

NCH HEALTHCARE SYSTEM

VOLUNTEER HANDBOOK

www.nchmd.org/volunteer

Revised October 2017

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Dear NCH Volunteer:

The Board of Trustees, Medical Staff, and our colleagues welcome you to the NCH team.

What we do defines who we are. Being a volunteer gives meaning, dignity, and adds value to our lives. Helping others by being a volunteer confirms our usefulness.

The community we serve sets the culture of NCH. Having volunteers touch many patients, families, and other caregivers creates this nurturing environment where people come to be cured, if possible, and comforted always.

We are proud of our 63 years of service to the entire community and our demonstrated quality. If you are a sick patient in need of healthcare, NCH is where you will receive the best care as measured by objective data. Being a volunteer helps us perpetuate this quality.

Simultaneously, we share our compassion for the sick and understand why we are in this noble profession. You, as a volunteer, are now part of this wonderful process.

Thank you in advance for all you will be doing for those we serve.

Respectfully,

Allen S. Weiss, MD, MBA, FACP, FACR
President and CEO

NCH Mission Statement

Helping everyone live a longer, happier, and healthier life.

NCH Vision Statement

Be a world-class leader of excellence in healthcare.

Volunteer Services Mission Statement

To develop and retain competent and diverse volunteers who embrace the NCH Healthcare System mission and standards of excellence.

Volunteer Services Vision Statement

To be a premier leader for Healthcare Volunteer Services by inspiring and celebrating volunteerism in our community.

NCH Values

Core: Excellence in Every Patient Experience

Stewardship: We take pride in all that we do and we take ownership of our resources (people, environment and materials).

Equality: We acknowledge and value each person recognizing and celebrating diversity to enrich our organization.

Respect: We treat all individuals within our community, including colleagues, patients, and families with dignity.

Value Team: We value teamwork, building on individual ideas and talents in a collaborative environment.

Integrity: We adhere to the highest ethical standards and take personal responsibility in all that we do.

Compassion: We provide excellent care with empathy, respect and sensitivity, nurturing the mind, body & spirit.

Excellence: We devote ourselves to delivering the highest quality in clinical and service outcomes.

NCH Expectations

We always make the care of our patients our highest priority.

We are customer-focused in everything we do.

We treat each other with dignity, respect and courtesy.

We work together as a team to find solutions to problems.

We accept responsibility for our own actions and behaviors.

CONTACT INFORMATION

NCH Downtown Campus

Emergency/Calling A Code (internal)	ext. 33333	
Emergency (external)	911	
Environmental Services (internal)	624-3040	
Security (internal)	624-1560	
Amanda Smith, Director of Volunteer Services & Retail	624-3415	amanda.smith@nchmd.org
Volunteer Services Office	624-3410	
Anne Armstrong, Assistant Manager of Gift Shop	624-3417	anne.armstrong@nchmd.org
Volunteer Fax	624-3411	
Gift Shop	624-3393	

NCH North Naples Campus

Emergency/Calling a Code (internal)	ext. 33333	
Emergency (external)	911	
Environmental Services (internal)	552-7705	
Security (internal)	552-7715	
Aly Kerwin, Volunteer Operations Manager	552-7578	alyson.kerwin@nchmd.org
Volunteer Services Office	552-7703	
Volunteer Fax	552-7311	
Gift Shop	552-8318	

NCH Central Campus – White Elephant

Emergency (internal/external)	911	
White Elephant	624-6690	
Maria Racine, Manager of White Elephant & Gift Shops	624-6692	maria.racine@nchmd.org
Latricia Jones, Lead Sales Associate	624-6690	latricia.jones@nchmd.org

Marco Healthcare Center

Emergency (internal/external)	911	
Urgent Care	624-8540	
Volunteer Office	624-8562	

NCH Auxiliary

Downtown & North Naples: Paul Macaluso	624-3410	
Marco Island: Gerry Guerra	624-8562	

HISTORY OF THE NCH HEALTHCARE SYSTEM

Naples Memorial Hospital, Inc. was founded in 1953 and chartered November 11, 1955. The Hospital opened its doors and made its original 50 beds available to the public on March 7, 1956. The name was later changed to Naples Community Hospital, Inc. The private, not-for-profit corporation was originally financed by concerned citizens of the greater Naples area.

A major fund-raising effort in 1966 added 50 hospital beds, a new Laboratory, X-ray, Physical Therapy Department and Emergency Room. Another major fund-raising effort in 1969 created the Special Care Wing, which included an Intensive Care Unit, a Cardiac Care Unit and a Progressive Care Unit.

In 1970, the Hospital's North Tower was completed to six floors. This increased the bed capacity to 300. The South Tower was completed in 1980 to increase the number of beds to 390.

In January 1990, North Naples Hospital opened as a 50 bed general acute care facility. The facility now has 325 beds. The North Naples Hospital serves the fastest growing area of Southwest Florida: North Naples, Bonita Springs and southern Lee County. Services include Emergency, Medical/Surgical Unit, Intensive Care Unit, Pediatrics, and a Birthing Center with a Level II NICU.

The NCH Healthcare System has the distinction of having earned commendation from the Joint Commission on the Accreditation of Healthcare Organizations as well as numerous distinguished awards related to cardiac, stroke, pulmonary, critical care, gastrointestinal, women's health, and other services. In 2012, NCH became the first healthcare system in the state of Florida to join the Mayo Clinic Care Network; a collaboration that has improved the quality and efficiency of the care that we provide in Naples. Most recently, NCH Healthcare System received accreditation from the Accreditation Council for Graduate Medical Education to offer an Internal Medicine Residency Program. In 2017, we became a teaching hospital when we welcomed twelve highly-qualified individuals into the program.

Today, the NCH Healthcare System (NCH) represents one of the most progressive approaches to healthcare in the country – an alliance of over 700 independent physicians, two hospitals with 715 beds, a free-standing Emergency Room, two Immediate Care Centers, an Urgent Care Center on Marco Island, six diagnostic imaging centers, many outpatient facilities and dozens of affiliated medical organizations. Rarely do healthcare systems embrace such a diverse number of care options. We are the only heart, cancer, obstetric and pediatric hospital care in Naples.

We look forward to you helping us in continuing to make NCH a successful healthcare system!

AWARDS & RECOGNITION

- ❖ US News & World Report Best Regional Hospital
- ❖ Top 5% in the Nation for Overall Cardiac Services
- ❖ Top 5% in the Nation for Cardiology Services
- ❖ Top 5% in the Nation for Coronary Intervention Procedures
- ❖ Top 5% in the Nation for Women's Health
- ❖ Top 5 in Florida for Coronary Interventional Procedures
- ❖ Top 10 in Florida for Cardiology Services
- ❖ Ranked #1 in Florida for Overall Cardiology Services
- ❖ Ranked #1 in Florida for Coronary Interventional Procedures
- ❖ Five-Star Rated for Overall Cardiac Services
- ❖ Five-Star Rated for Cardiology Service
- ❖ Five-Star Rated for Coronary Interventional Procedures
- ❖ Five-Star Rated for Treatment of Heart Attack
- ❖ Five-Star Rated for Treatment of Heart Failure
- ❖ Five-Star Rated for Treatment of Stroke
- ❖ Five-Star Rated for Treatment of Pneumonia
- ❖ Five Star Rated for Women's Health
- ❖ Cardiac Care Excellence Award
- ❖ Coronary Intervention Excellence Award
- ❖ Breast Health: Hidden Scar Center of Excellence
- ❖ (HIMSS) Level 7
- ❖ Comprehensive Stroke Center Designation
- ❖ Women's Health Excellence Award
- ❖ Consumer Choice Award: Best Nurses. Best Doctors. Best Quality. Best Reputation.

