
VOLUNTEER SERVICES HANDBOOK



UNITYPOINT HEALTH - FINLEY HOSPITAL

350 N GRANDVIEW

DUBUQUE, IA 52001

WWW.UNITYPOINT.ORG/DUBUQUE

Welcome

Welcome to UnityPoint Health Finley Hospital! Finley greatly appreciates your time and talents. We try to match your interest and skills with opportunities for service.

We ask all Volunteers to abide by all hospital and unit-specific policies that apply to your position. If you have questions about policies or procedures, refer to the Manager of Volunteer Services or the Human Resources department.

All volunteers are required to have a Criminal History and Background check, flu shot, and health assessment through employee health. There is no charge to you.

Finley Hospital understands how important it is to provide a safe environment for patients and visitors. Your knowledge, interest, and commitment to patient safety are critical.

We have compiled this packet to help you feel more comfortable and to help answer questions. Please take the time to read and sign the needed materials. Only return the materials where a signature and date are needed.

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ABOUT OUR HOSPITAL

HISTORY

It could be said that Finley Hospital feels like a home away from home. The warm, friendly staff exudes a sense of family and unity with their patients and with one another. What many may not know is that Finley actually was a residence, belonging to Dr. John W. Finley and his wife, Helen.

Dr. Finley was Dubuque's first general physician and the second permanent physician of both the county of Dubuque and the state of Iowa. He had the reputation for being a kind man with a deep, invested interest in his patients. This was a well-earned reputation, for Dr. Finley would travel many miles by horseback to attend to patients in surrounding areas and would even help with household chores before getting back on the saddle and traveling to another patient in need. He and his wife were very active within the Dubuque community, belonging to the early settlers group, helping to organize the Presbyterian Church, and forming the Northwest Medical Society (currently known as the Dubuque County Medical Society.)

Dr. Finley always wanted to establish a medical school and a hospital. Unfortunately, his efforts to do so were unsuccessful and he eventually passed away before he could see his dreams come to fruition. Helen helped to honor one of her deceased husband's two wishes. In her will and testament, she specified that her estate should be used to fund a hospital in Dubuque named after her husband. The articles of incorporation for The Finley Hospital Company were adopted February 21, 1890, and the Finley residence transformed into a twenty-seven room hospital with only 40 beds.

Although Finley has grown rapidly from its humble beginnings, now housing 126 beds, it still prides itself in carrying on the legacy of Dr. Finley's compassion and active involvement in the community. It is without a doubt that Dr. Finley would be proud of the way Finley Hospital takes care of our neighbors by making sure each patient is treated as an individual with different needs.

MISSION

Improve the health of the people and the communities in the Tri-State area.

FINLEY VISION

"Best Outcome for Every Patient, Every Time."

FOCUS VALUES

Fostering Unity-Promoting collaboration among departments, facilities, and regions while encouraging skills and abilities of each person and team.

Own the Moment- Holding ourselves accountable for our individual and team actions, while promoting the importance of problem-solving skills and taking action.

Champion Excellence-Committing to the best outcomes and high-quality care.

Seize Opportunities- Embracing and promoting innovation and transformation

VOLUNTEER SERVICES MISSION AND GOALS

The Volunteer goals are to assist the hospital staff, releasing them for essential duties only they can perform; to bring a greater personal dimension to the delivery of healthcare, and to serve as ambassadors between Finley and the community.

The goals of the Volunteer Services Department are to continually improve communication, training and education of the Volunteers and staff regarding the volunteer program; effectively and creatively integrate Volunteers into the total system of the hospital; to make appropriate use of each Volunteer's background and skills; to recognize the efforts and contributions of the Volunteers and provide opportunities for growth.

The Finley Hospital Department of Volunteer Services and the Sunshine Circle are two distinct, separate groups, working in collaboration to contribute skills, talent, effort and finances to assist the hospital in achieving its objectives in healthcare and education.

ABOUT VOLUNTEERING

APPLICATION, ORIENTATION & TRAINING

The Application Process

A volunteer must complete an online application in its entirety to become a volunteer. This includes personal references, educational information and employment history. Upon completion of their application, a prospective volunteer will then be contacted by volunteer services to setup an in person interview.

Background Check

All applicants, adults and college students, are required to submit to a background check before any further educational training is conducted (i.e. orientation).

The Orientation Process

Volunteer orientation is mandated by The Joint Commission (TJC) to ensure that all who participate as volunteers have an understanding of Universal Precautions, Safety and Security, and Patient Confidentiality, as well as an overview of the rules and regulations of the volunteer program, and knowledge of hospital policies and procedures.

Once orientation is complete, the volunteer is responsible for contacting the Finley Employee Health Nurse at 563-589-2650 to setup an appointment to complete their TB test and health physical.

Training

Training provides the tools of knowledge necessary for the position. It is arranged by the Volunteer Services Department and may be provided by hospital personnel or veteran volunteers. Volunteers will receive a Service Description upon training.

