



**TEEN**  
VOLUNTEER  
HANDBOOK

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## WELCOME

Welcome to Johnson Memorial Hospital. We are pleased that you will be working with us as a member of our dedicated volunteers.

Teen volunteers provide valuable service to our hospital in a variety of ways. Your willingness to share your time and talents with us is deeply appreciated. Your participation helps us to foster good public relations between the hospital and our community.

As teen volunteers, you will have an opportunity to take an active part in a hospital atmosphere. You will have the opportunity to learn more about various health care settings and careers. This exposure makes it possible for you to develop skills and knowledge as you “learn by doing.”

We want your volunteer experience with us to be as pleasant and satisfying as possible. This handbook has been prepared to help you understand our policies, procedures, and goals. The staff of the Volunteer Services Department is here to provide you with orientation training and on-going support.

Again, welcome to JMH and thank you for your commitment to helping us provide quality health care services to our community.

## LEADERSHIP

The hospital is overseen by a Board of Trustees appointed by the Johnson County Commissions. Day-to-day management is conducted by an administrative staff led by Larry Heydon, President. More than 850 people are employed by the hospital.

## MISSION STATEMENT

Our mission is to provide quality healthcare services for our community.

## VISION STATEMENT

Our vision is to be the preferred healthcare provider for our growing community.

## PILLARS OF EXCELLENCE

- **PEOPLE-** Be the employer of choice and the preferred hospital for our physicians
- **SERVICE-** Deliver excellent and compassionate services
- **QUALITY AND SAFETY-** Provide the highest quality of care in a patient-focused and safe environment
- **GROWTH AND INNOVATION-** Expand our community presence through collaboration and innovation
- **FINANCIAL STEWARDSHIP-** Allow for the future capital needs and financial independence

**The leadership team provides the direction, support and resources to meet the performance standards set for each pillar.**

## DEPARTMENT MISSION

The mission of the Volunteer Services Department of Johnson Memorial Hospital is to serve everyone in our hospital and community with dignity, respect, and equality.

## JOHNSON MEMORIAL HOSPITAL GUILD

The Johnson Memorial Hospital Guild was organized in 1948 to foster interest in and help in the expanding work of the hospital through service to patients and staff, and through fund raising projects. Proceeds raised are donated to the hospital to provide a variety of equipment and services not

covered in the hospital's operating budget. The Guild provided the first volunteers for JMH and many members were instrumental in developing service areas.

Membership in the Guild is open to all that would like to support its purpose. Not all Guild members volunteer within the hospital and not all volunteers are members of the Guild. Dues are \$3 per year for individual members and \$5 per year for organizations.

## TRAINING:

### ORIENTATION AND INFECTION CONTROL TRAINING

All volunteers must complete Volunteer Orientation and Infection Control Training.

### MANDATORY TRAINING UPDATES

OSHA requires all volunteers and paid staff to have annual training on issues such as fire, safety, infection control, etc. You will be notified of any training meetings.

## POLICIES AND PROCEDURES:

### SIGNING IN AND OUT

Time cards for your assigned department are located in many departments that utilize volunteers and behind the Information Desk in the Volunteer Workroom. Please enter the amount of hours you have worked for that day. Hours are tabulated on a monthly basis. Please write legibly.

### ABSENCES

We value your presence and depend upon you to be here when you are scheduled.

If there is an emergency, illness or a reason you will be tardy:

- Notify your department supervisor and the Volunteer Coordinator, Gina Huff at 346-3760, as far in advance as possible.
- Work with your department supervisor to "switch" shifts if possible.

NOTE: A teen volunteer will be dropped from the program after two unexcused absences.

### REPORTING ACCIDENTS/ILLNESS

Any volunteer who is injured on duty should notify their department supervisor and Gina Huff, Coordinator of Volunteer Services. In their

absence, contact Judy Ware, Human Resources Director. Make sure you do NOT leave the hospital without being medically evaluated. An incident report must be completed your supervisor, Gina or Judy and filed with the hospital's Risk Manager. Each report will be evaluated for appropriate follow up. If you become ill while on duty, please notify your immediate supervisor and Gina.

#### SMOKING POLICY

**Johnson Memorial Hospital is a smoke-free campus.** Smoking is not permitted in the building or on the grounds. This policy prohibits employees, patients, volunteers, physicians, independent contractors, vendors and visitors from using tobacco or ENDS on hospital property. The compliance with this tobacco and nicotine free campus policy will be the responsibility of all Johnson Memorial personnel. Any volunteer observing patients or members of the public violating this policy are expected to notify their immediate supervisor for assistance.

#### PATIENT/HOSPITAL CONFIDENTIALITY

Volunteers are expected to follow the same code of ethics as employees. In the performance of your duties, you may have access to verbal, written, filmed, and recorded patient information. Such information must be held in the STRICTEST confidence at ALL times, both while on duty at the hospital and when you are with family and friends. Volunteers at the Information Desk have access to the daily patient census report. They are to use that information in the performance of their duties only. Other volunteers may **not** have access to the patient census report for any reason. Volunteers may receive disciplinary action, including dismissal from their volunteer duties if a breach of confidentiality occurs.

