

Volunteer Handbook



**St. Joseph Mercy Health System
Ann Arbor and Canton**



Dear Volunteers of St. Joseph Mercy Hospital,

The desire to help others is instinctive to most of us. We feel good when we are able to do something for another person. Your willingness to help St. Joseph Mercy Hospital respond to the needs of our patients, families and staff is proof of your personal commitment to assisting people in need.

As a volunteer, your friendly, helpful service brings a feeling of warmth and personal caring in a busy environment. By giving freely of your time, energy and talents, you not only enhance the high standards of health care that we strive to provide, you also help make St. Joe's a transforming healing presence for our patients and visitors.

Your willingness to learn more about St. Joe's and communicate our mission and values to others helps us respond to community health care needs and increases our effectiveness to the people we serve.

Thank you for your desire to be of help to others, and your willingness to share the gift of time with us.

Sincerely,

A handwritten signature in cursive script that reads "David Brooks".

Dave Brooks
President
St. Joseph Mercy Ann Arbor and Livingston

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PURPOSE OF ORIENTATION

- To give you an overview of St. Joseph Mercy Health System.
- To provide you with information on policies, procedures and regulations.
- To review how you should relate to staff and patients.
- To help set you up for a successful and meaningful volunteer experience.

Your site liaison or designee will provide specific training for your area and will help you complete your orientation check-list that you receive during your follow-up with Volunteer Services.

ORIENTATION OBJECTIVES

- To give you an overall picture of our health facilities.
- To discuss how staff and volunteers relate.
- To review and discuss your role and responsibilities.
- To give you information on procedures and regulations.
- To provide safety education to you required by the Joint Commission on Accreditation of Hospitals and Health care Organizations (JCAHO).

About Saint Joseph Mercy Health System

Saint Joseph Mercy Health System (SJMHS) is a health care organization serving six counties in southeast Michigan including Livingston, Macomb, Oakland, Washtenaw and Wayne. It includes 133-bed St. Joseph Mercy Chelsea, 537-bed St. Joseph Mercy Ann Arbor, 136-bed St. Joseph Mercy Livingston in Howell, 443-bed St. Joseph Mercy Oakland in Pontiac and 304-bed St. Mary Mercy in Livonia.

Combined, the five hospitals are licensed for 1,726 beds, employ more than 14,000 individuals and have a medical staff of nearly 2,700 physicians. For more information, please visit www.stjoeshealth.org.

Mission Statement:

We, Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

Core Values:

Reverence

We honor the sacredness and dignity of every person.

Commitment to Those Who are Poor

We stand with and serve those who are poor, especially those most vulnerable.

Justice

We foster right relationships to promote the common good, including sustainability of Earth.

Stewardship

We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

Integrity

We are faithful to who we say we are.

Living Our Core Values:

REVERENCE

I connect with compassion and courtesy.

I respect every person.

I use preferred names; introduce myself, my role, and what I am doing

I smile, acknowledge others, open doors, make eye contact, and say please and thank you.

I am aware of my facial expressions and body language.

COMMITMENT TO THOSE WHO ARE POOR

I reach out to help those in need.

I escort patients/family to their location.

I notice when others are suffering or struggling and reach out to comfort and assist them.

JUSTICE

I make every moment matter.

I build and maintain healthy and trusting relationships.

I avoid judging others because of differences or circumstances.

I listen and avoid interrupting and multitasking.

STEWARDSHIP

I engage every day with an owner's mind and a servant's heart.

I support others in fulfilling our Mission.

I own every problem and seek to find a resolution.

I practice self-care and invest in my own resilience.

INTEGRITY

I am a champion for our Mission and Core Values.

I put people at the center of all I do by being present and attentive.

I practice gratitude.

I take responsibility for my role as a team member.

CUSTOMER SERVICE

The tradition of caring long identified with Saint Joseph Mercy Health System, is one of our most treasured assets and is rooted in a history of service. Quality customer service is an integral part of our values as identified in our vision statement. Remarkable Medicine, Remarkable Care is what we embrace and provide to our customers.

We are striving to provide a Remarkable Patient experience to our customers. As an organization we have developed Performance Standards and have the expectation that all members of the Saint Joseph Mercy Health System team will meet and exceed these standards.

