three numbers for Suites (offices). Suite 400 Coral would be on the 4th floor in the Coral Building.

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 examples below. All rooms are labeled like this, so you need to understand the system to find the correct zone and floor.

Room 4-174: (notice that the 2nd number is “1”) (Blue Zone is 100’s)
Room 4-17 4 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.

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

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

You will probably hear the phrases 3-Purple, or 5-Blue, or 2-Green, in your volunteering. This is a short-hand way of giving information as to a site. 3 Purple would refer to the Purple Zone, 3rd floor, etc.

People Experts & Special Customer Service at Information Desks

Pretend you are shopping at a store. You want the clerks to look you in the eye, to not talk on the phone when they are at the cash register. You want to purchase your items but the sales staff is busy talking to each other! They are asking each other, “When is your break?” “When did you come on?” “Who’s here today?” How do you feel as their customer? Do you tell your friends what a lousy store this is? Do you come back?

There are no real secrets to becoming a “People Expert”; it’s a matter of emphasizing courtesy with all visitors, patients and staff. Keep in mind that a sincere smile and friendly, courteous phrases like, “May I help you?” or “Are you finding everything okay?” should be part of your daily vocabulary. Give each visitor your attention and listen to what they say. Keep your eyes on your area, and watch for people who look like they need some help. **Volunteers at the Information Desks need to be proactively looking for people who may need some help.** This means that you should always look around at the people coming your way, and watch to see if they need help. Smile at them, and look approachable. No one wants to interrupt someone who is in conversation or reading, you can’t help anyone that way either. Your position is to be very approachable, helpful and friendly to all visitors.



Try to keep in mind how disoriented you were on your first visit to EvergreenHealth, and handle each request for information in a positive manner. You may be asked the same question 50 times a day, but 50 different persons will ask it, each asking for the first time.

It is your responsibility to provide accurate information. Know where the restrooms are, exits, drinking fountains, eating areas, Gift Shops, different areas of the hospital, where people should park, and how they can find their doctors’ office. Learn the main visitor/patient destinations: registration, labs, x-ray (DI), Café 128 (cafeteria). Learn where people can buy a newspaper or coffee. Also, know where someone can park their oversized truck. If you don’t have the answer to their question, ask for

help until you get an answer. Contact the volunteer office for help. Call X 1994 or the volunteer office cell number: 206-437-5172. Never leave a visitor without an answer and do not send them to a different location to find the answer themselves.

Remember, you are here to help them find their way, and that makes you the most important person they will meet when they arrive.

If you volunteer at the Information Desks, please keep an eye on the escalators. Many times, visitors and patients will hurry down the escalator, not seeing the elevators. You may see patients in casts, or using a walker, or crutches, who try to go down the escalator. As you can imagine, they would be more comfortable on the elevator -- be proactive and let them know the elevators are nearby.

If you need help, please contact Security, X 1300.

Cultural Diversity and Sensitivity

Thousands of people come and go at EvergreenHealth. You will interact with many of them every day. Volunteers should understand the rights of patients and safeguard patients' dignity by acknowledging and respecting cultural and religious differences.

It is very important to have the awareness and ability to get along with people who are different or diverse. The differences can be apparent or subtle:

- Age, generation
- Gender
- Race
- Color
- Ethnicity
- Sexual orientation
- Primary language
- Culture
- Education
- Family
- Religion
- Socio-economic status
- Resident status
- Body size
- Mental or physical abilities

Our population is made out of many different cultures, all requiring different approaches to health care. It is important that you are aware of cultural diversity and understand how important it is to get along with people who are different or diverse. This includes your co-workers as well as visitors, patients and staff.

You can work together to build a common workplace culture that re-enforces cultural sensitivity.

More information for Volunteers

- You can easily refer your friends to volunteer with EvergreenHealth by showing them the on-line volunteer application: www.evergreenhealth.com
 - See “I would like to” and then “Volunteer My Time”
- EvergreenHealth’s Gift Shops are available on-line. You can purchase flowering plants, stuffed bears, balloons and cut flowers for patients here in the hospital. Go to www.evergreenhealth.com and click on “Patients and Visitors” and then “Online & Hospital Gift Shops”.
- Volunteers are thanked each spring during National Volunteer Week.