ANNUAL REQUIREMENTS

Volunteers cannot begin until all required health screenings and paperwork are turned in. The following is required annually:

- Annual Review (Safety and Security and Infection Control)
- Confidentiality – HIPAA Training
- Flu Shot

RECORDING HOURS

It is your responsibility to record your hours of service. You will be assigned a PIN number to log in to the computer kiosk in the Volunteer Services Lobby. If you forget to log in, the computer malfunctions, or you complete hours outside the hospital, please let Volunteer Manager or Volunteer Coordinator know so your hours can be logged manually.

When?

Before reporting to your assignment, sign-in. When leaving for the day, sign-out

Where?

Kiosk is located in volunteer services lobby.

Why?

For liability, accountability, acknowledgement of service hours, verification of services for references/school/ tax purposes. In addition, it is important for us to know who is in the hospital in case of an emergency.

VOLUNTEER BENEFITS

UnityPoint Health - Finley Hospital acknowledges the generous work of the Volunteers, the Auxiliary, and the Sunshine Circle in several ways:

- **Complimentary meal credit** (valued at \$6.00) will be given for each shift worked by a volunteer to be used before or after shift on the day the volunteer provides service.
- Employee/ Outpatient Pharmacy (reduced cost for over the counter medications)
- Employment and College References (**Note: Hours of service and letters of reference will not be provided until 60 hours of service have been completed by volunteer)
- FREE Parking
- FREE TB/PPD screenings
- FREE Flu Shots
- Invitations to special hospital-wide events
- Information Resources
- Coverage under Hospital's Liability Insurance
- National Volunteer Week Events
- Scholarship Opportunities through the Foundation
- Tax Deductions- A complete description of federal tax deductions for volunteers is available from the IRS.

RULES & ETHICS

As a volunteer, you are becoming part of our hospital workforce. Like our employees, you are subject to the same rules and regulations that apply to all hospital staff. Please read the following so that you are knowledgeable in these areas.

ACCIDENTS

In the event of any accident or injury sustained on the hospital premises, it is very important that you promptly inform the volunteer office and the supervisor of the area you are assigned. Volunteers injured while on duty must follow up with their primary care provider for care and treatment. Finley Hospital is not responsible for volunteer injuries.

ATTENDANCE

Your presence during your scheduled volunteer time is important. We realize there are situations where it is necessary to be absent. Be sure to call ahead as possible, we will secure a substitute when possible and alert staff as needed. Please notify the department in which you serve, when you cannot attend your scheduled shift. Please notify us in advance of vacations or medical leave. If you are out for illness/infection, you may be required to present a work release from your physician and see Finley's Employee Health Nurse before being allowed to return to work. Each month schedules are completed and displayed in Volunteer Services Office, as well as being visible online. Please call the office if you are able to help with any open times.

BADGE AND UNIFORM (*SIGN PERSONAL APPEARANCE POLICY*)

All volunteers are expected to follow the personal appearance/ dress code policy.

A volunteer dress code is required in order to maintain a standard that clearly identifies the volunteer status of the person and ensures appropriate representation of the hospital to patients, families and visitors. Volunteers are held to the same dress code as employees. Volunteers shall present themselves in a manner and dress that is professional.

Dress Code

Volunteers will be identified by:

- Name badge with badge buddy.
- Clothing should be clean, wrinkle-free and in good repair.
- Socks or hosiery are mandatory with all closed footwear.
- Hair must be clean, combed and neatly trimmed or arranged.
- Fingernails must be clean and manicured.
- Perfumes and fragrances should be avoided, keeping in mind the sensitivity of others.
- Personal hygiene must be maintained at all times.

Inappropriate attire:

- Blue jeans.

- Shorts and short skirts (split skirts)
- Spandex leggings and sweats.
- T-shirts with inappropriate writings or screen printing.
- Open toe shoes/sandals.

CONFIDENTIALITY

Volunteers should **NEVER** divulge information of any kind about a patient's treatment, status, or whereabouts to anyone without a need to know, including outside the hospital. In addition, personal problems should not be discussed with hospital staff (i.e. nurse or doctors). A confidentiality statement must be signed annually by each volunteer. (See HIPPA for more information)

CONDUCT AND PROFESSIONALISM: CUSTOMER SERVICE

As a volunteer, you are directly related to Finley Hospital. People see you as the face of the hospital, so please remember to always be kind, courteous, cheerful, efficient, understanding, compassionate, professional, and respectful in your conduct.

CONTINUING EDUCATION

Various education programs occur throughout the hospital. Many of the staff education programs are open to volunteers as well. Check with Jolene or Volunteer services secretary about availability and suggestions for education programs you would like to see in the future

DISCIPLINE & DISMISSAL (*REFER TO POLICY*)

In order to protect the rights and safety of volunteers, employees, patients and others, it is necessary that each person adhere to certain rules and regulations to conduct themselves in a professional manner. Finley Hospital reserves the right to apply the necessary corrective action upon the violation of rules and regulations. These include an oral warning, a written reprimand, suspension, and dismissal. Dismissal may take place without prior warning in the case of a major violation.