A complete list of Awards & Recognition may be found on our website at www.nchmd.org under 'About Us.'

WHO ARE WE?

- NOT-FOR-PROFIT COMMUNITY HEALTHCARE SYSTEM
- OVER 700 BOARD CERTIFIED OR BOARD ELIGIBLE PHYSICIANS REPRESENTING EVERY SPECIALTY
- CERTIFIED BY THE JOINT COMMISSION ON THE ACCREDITATION OF HEALTHCARE ORGANIZATIONS (TJC)

WHAT DO WE DO?

- ACUTE CARE SERVICES
 - NCH DOWNTOWN NAPLES HOSPITAL
 - NCH NORTH NAPLES HOSPITAL
 - NCH NORTHEAST EMERGENCY DEPARTMENT
 - MARCO ISLAND HEALTHCARE CENTER
 - VANDERBILT BEACH IMMEDIATE CARE CENTER
 - BONITA IMMEDIATE CARE CENTER
- REHABILITATION SERVICES (Inpatient and Outpatient)
- HOME CARE
- OUTPATIENT SERVICES
 - WALK-IN CLINICS
 - OUTPATIENT INFUSION (Oncology)
 - RADIATION THERAPY
- WELLNESS
 - BRIGGS WELLNESS CENTER
 - GREENTREE WELLNESS CENTER
- ANCILLARY SERVICES
 - RADIOLOGY
 - DIAGNOSTIC IMAGING
 - CARDIOLOGY
 - RESPIRATORY
 - COMMUNITY BLOOD CENTER

**NCH DOWNTOWN NAPLES HOSPITAL
(390 BEDS)**

- EMERGENCY DEPARTMENT
- GENERAL MEDICAL/SURGICAL INPATIENT SERVICES
- BEHAVIORAL HEALTH
- ONCOLOGY
- STROKE PROGRAM
 - SAVE THE BRAIN CLINICAL PROTOCOLS
 - BIPLANE ANGIOGRAPHY
- ORTHOPEDICS
- NEUROSCIENCE
- HEART PROGRAM
 - SAVE THE HEART CLINICAL PROTOCOLS
 - INVASIVE CARDIOLOGY
 - CATHETERIZATION/ANGIOPLASTY
 - SHICK HEART CENTER (Complete Cardiac Care Facility)
 - NAPLES HEART INSTITUTE

**NCH NORTH NAPLES HOSPITAL
(325 BEDS)**

- EMERGENCY DEPARTMENT
- GENERAL MEDICAL/SURGICAL SERVICES
- OBSTETRICS/GYNECOLOGY
- PEDIATRICS & PEDIATRIC EMERGENCY DEPARTMENT
- CHILDREN'S MEDICAL SERVICES
- OUTPATIENT ONCOLOGY
- PULMONARY REHABILITATION
- BROOKDALE CENTER FOR REHABILITATION

HISTORY AND OVERVIEW OF THE NCH AUXILIARY

Naples Community Hospital Auxiliary began its service in 1954 when Beatrice Briggs, a leading citizen, invited several public-spirited women in the community to meet and discuss the forming of an Auxiliary for the new hospital soon to be built. Twelve women were present; they elected officers and adopted a constitution and by-laws. Today the volunteers serve in over 65 different service areas in the hospital and its off-site facilities.

In 1956, Mrs. Briggs suggested that a rummage sale be held as a money-raising project for the hospital. It was held on the grounds of her house. This one-time project has evolved into a year-round thrift shop, known as “The White Elephant”, which is now located at NCH’s Central Campus on Pine Ridge Road.

The North Naples Hospital Auxiliary was founded in early 1990. Robert Riley was named the first President. Bob, along with a group of ten other individuals, formed the structure for the new auxiliary by adopting a constitution and by-laws.

These first dedicated volunteers did everything from cooking hamburgers for the staff to taking sheets to a laundromat to be washed and folded for use by the patients. The Auxiliary has grown from a small group of ten to over 100 members. In addition to fundraising, Auxiliary members aid hospital personnel in over 30 different areas.

In 2015, the Downtown and North Naples Auxiliaries merged to combine their efforts, and better serve the NCH Healthcare System. They hold fundraising activities each year, including; vendor sales and special events. In addition, the Auxiliary operates “The White Elephant” and the Gift Shops. The Auxiliary utilizes the proceeds to purchase equipment for the benefit of the NCH Healthcare System and provide scholarships to NCH College Volunteers, and children of NCH employees.

The Auxiliary Board holds an annual meeting every October to update members on how their support is making a difference at NCH. Opportunities to join the NCH Auxiliary Board may be available to those who meet requirements.

If you would like to become a member of the NCH Auxiliary, the following fees/requirements apply:

Active Member \$22.00 annual fee and a minimum of 50 volunteer hours
Associate Member \$30.00 annual fee, no volunteer hours required

If you would like to learn more about the Auxiliary Scholarship provided to volunteers and children of NCH employees, visit: www.nchmd.org/volunteers.

QUALIFICATIONS AND GUIDELINES

COMMUNICATION with your Volunteer Chairperson in your area regarding schedule changes, substitute arrangements, questions or concerns. Inform the Volunteer Office of a status change, sick leave, or other events affecting your service.

DEPENDABILITY in all things; attendance, punctuality and performance of duties.

LOYALTY to the hospital, its administrative officers and its staff. As a volunteer you are in a position to create good will for the hospital in the community.

UNDERSTANDING of the pressures and tensions under which a hospital staff works. With the lives of patients at stake, sometimes situations arise which make it difficult for staff members to give you immediate attention.

WILLINGNESS to serve cheerfully in any job to which you are assigned. No task is unimportant.

ABILITY to work harmoniously with others.

POISE in moments of crisis. A volunteer should be calm and dignified at all times. Never let yourself be overcome with emotion. If you do ask your supervisor for help and find a quiet, private place to regain your composure.

CONFIDENTIALITY Understand that our customers have a right to privacy, and what you see and hear here, stays here.

CUSTOMER SERVICE The importance of superior customer service to the hospital culture cannot be over emphasized. Customers are our patients, their families and friends, physicians, employees, and volunteers.

CUSTOMER SERVICE EXPECTATIONS

You are in a unique position to enhance the services that the hospital provides. We can assist by being cheerful, following hospital policies and requirements, greeting others with a smile and by always looking for extra opportunities to be of help.

