

**Bon Secours
Maryview Medical
Center
Junior Volunteer
On Line Orientation**

WELCOME to the Junior Volunteer Program at Bon Secours Maryview Medical Center!! You are now a part of a very important team of professionals that offer “Good Help to Those in Need” and your presence is added value to our organization. Thank you for your willingness to participate in this program.



Contact information:
Volunteer Director: Sherry Hill

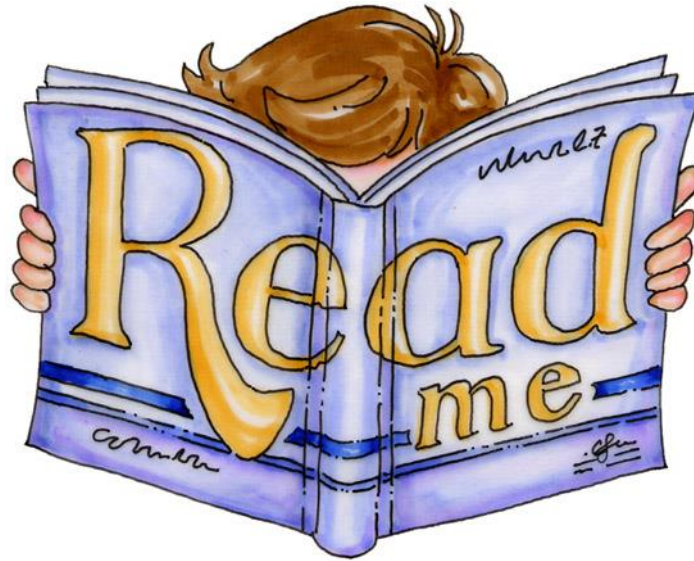


E-mail:

sherry_hill2@bshsi.org



Office: 757-398-2314



Please read the information contained in this orientation packet. You are responsible for understanding and being accountable for this material so please ask for clarification if you do not understand the content.

At the end of this packet you will be directed to complete a knowledge quiz. Good Luck!!



Why are we here?

Service Experience

Serving is our passion.

Moments of *good help* happen through the service of a competent, healing and trustworthy team. We form caring relationships. We place you at the center of our attention. We touch your heart. We serve your spirit. We show you how sacred you are to us.

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Our Values and Expectations

Respect

I show respect to all of my customers and coworkers.

Compassion

I exhibit care, concern and sensitivity.

Justice

I support and protect the rights of all people.

Integrity

I respect privacy and confidentiality, and uphold the ethics of the organization.

Quality

I strive for excellence in the delivery of our health services.

Innovation

I am an empowered solution seeker.

Stewardship

I follow up, follow through and act as an owner.

Growth

I embrace change, seek new opportunities and promote self renewal.



Good Help to
Those in Need®



BON SECOURS
VIRGINIA HEALTH SYSTEM
Bon Secours Health System, Inc.

Customer Service

Junior Volunteers play a vital role at
Maryview and Harbour View

- Be patient
- Be kind
- Be helpful
- Be friendly
- Always SMILE



Represent Bon Secours Maryview
positively at all times!

HIPAA / Privacy Practice



What is HIPAA?

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.





What is Privacy?

- ◆ Privacy refers to your duty to prevent others from seeing or using protected health information (PHI) about patients.
- ◆ Under HIPAA, a facility can only use and disclose PHI for certain permitted purposes.
- ◆ You **SHOULD NOT** see or obtain PHI unless you need it to do your job.
- ◆ You **SHOULD NOT** disclose PHI to others unless that is part of your job.

Infection Control

Hand hygiene is the single most important measure to protect patients, visitors, volunteers, and employees from getting infections. Everyone needs to wash their hands before and after patient contact, after glove removal, after blowing their nose, after any unclean task, and after using the restroom. Always wash your hands before and after eating or drinking. Good hand washing can be accomplished using the following procedures:

When washing with water:

Wet hands under running water. Apply soap and distribute on hands.

Using friction, wash all surfaces of the hands for 10-15 seconds.

Rinse hands thoroughly under running water.

Dry hands with a paper towel. Turn off the faucet with a paper towel.



When washing with alcohol-based hand rub:

Apply product to palm of one hand and rub hands together, covering all surfaces of the hands.

Rub hands briskly until they feel comfortably dry (approx. 15 seconds).

Do not rinse. No water or towels are needed.

Safety Information

Overhead Paging Codes

Code Blue	Respond to Cardiac and Respiratory Arrest. Only designated employees respond.
Code Black	Bomb Threat. Look for anything suspicious and dial "66" to report.
Code White	Leadership Briefing on short notice. Only managers respond.
Code Pink	Infant Abduction. Be on alert for suspicious activity-dial "66" to report.
Code Yellow	A Hazmat or Bioterrorism event has occurred that will affect the hospital. Only designated employees respond.
Code Gray	Violence/Security Alert. Only security officers respond.
Code Gold	Lockdown of the Hospital. The hospital will be secured from both entry and exit due to an emergency.
Code Green	Medical Emergency (250 Program). Injury/sudden illness reported of a person on the property or bordering streets. Only designated employees respond.
Code Brown	Severe Weather Expected. To alert staff of imminent danger expected from a severe weather situation. Only employees should respond.
Code Silver	Emergency Preparedness. Only designated employees respond.

Fire Safety

Code Red	Fire. Staff in the affected area should follow R-A-C-E (see Discovering A Fire below). All other staff should close doors, stay off elevators, and limited movement in the building until the "all clear" is announced.
Discovering A Fire	The first person discovering a fire or detecting the distinctive odor of smoke should: R Rescue (if someone is in need of rescue) A Alarm (and dial "66" to report location, etc.) C Contain (close doors/windows to contain the fire) E Extinguish/Evacuate
Fighting A Fire	Be aware of fire extinguisher locations and know how to use them. P Pull (the pin at the top of the extinguisher) A Aim (the extinguisher nozzle at the base of the flame) S Squeeze (the trigger while holding the extinguisher upright) S Sweep (the extinguisher from side to side covering the fire area)
Evacuation	Volunteers will normally exit via the nearest safe exit and may be selectively involved with patient movement at the request of senior persons on the fire site when urgent situations occur. Depending on time and circumstances, maintenance personnel will quickly remove volatile/combustible materials to a safe site. All staff should conduct themselves calmly and attempt to reassure visitors/patients.

Other

Emergency #	Dial "66" for fire, Security, or other emergencies.
Reference Materials	Hazardous Materials Plan, Bomb Threat Policy, Incident Reporting System, Emergency Operations Plan, and Safety Committee Policies are in the Volunteer department.

Name Badges

Identification badges will be issued to all persons accepted for Junior Volunteer work by Bon Secours Maryview Medical Center.

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 at the end of the Junior Volunteer Session of volunteering.



General Information

- Be in uniform while on duty
- Be in your assigned area and on task
 - No cell phone use while on duty
 - Arrive on time
 - Leave on time (unless special arrangements have been made with the Director of Volunteers)
 - No gum chewing
 - Always be at your best!



You are almost finished!



If you are unclear about anything in the orientation, please contact the Volunteer Office before testing.

***Please proceed to the next page for test instructions.**

Survey Instructions

Please click the attached document named
“Orientation Quiz” on the Volunteer page
Save As- “Orientation Quiz” on your personal drive
or print it

Complete Test

Send test back in an email to

Sherry_hill2@bshsi.org or fax it to me or print it
and drop it off to the Volunteer Office before your
first day.

This concludes your orientation!