Quality customer service is a way of thinking and performing our work that helps put the values into action. Quality is doing the right things right. It is continuous improvement - doing it better the next time. Quality customer service focuses on our patients and visitors. It requires total involvement of every employee and volunteer.

In your volunteer experience you will become part of this process of service delivery through your actions and attitudes. Customers measure the quality of the organization by the quality of the service they receive.

We are **all** in the customer service business. We must continually strive to meet the needs and demands of our patients, families, employees and visitors in a caring and quality-driven manner.

Customer Service Skills- Utilizing AIDET Principles

A- Acknowledge

- Smile at least once during encounter
- Greet every visitor by saying: Hello, How are you doing today?
- Make visitors feel comfortable by being kind and considerate (show concern).

I- Introduce

- Introduce yourself by saying: Hello my first name is ____ and I am a volunteer, how can I help you?

D- Duration

- How long will it take the patient to get to different locations in the hospital?

E- Explanation

- Learn the hospital and the distance between different locations. Suggestion: Take the map with you during your own walk-through and take notes.
- Pay attention to the Towsley Health Building previously known as Senior Health building, senior patients may need special accommodations- shuttle service and rest areas
- Provide walking assistance as needed
- Pay attention to ASF (Outpatient Surgery center) building that is located through the cafeteria.
- Be as brief as possible but go extra mile to help visitors in need.
- Use maps when providing direction to the other end of the hospital, there are several maps you can use to meet visitors' specific needs (maps with street names for driving directions and maps with floor plans for walking distances).

T- Thank You

- Ask visitors if you had answered all of their questions before they leave you.

Service Excellence Standards

We appreciate each and every one of our customers and believe it is an honor to serve them.

Diversity – “Diversity is an environment wherein differences are valued and integrated into every part of an organization’s operation. Diversity also encompasses appreciation for the richness and strengths brought to one’s organization by different perspectives, attitudes, and approaches. It involves the creation of an environment where these differences are proactively integrated into one’s day-to-day business operation. The various dimensions of diversity can be classified as human, cultural, and systems.

Platinum Rule

We treat others not how we think they should be treated BUT how they want to be treated.

Attitude/Courtesy/Respect

- We treat all our customers and colleagues with respect and compassion regardless of age, gender, sexual orientation, culture, religion, physical, social or economic status.
- We are always courteous and never rude.
- We strive to exceed our customers' and colleagues' expectations.
- We make it safe to have open and honest dialogue.
- We always assume the best and speak positively about our organization and team members in and outside of the workplace.
- We listen first and then respond.
- We value the diversity of our customers and colleagues respecting differences in a non-judgmental way.
- We ensure that technology does not interfere when interacting with customers and colleagues.

A4 Approach to Handling Customer Complaints

Acknowledge the situation:

"I can see how this has been a difficult situation for Mr. Smith."

Apologize for the situation:

"I am so sorry that you have not had a good experience."

Ask:

"How can we make this situation better for you?"

Act:

"This is what I will/can do. Are you comfortable with this?" Then set follow-up expectations.

Service Recovery:

- We always assume a solution can be reached.
- We are all empowered to address complaints. If we cannot solve a problem, we engage the appropriate individual(s) to assist the customer.
- We offer personal help and take action even if rules, regulations or policies seem to stand in the way.
- We never make excuses or place blame when handling complaints.
- We listen attentively when speaking with an upset customer. We lower our voice, make eye contact and use extreme courtesy.
- We use Service Recovery tools appropriately.

GUIDELINES FOR VOLUNTEERS

Volunteer Hours

You are required to swipe in and out on the day you work. This is necessary for our monthly reports, your awards, and allows you to be covered by our liability insurance.

Volunteer kiosks are located in the following locations:

SJMHS Ann Arbor Front Desk, RHB Main Desk, Family Birth Center / Imaging Center hallway, Women's Health Center 2nd floor Information Desk, and the Emergency Department.

In **Canton** the kiosk is located at the Surgery Center desk in the lobby.

Staff Interaction

- The staff member in charge of you is your liaison, who will coordinate your training and be your main contact including for absences.
- The staff in the area where you volunteer will supervise you.
- Learn the names and titles of persons in the department and always maintain a professional attitude toward them.