Tips for great customer service:

- Speak to people. There is nothing as nice as a cheerful word or greeting.
- Smile at people. It takes 72 muscles to frown and only 14 to smile.
- Call people by their preferred name.
- Be friendly, helpful, positive & polite.
- Show your genuine interest in people. Take time to listen and care.
- Be generous with praise – cautious with criticism.
- Be considerate.
- Remember, outstanding customer service is our #1 objective.

CONFIDENTIALITY

Confidentiality is an obligation that is required of all hospital employees and volunteers. Information concerning the condition, care or treatment of our patients must be held in strict confidence. This obligation must be carefully fulfilled, not only regarding the information on the patient's charts and records, but also regarding confidential matters learned in the exercise of professional duties. Under no circumstances should this information be discussed with anyone – even the patient's family or friends – unless you are authorized to do so. Moreover, charts and records must be safeguarded against inspection by those who have no right to see them.

NCH Healthcare System has a strong tradition of protecting the privacy of patient information. Confidentiality has always been part of the hospital culture. In 1996 Congress passed a law that established a national standard to protect medical records and all patient information whether it is oral, written or electronic. This standard was established under the Health Information Portability and Accountability Act (HIPAA) and covers clinical, financial and social information. In addition, if anyone is admitted to the voluntary inpatient psychiatric unit they are also protected under federal law 42 CFR which disallows staff to confirm or deny the existence of any patient without their expressed permission. All patients admitted to the voluntary psychiatric unit must give their families or friends a special code in order for the staff to speak with anyone.

Under the HIPAA Standard's Minimum Necessary Rule, volunteers should only have access to information which is required to perform their assigned duties. Obtaining information that is not needed to perform their assigned duties or relaying information to volunteers outside their service area or other people is considered a HIPAA violation.

Release of information to news media will be authorized by the Public Information Officer and the CEO/President only.

You will be required to sign a "Confidentiality Agreement" before beginning your volunteer work with NCH Healthcare System, and to re-sign a "Confidentiality Agreement" each year thereafter.

COMMONLY ASKED HIPAA QUESTIONS

- 1. Why are we, as volunteers, involved with HIPAA training?** It is everyone's responsibility to take the confidentiality of patient information seriously. Any time volunteers come in contact with patient information (or any personal health information) written, spoken or electronically transmitted, they become involved with some facet of the HIPAA regulations! It is for this reason that the law requires awareness training for all healthcare personnel, including volunteers.
- 2. What is Protected Health Information (PHI)?** According to HIPAA all of the following information can be used to identify a patient: Addresses; Dates; Telephone or Fax Numbers; Social Security Numbers; Medical Records Numbers; Patient Account Numbers; Insurance Plan Numbers; Vehicle Information; License Numbers; Medical Equipment Numbers; Photographs; Fingerprints; Email Addresses; Internet Addresses. The above information is referred to as individually identifiable health information. Removing a patient name from a chart is no longer sufficient to de-identify the patient. HIPAA refers to this information as protected health information or PHI. Any health information that identifies someone or can be used to identify someone **MUST BE PROTECTED**.
- 3. What are the consequences of not complying with the law?** It has always been against hospital policy to improperly share, use or dispose of patient information in the wrong way. Under HIPAA, there are fines and penalties for this. A breach of privacy may result in termination. Wrongful and willful disclosure of health information carries fines and can involve jail time.
- 4. Can I take a picture of myself with patients and visitors that I am working with?** No, taking pictures or videos of patients or visitors is strictly prohibited. If a volunteer would like to take a picture of themselves working with a fellow volunteer or staff member, they are welcome to do this, as long as everyone wishes to appear in the picture. Review the picture to ensure that there are no patients or visitors, and or documents with patient information in the background of the photo; if so, it must be deleted immediately. Use caution when posting pictures or videos to social media to ensure that patients and visitors do not appear in them.
- 5. What should I do if I encounter a confidential form or document, and I do not know who it belongs to?** Any documents containing confidential patient information that are found, turned in or left behind must be placed in a shredding box, and this event must be reported to the volunteer office.

EMERGENCY CODES

Emergency Codes are a mechanism to notify staff and volunteers within the hospital that an emergency situation is present. All codes are announced over the intercom system. When a volunteer hears a code being announced, he/she should pay careful attention to what is being said. You may refer to the back of your Identification Badge for Emergency Code classification.

CALLING A CODE

- To initiate an emergency code dial Ext. 33333 at the Downtown or North Naples Hospital. You will be connected to a communications department, and you will need to report the incident, and your location within the hospital.
- For all emergencies occurring outside the hospital (i.e. parking lot), or at any of our off-site locations, call 9-1-1. You will be connected to Collier County's emergency services, and you will need to report the NCH location where the emergency is taking place, and the details of the emergency. They will not be familiar with the NCH code list.

Code Red	Fire
Code Blue	Medical Emergency
Code Pink	Infant/Child Abduction
Code Black	Bomb Threat
Code Grey	Security/Violence
Code Orange	Hazmat Incident
Code Green	Mass Casualty
Code Brown	Severe Weather
	Hostage
Code Yellow	Facility Lockdown
Code Down	Computers Down
Code Silver	Active Shooter

CODE DRILLS

NCH prepares for all emergency situations by holding code drills. These drills ensure that staff and volunteers are prepared for situations that may arise. If a drill is taking place, you will hear: **“THIS IS A DRILL. THIS IS A DRILL. THIS IS A DRILL. CODE ----- THIS IS A DRILL. THIS IS A DRILL. THIS IS A DRILL.”** In these situations, staff and volunteers are expected to treat it as if it is a real life emergency. Volunteers may need to calmly explain to customers that practicing for emergencies allows NCH to keep our community safe.

RESPONDING TO CODES

Code Red – Fire

- If you see fire or smoke, please initiate an emergency code or call 9-1-1 or pull the fire alarm.
- The fire/smoke zone, location and alarm device activated will be announced.
- To protect patients and staff, the fire and smoke doors will close automatically. Do not open doors, as you could endanger yourself and others.
- We hold fire drills on a regular basis but always behave as if it is an actual incident. Stay calm. Stop and listen for the location.
- Volunteers are generally treated as visitors. Where practical, volunteers may go into patient rooms to reassure them. Volunteers in certain areas may be asked to respond as the staff does, if they are specifically trained about what they should do.
- Remain where you are during a fire alarm or fire drill unless you are told to evacuate or “All Clear” has been announced.
- Once you are assigned to your department, for safety purposes determine the location of the fire extinguisher in your area and ask a staff member the zone number of your department.

Code Blue – Medical Emergency

An individual within the hospital is having a medical emergency.

- Stay clear of the area. People and equipment will be coming through quickly.

Code Pink – Infant or Child Abduction

An infant or child is missing from the hospital. All exit doors are manned. A description of the victim will be announced.

- Be observant to the description and suspicious behavior.
- Call Security to report suspicious behavior.

Code Black – Bomb Threat

- Phone Threat – If the message is received by phone, **DO NOT HANG UP**. Signal a co-worker that you have a Code Black situation and they need to initiate a Code Black immediately by using another phone OR call 9-1-1 if at an outlying facility. The assisting co-worker will give the exact location to the operator. If your phone has caller ID, write down any number displayed on the screen.
- Written Threat – If the message is received in written form, immediately contact the Security Department OR 9-1-1 if at an outlying facility.
- If a suspicious device is found, do not touch or disturb. Make a quick visual inspection of the device in order to be able to describe it to responding authorities. Communicate results to security or law enforcement.

