

# DePaul Medical Center Volunteer Services Department



## Volunteer Handbook

BON SECOURS MERCY HEALTH

# Welcome Volunteer!

Dear Volunteer,

Welcome to DePaul Medical Center and the Volunteer Services Department!

As a volunteer, you become a member of a dedicated team that provides the highest quality of health care . Through the generous gift of your time, talent, and personal interests, you supplement the work of staff members by offering many special services that are so important to our patients, their families, and the hospital staff.

Though your material gains are few, the greatest reward is the special feeling that comes to those who give of themselves to the betterment of others. Volunteering is a great way to learn new skills, serve your community, and meet new people.

I encourage you to read this handbook. It has been prepared to assist you with the DePaul Medical Center volunteer program. If you have any questions, please feel free to contact me.

Welcome and **THANK YOU** for being a part of the DePaul Medical Center team!

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# Bon Secours Mercy Health



## Our History

On January 24, 1824, twelve young women committed themselves before God to minister to the sick and suffering in their homes. On that day in Paris France, the ministry of Bon Secours was born. “Bon Secours” means “good help” in French.

In 1861, the Sisters expanded their ministry into Ireland and later into England. In May 1881, three Sisters of Bon Secours arrived in Baltimore, extending their unique brand of home nursing to the United States. The Sisters opened Bon Secours Hospital in Baltimore in 1919. Currently, Bon Secours owns healthcare facilities in Michigan, Pennsylvania, Massachusetts, Florida, New Jersey, and Virginia.

Although Bon Secours is part of the healthcare ministry of the Catholic Church, all beliefs are welcome to work/volunteer at DePaul Medical Center. Being a Catholic institution means we are committed to Gospel principles and beliefs about the dignity and rights of all races and religions.

## Our Mission

The mission of Bon Secours Mercy Health is to, “extend the compassionate ministry of Jesus by improving the health and well-being of our communities and bring good help to those in need, especially people who are poor, dying, and underserved. “

## Our Values

The values of Bon Secours Mercy Health are Human Dignity, Integrity, Compassion, Stewardship, and Service.

# Volunteer Services Expectations

## **Be Positive**

Display a positive image of DePaul by demonstrating courteous and professional behavior toward patients, visitors, volunteers, physicians, staff, and other community team members by following the values of Bon Secours.

## **Accept the Rules & Follow Policies**

Follow the established and approved policies, processes, and protocols. Don't criticize what you don't understand. There may be a good reason why something can't be done the way you believe it should be.

## **Speak Up**

Ask about things you don't understand and listen with an open mind. If you identify a way to improve a process, we want to hear it.

## **Be Willing to Learn**

Training is essential to any job well done. Prepare for each assignment. Know all you can about the hospital and your assignment. Use time wisely; strive to learn without interfering with others' performance.

## **Welcome Supervision**

Consult with a staff supervisor when you are unclear on policies or procedures. You will be more effective if you understand what is expected.

## **Be Dependable**

Your word is your bond. Do what you have agreed to do. Don't make promises you can't or won't keep. Patients and visitors rely on your volunteer service. This includes being on time for your volunteer shift and providing a 24-hour notification when you are unable to volunteer.

## **Be a Team Player**

Find a place for yourself ON THE TEAM. Constructive feedback will improve effectiveness.

## **Provide Feedback & Accept Constructive Feedback**

We can't be better in our roles without feedback. Be willing to accept any constructive criticism and let us know how we can be better managers.

# Volunteer Bill of Rights

## Volunteers have the right to...

- ⇒ be treated as a team member to a suitable assignment with consideration for personal preference, life experience, education, and background.
- ⇒ know as much about the organization as possible—policies, the people, and the programs
- ⇒ trusted with necessary confidential information.
- ⇒ continuing education on the assignment as well as follow-up to initial training.
- ⇒ guidance and direction by someone who is experienced, patient, and well-informed.
- ⇒ be heard, to have a part in planning, to feel free to make constructive suggestions, and to have your opinions heard.

## The Joint Commission

The Joint Commission is an independent, not-for-profit organization, which strives to continuously improve the safety and quality of care provided to the public through the provision of health care accreditation and related services that support performance improvement in health care organizations. A hospital has to join the Commission in order to be visited and evaluated. Bon Secours pays a yearly fee to participate.