Major Violations

Immediate corrective actions will be taken when: theft, assault and/ or battery; insubordination (which includes refusing to submit to instructions or verbal abuse directed at one's supervisor or department manager); smoking; destruction of property; intoxication; immorality; sexual harassment; weapons on hospital property; discourteous or unethical conduct; willful disregard for safety or security regulations; making negative statements that reflects poorly on the Finley physicians, staff members, patients or visitors; horseplay, or loud or boisterous conduct; telephone misuse; breach of confidentiality, misrepresentation; gross negligence or carelessness that might result in property damage or injury; and conviction of a serious crime.

There are numerous other actions or situations which may result in similar disciplinary action including the termination of service.

DOs & DON'Ts

- DO familiarize yourself with the hospital so that you can give good directions. If you do not know how to find a department or other area, find out for future reference; "get lost".
- DO arrive for work on time. Be considerate by arriving five or ten minutes early.
- DO perform reasonable tasks requested by a hospital staff member.
- DO ask questions when you are unsure about something.
- ALWAYS knock before entering a closed or partially closed door.
- ALWAYS wait for a doctor or nurse to finish talking to patient before entering the room.
- DO NOT take responsibility for something you have NOT been trained properly to do.
- DO NOT give patient anything to eat or drink without checking with a nurse.
- DO NOT enter a room of a patient in ISOLATION, without taking proper caution measures.
- DO NOT divulge information seen, overheard, or otherwise witnessed while on duty.
- DO NOT discuss your personal problems with doctors or nurses.
- DO NOT leave your desk unattended.
- DO NOT wear perfume or cologne.

ELEVATORS

DO NOT USE ELEVATORS DURING A FIRE. (Unless otherwise directed)

EMPLOYEES WHO VOLUNTEER (REFER TO POLICY)

Employees are not allowed to volunteer to do the same work they are paid to do.

ESCORTING A PATIENT UPON DISCHARGE (REFER TO POLICY)

When escorting a patient upon discharge, volunteers are only allowed to take the patient to the exit or the valet drive up area. Volunteers are not allowed to take patients to their vehicle in the parking lot.

FLOWER DELIVERY

Flowers are to be delivered to the front registration desk. Volunteers are responsible for recording the date, time, florist, room number, and your name in the designated booklet. Flowers are to be delivered in a timely manner.

FLU SHOTS

It is a requirement of everyone who works at Finley hospital to receive a flu shot. If a volunteer refuses to have the flu shot, said volunteer will be unable to volunteer during the flu season.

GIFT SHOP

The Gift Shop is made up entirely of volunteers from the Sunshine Circle. It is located on the main floor (2nd Floor).

GRIEVANCES

All volunteers are to receive fair and equitable treatment and to be provided a means of appeal and review of problems related to their volunteer positions. Volunteers are encouraged to resolve disputes informally. If a volunteer has a grievance, it will be heard according to the hospital policy by the area manager, director, and VP in that order.

HARASSMENT

All employees and volunteers have the right to work in an environment free of discrimination. This includes freedom from harassment based on sex, age, race, national origin, religion, or membership in any protected group. Finley Hospital prohibits harassment of any from by supervisors, co-workers (including volunteers), patients, medical staff member, or visitors. If you believe that you have been the subject of harassment, report the alleged act immediately to Volunteer Services. Likewise, any volunteer found, after appropriate investigation, to have engaged in harassment will be subject to disciplinary action, up to and including dismissal.

HAZARDOUS MATERIALS / RIGHT TO KNOW (*SIGN CERTIFICATE OF THE RIGHT TO KNOW*)

We strive to provide a volunteer experience that is free from recognizable hazards that could endanger a volunteer's health or well-being. Each volunteer has the right to know of the existence of any hazardous material in the area in which he/she works. A master file of MSDS can be found on any hospital computer that outline the policies and provides Material Safety Data Sheets (MSDS) for chemicals in each work area. Please be safety conscious at all times and report any hazardous condition to your instructor or the hospital staff.

Chemical spills will only be handled by assigned hospital personnel using described procedures.

Employees and Volunteers have the right to know:

- About the chemicals that are in your work area
- Types of warning labels
- Locations and availability of MSDS
- How to protect themselves with personal protective equipment

HOLIDAYS

Volunteer Services is closed on select holidays. If you choose to volunteer, you will still receive credit for these hours.

INCLEMENT WEATHER

In the event of inclement weather: snow, ice, or other hazardous conditions, please use your best judgment. If you are unable to make it, please call to let us know ASAP so a replacement can be found. If the Dubuque Community Schools close due to inclement weather, volunteers will not be expected to serve their assigned shift. This would include ALL volunteer assignments. If SHIIP counselors have appointments, they would be responsible to cancel those clients. Eucharistic Ministers will communicate with Chaplain, so alternative arrangements can be made.

INCIDENT REPORT

All incident or accidents, regardless of severity must be reported to the Volunteer Services Coordinator immediately.

INFORMATION SECURITY AGREEMENT (SIGN AGREEMENT)

Patient, financial and other business-related information in any form, electronic or volunteer services secretaries, is a valuable asset, and is considered private and sensitive. Employees, physicians, physician office staff, consultants, vendors, contracted agency staff, and students may have access to confidential information in the performance of their duties. Those charged with this responsibility must comply with information confidentiality/security policies in effect at UnityPoint Health and its affiliates. This agreement applies regardless of the method of access used.