If you have a complaint, it should be brought to the attention of your site liaison. In the event that the problem is not satisfactorily resolved, or if you are hesitant to discuss it with the site liaison, you should bring it to the attention of the Volunteer Manager. If, after a reasonable length of time, the problem still has not been resolved, it should be brought to the Executive Director Of Patient and Community Engagement for resolution.

Computer Usage

SJMHS computers are to be used exclusively for hospital business such as swiping in/out to record volunteer hours. They are not to be used to check outside email, to "surf" the net or for any personal use. **No homework** while on duty. *Misuse can be grounds for termination.*

Cellular Phone/ Technology Usage

Cell phones and other devices such as iPads, laptops should **remain off** while on duty in the hospital.

Smoking Policy

Saint Joseph Mercy Health System (SJMHS) prohibits the use of tobacco in any form, non-tobacco smoking products, and artificial or electronic cigarettes on SJMHS-owned and leased property, including but not limited to, grounds, parking lots, vehicles in parking lots and within any SJMHS-owned or leased building or vehicle regardless of location. This policy applies to **all persons**, including but not limited to, patients, visitors, physicians and physician office staff, SJMHS associates and volunteers, contractors and temporary agency employees **when on/in any location covered by this policy.**

Benefits of Being A Volunteer

Hospital Administration recognizes the value of volunteers in many ways. Your volunteer identification badge will give you access to the following:

- Free flu shots.
- Volunteer events.
- Knowing that your time and service is valued and appreciated.

COMMITMENT

Commitment is what transforms a promise into reality

We are pleased that you have decided to volunteer at St. Joseph Mercy Hospital. We appreciate your commitment and hope your work will be meaningful and enjoyable. Welcome!

Adult Program- minimum of 6 consecutive months; 1 four hour shift a week

College Program- minimum of 2 consecutive semesters; 1 four hour shift a week

Summer College- 10 weeks; 8 hours a week

Summer Teen – 8 weeks; 1 four hour shift a week

Attendance

Because of your commitment to volunteer, it is a **must** that you:

- Be punctual and regular in attendance.
- Remain in assigned areas and on duty for the full time agreed upon.
- Notify your site liaison if you will be absent.

If you are excessively absent or haphazard in your volunteer service you will be contacted by the Volunteer Services department to discuss and evaluate your service.

Accident or Illness

- If you become ill and need to leave while on duty, let the staff in your area know immediately.
- **Do not come to volunteer if you are not feeling well.**
Volunteers are to exclude themselves from the hospital if they have symptoms of a cough, cold fever and nausea until the condition resolves.
- Any questions regarding an illness should be directed to your liaison or Employee Health Service.

In case of an accident while on duty

Report to your liaison immediately, the liaison will complete an incident report and you will be sent to EHS. You will not be charged for the urgent/emergency care visit, or any follow-up visits requested by the medical staff. If a bill is generated notify EHS. Remember to contact the Volunteer Services Department regarding the injury.

In case of a patient or customer accident

Report to your liaison immediately, they will complete a Patient/Visitor Incident Report.

Liability Insurance

The Health System carries liability insurance on volunteers just as it does on employees. The essence of such insurance is that you are not personally liable for injury to a patient in your care provided that you are performing a **duty for which you have been trained**. You should only accept assignments you have been trained to do.

Dress Code

Patients and families form opinions about the hospital and its standard of care partially from the appearance of those caring for patients. It is important that Volunteers maintain a neat and acceptable appearance at all times. **We ask business casual which includes; no jeans, leggings, sweats, and we are a fragrance free environment.** Volunteers wear a standard jacket, which should be laundered weekly to maintain a fresh appearance. You may pick up the uniform from the volunteer services manager. The uniform and badge need to be returned to the volunteer services manager when you stop volunteering.

ID Badge

You are required to wear a SJMH identification badge. This badge must be worn at shoulder level and not be defaced in any way (no stickers/pins attached). Name badges need to be clipped at collar level; no lanyards are permitted. Your badge must be turned in to the volunteer services manager at the time of termination.

Do's

Wear your name badge and volunteer uniform at all times.
Wear closed toed shoes and hosiery.
Be conservative in hair, dress and make up, with long hair tied back.
Use fragrance-free personal products.