Code Grey – Security/Violence

All situations involving actual or potential physical threat to staff members, volunteers, patients, or visitors.

- Stay away from the area.
- If you become alarmed or suspect a potential problem, initiate a code or call 9-1-1 if at an outlying facility.
- Give location and a brief description of the situation. Also, try to provide gender, approximate age, any weapons or items being used as weapons.
- The following interventions are geared toward decreasing stressors: keep your tone of voice calm and speak normally; do not use profanity or rude gestures; avoid promises; avoid challenges (do not confront the person); know where the nearest exit is located.

Code Orange – Hazmat Incident

Hazardous internal or external chemical spills. NCH has a team of staff members trained to address hazmat incidents. Unless you are a victim to a hazmat incident, please remain away from the hazmat site.

Code Green – Mass Casualty

This code is utilized when a disaster has struck, e.g. a bus accident has occurred and the Emergency Department expects an unusual number of patients. In the event of a Code Green/Mass Casualty event, contact the Volunteer Office if you would like to volunteer.

Code Brown – Severe Weather Alert

Tornado, Hurricane, Flash Flooding, Severe Lightening, Storm. During severe weather, volunteers should not come to volunteer. Please follow the instructions provided by the Collier County Office of Emergency Management.

Code Silver – Active Shooter

This is the standard code by the Florida Hospital Association for acts of violence involving fire arms. Active Shooter situations are very unpredictable and evolve rapidly.

- If an active shooter is in your vicinity determine the most reasonable way to protect your own life and patients and visitors in the immediate area.
- When safe, call 9-1-1 to notify law enforcement. The key to an effective response is to notify external law enforcement agencies.
- Leave personal items behind.
- Seek refuge away from open, common areas.
- Barricade yourself (and if able, barricade patients, staff, and visitors) in a room. Use furniture or available objects to block the door. Do not attempt to see what is going on.
- Silence cell phones and remain quiet.
- Keep your hands visible to law enforcement and follow their instructions when they arrive on the scene.
- RUN HIDE FIGHT Training Video: <https://www.youtube.com/watch?v=5VcSwejU2D0>

Code White - Hostage

Defined as an incident where a person(s) has either barricaded themselves inside a NCH facility and/or has additionally taken hostages.

- Negotiation and/or the use of force will be the sole responsibility of the appropriate local law enforcement officers. Employees, patients, visitors, and volunteers will not negotiate or attempt to negotiate with perpetrators nor will they use force in an effort to disarm or restrain the perpetrator.
- Remain calm and observant. Try to note: physical description, clothing, speech, height, accents, how many people, weapons, location where the hostages were taken.
- Guidelines for survival if taken as a hostage:
 - A. Remain calm – avoid displays of emotion.
 - B. Do what you are told.
 - C. Initially, do not speak unless you are spoken to. Do not volunteer anything.
 - D. Keep a low profile; don't stand out.
 - E. Never argue, lie, confront or provoke the captor.
 - F. Get rid of symbols of authority (ID badge) and personal effects, if possible.
 - G. Sit down if possible and act relaxed.
 - H. Don't try to negotiate with the hostage taker, unless under threat of violence.
 - I. Remain observant
 - J. If needed, ask for medication.
 - K. If released, cooperate with police.
 - L. If rescue attempted, expect noise and light. Lie on the floor and stay down. Stay on the floor, in a prone position, until directed otherwise.

Code Yellow – Facility Lockdown

Used for controlling access to the facility.

- Be observant to suspicious behavior. Question any suspicious or incident related circumstances, appearance, and/or condition.
- Report to your respective department to await further instructions.

Code Down

Computers are down.

ENVIRONMENT OF CARE

In the event of a fire:

Know all exit routes

Know what smoke/fire zone you are in

Know what smoke/fire zone you will evacuate to

Be prepared to follow directions over the intercom with the safest evacuation route

How to Report a Fire

“R.A.C.E.” is the standard acronym for the steps of the Hospital fire response plan. The initials

“R.A.C.E.” stand for:

R – Rescue persons from the room or area where the fire or smoke is located and audibly spread the alarm calling “Code Red” to nearby staff members.

A – Activate the fire alarm system by pulling the fire alarm AND by phoning the operator at extension “33333” Downtown or North Naples. State the situation and location.

C – Close all doors to rooms, corridors and stairwells. This prevents the spread of smoke.

E – Extinguish the fire, if practical, and without undue risk to life.

Operating a Fire Extinguisher

“P.A.S.S.” is the standard acronym for the steps to properly utilize a fire extinguisher.

P – Pull the pin.

A – Aim at the base of the fire.

S – Squeeze the handle.

S – Sweep nozzle from side to side.

Spills

Care should be exercised not to soil or wet the flooring in order to prevent potential hazards. In the event that a spill occurs, secure the area and contact Environmental Services. Downtown Environmental Services ext. 43040 or North Naples Environmental Services ext. 27705.

If floors appear wet or slippery, yellow cautionary signage must be displayed. Please call Environmental Services to obtain signage, and stand near the spill to ensure those passing by do not slip.

INFECTION PREVENTION

Volunteers may have direct patient contact or may come in contact with potentially contaminated equipment; therefore preventing the transmission of communicable diseases is a high priority.

Standard Precautions

Standard Precautions are observed when dealing directly with patients, including outpatients, at NCH. Standard Precautions is defined as treating all body substances as potentially infectious; therefore all patients at all times will be regarded as potentially infectious. The use of gloves and other personal protective equipment (PPE) when applicable, is required for all activities involving direct or indirect exposure to blood, body fluids, non-intact skin, mucous membranes, tissues, secretions and excretions (except perspiration and tears), and contaminated items.

Prevention

The single most effective defense against the spread of disease is to perform good hand hygiene. The sooner you wash your hands after exposure, the less likely you are to spread infection to yourself and others. The tips below can help you meet Standard Precautions:

- Wash when first arriving at work and before leaving.
- Wash before and after eating, drinking, smoking or using the restroom.
- Wash before and after visiting a patient.
- Wash after touching an object or surface that is, or may be contaminated.
- Wash as soon as you remove your gloves and all personal protective equipment.
- Do not touch blood or any other body fluid or substance, non-intact skin, or mucous membranes. Wearing hospital approved PPE is required for anyone coming into contact with bodily fluids. You must wash after removing PPE.

Hand Hygiene

Alcohol-based Hand Rubs:

If hands are not visibly soiled, the Centers for Disease Control and Prevention (CDC) recommends the use of alcohol-based hand rub. Please use the hospital-approved product.

Procedure:

Apply alcohol-based hand rub to the palm of one hand, and then wet all surfaces of both hands. Rub under the nails and continue to rub hands until alcohol air-dries. Do not rinse or wipe off the product. The procedure should take 15-30 seconds.