Joint Commission Standards

All healthcare volunteers will be knowledgeable of and adhere to policies and procedures pertaining to patient and facility safety and security. Volunteers need to know about the Joint Commission on Accreditation of Healthcare Organizations, and also know their role as a volunteer for a hospital. Volunteers will comply with the standards and elements of performance of the Joint Commission. To keep a constant state of service readiness, all volunteers need be aware of the following:

- Patient Confidentiality
- Personal Privacy
- Patient’s Bill of Rights
- Security of Property
- Patient Safety
- Health Insurance Portability and Accountability Act (HIPAA)
- Joint Commission National Patient Safety Goals
- Hand Hygiene
- Standard Precautions

Patient Confidentiality: The hospital protects confidentiality of information about patients. This also refers to Ethics. Hospital ethics means holding in strict confidence all information acquired through volunteering. Volunteers will not discuss any patient’s identity, diagnosis, or treatment. Any inquires about this must be directed to the designated qualified employee.

Personal Privacy: The hospital respects the privacy of patients.

Patient’s Bill of Rights: Each patient receives information about Patient’s Bill of Rights when registering.

Security of Property: The hospital provides for the safety and security of patient and their property.

HIPAA: The Health Insurance Portability and Accountability Act’s purpose is the make it easier for people to move from one insurance to another as they change jobs or become unemployed. Patients have the right to control who will see their protected health information. This means that communications with or about patients involving patient health information need to be kept private and limited to those people who need the information for treatment, payment and health care operations purposes.

Volunteers **cannot** look up friends who may be patients on the internal patient look up computer. Taking photos of patients/visitors is also prohibited.

Joint Commission National Patient Safety Goals: The purpose of The Joint Commission's National Patient Safety Goals is to promote specific improvements in patient safety. The goals highlight problematic areas in health care and describe evidence and expert-based consensus to solutions to these problems. Recognizing that sound system design is intrinsic to the delivery of safe, high-quality health care; the goals generally focus on system-wide solutions, wherever possible.

Hand Hygiene: Hand hygiene is the single most important and most effective way of preventing the spread of infection.

When to wash/sanitize your hands:

- upon arrival
- following transporting a patient in a wheelchair
- before and after eating
- after using the restroom
- before leaving for the day
- after removing gloves when carrying lab specimens.

(Use non-latex gloves only once, and then dispose.)

How to hand wash: Use water, soap and friction. Wash for 10 seconds. Wash all areas of hands and rinse well. Use towel to turn off faucet and open door. Always wash your hands when they are visibly soiled

Use Hand sanitizer: Use alcohol-based hand sanitizer throughout the day as well. To make sure the hand sanitizer works, run hands together until sanitizer is dry, and do not wipe off.

Nail hygiene: No artificial nails are allowed on volunteers who have direct patient contact.



Universal/Standard Precautions: All blood and body fluids are considered contaminated. Use precautions with all incidents involving blood or body fluids. (review Bloodborne pathogen training material). Also included is emergency power receptacles (red electrical outlets), and MSDS, or Material Safety Data Sheets, which provide information on hazardous materials. Sanitize your hands frequently.

EVERGREENHEALTH Emergency Codes and Responses

HOW TO CALL A CODE: Pick up the phone and:

- **Dial 1199**
- STATE the type of CODE (Blue, One, Red, etc.)
- State location, color zone and name (Blue Info Desk, 2nd floor blue zone, near escalators, my name is: _____)

<i>SITUATION</i>	<i>OVERHEAD PAGE</i>	<i>YOU DIAL AND SAY...</i>	<i>RESPONDERS</i>
Cardiac Arrest/Medical Emergency/Life Threatening Event	CODE BLUE	1199 – CODE BLUE and exact location	<ul style="list-style-type: none"> • Code Team
Non Life-Threatening Event or Need Medical Assistance	CODE ONE	1199 – CODE ONE and exact location	<ul style="list-style-type: none"> • *705 Nursing Supervisor • Available staff
Fire or Smoke	CODE RED	1199 – CODE RED and location of fire/smoke	<ul style="list-style-type: none"> • Designated Environmental Services staff • *705 Nursing Supervisor • Plant Operations to control room
Missing Infant/Child Possible/Actual	CODE Amber Alert	1199 – CODE AMBER ALERT and age of child if known	<ul style="list-style-type: none"> • Immediately each department must respond as indicated per department policy
Infant Cardiac Arrest/Medical Emergency	INFANT CODE BLUE	1199 – INFANT CODE BLUE and exact location	<ul style="list-style-type: none"> • Code Team
Security Issue or Person Out-of-Control	CODE GRAY	1199 – CODE GRAY and exact location	<ul style="list-style-type: none"> • Plant Operations • Security (if present) • *705 Nursing Supervisor • Available staff
Significant Chemical Spills or Noxious Odor	CODE ORANGE	1199 – CODE ORANGE and exact location	<ul style="list-style-type: none"> • Designated Environmental Services staff
Internal/External Event that Impacts Service	EXTERNAL TRIAGE	Only called by ED MD or AOC/designee	<ul style="list-style-type: none"> • All staff will respond as per department event plan and level
Notification of a bomb	INTERNAL TRIAGE CODE BLACK	1199 – INTERNAL TRIAGE CODE BLACK and exact location	<ul style="list-style-type: none"> • Plant Operations • Security (if present) • *705 Nursing Supervisor • AOC/designee if applicable
Weapon/Hostage Situation	CODE SILVER	1199 – CODE SILVER and exact location	<ul style="list-style-type: none"> • Security