Don'ts

No blue jeans, denim, capri pants, yoga pants, leggings, or shorts.
No sleeveless or midriff baring tops or workout suits.
No sandals of any type are not to be worn (no open toed shoes).
No excessive jewelry.
No visible body piercing other than earrings.
No head coverings unless for religious or medical reasons.
No gum chewing.
No bare legs

Termination of Services

When you make the decision to stop volunteering you must contact the Volunteer Services Department and the department in which you volunteer. At the time of termination, you must return **both your jacket and ID badge** to the Volunteer Services manager.

The Volunteer Services Department reserves the right to terminate a volunteer's service if such action is in the best interest of the Hospital. Such terminations could result from a failure to comply with volunteer rules and regulations, breach of confidentiality, or continuous absences, making for haphazard service.

College Volunteers

If you plan to volunteer next term and have a new schedule, you must complete the Availability form found on our webpage for your new placement by the first week of the semester for; fall, winter, spring, and summer.

Verification of Hours

Volunteers must complete the required amount of hours per program in order to get a letter with verification of hours. You must return both your jacket and ID badge to the Volunteer Services office. You will need submit a request online. It will take up to two week to process your request. References letters will not be processed through Volunteer Services check with your department.

Certificate of Hours

Teens who have completed the summer teen program with a minimum of 32 hours will be issued a certificate and a letter. You must return your ID badge to the Volunteer Services office. It will take up two weeks to process and mail the certificate to you.

Awards

Volunteers are recognized annually by the Volunteer Services Department for their service. Volunteers receive awards starting with 5 years of service which will be given out at our annual Volunteer Appreciation Event held in the spring.

Assessment

It shall be the policy of SJMHS that the completion of four months and annually every two years volunteers will be assessed for their competency. The process will be done by the volunteer. An optional feedback form will be sent to the Liaison. The criteria is based on their active status and hours completed.

INFECTION CONTROL & PREVENTION PRACTICES FOR VOLUNTEERS:

The services provided by volunteers in the healthcare setting are unique and very important support for patients and care providers throughout SJMHS. Volunteers provide a variety of necessary services involving only casual contact with patients and visitors. However, occasionally they may have direct contact with patients and visitors and therefore must understand their role in prevention of transmission of disease to reduce their risk of exposure to infectious diseases and avoid exposure of patients, visitors and personnel should they develop a communicable disease. At SJMHS all employees use Standard Precautions for all patient care regardless of the patient's diagnosis. These precautions include use of protective barriers (e.g. gloves, gowns, eye protection) when contact with moist body substances is anticipated. Health-care acquired infections (HCAI's) are infections that people acquire while they are receiving treatment for another condition in a health care setting. They are costly, deadly, and largely preventable.

Education and information will be provided to eliminate, as much as possible, the risk of exposure of volunteers to infectious diseases and from transmitting them to patients. The following general principles should be highlighted during initial orientation and reinforced annually or as assignments changed (e.g. from clerical tasks to ones involving more patient contact).

Hand washing Procedure

- Moisten hands well with running water.
 - Apply soap to wet hands. Work up a lather using friction; be sure to get between the fingers and around the nails.
 - Rub all surfaces for at least 15-30 seconds.
 - Rinse with the running water flowing off the hands.
 - Avoid touching the inner surface of the sink.
 - Dry hands thoroughly with a paper towel; turn faucet off with a paper towel and discard the towel in the wastebasket.
1. Practice good hand hygiene: Volunteers need to understand the role of hand washing in transmission of disease.
Hand washing is the single most effective method to reduce the spread of infection. Hands must be washed:
 - a. On arrival to work
 - b. Before leaving the restroom
 - c. Before and after eating
 - d. Before serving food
 - e. After removing gloves
 - f. Between handling of patients
 - g. On leaving an isolation area
 - h. After handling used dressings, sputum containers, soiled urinals, and catheters.
 - i. After using the toilet, after blowing or wiping the nose
 - j. Before leaving the hospital.
 2. Avoid exposure to blood or body substances from patients.
None of your volunteer activities should require you to have contact with blood/body substances with the exception of those of you that may assist with care of newborns or transport patient specimens. Even for the latter, specimens will be placed in appropriate containers (e.g. biohazard-labeled bags) to minimize potential for direct contact with specimen containers. For both of these situations, gloves should be worn followed by good hand washing. If you have any questions please contact Infection Control Services: SJMH
– ext. 2-3158
 3. Blood Spill
Volunteers are not to engage in tasks that necessitate contact with items or surfaces visibly soiled with blood or other body fluids but should be instructed to notify appropriate personnel for cleanup. If you discover a spill of blood or other body substance contact one of the SJMHS personnel in the area or dial the extension for Environmental Services, ext. 2-5665 (LOOK) and leave a message on the location of the spill. Do not attempt to clean up the spill by yourself.