#### MEDIA INQUIRIES AND RELEASE OF PATIENT INFORMATION

Any requests for information from the media (i.e. newspaper reporters, TV stations) should be directed to Marketing personnel or the Administrative Supervisor.

#### RUMORS

It is always best not to pass along any rumor. If you hear something which is a special concern to you or Johnson Memorial Hospital, please ask your supervisor to try to obtain the correct facts on the matter for you. Volunteers are discouraged from being involved in the transmitting of any rumor, due to the disruptions this can cause. Volunteers are encouraged to discuss any question they have regarding the hospital or its functions with their supervisor or Volunteer Services Coordinator.

## DRESS CODE AND PERSONAL APPEARANCE

Personal appearance is very important. Neatness, cleanliness, and appropriate dress are essential to an attractive, professional appearance. Your good appearance and conduct inspires the confidence of our patients and the general public. All volunteers are required to wear their name badge when on duty. Name badges should be worn where they can be seen. This helps identify you to our patients, employees and guests. You will also be supplied with a polo shirt color specific to Volunteer Services.

## GENERAL GUIDLINES FOR DRESS AND PERSONAL APPEARANCE

- All service areas require comfortable shoes. Open toed shoes are NOT recommended for patient care areas.
- Please avoid extremes in either dress or hair.
- Body odor, bad breath, cigarette smoke, and other strong odors are offensive. Necessary precautions such as regular bathing and good dental hygiene are a must.
- All clothing should be neat and clean.
- Blue jeans, miniskirts, flip-flops, t-shirts, sweatshirts, sweatpants, and warm-ups are not permitted.
- Jewelry, make-up, and fragrance should be kept to a minimum.
- Tattoos must be covered.
- Hair should be combed and clean. Long hair should be pulled back if working in patient care areas.

### **Basic Hand washing guidelines:**

- Wet hands with warm running water and apply liquid soap
- Rub vigorously for at least 20 seconds covering all surfaces of the hands and fingers- Sing: Twinkle, Twinkle Little Star
- Clean under fingernails
- Rinse hands thoroughly, allow water flow from wrist to fingertips
- Dry hands completely and use a paper towel to turn off the faucet.

### **Basic Hand Rub guidelines: (Gel in. Gel out)**

- Apply product to palm of one hand
- Rub hands together, covering all surfaces of hands and fingers (including nails)
- Rub until hands are dry

## RIGHTS OF VOLUNTEERS

Volunteers generously contribute their time, skills, and talents to help Johnson Memorial Hospital provide quality, compassionate health care services to the community. Because of this, volunteers have a right to:

- Be carefully interviewed and appropriately assigned to a meaningful task.
- Receive training and supervision that is clear, thorough, and consistent.
- Be involved in planning and evaluating the volunteer program.
- Courteous cooperation from all paid staff members.
- Receive recognition in a meaningful way.
- Feel free to make suggestions and express opinions.
- Receive ongoing training and current information concerning topics, procedures, and events relevant to the volunteer.
- Be considered a member of the health care team.
- Actively participate in the quality improvement process.

## BENEFITS FOR JMH VOLUNTEERS

### MEALS

Volunteers are provided a complimentary meal ticket for every four hours worked redeemable in the cafeteria when volunteering at Johnson Memorial Hospital. Meal tickets can be found in the Volunteer Work Room or in your specific department.

In addition to a complimentary meal, active volunteers receive the following benefits:

- Orientation and training
- Periodic inservice training/workshops
- Free flu shot
- Annual recognition event and Christmas Party
- Reference for employment, education, etc.
- Awards for achieved levels of service hours
- Discount tickets for movies and amusement parks
- Invited to attend annual employee picnic
- Eligible for Guild Scholarships.

## VOLUNTEER SERVICES OFFICE

Any questions- contact Gina Huff at 346-3760 (M-F- business hours)



## JOHNSON MEMORIAL HOSPITAL SAFETY CODES INFORMATION & INSTRUCTIONS FOR VOLUNTEERS

### CODE RED = FIRE

What to do if the fire is in your immediate area:

**R** – Rescue patients and others

**A** – Sound the alarm

**C** – Confine the fire

**E** – Extinguish the fire

Remember “**RACE**” – in the event of a fire drill, you may be asked by a member of the Safety Committee to explain what it means.

Try to extinguish a fire if, you don't compromise your own safety and the fire is small and contained. Remember “**PASS**”

**P**-Pull the pin

**A**-Aim the nozzle at the base of the fire

**S**-Squeeze the handle

**S**- Sweep the nozzle side to side

What to do if the fire is not in your immediate area:

Leave the room you are in and close the door behind you. Close any other open doors in the immediate area. Wait for further instructions from hospital personnel. In the event of an actual fire, you may be asked to help evacuate patients. When you hear “**secure from Code Red**”, you can resume your normal duties. Do not use the elevators or try to call the switchboard during a Code Red.