JUST SAY "NO" POLITELY

Never assume duties you have not been properly trained for, do not have knowledge of, or the proper strength to perform. When in doubt, ask a hospital staff member for assistance.

LEAVE OF ABSENCE

For any extended leave of absence, it is requested that you notify the Volunteer Services Department so scheduling changes can be made.

LIABILITIES

You are covered under the UnityPoint Health - Finley Hospital liability insurance while on duty.

LOST & FOUND

Volunteer Services is also the Lost and Found location.

MAIL & NEWSPAPERS

Volunteers deliver mail/email and newspapers that have been processed through the Finley Mailroom. Mail for patients that are no longer at the hospital will be taken to the switchboard desk.

MEDIA

If you are approached by any media source (TV, Radio, etc.), please refer them to the Community Relations Department at 589-2585. Do not answer questions or make comments.

Be aware that photos or texting on cell phones; tweets, email messages or postings on Facebook may inadvertently disclose confidential information. It is inappropriate to contact patients via social networking sites. Comments made on social media sites may affect Finley. We are prohibited from posting content that includes patient information including images or any information such that someone could deduce the identity of the person referenced in the posting. Violation may be grounds for disciplinary action & possible termination.

UnityPoint Health - Finley Hospital Volunteer Services Department has its own Facebook Page. Feel free to post and share your experiences on the page.

NON-PRESCRIPTION DRUGS

As a Finley volunteer you are able to purchase non-prescription drugs at the same reduced price as Finley employees. Finley employees and volunteers are asked to submit their order in the morning. Pharmacy tries to fill it by afternoon, but cannot make that guarantee since patient needs must come first. Fill out the order sheet and place it in the box outside the pharmacy door on 3rd Floor.

PARKING

Volunteers may park in general visitor-parking areas. Those who have handicapped plates may use the designated spaces. Volunteers are NOT to park in emergency or specially marked areas. The Delhi Medical Building parking is reserved for patients using that facility and is not open to Finley staff or volunteers. Valet parking is for patients and visitors only.

**If volunteers have a medical condition that makes it difficult for them to walk from the parking garage to their work station, they may meet with the Employee Nurse for Valet Parking Approval. Please contact Employee Health at 563-589-2650.*

PATIENT RIGHTS

As a volunteer, you may have access to personal patient information, it is important to remember that anything heard or read about a patient is considered confidential. Similarly, charts are legal documents, usage of EPIC software, and transporting of patient information all require the same privacy standards. Maintaining confidentiality (adhering to HIPPA guidelines) is an essential aspect of volunteering.

PERSONAL BELONGINGS

The Finley Hospital is not responsible for lost or stolen valuables. Leave all valuables at home (expensive coats, jewelry, leather items). Purses or backpacks should be placed in locked area or left in the trunk of your vehicle. Lockers are available for your belongings, but you must provide your own lock if you choose.

PERSONAL TELEPHONE CALLS

Cell phones maybe only used in designated areas; lobbies and waiting rooms. Please do not use your cell phone while on duty. You may use your phone in the Volunteer Office as needed. You may also use the telephone in the Volunteer Office.

RESIGNATION/EXIT INTERVIEW

Any volunteer wishing to resign is expected to give oral or written notice two weeks prior to leaving. An exit interview will be scheduled. Your ID badge will be handed in at this time.

RESPONSIBILITIES

Volunteering is a commitment. Since schedules are planned to meet the needs a specific area, you are depended upon for the time to which you agreed. There will be time when you must be absent. Please contact Volunteer Services as soon as possible so a substitute can be found.

SECURITY

You may use security escorts when appropriate. Remember that identification badges must be worn at all times when on hospital property. To report suspicious persons or incidents to security immediately dial "0" to have the operator contact security for you.

In order to contact Maintenance (6AM-6PM) / Security (6PM-6AM), call ex. 2575. In the event of a disaster or an emergency situation, volunteers should follow the directions of the employees in their designated areas.

SIGN-IN & SIGN-OUT

For liability coverage, we must know when you arrive and leave campus. Please, remember to clock in and clock out using your assigned PIN number. Keeping track of your time is necessary for hospital statistics, reports and recognition.

TOBACCO USE POLICY

Tobacco use is **NOT** permitted anywhere on the Finley Hospital Campus.

SOLICITATION

You may not promote personal causes, religious convictions, or political preferences while volunteering at Finley Hospital. Distribution of literature relating to personal causes and convictions, as well as all forms of solicitation, will not be allowed.

TAX DEDUCTIONS

If your income taxes are itemized, you may use mileage, special shoes for volunteering, etc. as a deduction.

TELEPHONE ETIQUETTE

Use a friendly polite manner/voice when answering the telephone. Always identify yourself (i.e. "Front Desk, this is Mary, how can I help you?")

TB

Prospective volunteers must complete tuberculosis screening prior to becoming a volunteer. This is done after orientation/background checks are complete. A copy of your TB screening must be entered in your file. TB screening is required annually.

OSHA and the Center for Disease Control have enacted new guidelines for the control of tuberculosis in healthcare facilities. All volunteers will need to undergo skin testing at the beginning of their volunteer service.