4. Wear gloves to avoid direct contact with body substances.
As explained above, Most of your duties should not involve direct contact with body substances. If you are volunteering on the Mother-Baby Unit or Special Care Nursery, wear gloves for activities such as changing diapers. Gloves should be removed and hands washed after each activity. Another example for glove use would be during transport of patient specimens to the Clinical Laboratory.

5. Do not handle sharp objects.
If you discover a sharp object, for example a needle, do not try to pick it up. Instead, notify a SJMHS employee who will dispose of the needle or sharp properly.

6. Accidental exposure follow-up.

If you have an accidental exposure, for example a used needle punctures your skin or a body substance is splashed into your eyes/mouth, while you are here at SJMHS, first wash the area, if possible, to remove any body fluid and rinse. Second, contact EHS. Refer to Infection Control Policy JSM 6-3.1 EHS Post Exposure Prophylaxis. St Joseph Mercy Hospital - ext. 2-3297 (during regular hours). If your exposure occurs after hours, weekends, holidays, etc., dial extension 2-3297 and follow the instructions. EHS will then provide the appropriate follow-up care that is needed.

7. Special Isolation Precautions: Volunteers should not enter patient rooms with isolation precautions signs or with special "check with nurse before entering room" signage without first consulting with the nurse caring for that patient.

Do not enter rooms of patients who are placed in Airborne Precautions. A sign will be on the door of the room for such patients. An "Airborne Precautions" sign on the door indicates the patient has a disease, which is spread through the air and is placed on the door of the patient's room to notify personnel, visitors, and volunteers.

If you have other questions, contact an employee caring for the patient or Infection Control Services at: St Joseph Mercy Hospital - 2-3158

8. Specimens of Blood/Body Fluids
If your duties involve transporting patient specimens to the Clinical Laboratory, please make sure the specimen(s) are either in a leak-proof tray or bag before transporting. If not, ask a SJMHS employee to place the specimen in an appropriate container. You should never be asked to carry the unpackaged specimen to the Laboratory. As an additional precaution put on gloves before moving specimens even when they are in the appropriate containers. Wash hands when gloves are removed.

Volunteers should be educated on the vaccines available for their protection.

1. **Yearly Influenza vaccines are required to maintain an active volunteer status.** Flu season runs from October to March. Volunteers over 65 years of age should receive a pneumococcal vaccine. The Employee Health Services office will provide the flu shot at **no charge**.

Questions about this policy should be referred to the Manager of Volunteer Services or EHS.

Confidentiality

- Treat all personal information that patients tell you as confidential.
- Oral discussions relating to specific patients, patient care and/or location must be held in a manner that protects the patient's confidentiality.
- Never read a patient's chart unless your supervisor authorizes doing so.
- Do not ask about the diagnosis or facts of a case.
- If you learn them, keep the information strictly confidential.
- If you see someone you know, don't repeat it, whether it be a family member, friend, etc.

HIPAA

The federal government created the Health Insurance Portability and Accountability Act of 1996, otherwise known as HIPAA, to promote the portability of health insurance and to protect against fraud and abuse. Other major provisions promote the use of electronic transactions while protecting the privacy and security of health information.

Protected Health Information (PHI) means information that is created or received by a Health care provider that relates to the past, present, or future physical or mental health or condition of an individual, information related to providing health care to the individual, information related to payment for health care.

Organizational Integrity

SJMHS and each of us individually are held accountable for our behaviors and actions. In addition to supporting our Mission and Values, the Standards of Conduct also assist in ensuring that our actions and behaviors are consistent with the numerous legal, ethical and professional obligations that apply to our health system ministry. Actions and behaviors that are inconsistent with the Standards of Conduct can significantly harm relationships with patients, communities, business partners and others we rely upon to assist us in the delivery of health care services. Individuals will be held accountable for actions and behaviors inconsistent with the Standards of Conduct. Violations could result in disciplinary action, up to and including termination of your employment status, in accordance with SJMHS and Trinity Health policies.