The focus of The Joint Commission is to improve the quality and safety of care provided by healthcare organizations. The board consists of physicians, administrators, nurses, quality experts, health plan leaders, employers, a labor representative, an ethicist, a consumer advocate, and educators.

Surveyors inspect DePaul Medical Center to help make healthcare better for all of us, so please do your part by reviewing the information contained in this manual regularly, staying current with any reminders or new information that is shared with you from Volunteer Services, and completing the annual review. Thank you for staying current with all the volunteer policies and procedures.

# Volunteer Requirements

## Age

Junior Volunteers must be at least 14-years of age and actively enrolled in school. Adult volunteers must be at least 18 years of age and completed high school.

## Application

The volunteer application is online and **must** be submitted prior to interview. You will be asked to provide one reference (Relatives are not permitted). Adult volunteers will be asked to complete a criminal background check.

## Attendance/ Absences

As a Volunteer, you are an important member of the care team at DePaul Medical Center. When you agree to take a volunteer shift, we depend on you to cover that shift. Please give careful consideration to the many people and level of service that will be negatively impacted if you fail to cover your normal shift. If you must miss your scheduled shift, please let us know as soon as possible so that we can assist you in securing a substitute. Please contact the Volunteer Services Department at the following: (757)889-5164 or email us at [mynik\\_taylor@bshsi.org](mailto:mynik_taylor@bshsi.org).

## Assignments

Everyone has special talents, skills, and goals. Every effort will be made to make assignments for volunteers to departments where there is an interest. Every volunteer position is valuable to the overall care of our patients and visitors and placements are only made in departments where they have made a request for a volunteer. Requests from the departments and the day/time the volunteer is available are major factors in determining placements. Assignments are based on the needs of the hospital. Cooperation and teamwork are required in all areas of the hospital. Volunteers are asked to be in their assigned areas and on task until it is time to sign out.

## Evaluation

Volunteer Services has the right to perform competency evaluations on Volunteers. Volunteers may also be asked to complete a self-evaluation. Departments with volunteers may be asked to complete an evaluation of the volunteers. All evaluations are confidential and will be filed in the Volunteer Services Department.

## Influenza Vaccine

During flu season, November 1st through March 31st, all volunteers are required to have a flu shot. If volunteer receives flu vaccine outside of Bon Secours, volunteer must provide paperwork. Volunteers are not permitted to volunteer without a flu shot.

# Volunteer Requirements

## Interview

Prospective volunteers must interview with the Manager of Volunteers. An appointment for an interview will be offered after review of the completed application. Prospective volunteers will be contacted for an appointment.

## Orientation

Volunteer Orientation is required before the start of volunteering. Volunteers will be prompted to attend orientation once the interview, background check, and PPD are completed and approved.

## Probation Period

The probation period begins on the first day of the volunteer assignment and continues through the first 30 hours. The probationary period gives the opportunity to familiarize the new volunteer with policies, procedures, staff, and the layout of the hospital. It also allows us to establish the best placement for new volunteers. Placement changes may occur until a “good fit” placement is made and possibly beyond the probationary period.

## Time Commitment

The Volunteer Services program involves a serious commitment of time and dedication from each volunteer. Volunteer Service requires a year-round commitment. Therefore, we ask all applicants to be prepared to a minimum of a four-hour shift once a week and a total of 100 hours per year. You are encouraged to thoughtfully consider this commitment prior to applying.

Volunteers should not work a max of an 8 hour shift.

## Tuberculosis Skin Test (aka PPD)

The Occupational Safety and Health Administration and the Center for Disease Control require healthcare volunteers to have a two- step Tuberculosis (PPD) skin test before beginning volunteering and a follow-up every year while in active volunteer status. Details and instructions will be given after acceptance into the program. Volunteers that are inactive and re-apply, must take a new PPD test.

## Uniform

Uniforms are required to identify volunteers from other hospital personnel and to foster a professional image. See page 21 for additional information.



# Policies & Procedures

## Communication

Volunteer Services strives to keep you informed of important information related to your volunteer service as well as events and happenings at DePaul Medical Center. The quickest and most cost-effective way to do this is via email. Please provide us with a current email address that you check frequently. We will do our best to not send any “junk mail” and strive to keep our communications relevant and to a minimum. Please do not “Opt Out” of receiving email from Volunteer Services. See page 27 for additional information on A.I.D.E.T communication guide.