### CODE GRAY = TORNADO WATCH

What to do: Reassure any patients you are with and listen in case the situation is upgraded to Code Black. Close blinds or curtains in the room.

### CODE BLACK = TORNADO WARNING

What to do: Get to safe areas and encourage others to join you. If you are on the patient floors, you may be asked to help move patients out of their rooms and away from the windows. Suggested safe areas: Inner hallways such as those leading up to the Tower level rooms on the second and third floors. The first floor is the safest place to be, in the inner hallways and away from windows.

### CODE WHITE = DISASTER PLAN

What to do: In the event of a disaster, if you are in the hospital at the time a “Code White” is announced, please report to the Board Room to be assigned

where you are needed to help. At the Information Desk, you may be asked to assist staff members in directing visitors and transporting information about patients to the Family Waiting Area in the Surgery Waiting Room.

#### CODE ORANGE = CHEMICAL DECONTAMINATION

What to do: This code only affects the Emergency Department and members of the Chemical Decontamination team. Everyone else is encouraged to stay away from the area. However, the situation could become a disaster situation and Code White procedures would take effect.

#### CODE YELLOW = BOMB THREAT

What to do: In the event of a Code Yellow, a team from the Sheriff's Department will be sent into the hospital to try to locate the device. Everyone is encouraged to remain calm and follow instructions from managers. If you should receive a bomb threat phone call, try to keep the caller on the line while alerting someone else in the area that you have a bomb threat. The bomb threat questionnaire is located in the t-fold organizer found on the Information Desks. When the caller hangs up, contact the switchboard for help and to notify hospital officials of the threat.

#### CODE BLUE = CARDIAC ARREST

What to do: Do not enter a patient's room when a Code Blue has been called. A special team of hospital staff members will be attempting to save the patient and need as much space as possible. You may be able to assist by "steering" visitors and family members out of the hallways and into the waiting room. Remember, you can **dial 3555** for code blue if you are with someone who becomes unconscious or appears to be in a life-threatening situation.

#### CODE GREEN = SECURITY ASSISTANCE

What to do: page Code Green by dialing "3555". Give operator location of need. "Code Green" will be announced three times. The operator will notify Plant Operations and Security via radio. Any available staff member in area, as well as, security personnel on duty should respond.

#### CODE SILVER = MEDICAL RESPONSE OUTSIDE MAIN HOSPITAL BUILDING (ON CAMPUS) IN 1155, 1159 & PARKING AREAS.

What to do: page Code Silver by dialing "3555" anytime a person has fallen and is not able to walk alone code silver should be called. Someone should stay with the injured person at all times. The Response Team will attend the person. All others should stay clear of the area unless asked to help.

## CODE PURPLE = HOSTAGE SHOOTING INCIDENT

Call 9-9-1-1 if calling from inside the hospital, explain the situation and give location of incident. Call the hospital operator at 3555, explain the situation and give location of the incident. The operator will page code purple. Evacuate the building including the patients if able, report to the Sheriff's Department

## LIFTING ASSISTANCE

Call operator, give location and need. Security staff and physical therapy will respond.

## WHEEL CHAIR PROCEDURE/SAFETY:

- 1) Quietly bring the wheelchair to the patient and introduce yourself. (e.g., My name is \_\_\_\_\_ and I will take you to\_\_\_\_\_.)
- 2) Fold the foot rests up so they are not in the way.
- 3) Set the brakes on both wheels so that the chair cannot roll.
- 4) The wheelchair is ready for the patient. You may offer your arm to steady the patient but avoid actually moving/guiding the patient.
- 5) When the patient has settled into the chair, lower the foot rests and place patient's feet on the rests.
- 6) Unlock both chair wheels and push carefully forward.
- 7) When entering an elevator, pull the wheel chair into the elevator backwards so that the patient will be facing the front of the elevator.
- 8) When leaving the elevator, push the chair out, making sure that the small wheels are straight before crossing the gap between the elevator and hallway.

## POINTS TO REMEMBER ABOUT WHEEL CHAIR TRANSPORT:

- Patients may feel vulnerable and helpless.
- Always speak directly to the person in the wheelchair.
- Make sure that you are close enough for them to hear you. A patient may be experiencing hearing or vision loss so it is best to keep communication at face to face level.
- Walking slowly helps increase patient comfort.
- If a patient becomes ill or feels faint while in transport, stop and get help from a staff member as soon as possible. DO NOT leave the patient alone!
- If a patient passes out during transport, take IMMEDIATE action and call a CODE BLUE by phone at ext. 3555 or by notifying a hospital staff member.