Soap and Water:

If hands are visibly soiled, use soap and water in place of the alcohol-based hand rub.

Procedure:

1. Unnecessary jewelry should not be worn. Limit rings to a wedding set or a single ring per hand because inanimate objects harbor bacteria.
2. Wet hands with water.

3. Keep hands lower than elbows and apply soap. Hospital-approved soap should be used. Hands are kept lower than elbow so bacteria will not contaminate arms.
4. Use friction to clean between fingers, around rings (if wearing them), thumbs, palms, back of hands, the web between the thumb and forefinger, wrists and forearms and clean under nails. Friction and running water are used for mechanical removal of dirt and microorganisms.
5. Rinse hands under running water.
6. Pat hands dry thoroughly with paper towels.
7. Use dry paper towels to turn off faucets unless they are foot-operated. Faucets are considered contaminated.

Artificial Nails

The employees and staff have a responsibility for maintaining hand hygiene by adhering to specific infection control practices. Artificial fingernail enhancements can increase the risk of colonization and transmission of pathogens to patients and are therefore not allowed for anyone who cares for patients includes, but are not limited to: artificial nails, tips, wraps, appliqués, acrylics, gels, and any additional items applied to the nail surface. Nail polish is permitted, but anything applied to natural nails other than polish is considered an enhancement.

Applicability:

- * All NCH Healthcare and affiliate employees, physicians and their allied health personnel, and volunteers, having any direct patient care or day-care responsibilities.
- * Personnel who handle or reprocess equipment or instruments.
- * Personnel involved with cleaning of the environment.
- * Food service employees who directly handle and prepare food, and or work in food preparation or serving areas.
- * Personnel who handle laundry, including folding and stocking laundry.

Procedure:

Natural fingernails are to be neatly manicured and of reasonable length (1/8-1/4" beyond finger tip). Chipped nail polish is not permissible. Clear or light colored polish is preferred in order to be able to observe possible debris under nails that must be cleaned. No black, dark purple, green, blue polish, or polish with glitter will be permitted.

REQUIRED TESTS/IMMUNIZATIONS

Tuberculosis Test

All Volunteers are required to take an initial TB test. If a volunteer is working an Emergency Room or Urgent Care Center, they must have an annual TB test. Emergency Room and Urgent Care Center volunteers will be notified when it is time to complete this annual requirement.

Occupational Health provides TB tests free of charge to NCH volunteers.

- **What is Tuberculosis?** Tuberculosis (TB) is a disease that is spread from person-to-person through the air. The TB germs are put into the air when a person coughs, sneezes, laughs or sings. TB usually affects the lungs but can also affect other parts of the body, such as the brain, the kidneys or the spine.
- **What is the purpose of the TB test?** The purpose of the tuberculin skin test is to tell whether you have become exposed to the germs that cause TB.
- **Why is prevention important?** Tuberculosis prevention is important for your health, as well as for the health of those close to you.

Flu Shot

All Volunteers are required to have a flu shot during flu season. The start and end of flu season is announced by the CDC, and typically runs from early fall to early summer.

Occupational Health provides the flu shot to volunteers free of charge, but you can go to your physician or pharmacy if that is preferred. Volunteers must submit proof of their flu shot to the volunteer office, and they will receive a sticker for their badge.

If you are unable to have the flu shot for religious or medical reasons, you will need to complete a declination form, and have it signed by the appropriate personnel. Declination forms will be reviewed and approved/denied by the Occupational Health Department on a case by case basis. If you are approved to volunteer without having the flu shot, you will be required to wear a mask during your shift.

TDAP

Volunteers working in the birthplace are required to have TDAP (whooping cough/pertussis) vaccine.

Isolation Precautions

Some patients have infectious diseases or are highly susceptible to infection. These types of patients are cared for in isolation rooms. **Under no circumstances should a volunteer enter an isolation room or transport an isolation patient.** Isolation rooms are labeled with colored signs denoting isolation OR a flashing red Smart Room Panel.

When Clothing is Contaminated by Bloodborne Pathogens

No clothing contaminated with bloodborne pathogens will be taken home for laundering. To do so is an OSHA violation and subjects the organization to a possible fine.

The following is the process when civilian clothing is contaminated by bloodborne pathogens at both DNH and NNH:

1. Five sets (representing each size) of scrubs will be kept in Security at each facility.
2. These scrubs will be in a bag, which will also have a biohazard bag for the contaminated items of clothing.
3. When an occurrence takes place, call Security (DNH 436-5273 or NNH 552-7715) and state the size of scrubs you will need.
4. Security will deliver the scrubs.
5. Clearly label each item of clothing by writing your name and contact information on a piece of paper and pinning it to the clothing.
6. The contaminated clothing will be placed into the biohazard bag.
7. Security will take the biohazard bag with the contaminated clothing to the dirty linen area.
8. The clothing will then be picked up by our laundry when they make their next rounds.
9. We are expecting a 48-hr turnaround.
10. NCH will absorb the cost of laundering.

The scrubs will be exchanged for the clothing; the laundered clothing will not be released until the scrubs have been returned.

ILLNESS AND MEDICAL LEAVE

Illness Policy

A volunteer with any of the following symptoms should not report to duty AND should contact their Chairperson to notify of intended temporary absence: **Fever or chills, Skin conditions, Jaundice, Sore throat, Productive cough, sniffles, sneezes, Flu symptoms, Diarrhea, Dizziness or Vertigo, Exposure to disease, such as chickenpox, hepatitis, measles or tuberculosis.**

Medical Leave of Absence

We understand that a volunteer may need to take a medical leave of absence. Please communicate your leave with the volunteer office, as well as your department chairperson. Prior to returning to volunteer, you may need approval from a physician before resuming your role. Reasons for medical leave include, but are not limited to: **injuries, surgical procedure, conditions affecting the brain, heart or lungs, or any other physical limitations.**

RISK MANAGEMENT/SAFETY

Safety is essential to good patient care, staff and volunteer welfare, morale, visitor comfort and good public relations. NCH has established safety policies that pertain to all staff and volunteers. Volunteers should be alert for unsafe conditions and report them to appropriate staff and the Volunteer Office.

If you have an accident on the premises, if you witness a visitor accident or are notified by a visitor of an incident, **you must notify the Security Department immediately**. You must report the event to the Director of Volunteer Services or the Volunteer Coordinator within three (3) days. Staff will complete an online "Event Report" and/or an "Injury Report" as formal documentation of the event. You will need to inform staff of the date, time, location, situation, names of witnesses or the name of the injured individual.

If you are injured or have an accident on the premises while performing your duties as a volunteer **AND you require treatment beyond First Aid you MUST:**

1. Report to the Emergency Room where you will be evaluated and treated, if necessary.
2. During the admission process inform staff that you are a volunteer at the hospital and that you were injured while volunteering.
3. Request the Emergency Department staff to complete an online "Event Report."
4. Notify the Director/Coordinator of Volunteer Services.

If you are injured or have an accident on the premises while performing your duties as a volunteer but **ONLY require First Aid you MUST:**

1. Obtain appropriate First Aid.
2. Notify the Director/Coordinator of Volunteer Services OR a staff member in the department where the injury occurred.
3. Request staff in the department where you are assigned to complete an online "Event Report."