The Standards of Conduct apply to all associates, contract workers, volunteers, medical staff members, and board members of SJMHS. You have a responsibility to:

- Review and follow the Standards of Conduct, paying particular attention to those areas that apply to your every day work activities. You may request a copy from the Volunteer Office
- Ask questions when you're uncertain what to do.
- Speak up when you're concerned about behavior that is inconsistent with the Standards of Conduct.

Who to contact with questions:

Your Liaison – This is usually the best place to start in getting answers to your questions

Volunteer Manager – If you are not comfortable asking your liaison or volunteer manager

Your Local Integrity Officer – Your Local Integrity Officer is a member of senior management responsible for the operation of the Organizational Integrity Program in your organization. Your System Integrity Officer can assist you in obtaining answers to your questions and concerns. *Integrity Line* – We encourage you to use one of the resources above to address your questions and concerns. However, if you are not comfortable using any of the above resources, or if these resources have not fully resolved your concern, you can call the Trinity Health Integrity Line at

1-866-477-4661 or you may file a report online at www.mycompliancereport.com.

Acting as Legal Witness

Requests for you to act as a Legal Witness by patients (i.e., Wills, Insurance, Deeds, Power of Attorney, etc.) should be declined. Such requests should be referred to the nursing staff for follow-up.

Parking

Parking is free for all volunteers in the visitor/public parking lots. Park in the visitor lot closest to your workstation (to benefit our patients please park farther back in the lots).

Security

Security officers are available 24 hours a day for assistance in the parking lots, to escort you to your car, to provide shuttle service, and to assist you with any concerns you have in the buildings. The number to call is extension 2-3344. If there is no answer, dial 0. Please identify yourself as a volunteer.

Safety:

Back Safety (Correct Body Mechanics)

- Survey the work area prior to moving an object.
- Test the load before lifting or carrying. Make sure the load can be moved safely, otherwise ask for help.
- When lifting an object, place one foot in front of the other. This provides a solid base of support.
- Keep objects to be lifted or carried close to the body.
- Squat close to objects being lifted to use the large muscles of the legs to assist in lifting.
- Push objects instead of pulling.
- If you feel like the object is too heavy ask for help.

Right-To-Know

Volunteers have the "Right-To-Know" the identities and hazards of substances they work with.

- Material Safety Data Sheets (MSDS) give detailed information regarding products. Ask your site liaison if you need to see one. MSDS topics you need to be aware of are the health hazards and the protective measures.
- Product labels give a quick overview of hazards associated with the product.
- If you come across a chemical spill call the emergency number, 911, for cleanup.

Fire Safety

Tips to remember so you do not place individuals at risk in emergency situations:

- Keep exit ways and corridors free of storage items and obstructions. If items are in hallways please make sure they are all on the same side of the hallway.
- Do not block fire pulls and fire extinguishers.
- Do not prop open automatic fire doors.
- When placing items in storage closets you need to keep items a minimum of 18 inches away from the ceiling

Wheelchair Transportation

You will receive specific wheelchair training from your unit

Here are some key reminders-

- Always introduce yourself and be friendly, cooperative and cheerful.
- When assisting a patient in or out of a wheelchair be sure to set the brakes.
- See that the patient's arms are inside the armrests, not hanging over the side.
- Before transporting a patient make sure they are fully covered.
- Ask the patient if s/he is ready before moving and explain where you are going.

Patients-Domestic Violence (Intimate Partner Violence IPV)

Purpose

Given the magnitude of the problem of domestic violence in our society, Saint Joseph Mercy Health System (SJMHS) recognizes the need for early detection and acknowledges its role in providing access to the appropriate legal and social services in addition to delivering timely medical care. The purpose of this policy is to delineate the identification, intervention and referrals for victims of domestic violence.

Definitions

We define domestic violence as a pattern of abusive behavior in any relationship that is used by one partner to gain or maintain power and control over another intimate partner. Domestic violence can be physical, sexual, emotional, economic, or psychological actions or threats of actions that influence another person. This includes any behaviors that intimidate, manipulate, humiliate, isolate, frighten, terrorize, coerce, threaten, blame, hurt, injure, or wound someone.