In addition, please check the Communication Board located in the Volunteer Services Center frequently. This will be updated daily with information and any importance changes within the hospital.

## Confidentiality

DePaul Medical Center has responsibilities to the patients it serves. A federal law called Health Insurance Portability and Accountability Act (HIPAA) requires healthcare providers to protect the confidentiality of patient information and also allows patients control over how their health information is used and disclosed. See page 18 for more information.

## Contagious Diseases - When NOT to come to Volunteer

The following are diseases or medical problems that are contagious at certain stages. Please do not come to work if you are in one of these contagious stages.

Conjunctivitis (Pink Eye)	Rubella (German Measles), active
Diarrhea, acute with other symptoms	Rubella (German Measles), post exposure
Group A Strep	Scabies
Hepatitis A	Staph Aureus/Lesions
Herpes Simplex, hands	Upper Respiratory Infection
Mumps, active	Zoster (Shingles), post exposure in susceptible personnel
Mumps, post exposure	Varicella (Chickenpox), active
Pertussis (Whooping Cough), active	Varicella (Chickenpox), post exposure

# Policies & Procedures

## Ethics

Volunteers are required and expected to observe the same Code of Ethics as the hospital's employees. As a Volunteer, you are a representative of DePaul and have responsibility to observe all rules and regulations of the hospital. You must respect the rights and dignity of every person and observe patient confidentiality in all of your interactions.

Never discuss the patient's condition with the patient or anyone else. Only the attending physician has that authority. Should a patient wish to talk, listen in a friendly manner. Be understanding, never ask personal questions, and try not to become emotionally involved. Any medical question or opinion asked of you should be referred to the Hospital staff. Never recommend a specific physician or give your medical opinion to a patient or staff member. Below are examples of things you should NEVER say to a patient:

- ⇒ Why are you in the hospital?
- ⇒ I didn't know you were sick, what's wrong with you?
- ⇒ I've heard Dr. \_\_\_\_\_ is not a very good doctor.

## Electronic Devices

Please DO NOT use your cell phone or other electronic devices while on duty. Stay aware of your surroundings and be proactive in making eye contact, smiling, and greeting those nearby or heading in your direction. It is important you be approachable, and a good help to those in need by eliminating distractions and staying aware of your surroundings and being ready to help anyone who may need your assistance.

## Employment Opportunities

Volunteer service does not assume employment. All employment matters are handled through the Human Resources Department. DePaul employees may apply to volunteer outside of their scheduled working hours provided the volunteer positions they seek are in areas other than the ones in which they are employed. Previous staff members who are retired from this facility may apply to volunteer. However, the areas to which they are assigned are at the discretion of DePaul Medical Center and the Manager of Volunteer Services.

## Fire/Security/Other Emergency

Dial "5555" to report the incident at DePaul. Be prepared to give details and the exact location of the incident. See page 14 for more information.

# Policies & Procedures

## Food and Beverages

Food or beverages should not be consumed at publicly viewed volunteer desks (Information desk, Welcome desk, ED desk, Surgical Waiting Area desk, Critical Care desk, Endo/Outpatient Waiting desk, etc) or in public areas (other than the cafeteria). Gum chewing is never allowed.

## Holidays

Bon Secours DePaul Medical Center Volunteer Services Department will be closed on the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. In addition, Volunteer Services may be closed or operating on shortened hours around these and other holidays. Adjustments to the normal operating hours will be posted and sent to all volunteers via email.

## Identification Badge

Always wear your ID badge attached to your clothing so that others can identify you as a volunteer.

## Inclement Weather

During times of inclement weather, the Volunteer Services staff will strive to keep the department open. Volunteers must make their own decisions regarding safe travel during these times. Do not travel if you feel conditions are unsafe. Please contact Volunteer Services if you make the decision to stay at home during inclement weather. Departments may ask volunteers to inform them directly.

## Infection Control

Infection Control provides guidelines and standards for recognition, prevention and control of communicable infections of patients, personnel and visitors within the hospital community. Infection Control practices includes:

- ⇒ Hand Hygiene
- ⇒ Standard Precautions
- ⇒ Transmission-Based Precautions

Please see page 17 to review this policy in further detail.