If you observe a visitor incident on the premises, **you MUST:**

1. Check on the visitor; depending on the severity of the incident, respond by calling the Emergency Room or calling a code.
2. Immediately call Security; even if the visitor states that they are not injured or leaves the scene.
3. Volunteers at the Central campus, Urgent Care Centers or Off-site locations should notify their immediate supervisor. Request staff to complete an incident report.
4. Notify the volunteer office of the incident.

It is important that all incidents are reported to security and the Volunteer Office. Event Reports are required for two reasons:

1. Your insurance will be billed for any care or treatment as a result of the injury or accident while volunteering. NCH provides **supplemental insurance** for outpatient and inpatient care.
2. "Event Reports" are reviewed by Risk Management with Volunteer Management in order to identify any patterns or trends and to correct unsafe conditions.

DRESS CODE/I.D. BADGES

A neat and professional personal appearance is an important part of a volunteer's overall effectiveness. Volunteers will be required to wear an NCH volunteer uniform while on duty. All new volunteers will receive one free uniform after they have received their volunteer assignment. Additional volunteer uniforms may be purchased in the Volunteer Office.

Uniform Prices: Women's & Men's Polo Shirt – \$18.50, Women's Vest – \$19.25

*Checks can be made payable to NCH.

Some volunteers prefer to wear scrub pants. NCH utilizes a local company for uniforms which carries scrub pants in white and khaki. For locations, inventory and pricing, contact: Sew Shore/United Uniforms – 239-774-4655 or www.uniteduniforms-usa.com.

WOMEN

Top

Option A: Vest (provided by NCH) – Volunteer must wear a tailored opaque white shirt with collar under the topper. The white shirt can be short or long sleeves or turtle neck.

Option B: Blue Polo Shirt (provided by NCH) – Shirt must be tucked in. Volunteer should wear a white or light khaki belt.

Bottom

Option A: Pants – Full length white or light khaki pants. No Capri or ankle pants.

Option B: Skirts – Straight to or just-below-the-knees white or light khaki skirt. Skirts are not permitted for volunteers working in patient care areas.

Option C: Shorts – **For Golf Cart Volunteers Only.** White or light khaki Bermuda shorts.

Shoes

Option A: Low-heeled, closed-toed, predominantly white or dark shoe with socks or stockings. Sandals are not permitted.

Option B: White tennis shoes with socks. If volunteering in patient care areas, shoes must be leather or leather-like. Canvas shoes are not permitted.

MEN

Top

Option A: Blue Polo Shirt (provided by NCH) – Shirt must be tucked in. Volunteer should wear a white or light tan belt.

Bottom

Option A: Pants – Full length white or light khaki pants.

Option B: Shorts - **For Golf Cart Volunteers Only.** White or light khaki Bermuda shorts.

Shoes

Option A: Closed-toed, predominantly white or dark shoe with socks.
Sandals are not permitted.

Option B: White tennis shoes with socks. If volunteering in patient care areas, shoes must be leather or leather-like. Canvas shoes are not permitted.

ADDITIONAL UNIFORM REQUIREMENTS

- Service pin(s) below emblem
- I.D. Badges must be worn above the waist with photo and name visible
- I.D. Badges can be worn on a lanyard around the neck. The lanyard must be a breakaway lanyard to ensure that it does not get caught on equipment
- Jewelry discreet (e.g. no dangling earrings) and kept to minimum
- No hair ornaments, ribbons or scarves
- Hair must be a natural color
- No visible tattoos
- No perfume or cologne
- Sweaters or light jackets can be worn, but they must be a solid, neutral color. Your NCH badge must be visible if wearing a sweater or light jacket.

HARASSMENT

It is the policy of the NCH Healthcare System that all our staff members and volunteers must be able to work in an environment free from all forms of discrimination and/or harassment. This includes discrimination/harassment based on race, color, sex, religion, national origin, age, disability, marital or veteran's status.

A. **Workplace Harassment**

NCH's policy regarding workplace harassment strictly prohibits in the workplace, at events sponsored by NCH, or in the course of any business activity, or other activity, conducted by, or on behalf of NCH, any form of harassment based on race, color, religion, gender, national origin, age, disability, marital or veteran's status. Such harassment is verbal, written or physical conduct that degrades, disgraces, discredits, or shows hostility or aversion toward an individual because of their race, color, religion, gender, national origin, age, disability, marital or veteran's status of that of their relatives, friends, or associates.

B. **Sexual Harassment**

Prohibitive Conduct – NCH's sexual harassment policy strictly prohibits in the workplace, at events sponsored by NCH, or in the course of any business activity, or other activity, conducted by, or on behalf of NCH, any form of sexual harassment. Sexual harassment does not refer to compliments of a socially acceptable nature. It refers to behavior that is unwelcome, personally offensive, or sufficiently severe or repeated so that it alters the conditions of the volunteer environment and creates an abusive environment for that volunteer. Examples of harassment include:

1. Unwelcome, and offensive sexual flirtations, advances or propositions
2. Verbal abuse relating to any of the items mentioned above
3. Graphic verbal commentaries about a person's body
4. Display of objects or pictures that are derogatory in nature
5. Suggestive sexual comments or remarks
6. An insult, humor, or jokes about a person's sex
7. Sexually suggestive or insulting sounds
8. Leering, whistling, or obscene gestures
9. Touching, pinching, or brushing a person's body

SOLICITATION AND DISTRIBUTION

The below policy regarding Solicitation and Distribution applies to staff and volunteers.

POLICY: It is the policy of the NCH Healthcare System (NCH) that solicitation and distribution by employees at NCH is prohibited during working time and in immediate patient care areas and distribution is prohibited during working time and in working areas. It is also NCH's policy that distribution and solicitation of employees by persons not employed by NCH, on NCH premises, is strictly prohibited unless prior authorization has been granted by the Chief Human Resources Officer or designee.

PURPOSE: To maintain an atmosphere conducive to the well being of our patients and to protect employees from undue intrusion upon their time and privacy in the course of their work or the use of the facilities.

EXAMPLES: Examples of Solicitation & Distribution include, but are not limited to: selling raffle tickets for a fundraiser, passing out coupons that have been dropped off to the main lobby, hanging a poster to advertise or sell something.

PROCEDURE:

A. No solicitation of any kind, i.e. by or of patients, visitors, doctors, coworkers or the public, is allowed during working time in working areas. Solicitation is prohibited any time in immediate patient care areas, including places where patients receive treatment, such as X-Ray and therapy areas, rooms where surgery, examinations and deliveries occur, and patient rooms. **NOTE:** Work Time is defined to include the working time of both the employee doing the solicitation or distribution and the employee to whom it is directed, but does not include break, lunch, or other duty-free periods of time. Working areas are all areas of the Hospital, except cafeterias (unless the employee is working in the cafeteria), employees lounges and break areas, lobbies and parking areas.