WHEELCHAIR ETIQUETTE

As a volunteer you may be asked to assist patients or visitors in wheelchairs. Once you have received wheelchair training from staff you may assist visitors or patients as directed by staff. REMEMBER- anytime you are asked to perform a task you feel unsure of you should politely decline and seek staff or other volunteer for assistance.

It is of vital importance to set the brakes before anyone sits down in a wheelchair or gets out of a wheelchair. The chair could otherwise roll out from beneath the person. Footrests should also be used to keep the patient comfortable and also to keep their feet out of the way. A volunteer may not transport patients with IV's. Volunteers may transport patients or visitors using portable oxygen tanks. Listed below are some of the important techniques to remember when using wheelchairs.

- Have patient place arms in lap when being transported.
- Push wheelchair from behind, stay close to avoid back strain.
- Open doors then back the chair through.
- Use caution at corners and doorways.
- Back the wheelchair in and out elevators when possible.
- Alert the patient to where you are going; warn them of bumps, if possible.
- Be sensitive to those requiring a wide chair.
- When you notice a dirty chair let the volunteer office know. Broken chairs may be taken directly to maintenance.
- If ever in doubt as to where the patient/visitor is to be taken, always ask.
- Never attempt to lift a person into or out of a wheelchair.
- Do not take patients or visitors across the parking lot in a wheelchair.

Use the phrase “for your safety” as appropriate. For your safety I will get a staff member to assist. For your safety we must lock the brakes. For your safety I need to get a different wheelchair.

WORKING WITH PATIENTS

PATIENT'S BILL OF RIGHTS/ ORGANIZATIONAL ETHICS

RESOURCES FOR PATIENTS WITH SPECIAL NEEDS

Foreign language interpreters are available. The hospital also utilizes a “language line” that can translate any language? All nursing units and information desks have contact information for translators and language line. Telecommunication Devices for the Deaf are available at the switchboard desk.

SPIRITUAL CARE

A Chaplain is available 24 hours a day, seven days a week, and is available to spend time with patients, family members, and staff members for aid with bereavement, crisis intervention, prayer, and scripture readings as well as other spiritual support services. The Chaplain can be reached by calling ex. 2534 or cell phone number 590-0973. The chapel is open 24/7 for prayer, meditation, or moments of silence.

Finley Eucharistic Ministers should be 18 yrs. of age. They are Catholic, comfortable with people, hospitable and non-judgmental. Eucharistic Ministers distribute Holy Communion to Finley's Catholic patients per request. Training for this position is done through the volunteer's Church and with the Finley Chaplain in cooperation with Volunteer Services.

ADVANCE DIRECTIVES

At admission, adult patients are offered the opportunity to complete Advance Directives and Healthcare Power of Attorney. If you are questioned about these tools, please refer patients or visitors to the social worker on the patient unit.

ETHICS

In working with the sick and injured, it is important to remember that you are dealing with people in exceptional circumstances. They may have fears and resentments that appear as irritability, uncooperativeness, and apprehension. Courtesy, kindness and understanding are the best way to handle these situations. Always remember situations that seem routine for you may be a great emergency in the mind of the patient and family. Your thoughtful consideration is most important to reassure others.

Volunteers are subject to the same code of ethics as doctors, nurses and other healthcare professionals. You must hold in strict confidence information of a professional nature acquired in the course of duty. You must refrain from offering advice to patients regarding their diagnosis or treatment. You must refrain from soliciting free medical advice, medicine or supplies. You must refer matters of religious activity to the chaplain. Volunteers must conduct themselves with courtesy and dignity at all times. In the process of performing volunteer service, you may overhear statements between doctors and patients and others that must be considered confidential. You are directed not to discuss outside the hospital, or even with other hospital associates or volunteers, this kind of information unless required as part of your duties. Even casual conversation with others may be overheard and violate the right to privacy.

If you have an ethical dilemma, please discuss it with your coordinator. If it cannot be resolved, it can be taken to the Ethics Committee for resolution. You may contact Chaplain James Mehlretter with any Ethic questions or concerns at 589-2534.

CORPORATE COMPLIANCE

Corporate Compliance is a mindset and attitude that guides our behavior and leads us to do the right thing. It is a commitment to obey the law and follow policies and procedures. It includes legal compliance and business ethics. It encourages open communication. Compliance concerns may be brought to the Compliance Officer or the Volunteer Services Manager.

RISK MANAGEMENT

Risk Management's focus is on reducing risks, controlling costs, and promoting a safe environment. Staffs manage complaints, investigate occurrences, and educate regarding prevention and contract/policy review and revision. Contact Volunteer Services for direction on who to contact regarding questions or concerns.

CULTURAL DIVERSITY

Our mission is to foster an environment that is culturally competent and sensitive to the diverse cultural values and religious beliefs of our patients and health care providers. Finley hospital will not discriminate or permit discrimination against any person or group of persons on the grounds of race,

color, sex, national origin, age, religion, sexual orientation, gender identity or any other protected class in any manner prohibited by federal or state laws. Making jokes about groups or trying to promote our religious faith to another person is not acceptable. Respecting every person's individual right to their beliefs and/or identity is imperative. If a volunteer feels their culture is not respected, please let a staff member know.