# Policies & Procedures

## Leave of Absence

If there is a time in which a volunteer must be gone for an extended period but does not wish to be removed from the volunteer role, a request for a leave of absence is required. This request is available for up to six (6) months. If the volunteer does not notify us and is not active in the volunteer program for a period of three (3) months, we will assume service has ended and the ID badge must be immediately returned.

## Parking

Volunteers are permitted to park in employee parking lot located on Kingsley Lane.

## Patient Care

NEVER give food or drink to a patient without first checking with the nurse. NEVER move a patient without staff's permission. NEVER enter a patient's room without knocking first, even if the door is open

## Recordkeeping of Hours

Volunteers record their time in the Volunteer office on a computer with a touch-screen monitor. Do not sign another volunteer in or out. Off-site and after-hours volunteers will be given instructions on how to record their hours. It is the volunteer's responsibility to sign in and out; credit cannot be given if hours are not recorded

## Resignation

Volunteers wishing to resign from their assignment must provide notice to their supervisor and the Manager of Volunteer Services.

**Please return ID Badges prior to your exit.**

## Respect

Chewing gum, eating, and having personal discussions/phone calls while on duty should not occur in areas where it will disrupt the service provided to patients, visitors, or be disruptive to others working or volunteering in that area. Be respectful of others, and consider how your actions may negatively impact them BEFORE you act. Be respectful of the space and needs of others working around you, including sharing of work spaces, spreading your personal belongings within the workspace, the level of your voice while others are working.

Always STOP personal conversations when you are approached by a patient, visitor, or team member needing assistance. Patients, visitors, and your teammates are **counting on you** for your attention and assistance **when it is needed**.

# Policies & Procedures

## Soliciting

Do not solicit or campaign for any cause, whether religious, political or other category. Specifically, volunteers should not:

- ⇒ Accept or ask for money or gifts from patients.
- ⇒ Solicit medical staff for professional advice.
- ⇒ Sell items to patients, hospital staff or a patient's family members.

## Substance Abuse

DePaul Medical Center is committed to maintaining an alcohol and drug free environment by prohibiting the use and/or abuse of drugs and alcohol in the workplace. All volunteers are expected to abide by the terms of this policy as a condition of being able to serve within the hospital. Any volunteer that is found to have violated this policy is subject to disciplinary action, including suspension and/or discharge.

## Telephone Etiquette

- ⇒ Remember: to the caller YOU are the hospital.
- ⇒ Answers all calls within 3 rings or less whenever possible.
- ⇒ Give your department or location and your name.
- ⇒ Ask "How may I help you?" with a cheerful voice.
- ⇒ Can they hear your smile?
- ⇒ If you need to place someone on hold or transfer them, ask them if they will hold.
- ⇒ Repeat messages back for accuracy. Deliver messages promptly.
- ⇒ Ask "Is there anything else I can do for you today?"
- ⇒ Let the caller hang up first.

## Termination

If a volunteer's performance or conduct needs improvement, it may become necessary for a meeting with the Manager of Volunteer Services. It is possible that specific improvements will be agreed upon; additional training required; reassignment; or time off pending reassignment, may be appropriate. If the problem can not be resolved, the volunteer may be terminated.

The hospital reserves the right to terminate your service as a volunteer if the action is in the best interest of both parties (Department Lead and Volunteer Manager). Any breach of patient confidentiality, harassment, theft, or any other standing hospital policy, will result in immediate termination and permanent dismissal.

# Policies & Procedures

## Violence/Harassment

DePaul will not tolerate threats, harassment, aggressive or violent behavior, or other types of inappropriate behavior. Individuals engaging in such activities are subject to disciplinary action, up to and including termination. Notify Security if you witness or are a victim of threatening behavior.

## Visiting

Volunteers should not visit with a hospitalized friend or family member when on duty, unless it is a part of the assignment.

# Safety & Security

Bon Secours DePaul Medical Center is committed to ensuring a safe environment for everyone. If you see a potential safety concern, don't ignore it! Report the concern immediately to a staff member in the area in which you are located, Hospital Security, or a Volunteer Services Department staff member. You may also dial "5555" from any telephone.

Follow these basic security rules:

- ⇒ Refrain from entering restricted areas
- ⇒ Never leave your personal belongings unattended
- ⇒ Be alert and report disturbances, suspicious activities or unsafe conditions
- ⇒ Observe the no smoking rules
- ⇒ Non-emergency phone number for Security \_\_\_\_ or call the Operator "0"
- ⇒ Life Threatening Emergency phone number for Security ext. 5555

## Emergency Plans & Codes

The following is safety information with which all volunteers must be familiar. The codes are condensed onto the Emergency Code cards that must be worn with your ID badges. In case of emergency, please dial ext. 5555 from any phone at the hospital.