B. Employee acceptance of tips, money or gifts is strictly prohibited, with the following exceptions. 1. Tips are allowed for personal services in areas as approved by Administration. 2. The only other exception is the occasional gift basket of food or perishable food item for a floor or department. 3. Gifts of money must be sent to Administration and be placed in the General Fund to help offset our commitment of allocating money each year based on the number of employees in a department to be used for Christmas, National Recognition, etc. as the Department Director determines. Any inquiries as to the appropriateness of tips, gifts, or money should be referred to the Department Director. The Department Director should express appreciation to the patient, physician, etc. but politely decline the offer. In the event that a gift of any type is received, the Department Director should consult with the Director of Corporate Compliance.

C. No distribution is allowed during working time. No distribution of any kind is allowed at any time in any working areas. Working areas are all areas of the Hospital, except cafeterias (unless the employee is working in the cafeteria), employees lounges and break areas, lobbies and parking areas.

D. Organizations and persons other than employees of NCH may not engage in solicitation, distributions or posting of written or printed materials of any nature, at any time, in or on the premises of NCH. Employees who wish to solicit for community charitable organizations must request permission on the 'Solicitation Approval Form'. The request will be evaluated on its merits and will either be approved or denied by the Chief Human Resources Officer or designee. Requests to solicit for personal profit, political causes or organizations representing any protected or non-protected groups will routinely be denied.

E. Employees may wear buttons or stickers so long as they are of a reasonable size, are not offensive language, and do not interfere with patient care. Stickers may not be adhered to hospital property since the removal may cause damage to the property.

F. Off duty employees are included in this policy and are not permitted access to NCH except to the extent that other members of the public have such access; for example, when visiting patients or receiving medical care.

G. The responsibility for the enforcement of this policy rests with all Department Directors and supervisors with the assistance of the Human Resources Department.

H. Violations of this policy should immediately be brought to the attention of the Human Resources Department.

I. During the Winter Holiday Season, patients, vendors and facilities may desire to show their appreciation for the services or patronage of the NCH Healthcare System and staff by the sending of gifts. In our effort to keep to our high ethical standards and follow our Corporate Compliance Program, no gift should be accepted if it is inappropriate or implies an obligation. An individual may keep a gift of a nominal value such as cookies or candy valued at \$25.00 or less. A food gift given to an entire department is acceptable if it is appropriate. In an individual receives a gift valued at greater than \$25.00, that gift should be forwarded to Management for inclusion in a drawing for all employees. No gift should be accepted from a facility to which we refer patients. No gift should be accepted from a vendor with whom we are currently negotiating a purchase. If unsure of the appropriateness of a gift, please refer the matter for decision to your Chief Officer or the CEO. Refer to the Administrative Policy 3.2.4 or contact the Director of Corporate Compliance at 403-6453 if you have any question.

Bulletin Boards

Official bulletin boards are located throughout NCH. Information posted on these official bulletin boards, such as system news and notices required by law, must be approved by the Human Resources Department or Administration prior to posting.

GENERAL INFORMATION

Security

Security is everyone's responsibility. Everyone is urged to be alert to dangerous conditions, unauthorized persons, safety violations and hazards or suspicious activity. Dial extension "x 41560" (Downtown) or "x 27715" (North Naples) to report anything unusual to Security.

NCH has a zero tolerance to any form of violence. Our facilities are very accessible to the community. Please use common sense to protect yourself and your valuables. Excessive amounts of money or valuables should be left at home. NCH will not be responsible for loss, theft or damage to personal items. Please park only in the employee parking garage and contact Security if you need an escort.

Criminal Background Checks

As stated on the "Volunteer Application," the NCH Healthcare System conducts criminal background checks on volunteers. This is done in accordance with the law and in an effort to enhance patient safety. Falsification or failure to disclose complete information will disqualify you from volunteer service. A conviction does not necessarily disqualify you from volunteer service.

All volunteers will be required to pay for their criminal background check. The criminal background check will be conducted by the NCH Healthcare System. Payment is due at time of orientation via check or cash in the amount of \$24.00. If you are indigent and cannot afford to pay the required fee, please report to the Director or Coordinator of Volunteer Services for assistance.

A majority of the criminal background checks return in 2-3 business days after submission. However, it can take the agency several weeks to receive the completed criminal background check depending on the state that has to be researched. The final report will be reviewed by the Director or Coordinator of Volunteer Services.

Lost and Found

When articles are left by patients and personnel the Security Department must be notified at extension "x 41560" (Downtown) or "x 27715" (North Naples) to have an officer pick up the article. All items received will be recorded by Security. All lost articles not claimed within 60 days will be donated to charity. NCH is not responsible for lost articles. If a customer is looking for a lost item, please direct the to the Security Officer in the Emergency Room.

Severe Weather

Hurricanes are a fact of life in Southwest Florida and as a community health care system we have the responsibility to the citizens of Collier County to remain open and available during the declared severe weather disaster. To make sure that we can accommodate a high demand for services should a hurricane directly impact our area, we are asking that our volunteers be available **after** a storm. During the storm, volunteers should seek other shelter or evacuate when directed to do so by the Collier County Office of Emergency Management.

Parking

Each volunteer is responsible for his/her transportation. Volunteers that serve hours at the Downtown campus must park in the parking garage on floors 4 - 7. Volunteers that serve hours at the North Naples campus must park in the parking garage. There is no designated floor for parking. Parking stickers are required, and will be ordered at the time that your badge is requested. Volunteers are responsible for submitting their current vehicle information to the Volunteer Office, including: Vehicle Make, Vehicle Model, Color, Year, and Tag Number.

Status

Vacation: If you are going on vacation or have an expected absence.

Action Needed: Confirm with another volunteer in your department that they will substitute for your shift. Notify your department chairperson of the name of the substitute who will be filling in for your shift and your expected return date. Note: It is the volunteer's responsibility to obtain coverage for their shift.

Seasonal Return: If you are going up North for the summer months.

Action Needed: Contact both the Volunteer Office AND your department chairperson prior to your departure. Inform them of your expected departure and return date. We cannot guarantee that your volunteer position or shift will be held open.

Leave of Absence: If you are going to take an extended leave of four or more weeks.

Action Needed: Notify the Chairperson assigned to your area AND the Volunteer Office.

Resignations: If you would like to permanently resign from your volunteer position.

Action Needed: Contact both the Volunteer Office AND your department chairperson informing them of the reason for your resignation and your expected last date.

Time Keeping

1. Volunteers working within the hospital will utilize a touch screen system to sign in and sign out. Once you have been placed, you will receive full instructions on this process and information pertaining to your identifying numbers.
2. Volunteers working off hospital grounds will record their hours on a time card. It is YOUR responsibility to record your hours and ensure that your timecard is turned into the volunteer office. Record time to the nearest hour, for example: 3 ¼ hours = 3 hours; 3 ¾ hours = 4 hours. New time cards will be mailed to off-site volunteers every January.
3. Volunteers receive double hours for each hour worked after 4pm and each hour worked on weekends and holidays. The touch screen system will automatically input double time. Volunteers that complete time cards do not need to manually record the double time on their time cards, this will be done when your hours are entered in to the database.