TIPS, GRATUITIES AND PERSONAL GIFTS

Tips or gratuities from patients, visitors or vendors are not to be solicited or accepted at any time by employees. Gifts, other than those of a monetary nature, offered to employees by patients or visitors may be accepted provided such gifts are nominal in value (under \$25). Cash or checks sent to an employee or department from a patient or visitor are to be forwarded to the Finley Health Foundation for acknowledgement and distribution as appropriate.

THE RIGHTS OF PATIENTS

Please remember that patients do have rights. Whenever you go to a patient's room, please knock on the door, announce yourself politely and receive permission to enter. Remember too that all patient information is confidential. Do not discuss the problems or condition of a patient at any time.

A.I.D.E.T., "NO POINT" POLICY, & 10-5 RULE

AIDET

By utilizing AIDET, we are building trust quickly with our patients. When we manage others up, along with AIDET, we are able to pass that established trust along to other caregivers, placing them at an advantage. As a volunteer, you will be responsible for effectively using AIDET.

RESULTS OF USING AIDET:

- Increased trust
- Empathy
- Decreased patient anxiety
- Increased patient acceptance of care plan/ plan of care
- Better clinical outcomes
- Patient engagement and satisfaction

A- ACKNOWLEDGE

- Let your patients/ families know you are expecting them, that you know them
- Decrease patient's anxiety and make them feel more comfortable
- Show respect when entering a room

I-INTRODUCE (SELF AND OTHERS)

- Manage YOURSELF and OTHERS up
- Job Title
- Certification/ Licensure

- Years of experience/ number of procedures you have done
- Special Training

D- DURATION

- How long will this take?
- How long with the Initial assessment or preparation take?
- How long with the exam or test take?
- How long will I wait here after procedure?
- When will I be with my family again?
- When can I expect the results?

E-EXPLANATION

- Narrate care, what you will be doing and why
- What can I expect during the procedure?
- What is the plan for the future?

T-THANK YOU

- Let patients know that you enjoyed caring for them
- Thank patients and families for allowing you to care for them/their loved one
- Thank them for choosing Finley Hospital for their care

“NO POINT” Policy

At Finley Hospital, we escort all patients and visitors to their desired destination. We do not “point” to direct them to their destination.

- Use AIDET
- Determine the persons destination
- Escort the person to the destination

The expectation is that **EVERY** patient is **offered** an escort, *even if it is just to Radiology or the lab*. Many patients are not being offered an escort and are getting lost.

10-5 Rule

When a customer or visitor is 10 feet from you, you are smiling at them. When individual or group is 5 feet from you, you are engaging with them, “Hello, may I be of assistance to you?” or “Thank you for choosing Finley Hospital”.

HIPAA PRIVACY & CONFIDENTIALITY (HIPPA QUIZ, INFORMATION CONFIDENTIALITY, & SECURITY AGREEMENT)

Patient information will be provided on a “need to know” basis only. All persons having information about patients will hold this information in confidence. Information is not to be sought about patients. Violation of any patient’s rights to confidentiality may result in termination.

The Health Information Portability & Accountability Act regulates how a patient's privacy is protected. This federal law ensures that all patient health information remain confidential.

In orientation, you learn how you, the volunteer, can uphold this law. Guarding a patient's privacy takes many forms including paper, electronic, and oral information. Protected PHI (patient health information) includes: name, address, zip code, relatives' names, name of employer, birth date, telephone number, fax number, e-mail address, finger/voice volunteer services secretary, photographic image, social security number, medical record number, health plan beneficiary number, account number, certificate/license number, vehicle or other device serial number, IP address, and any unique identifier, character or code. If a patient has chosen to keep their hospitalization confidential by opting out of the patient information system, you are obliged to uphold that decision.

Most breaches in confidentiality occur with no harm intended through human error. Make sure that you are in compliance with the HIPAA standards by protecting the privacy of the patient. If you have questions or concerns, please contact your Volunteer Manager. To report a breach of confidentiality or for questions regarding HIPAA or privacy, please call the Finley Privacy Officer at 563-589-4807.

MANDATORY REPORTING OF ABUSE

Every patient has the right to be free from abuse.

Abuse may be defined as:

- Physical
- Sexual
- Financial
- Neglect
- Verbal
- Mental
- Involuntary seclusion
- Misappropriation of Patient Property

If you witness abuse, **act immediately!** Call one of the following:

- Unit staff member
- Unit director
- Social Worker (ext. 2520)
- Vice President of Patient Care Services (ext. 2679)
- Administrator on call (dial "0") for the switchboard. Ask for the administrator on call.

INFECTION CONTROL

STANDARD PRECAUTIONS

BLOOD BORNE PATHOGENS/ EXPOSURE CONTROL

Finley Hospital strives to promote a safe work place in an effort to minimize the incidence of illness/injury experienced by volunteers, students, and staff through work place practice control. OSHA has enacted the Blood Borne Pathogens Standard, which is to "reduce exposure to Hepatitis B

Virus, Human Immunodeficiency Virus, and other blood borne pathogens encountered in the work place.