Please review emergency codes on the following page.

# Safety & Security

Weather Emergency Alert Codes	
Severe Weather	Severe Weather + Descriptor
Facility Emergency Alert Codes	
Fire	Facility Alert + Code Red + Location
Disaster Mass Casualty	Facility Alert + External Mass Casualty
Evacuation	Facility Alert + Evacuation + Type + Location
Hazmat	Facility Alert + Hazmat + Location
Utility Failure	Facility Alert + Utility Failure + Descriptor + Location
Technology Downtime	Facility Alert + Downtime + Technology
Security Emergency Alert Codes	
Active Shooter	Security Alert + Active Shooter + Location
ED Lockdown	Security Alert + ED Lockdown
Hospital Lockdown	Security Alert + Hospital Lockdown
Bomb Threat	Security Alert + Code Black + Location
Combative Patient or Visitor	Security Alert + Code Atlas + Location
Abduction or Missing Patient	Security Alert + Mission Adult/Child + Descriptor Security Alert + Missing Infant + Descriptor
Medical Emergency Alert Codes	
Adult Medical Emergency	Medical Alert + Code Blue Adult + Location
Pediatric Medical Emergency	Medical Alert + Pediatric Code Blue Pediatric + Location
Obstetrical Medical Alert	Medical Alert + Code OBERT + Location
Visitor/Staff Medical Emergency	Medical Alert + Visitor/Staff Medical Emergency + Location
Rapid Response Team	Medical Alert + Adult Rapid Response + Location Medical Alert + Pediatric Rapid Response Pediatric + Location
Delivery Outside of Labor and Delivery	Medical Alert + Code Delivery + Location
Medical Emergency Alert Clinical Codes	
STEMI	Medical Alert + Code STEMI + Location
Acute Stroke	Medical Alert + Code Stroke + Location
Sepsis	Medical Alert + Code Sepsis + Location
Malignant Hyperthermia	Medical Alert + Code Hot + Location
Cardiac Arrest with Cooling	Medical Alert + Code Ice + Location

# Safety & Security

## Fire Safety

If there is a fire in the hospital, the operator will announce “Facility Alert + Code Red + Location” over the intercom system. Be sure you know the location of the nearest alarm pull station and be familiar with the operation of the fire extinguisher in the unlikely event that a staff person is not in the area. If you are the first to spot the fire, involve staff members in reporting, and follow the R.A.C.E. procedure.

**Rescue** people in immediate danger by moving them away from the area. Do not move patients or their beds. Get a nurse to help patients.

**Alarm.** Pull a fire alarm and call 5555. Tell the operator Facility Alert + Code Red + Location

**Contain** the fire by closing doors. Reassure patients who are instructed to stay in their rooms. The fire doors will close automatically throughout the hospital. Do not prop them open or go through them except for evacuation purposes.

**Extinguish/Evacuate.** Fight the fire only if it is small and contained. Be sure that you have a clear exit path for escape. Evacuate as instructed. Do not use elevators.

Use the **PASS** technique when extinguishing a fire.

**Pull** the pin at the top of the extinguisher.

**Aim** the extinguisher nozzle at the base of the flame.

**Squeeze** the handle while holding the extinguisher upright.

**Sweep** the extinguisher from side to side continuing to aim at the base of the fire.

## Other Fire Safety Reminders

- ⇒ Know your current location, the fire safety devices, and the exits in the area.
- ⇒ Involve staff/volunteers close by the fire in following the RACE procedure.
- ⇒ Remain calm and try to help those around you remain calm.
- ⇒ Never walk past a potential fire emergency without investigating further. You may be the first responder!



# Infection Control & Infection Prevention

Infection Control provides guidelines and standards for recognition, prevention and control of communicable infections of patients, personnel and visitors within the hospital community. Infection Control practices includes:

1. Hand Hygiene
2. Standard Precautions
3. Transmission-Based Precautions

## Hand Hygiene

Hand hygiene is the single most important precaution for preventing the spread of infection. To protect yourself and patients, perform hand hygiene...