Disciplinary Actions

The Volunteer Services Department is committed to providing a work environment that supports coaching and counseling as a means of improving a Volunteer's performance. Volunteers not satisfactorily performing the necessary duties are provided guidance and assistance through a system of progressive positive discipline. Volunteers are expected to demonstrate commitment to the NCH Healthcare System mission and values. Volunteers unwilling to meet these commitments and the commitment to improved performance will be terminated from the Volunteer program.

Based on the severity of the problem(s) and approval from the Director of Volunteer Services and/or the Chief Human Resources Officer, a step may be skipped.

- **Verbal Coaching:** This step is utilized to bring the Volunteer's attention to problems identified with his/her performance or behavior, allowing for an opportunity to clarify expectations for future performance. The coaching session should take place in a private setting, between the staff person assigned to supervise the Volunteer and the Volunteer being coached. In the absence of the department supervisor, or in cases deemed appropriate the coaching session will be conducted by the Director/Volunteer Coordinator. At this session, the supervisor needs to receive the Volunteer's commitment to make the necessary changes within the mutually agreed upon time frame. The person conducting the coaching shall, at a minimum, informally document the date of the coaching session.
- **Verbal Counseling and Written Affirmation:** If expectations are not met within the defined period of time, the Department Supervisor needs to involve the Director/Volunteer Coordinator and schedule a counseling session. Documentation, by the Department Supervisor, of any previous coaching sessions should be provided to the Director/Volunteer Coordinator to reference during the verbal counseling. This meeting should include the Department Supervisor, the Director/Volunteer Coordinator and the Volunteer being counseled. The issues discussed at the verbal coaching session will be re-stated and the Volunteer given the opportunity to explain the reason for non-compliance. The expectations for performance improvement will be in writing (Volunteer Counseling & Written Affirmation for Volunteer Performance/Standards of Behavior form). If the Volunteer feels he/she is incapable of doing the job, re-assignment needs to be considered.
- **Reassignment:** If performance is still not satisfactory after the counseling/written affirmation stage, the Volunteer needs to be considered for re-assignment to another service. The Director/Volunteer Coordinator needs to make every effort to find a service suitable to the skill level and interest of the Volunteer. If the behaviors being addressed pose a problem regardless of the service area, and there is no improvement after coaching and counseling, the Volunteer needs to be terminated.
- **Termination:** Volunteers will be terminated from their duties as an active Volunteer if they who fail to show improvement after verbal coaching, counseling and written affirmation, and choose not to be or are not candidates for re-assignment,

- **Engaging in the following actions, but not limited to the below list, MAY be grounds for immediate termination:** Violation of the company’s solicitation and distribution policy and/or soliciting gifts, favors or money from patients, Failure to adhere to the NCH Standards of Excellence, Workplace or Sexual Harassment, Breach of Confidentiality.

Gratuities

NCH is proud to serve patients and visitors without the need for tips or gratuities. Volunteers should not solicit or accept gifts, donations or fees from patients, visitors, organizations or vendors. At the same time, we do not wish to offend those who are seeking to show appreciation. In the event that a gift of money is provided, the funds should be submitted to the Department Director for use in a function where all volunteers may participate.

Annual Education

All active volunteers are required to participate in annual education; this may be done in a classroom setting or through a written test. Failure to comply with the annual education requirements may result in volunteer suspension. This ongoing education is a Joint Commission requirement to maintain our accreditation. In addition, some departments require secondary education. Your participation is greatly appreciated.

Smoking

The NCH Healthcare System is tobacco-free. We prohibit the use of all forms of tobacco products on any owned or leased NCH property, including cigarettes, cigars, pipes, chewing tobacco, snuff products, e-cigarettes, and any form of “vaping.” This regulation is strictly enforced. If you observe a customer using tobacco products, you can politely show them the off-campus areas where tobacco products are permitted OR contact security to speak with the customer.

Noise

Our patients will appreciate your courtesy. Patients need rest and quiet to help speed them along to recovery. Avoid loud talking and other needless annoyances.

Upset Customers

If you interact with a customer who is upset or frustrated for any reason, we ask that volunteers remember the 3 – A’s: Acknowledge, Apologize, Act. These simple steps immediately put the customer at ease.

- *Acknowledge:* Let the customer know that you understand their frustration, that you will help them. This can be done with statements like: “I understand” or “This sounds frustrating for you” or non-verbally by nodding and maintaining eye contact.
- *Apologize:* Even though it is not your fault, a statement such as: “I am so sorry this happened” demonstrates empathy for what they are experiencing.
- *Act:* Jump into action by making calls to the appropriate staff member or department to help the customer resolve the issue. While the customer is waiting, ask them to be seated in a waiting area, and then update them once you have identified the appropriate person for them to speak with.

STANDARDS OF EXCELLENCE

Stewardship

- I will keep hallways clear of any litter, clutter, or equipment.
- I will report all spills or unsafe conditions to the appropriate department.
- I will reduce waste and eliminate redundancy wherever possible in my work area.

Equality

- I will acknowledge all individuals' personal and cultural beliefs, ideas, and contributions in a supportive manner.
- I will explain things clearly using the appropriate language and with the use of interpretation resources if needed.

Respect

- I will establish eye contact and acknowledge all patients and guests by name and/or with a friendly smile.
- I will always offer patients and guests to enter and exit the elevators first.
- I will minimize personal conversation with co-workers in the presence of patients and guests.
- I will respect the privacy and confidentiality of others.
- I will introduce myself by name, role, and reason for encounter.
- I will maintain awareness of patient and guest privacy needs.
- I will knock on each patient door and introduce myself when entering the room.

Value Team

- I will look beyond my assigned tasks to assist co-workers when necessary.
- I will promote the success of NCH and fellow volunteers.
- I will welcome all assigned volunteers to my work unit and assist when needed.
- I will be open minded and flexible to an ever changing work/hospital environment.

Integrity

- I will refrain from participating in rumors or gossip.
- I will wear my I.D. badge at all times, above the waist and clearly visible.
- I will address concerns with my co-worker first and if there is still not a satisfactory outcome, I will contact my supervisor.
- I will be sincere and kind.
- I will treat others the way I would like to be treated.

Compassion

- I will minimize noise when around patients and guests.
- I will make sure that a healing environment is always available to patients and guests.
- I will treat everyone with honesty, fairness, and compassion.
- I will maintain focus on safety, comfort, and needs in the presence of patients and guests.

Excellence

- I will present a clean, professional, well-groomed image, following the NCH dress code.
- I will not use personal cell phone, iPads, and computers while working and visible to patients, guests or colleagues in meetings; limiting use to break rooms.
- I will answer all phone calls within 3 rings and state my name, where I work, and ask, "How may I help you?"
- When they need directions, I will walk guests to their destination.
- I will do everything in my power to make a customer satisfied. If I cannot, I will notify the appropriate person who can. "That's not my job" is not in our vocabulary.
- I will immediately acknowledge guests and fellow volunteers when they approach my work station.
- I will say "excuse me" when making requests and respond "thank you" when I am finished.
- I will not discuss within hearing range of customers, dissatisfaction with my position, other volunteers, or policies.