At The Finley Hospital, we observe the practice of “Universal Precautions” (Standard Precautions) to prevent contact with blood and other potentially infectious materials. Never touch blood or body fluids.

Personal hygiene and hand washing are the two most important practices to prevent the spread of infection:

- Wash hands when you enter or exit each room
- Wash hands before and after contact with a patient
- Wash hands after you remove gloves
- Wash hands immediately if they are contaminated with blood or other bodily fluids
- Use waterless gels or foams between hand washings (only if hands are not grossly contaminated)
- Use only hand washing and moisturizing products that are provided by the hospital

Eating, drinking, applying cosmetics or lip balm, as well as the handling of contact lenses is prohibited in the work area where there is potential for exposure.

Uniforms penetrated by blood or other infectious materials should be changed as soon as possible. At The Finley Hospital, you will need to change your uniform, and launder it yourself. Items containing bloody body fluids must be placed in red, biohazard bags according to OSHA regulations. Environmental Services should be contacted for spill cleanup and disinfecting the area.

Volunteers involved in an incident where a potential exposure to blood borne pathogens has occurred must report the incident to their supervisor. The supervisor will provide assistance in filling out a variance/incidence/occurrence report and make sure that the volunteer receives appropriate medical consultation and treatment (if required).

HAND WASHING PROCEDURE

- Wash hands with liquid soap. Waterless soap (such as Purell) is an acceptable alternative and Purell dispensers are found throughout the hospital.
- Wash for 15 seconds, rubbing well.
- Pay special attention to creases, between fingers, rings, and fingernails.
- Rinse well, keeping tips of fingers pointed down.
- Dry with a paper towel.
- Use same towel to open door.
- Wash before and after patient care, before and after eating, after handling specimens, after coughing or sneezing, after bathroom visits, and before and after handling equipment or soiled linens.

ISOLATION

Patients are isolated for various reasons. A volunteer should NOT enter a room marked “ISOLATION” unless specifically trained to do so. Always check with the nurses’ station if called on an errand for and isolation patient, or for e-mail, mail, or flower delivery. Isolation is not only used to protect visitors

from disease but also to protect the patient from visitors' germs. In these instances, ask hospital staff at the nurse's station to deliver the flowers or mail for you.

If you enter an isolation room by mistake, notify the charge nurse and your Volunteer Manager immediately!

EMPLOYEE HEALTH SERVICES

The following services are offered for volunteers:

- TB/PPD screening
- Flu Shots
- First Aid for minor injuries
- Over-the-counter medications (pain reliever, fever reducer, cold medicine, etc.)
- Maintenance of health records, while an active volunteer.

SAFETY & EMERGENCY CODES

Initial and ongoing training relevant to their emergency response roles is provided to staff, volunteers, and individuals providing on-site services under arrangement. These individuals are then trained by their assignment supervisor for that specific area. This training is documented and then reviewed and updated annually and when these roles change.

Volunteers will demonstrate knowledge of emergency procedures through participation in drills and exercises, as well as post-training tests, participation in instructor-led feedback (for example, questions and answers), or other methods determined.

In an event which is so wide-spread to be considered an emergency and/or involves mass casualties, all hospital staff and volunteers are expected to report to the hospital for duty as soon as it is feasible to travel after notification. All staff and volunteers reporting to the hospital during an emergency shall report to their assigned departments.

FIRE & DISASTER PROCEDURES

FIRE---DR. RED

R---Rescue people in immediate danger.

A---Activate the alarm (pull it)

C---Confine/contain the fire/close patient room doors

E---Evacuate people from the area and use extinguisher or wet blanket

*Pull the pin*Aim at the base of the fire*Squeeze the handle*Spray back and forth

DISASTER

Disaster is announced when there has been a disaster and a large number of patients are expected. All staff has specific duties. Security staff will be at all doors/entrances. All staff will need their ID badge and should enter at the employee entrance. Patients who have scheduled procedures may be delayed. Volunteers stay at their department until they are notified.

SAFETY & EMERGENCY PROCEDURES

Finley requires “Safety and Security Training” that will be completed during orientation.

RESPONSIBILITIES: SAFETY PROCEDURES

- Report all suspicious activities to Maintenance/ Security (ex. 2575).
- Ask people if they need assistance.
- Know who is in your work area and why.
- Notify Maintenance/ Security (ex. 2575) of items in your work area that cannot be identified.
- Always secure your ID badge, personal property, and network property. Do not allow tailgating into unauthorized areas.
- Correct a safety hazard when you see it. If you cannot correct it, report it.

EMERGENCY CODES

All staff, physicians, students, volunteers, and members of the healthcare team need to know to **(DIAL “500”)** the emergency telephone number, to implement the following codes. In the event of the following Dial 500 and tell the operator “CODE _____” and give the location or room number.