1. Before entering a patient's room (care/treatment space)
2. Leaving a patient's room (care/treatment space)
3. Before and after patient contact
2. Before eating and drinking
3. After using the restroom
4. After removing gloves

### When washing with water:

1. Wet hands under running water. Apply soap and distribute on hands.
2. Using friction, wash all surfaces of the hands for 10-15 seconds.
3. Rinse hands thoroughly under running water.
4. Dry hands with a paper towel. Turn off the faucet with a paper towel.

### When washing with alcohol-based hand rub:

1. Apply product to palm of one hand and rub hands together, covering all surfaces of the hands.
2. Rub hands briskly until they feel comfortably dry (approx. 15 seconds).
3. Do not rinse. No water or towels are needed.

## Standard Precautions

Standard Precautions are mandatory precautions for all patients, staff, visitors and volunteers to avoid becoming soiled by blood or body fluids from a patient. Personal Protective Equipment (PPE) includes gloves, gowns, masks, and eye goggles. These items are used when necessary and are available for everyone: caregivers, families, visitors, and volunteers. Volunteers should never handle infectious waste or sharps (needles). Do not place "regular trash" in red medical waste trash bags. Soiled linen should be placed in a linen bag.

# Infection Control & Infection Prevention

## Transmission-Based Precautions

Infection Control is the prevention and control of infections within our health care facility. The Occupational Safety and Health Administration (OSHA) has set a blood borne pathogen standard for all health care facilities to follow. The purpose of this standard is to “reduce occupational exposure to Hepatitis B Virus (HBV) and Hepatitis C Virus (HCV), Human Immunodeficiency Virus (HIV) and other blood borne pathogens, including malaria and syphilis that may be encountered in the workplace.” To prevent exposure to blood borne pathogens use standard precautions (gloves, gowns, masks, etc.) whenever there is a possibility of contact with blood, body fluids, secretion and excretions.

### A. Use good personal hygiene

- Wash exposed skin immediately with lots of water
- Perform hand hygiene after removing gloves
- Flush exposed eyes, nose or mouth quickly and thoroughly with water Cover all open cuts

### B. Use good work practices

- Do not eat, drink, smoke, apply lipstick or lip balm or handle contact lenses in areas where blood, body fluids, secretions or excretions are present.
- Do not place food items in areas where blood, body fluids or other potentially infectious materials are present.

**If you have an accidental exposure to blood or body fluids report it promptly and seek medical treatment at Employee Wellness or Emergency Dept. after hours.**

In the event of a blood spill, notify staff immediately. Stay by the spill to prevent anyone from walking in it. **DO NOT ATTEMPT TO CLEAN UP THE SPILL.** Each unit has spill kits to be used by employees only.

**NEVER TAKE OR WEAR CONTAMINATED CLOTHES OFF SITE! If clothing becomes contaminated with blood (or other potentially infectious materials), follow the procedure used on the unit to obtain substitute clothing and follow the standard for disposing of (or cleaning) the contaminated clothing**

# Privacy, Confidentiality, & HIPAA

Bon Secours DePaul Medical Center has a strong tradition of protecting the privacy of patient information. Confidentiality has always been part of the hospital culture. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) sets a national standard to protect medical records and other personal health information. All healthcare facilities—hospitals, home health agencies, nursing homes, and physician offices—must comply. HIPAA is a national law covering patient privacy and rights to control health information. Health Information has many forms: written, electronic, and verbal. Please refrain from taking pictures and posting any information or comments related to your volunteer service on any forms of social media, email, websites, etc.

It is the role of every volunteer, staff member, and practitioner to ensure they are protecting the privacy of every patient at all times. Do not release information related to a patient unless you are absolutely certain you are authorized to do so based on the instructions given to you for your specific service area. A breach of confidentiality is grounds for dismissal, and may result in legal action against the person responsible for the breach. When in doubt, volunteers are to check with a supervisor or the patient's nurse prior to releasing any type of information related to the patient.

A signed confidentiality statement is required to be on file prior to the start of your volunteer service at Bon Secours DePaul Medical Center.

