

# 2021 Volunteer Training Manual

VOLUNTEER



**Orientation and Annual Education Manual**



## Table of Contents

BayCare Health System Volunteer Resources .....	2
Volunteering is a Healthy Habit .....	3
BayCare Mission, Vision and Values .....	4-5
Quality Philosophy .....	6
BayCare 4 Key Results .....	7
Culture of Accountability .....	7
Corporate Responsibility Code of Conduct: “Doing the Right Thing” .....	7
Culture of Customer Service .....	8
Aidet Communication Model .....	8-9
Quiet Time Supports Healing .....	9
Volunteer Responsibilities .....	9
Diversity .....	9-10
Absences .....	10
Business Solicitations and Conflict of Interest .....	11
Patients’ Rights and Responsibilities .....	11
Name Badges, Dress Code and Personal Grooming .....	12
Harassment Policy .....	12
Volunteer Privacy and Security .....	12
Coaching/Counseling Policy for Volunteers .....	13
Population-Specific Competency Behaviors .....	13
Confidentiality and HIPAA .....	14-15
Volunteers Must Remember To .....	16
Accident/Incident Reporting .....	16-17
Stroke Awareness .....	17
Emergency Procedures and Codes .....	17-18
Emergency Management: Natural Disaster, Mass Casualty .....	19
Proper Body Mechanics .....	19
General Volunteer Safety .....	20-21
Patient Identification Bracelets and Patient Safety .....	22-23
Infection Control .....	24-27
The Joint Commission .....	27

# **BayCare Health System Volunteer Resources**

In 1997, the community boards of the Bay area's leading hospitals signed a joint operating agreement creating the region's only full-service community-owned health care system named BayCare Health System.

## **Today, BayCare consists of 15 hospitals:**

### **Morton Plant Mease**

Morton Plant Hospital  
Morton Plant North Bay Hospital  
Mease Countryside Hospital  
Mease Dunedin Hospital

BayCare Alliant Hospital

### **St. Anthony's Hospital**

#### **St. Joseph's**

St. Joseph's Hospital  
St. Joseph's Women's Hospital  
St. Joseph's Hospital North  
St. Joseph's Children's Hospital  
St. Joseph's Hospital South  
South Florida Baptist Hospital

### **Winter Haven Hospital**

Winter Haven Women's Hospital

### **Bartow Regional Medical Center**

**Volunteer Resources** is responsible for administering the in-service volunteer programs within BayCare. The councils and auxiliaries are governed by their own Boards of Directors.

# Volunteering is a Healthy Habit

Thank you for the time you give to support our volunteer programs. Without each of you bringing your special talents to serve others, we would not be the preeminent, award-winning volunteer organization that we are today!

There are lots of ways to recruit new volunteers. We've held recruitment fairs, bring-a-buddy luncheons, offered prizes and gone to speaking engagements, but the single most effective way to bring in a new volunteer is by **WORD OF MOUTH!** Help us spread the word by:

- **Mentioning** your volunteer assignment at least twice during any and all social events.
- **Submitting** a short paragraph for publication in your local bulletin (civic, church, community, etc.) about how much you LOVE your volunteer assignment!
- **Bringing** your volunteer manager to a service/social group event, meeting or community gathering. We could even speak to a group about the benefits of volunteering.

## *Volunteering IS a Healthy Habit...*

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















































# Infection Control

## What is OSHA?

The Occupational Safety and Health Administration (**OSHA**) main goal is to promote safe work practices in an effort to minimize incidence of illness and injury experienced while at the facilities. The term hand hygiene refers to both hand washing and the use of organizational approved alcohol hand rubs.

## Standard Precautions

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

## Hand Hygiene

The Centers for Disease Control and Prevention (**CDC**) lists hospital acquired infections as one of the top 10 causes of sickness and death in the United States. Proper hand hygiene is the single most important method to prevent the spread of infection. Proper hand hygiene must be performed before and after each patient contact, prior to wearing gloves, and after removing gloves. You must wash your hands with soap and water after smoking, before and after bathroom use, before and after eating, and when your hands are visibly soiled. Alcohol hand rubs may be used when hands are not visibly soiled.

*The best way to protect patients, family, friends, and yourself from infection is to perform proper hand hygiene often.*

## Procedure for Effective Hand Washing:

1. Wet your hands
2. Apply liquid soap
3. Work up lather
4. Rub all surfaces, especially fingers, fingernails and cuticles
5. Wash between fingers and over your wrists
6. Wash for approximately 10-15 seconds
7. Thoroughly rinse your hands with running water from the wrist to the fingertips
8. Dry hands with a paper towel
9. Use paper towel to turn off faucet

## When using organizational approved alcohol-based hand rubs:

1. Apply product to palm of one hand.
2. Rub hands together covering all surfaces of hands and fingers, paying close attention to fingernails, between fingers and the wrist area.
3. Rub until hands are dry.

## **Seasonal Flu**

The seasonal influenza is a contagious respiratory illness caused by influenza viruses. Symptoms include fever, headache, dry cough, runny/stuffy nose, muscle aches, tiredness, sore throat, nausea, vomiting and diarrhea. Flu spreads by droplets caused when coughing/sneezing. Adults are able to infect others one day before getting symptoms and up to seven days after getting symptoms.