Quizzes!!!

Read the information and submit the quizzes online before your first training/orientation.

1. Volunteer Privacy & Security (HIPAA) Training information; learn patient privacy and HIPAA protection.
2. Age Specific Competency information; learn life stages of humans.
3. Code Amber Alert; learn about newborn abductions.
4. Environment of Care (EOC), learn about safety and security management in hospitals. Includes hazardous material handling and event alerts.
5. HIV AIDS & Hepatitis Education information.
6. Patient Safety Education information about patient safety and why volunteers need to know this. How do you keep patients safe?
7. Tuberculosis Information about infections and TB
8. Bloodborne Pathogens.
9. Heart Attack and Stroke; learn keys to success in identifying and helping heart attack and stroke patients.
10. Hypoglycemia

Information Desk volunteers training basics:

As an Information Desk volunteer, you are the first contact for most visitors, and some patients to EvergreenHealth. Please give them your best customer service.

Patient Transport Training: Volunteers at the Information Desks will regularly transport patients in wheelchairs. Process: volunteers receive a call from a nurse to transport a patient. The volunteers should ask the nurse for the name of the patient and the room before leaving to pick up the patient. If the volunteer arrives and the patient is too large for the wheelchair, the volunteer should ask the nurse to contact the Transport Team while they stay with the patient. Volunteers do not transport bariatric patients. (Nurses are aware of Patient Transport and will usually manage this before a volunteer gets involved.) Volunteers are only transporting patients into the hospital for admitting and discharge.



How to help patients in wheelchairs:

- Volunteers can put non-latex gloves in their uniform pocket during patient transport just in case they encounter fluids.
- Volunteers must sanitize their hands before and after patient transport.
- Volunteers should offer to take the patient to their destination and then ask them to sit in a chair so that the wheelchair can be returned for other patients to use. If the patient doesn't want to sit in a wheelchair, don't force them. If the patient is worried about obtaining a wheelchair to leave their destination, tell them that all they have to do is ask the nurse to call the Info Desk and another wheelchair will be delivered.
- Wheelchairs belong to EvergreenHealth and should not leave the campus. If someone asks to borrow a wheelchair for offsite use, say that we are not allowed to loan wheelchairs.
- Inspect the wheelchair. Make sure there are working brakes and that the footrests come up. ***If there are no footrests on the wheelchair, volunteers are not allowed to use it to transport patients.*** If a patient arrives in their personal wheelchair and the wheelchair does not have foot rests, the volunteer can ask the patient to move to an EvergreenHealth wheelchair and then they can be transported by a volunteer or a family member can transport the patient.
- Ask the patient if you can transport them.
- When assisting patients in and out of wheelchairs, make sure that the chair's brakes are on. Stand behind the chair and brace it so the patient can be seated.
- Adjust the footrests, ask the patient if you can place their feet on the footrests and then release the brakes.

- Volunteers can not lift a patient in or out of a wheelchair. If the patient needs that type of assistance, contact Patient Transport via the information desk computers.
- If the patient is in distress, call a code for help.
- If a patient starts to bleed or is ill, call a code for help.
- Back the wheelchair into elevators so that the patient faces forward.
- Put at least one brake on every time you stop the wheelchair.
- Never leave a patient alone in a wheelchair.
- If a patient falls from a wheelchair, immediately call a code.
- Do not leave a patient alone, you can ask someone for help to call a code.
- Bring all empty wheelchairs back to the Information Desks so that other patients can be helped. Set brakes, and lift foot rests up and clean with sani-wipe.
- Clean all wheelchairs after each transport and each evening with sanitized wipes. Wear non-latex gloves while cleaning.

Directions around EvergreenHealth: EvergreenHealth is color coded. Volunteers need to learn the different buildings and floors: Blue, Coral, Tan, Purple, Green, Red and Silver. Please see information in this handbook.