## Basic Facts

- ⇒ Patients have a right to confidentiality.
- ⇒ Confidential information includes any of the following:
  - ⇒ Name
  - ⇒ Address/Phone
  - ⇒ Age
  - ⇒ Health Status Observations
  - ⇒ Medications
  - ⇒ Social Security #
  - ⇒ Medical History
  - ⇒ Diagnosis
- ⇒ All patients receive a notice explaining their rights to privacy when admitted.
- ⇒ It is illegal to release health information without permission.
- ⇒ Patients have the option of being listed on the hospital directory.
- ⇒ Patients have a right to access or inspect their own health information.  
Health Information Management (aka Medical Records) will assist patients with this request.

# Privacy, Confidentiality, & HIPAA

## Release of Patient Information

Volunteers may not give out any information about a patient unless it is a part of your specific volunteer service to do so, such as volunteers at the Welcome Desk, Information Desk, or Surgical Waiting Area Desk. If you are allowed to release information about a patient, you will be given instruction how to appropriately do so as part of your volunteer service training.

## What if I overhear or see private information?

- ⇒ This information is private and is not to be repeated or shared with others, ever.
- ⇒ Patients may speak to you about their condition. They trust you to keep that information confidential.
- ⇒ If you overhear employees or volunteers discuss patient care around people who don't have a right to hear that information, remind them of the policy and let them know that they can be overheard. If you think it's a problem and a risk to privacy, notify your supervisor or the Privacy Officer.

## How can I protect patient confidentiality?

- ⇒ HIPAA requires us to use or share only the “minimum necessary” information to do our jobs. Before looking at any patient information ask yourself, “Do I need to know this or review this to do my job?”
- ⇒ Do not leave patient records—including any piece of paper, computer, or handheld device containing patient information—where others can see them.
- ⇒ Do not speak to patients, families, or the community about other patients.
- ⇒ Discussions about patient care must be kept private so that visitors and others do not overhear them.
- ⇒ Records that are no longer needed (example: daily patient list) must be destroyed in certain ways. Ask the staff in your assigned area how to dispose of such information.

## What happens if someone breaks the rules?

- ⇒ There are civil and criminal penalties for breaking HIPAA rules, even accidentally.
- ⇒ Patients can file a complaint if their confidentiality has been violated.
- ⇒ Volunteers that do not adhere to this confidentiality agreement will be immediately terminated from their position.

# Uniform Policy

Pride and professionalism are reflected in appearance, cleanliness and attire. Whether an employee is involved in direct patient care or provides essential support services, appearance contributes to the well-being and satisfaction of our customers. Our dress code is professional. All volunteers are expected to dress in a professional manner at all times.

While every possible situation cannot be addressed, these guidelines are intended to provide basic expectations for our Volunteers. The Director of the Volunteer Center has the authority to address issues of improper dress or look if necessary. More about the Dress Code is listed below.

Uniforms are required as part of your commitment to volunteering at DePaul and are to be worn only while on duty. The specific uniform is a blue polo style shirt or smock jacket that has the Bon Secours logo on the front and can only be provided at DePaul through the Volunteer Center. Volunteers must purchase any uniforms, typically running from \$24.00 to \$38.00 depending on which item purchased (charges may vary). Each Volunteer must make sure it is laundered and kept in good repair.

## **Uniform Choice (Adult Volunteer)**

Volunteer Jacket or Polo  
White blouse or t-shirt (solid, no decoration)  
White slacks or skirt (females only)  
Tan or blue khaki pants

## **Uniform Choice (Junior Volunteer)**

White polo shirt (no decoration)  
Khaki slacks or skirt

## **After-Shave/Deodorant**

Deodorant or an antiperspirant must be worn because of close contact with others. A light cologne or after-shave may be applied, but only lightly, because some people have adverse reactions to even subtle fragrances. It is best not to wear cologne.

## **Body Piercing**

Visible body piercing of any kind is not permitted, except earrings. Any piercing, including but not limited to, the tongue, eyebrow, lips, nose or other area other than the ears must be removed while on duty.

# Uniform Policy

## Fingernails

Fingernails should be clean and well groomed and should not exceed  $\frac{1}{4}$  of an inch beyond the fingertip. Polish should be moderate, subdued colors. Multicolored nails or nail ornamentation are not allowed. A policy of the state for infection control purposes prohibits volunteers in clinical areas from wearing false nails of any kind.

## Fragrance/Deodorant

Because of close contact with others, a deodorant or antiperspirant should be worn. Because some people have adverse reactions to even subtle fragrances it is best not to wear any fragrance or powder if possible.