Take these respiratory etiquette steps to protect your health and prevent the spread of the flu:

- Cover your nose and mouth with a tissue when you cough or sneeze.  
If a tissue is not available, cough into your sleeve.
- Properly dispose of used tissues
- Perform hand hygiene, especially after you cough or sneeze
- Avoid touching your eyes, nose or mouth
- Keep at least six feet away from anyone who is sick; this practice is referred to as *social distancing*
- Do NOT report for volunteer service and limit contact with others if you come down with flu symptoms.

## **Flu Vaccine Program Requirements**

The flu vaccine is provided at no cost to volunteers and team members.

- Proof of flu vaccine is required by November 30 of each year or upon start date.
- Flu vaccine declination forms must be completed by volunteers annually.
- Volunteers who have not provided proof of flu vaccination OR decline the flu vaccination for any reason will be required to wear a surgical mask as described in the policy between December 1 and March 31.

## **Proof of Flu Vaccination**

- Flu Vaccine Identification Sticker
- The flu sticker will be provided by Employee Health at the time of vaccination. In certain situations, the flu sticker will be provided to certain departments for ease in dispersing to appropriate healthcare workers (i.e. Medical Staff/ Medical Affairs Office).
- The flu sticker will include the year of vaccination. It will be displayed on the BayCare ID above the Team Member /Volunteer picture at all times from December 1 through March 31.

## **Vaccination Outside of BayCare Health System**

- Volunteers who receive a flu shot outside of BayCare must provide Employee Health with approved documentation by November 30 or upon start date. This documentation would be one of the items listed below:
  - A physician's note on a prescription pad or letterhead;
  - Copy of a consent form with name and date of vaccination, immunization record, etc.
  - Receipt for payment, showing the flu vaccination was given
- Flu stickers will be provided upon receipt of approved documentation and volunteers will apply the stickers to their BayCare ID badge as described in above.

## **Personal Protective Equipment: (PPE)**

Personal protective equipment is available in all patient care areas and clinical workstations. PPE includes items such as gloves, masks, gowns and eye shields. **Volunteers should not enter areas requiring PPE unless indicated.**

## **Biomedical Waste**

Biomedical waste is considered any solid or liquid waste that may present a threat of infection to humans or used medical supplies that could potentially contain disease. That includes waste from laboratories, such as live vaccines, tissue, bone and blood samples, bodily fluids or waste from humans or animals, and anything sharp that has been used to break the skin or scrape skin cells. It also includes items such as disposable hospital gowns, latex gloves, catheters and wound dressings.

In short, anything that might have been exposed to samples, bodily fluids or waste of a person or animal that might be diseased. Biomedical waste shall be identified and segregated from other solid waste at the point of origin using red bags and sharps containers.

### **What Should NOT Go in a RED Bag?**

The following items are NOT considered biomedical waste, and do NOT require disposal in a red bag:

- Linens
- Patient belongings
- Equipment , such as oxygen cylinders
- Batteries
- Thermometers
- Sharps or glass
- Trash that the facility has defined as recyclable or non-biomedical

Community members are given the opportunity to bring in their used needles (sharps) for safe disposal. Direct them to the Emergency Room for disposal.

***Biomedical waste will be placed in RED BAGS.  
Volunteers do NOT pick up or handle red bags or used sharps containers.***

## **Isolation Rooms**

Isolation rooms are identified by a special **ISOLATION** sign. Volunteers may **NOT** enter isolation rooms unless indicated as a trained competency within their volunteer service guideline.

***Isolation rooms are identified by a special ISOLATION sign. Volunteers may NOT enter isolation rooms unless indicated***

## **Mycobacterium Tuberculosis (TB)**

Tuberculosis (TB) is a microorganism that can be transmitted from person to person by airborne droplets that are expelled when an untreated person breathes, coughs, laughs or sneezes. Symptoms include: unexplained productive cough lasting more than two weeks, fever, night sweats and chills, loss of appetite, weight loss, bloody sputum, fatigue and chest pain.

## **Spills**

Before cleaning up ANY spills, be sure to use standard precautions. Ask a team member for assistance if you have any questions regarding the identity of the spill.

## **Lab Specimens**

Specimens must be placed in a labeled, leak-proof plastic biohazard bag before transporting to the lab. Volunteers may **NOT** transport specimens that are **IMPROPERLY** sealed. Do not wear rubber gloves to transport a specimen from one area to another.

## **Artificial Nails**

Artificial nails have been found to contribute to the spread of infection. The Centers for Disease Control (CDC) and the Joint Commission recommend that those having direct contact with patients do not wear any type of artificial nails including extenders, wraps, gels, or acrylics.

*Artificial nails have been found to contribute to the spread of infection.*

## **The Joint Commission**

The Joint Commission is one of the organizations BayCare uses for accreditation. Surveys are conducted on an unannounced basis, at least once in a three year period. The purpose of the survey is to ensure that participating health care facilities comply with a high standard of quality care. If you have quality of care or safety concerns, alert a Volunteer Resources Team Member for immediate assistance. If you feel your concerns have not been addressed you may contact the Joint Commission Office of Quality Monitoring by emailing [complaint@jointcommission.org](mailto:complaint@jointcommission.org) or calling 1-800-994-6610. You can report legitimate safety concerns and quality of care concerns to The Joint Commission without fear of disciplinary or punitive actions.