Missing Person	A patient is missing. Be observant, watch exits.
CODE BLUE	An adult is in need of resuscitation.
CODE PINK	A child is in need of resuscitation.
SEVERE THUNDERSTORM WARNING	Severe thunderstorms are occurring or imminent in the area; winds of 58 mph or higher and or hail 1 inch in diameter or larger.
TORNADO WARNING	A tornado has been spotted in the immediate area.
HAZ-MAT TEAM RESPONSE	Patient(s) in the ED or expected that has been exposed to a hazardous material.
CODE SURVEY	Some type of official inspection is underway.
DR. RED	A fire has occurred.
DISASTER PLAN	Resources are needed to care for a surge of patients.
TRAUMA TEAM ACTIVATION	One or more trauma victims are expected in the ED.
DR. STRONG	A patient is uncontrollable needing a response team.
PERSON WITH A WEAPON	A person is using a weapon in a threatening or intimidating manner.
HOSPITAL LOCKDOWN	A threat to the safety of patients, visitors, and staff is occurring in the immediate area outside the hospital building.

EMERGENCY PREPAREDNESS

In case of severe weather, volunteers should follow the specific instructions given for their assigned work site. Volunteers should assist the staff with any duties that they can in these situations. Volunteers should also participate in any type of drills that take place.

SAFETY HINTS: BODY MECHANICS/ ERGONOMICS

Follow all safety rules, practice good body mechanics, use directional mirrors when entering corridors, and report potential safety hazards.

- When lifting, please remember:
- Get help when the load is too heavy.
- Always grasp items firmly when lifting. Lift using leg muscles and keep feet shoulder-width apart (this will help protect your back).
- Carry items close to your center of gravity (close to your body) and never twist.
- Be sure you can see where you are walking. Again, use the mirrors at intersections.
- Set objects down by using leg muscles.
- Do not bend over at the waist- bend with your knees or squat when lifting items.

VOLUNTEER PROGRAMS

TYPES OF VOLUNTEERS

- Adult Programs
 - The Sunshine Circle
 - SHIP
- College Programs
- Junior Programs (Ages 14-17)
- Retired Senior Volunteer Program (RSVP)

GUIDELINES/ RECRUITING VOLUNTEERS (SIGN SERVICE EXCELLENCE POLICY & PROMISE TO COWORKERS)

GUIDELINES

- Volunteers are expected to greet all patients and visitors promptly and courteously using eye contact and a pleasant expression. Please remember to be cooperative, responsible and courteous to all associates, patients and visitors at all times. UTILIZE AIDET
- Learn to use the way finding tools provided. Ask staff for assistance when needed to provide service to our patients and guests. If you are unable to confidently answer or take care of the inquiry, always seek staff assistance. Never leave a question or concern unanswered or unattended, seek staff assistance.
- Always introduce yourself. "My name is Sally, I am a Finley Volunteer. I am here to deliver some flowers to you." Follow-up with, "Is there anything else I can do for you?"
- Follow dress code guidelines.

****REMEMBER- anytime you are asked to perform a task you feel unsure of, you should politely decline and seek staff or other volunteer for assistance.

RECRUITING VOLUNTEERS

If you know someone who is interested in volunteering, please encourage them apply or stop by the Volunteer Services Office for more information! The link to apply on-line is:

<https://www.volgistics.com/ex/portal.dll/ap?ap=1365935934>

VARIOUS PLACEMENTS

UnityPoint Health - Finley Hospital has more than 30 placement areas. Our Volunteer Service Staff will work to find the best placement that fits your talent, ability, and schedule. Additional opportunities are listed below:

SENIOR HEALTH INSURANCE INFORMATION PROGRAM (SHIIP)

SHIIP is a free, confidential service of the State of Iowa that helps Iowans make informed decisions about Medicare and other health coverage. Counselors and Office Assistants provide specialized service to our community. Training for these positions are organized and conducted through the SHIIP office and in Des Moines and held several times a year, in many locations.

Retired Senior Volunteer Program (RSVP)

The Retired and Senior Volunteer Program (RSVP), sponsored by Finley Hospital, is a member of the Senior Corps network of programs that use the experience, skills and talents of adults 55 and older to meet the needs of our community. RSVP of Dubuque County has approximately 400 active volunteers that serve over 30 agencies county-wide.

VOLUNTEER SERVICE

Qualifications - Adult volunteers must be 18 years of age. Student volunteers must be 14 years old. All volunteers must possess a sincere desire to help others and be willing to do so in the structured framework of Finley Hospital without monetary reward.

Interview and Placement - An interview is scheduled to determine the acceptability of the volunteer as well as his/her preferences, abilities, and availability. These factors are taken into account to determine placement, which is decided by the Coordinator of Volunteer Services.

Requirements - Every volunteer is required to complete a Finley volunteer application and confidentiality form. Each person must participate in a general orientation and tour of the hospital. High school student volunteers need to provide a signed consent from a parent or guardian. All volunteers are required to receive an initial TB test, general health exam and flu shot. A criminal background check is conducted before a volunteer is placed within the hospital.

Supervision - Volunteer Services Office staff provides overall supervision. Department staff provides training and supervision for the specific service area where the volunteer serves.

Annual Review - Each fall, all volunteers receive an annual review education per the Joint Commission. This is the hospital's way of keeping volunteers up-to-date regarding hospital changes and important issues such as infection control, emergency preparedness, and patient privacy.