## Hair and Head Covering

Volunteers should keep their hair clean and neatly styled. If hair is beyond shoulder length and the volunteer is assigned to a patient care area, hair should be worn in a ponytail or otherwise pulled back. Any extreme look is not permitted. Unnaturally colored hair or glittered hair spray is not a part of our dress code. Hair should not fall forward or over the face while on duty. Appropriate hair confinement is worn in areas required by law or departmental standards. Hats are not permitted unless part of a uniform; Exceptions may be made under religion or departmental rules for safety, cleanliness or medical reasons.

## Jewelry

Up to two earrings may be worn on each ear lobe in matching sets - the upper matching set of earrings may include a small stud-like or cuff earring; the lower matching set of earrings, may be up to 2 inches in diameter. Volunteers are encouraged not to wear bracelets for safety reasons. A chain with or without pendants may be worn inside the shirt.

## Makeup

Makeup may be worn in shades that compliment natural skin tones.

## Moustaches and Beards

Defined moustaches and beards are permitted if neatly trimmed.

## Name Badges

Identification badges will be issued to all persons accepted into the volunteer program at DePaul. These badges must be worn, picture forward, at all times when on duty and must be openly displayed on clothing above the waist to be easily read. The badge must be returned upon resignation or termination of volunteering.

# Uniform Policy

## Pins/Buttons

Volunteers should wear only pins awarded them through hospital recognition ceremonies. The wearing of pins, buttons, or insignia other than what is hospital approved is prohibited.

## Shoes

Rubber soles are recommended. Shoelaces should be the same color as the shoes and should be tied for safety. Sandals or open-toed shoes are not allowed.

## Sunglasses

Sunglasses should not be worn in the hospital unless for medical reasons.

## Tattoos

Tattoos should not be visible. Volunteers are asked to wear long sleeves to cover any tattoos. Any tattoos unable to cover cannot be profane or otherwise offensive as determined by management.

## Female Adult Uniform

### Female Volunteers

Skirts should not hang higher than 2 inches above the knee. Tailored white, navy, or khaki dress pants, tailored capris (mid-calf or longer) or casual slacks are permitted. The style of pants must be professional in appearance. The following are not allowed: denim (any color), leggings/jeggings, shorts or knee length pants, spandex, stirrup pants, pants with elastic ankles, scrub pants or shirts, extremely loose-fitting or tight-fitting pants or skirts, leather, sheer or clinging fabrics, sweatshirts, tank tops, sleeveless shirts (unless under the uniform jacket), athletic wear, clothing with written messages or emblems.

## Male Adult Uniform

Tailored white, navy, or khaki slacks are permitted. The following are **not** allowed: denim (any color), spandex, stirrup pants, pants with elastic ankles, crop pants, Capri pants, scrub pants or shirts, shorts, extremely loose-fitting or tight-fitting pants, leather, sheer or clinging fabrics, sweatshirts, athletic wear, tank tops, sleeveless shirts (unless under the uniform jacket), clothing with written messages or emblems.

# Communication Guide

## A.I.D.E.T

**A.I.D.E.T** is a communication tool you can use to enhance the service and perception of care to patients and visitors. **A.I.D.E.T** is a framework to communicate with patients and their families as well as with each other. It is a simple acronym that represents a very powerful way to communicate with people who are often nervous, anxious, and feeling vulnerable.

### **A—Acknowledge**

Great people with a smile and use their names if possible. Attitude is everything. Create a lasting impression. Don't forget to greet family if they are present.

### **I—Introduce**

Introduce yourself to others politely. Tell them who you are and how you are going to help them. Escort people where they need to go rather than pointing or giving directions.

### **D—Duration**

Let the patient know how long what you are going to do will take. If there is a delay in a procedure, let the patient and their family know how long it might be. If necessary, seek support from staff to explain any lengthy delays to the patient.

### **E—Explanation**

Advise what you are doing, how procedures work and whom to contact if they need assistance. Communicate any steps they may need to take. Talk, listen and learn. Make time to help. Ask, "Is there anything else I can do for you?"

### **T—Thanks**

Thank them. Foster an attitude of gratitude.

As hospital volunteers, YOU are the heart of the hospital. You are often the first face a visitor sees and very often the last person they have contact with at discharge. These are some of the ways volunteers can show that they care about our patients, their families, and one another.