Locating a patient up for family and visitors: Use the computer at the Information Desks to find a patient. Keep confidentiality at all times. If you are looking up a patient, try to use the full last name as it is faster than only entering the first few letters. If you can't figure out the whole name, try using the first few letters. If you can't find the patient, tell the visitor that you have no information on a patient by this name, ask if the patient could be going by a different name. Call the volunteer office if you need more help.

Receiving flowers for patients: If a florist is delivering flowers, do not accept them until you have verified that the patient is in the hospital. Check the computer for this information. Volunteers can then deliver the flowers to the patient's room or to the nurses' station. Follow Info Desk procedures for noting flower deliveries into the flower delivery notebook. Each delivery must be logged in with the initials of the volunteer delivering the flowers. The Gift Shop sells flowers and plants to be delivered to patients and will bring them to the Info Desk for delivery. Gift shop volunteers are not trained to deliver flowers, only trained Information Desk volunteers can deliver flowers.

Other Info Desk details: Information Kiosk is tool on computer to look up everything, how to use the phone; how to transfer calls; how to call for language translation; how to call a pager; how to call a code and how to help with emergencies.

EvergreenHealth Auxiliary

The Purpose of the EvergreenHealth Auxiliary is:

- To give service to EvergreenHealth
- To raise funds for EvergreenHealth.
- To foster and enhance good relations between the community and EvergreenHealth.

The Auxiliary is a vital and active group of volunteers who fundraise to support the hospital. Applications are available in the volunteer office.

The Retail Side of EvergreenHealth

Gift Shop

Did you see the great Gift Shops near the Blue Information Desk and Green Registration? Paid staff and great volunteers, help in the Gift Shops. If you have some retail experience or want to learn, please let us know.

Gift Shop volunteers must support and adhere to the following:

- Our mission is to support EvergreenHealth by providing excellent, caring and respectful service to everyone who enters the Gift Shop. By doing so, we maximize sales and enhance the reputation of EvergreenHealth and the Gift Shops.

Gift shop volunteers also have additional behavior principles which will be covered in Gift Shop training.



Self- Evaluation or, what did I learn?

Where do I park? Do I need a parking pass? *All volunteers can park in the Central Level A, or West garage, Level P-3 in Volunteer Designated stalls or in Staff Only stalls marked with a Yellow Dot. Never park in physician only stalls or patient stalls. A parking pass is not required.*

Where do I check in? How do I use VIC? *Volunteers will check in at the Volunteer Information Computer (VIC) located at the Blue and Silver Information Desks, each time they arrive and when they leave. Volunteers helping off-campus will have a paper timecard, turned into the volunteer office monthly by staff.*

Who do I report to? Who do I call if I can't do my schedule? *Volunteers report to the staff person in the department they help or the volunteer services staff. Volunteers should have the phone numbers of the department they volunteer for and call that number when they cannot volunteer. Additionally, volunteers can call the volunteer office if they don't have the direct department number.*

How will I know what to do? *Volunteers will be given information about where to go on their first day. All volunteers receive training and will buddy-up with a seasoned volunteer the first few days. All volunteers can contact the Volunteer Department staff or the Nurse Supervisor (x705) or call the*

Switchboard Operator "0" or Security for help. (x 1300) Printed material on all required training is provided to volunteers.

What health issues should I be aware of? If you are ill, do not come in to volunteer. You also need to complete your TB testing and follow any instructions from the Employee Health office. Call the volunteer office and report your illness if you can't come in. Call 425-899-1994 X 1#.

Who can I go to for help? Volunteer Office: X 1994 or X 2001. Or Call the cell phone: 206-437-5172. **Nurse Supervisor:** *705. **Housekeeping:** * 712. Call the Operator "0" if you need help to page Security or Housekeeping or Plant Ops, or if you can't reach anyone else. All numbers are located at each information desk.

What do I have to do now before I start volunteering? Is your Employee Health Clearance complete? Do you have an orientation date scheduled? Ask the volunteer office staff for any help you need.

How do I get my ID badge and uniform? After attending orientation, you will receive a document to give to Human Resources where they will create your badge.

When can I start? You can start when you have completed your health screening, orientation, attended training and have your ID badge and uniform. You will shadow a seasoned volunteer your first few weeks. Don't think that you have to learn everything right away.

Phone numbers of Volunteer Office: 425-899-1994, 1# for illness reporting. Cell phone number: 206-437-5172 during office hours if no answer in offices.