Policy

If a volunteer learns of a situation that may indicate that a patient is a current victim of domestic violence, bring the information directly to the healthcare provider responsible for the patient. It will be their responsibility to further assess and refer according to our policy.

**SAINT JOSEPH MERCY HEALTH
SYSTEM EMERGENCY RESPONSE**

CODE	DESCRIPTION	INITIAL RESPONSE	SECONDARY RESPONSE
CODE RED Fire or smoke	Fire alarms activate, or smoke or fire is observed/reported	<p>If the fire is in your area:</p> <p>Rescue those in danger; activate fire Alarm; dial 911; Contain fire and smoke by closing doors; safely Extinguish small, contained fires with the appropriate extinguisher.</p> <p>If fire is not in your area: Close doors to prevent spread of fire/smoke. Clear hallways for possible evacuation</p>	<p>To use a fire extinguisher:</p> <ul style="list-style-type: none"> - Pull the pin; Aim the hose at fire's base; Squeeze the handle; Sweep the hose from side-to-side. <p>If evacuation is necessary:</p> <p>Hospitals: Move persons horizontally through the nearest fire/smoke doors. If vertical evacuation is required, move down the stairways at least two floors.</p> <p>All Other Areas: Evacuate to the outside through the nearest fire door.</p>
CODE BLUE Cardiac or Respiratory Arrest	Person is unconscious or unresponsive	Dial 911 to report emergency and location	Begin CPR if needed and if qualified. Remain with person until Code Blue Team or ambulance arrives
CODE GREEN Medical Emergency	Person needs medical assistance but is not in cardiac/respiratory arrest	Dial 911 to report emergency and location	Remain with person until responders arrive. If person becomes unconscious or unresponsive, see Code Blue
CODE WHITE Workplace Violence	Threats or acts of violence	Move those in danger to safe area	<p>Dial 911 to report emergency and location</p> <p>Livingston Hospital: All staff responds to assess/notify police as appropriate.</p> <p>All Other Areas: Security, Police or Engineering respond as appropriate.</p>
CODE PINK Infant/Child Abduction	Infant or child is missing or suspected of being abducted	Dial 911 to report emergency and location. Staff observe corridors & exits and report suspicious person or activity to Security or police	All areas: Security, Police or Engineering respond as appropriate
CODE YELLOW Disaster	Any event resulting in service disruption, property damage, or casualties.	Managers assess census, and resources on-hand. Adjust staffing and responsibilities accordingly. If assistance is needed, call the Incident Command Center.	<p>Hospitals: Command Center opens</p> <p>All Other Areas: Implement department contingency plan</p>
CODE TEAL Patient Elopement	Patient lacking the capacity to make a decision regarding leaving the hospital attempts or succeeds in doing so.	<p>Attempts to Leave: Verbally persuade the patient to return or stay on the unit.</p> <p>Leaves the Unit: RN will notify the charge nurse and search the unit for the patient.</p>	Dial 911 to report a Code Teal

Emergencies with NO codes

Tornado Warning:

- Confirmed tornado sighting
- **All Areas:** Direct patients/ & visitors away from exterior windows to inner hallways. Place a blanket over non-ambulatory/critical care patients within their rooms to protect them from flying glass and debris.
- Await further instructions

Tornado Watch:

- Weather conditions are right for a tornado to occur
- Close drapes; account for all patients
- Listen for weather updates. Tune-in to local radio stations. Prepare to respond to Code Black announcement

Bomb Threat:

- Information of an explosive device has been received
- Question caller, i.e. when will bomb go off; where is the device located, what does it look like, etc.
- Dial 911 to report emergency.
- **Hospitals:** Security, Police or Engineering respond as appropriate. Follow their instructions.
- All Other Areas: Evacuate building.

An **Active Shooter alert** informs staff that someone in the hospital has a firearm, and is using it to kill, or in an attempt to kill persons within the hospital.

What to do if you hear an Active Shooter alert:

- **Evacuate**
 - If safe, evacuate your area and go to an area where the shooter is not (preferably outside).
 - Use stairs, elevators, and emergency exits.
 - Do NOT return under any circumstances.

What if you can't evacuate:

- **Barricade/Lockdown**
 - If it's not safe to evacuate, barricade yourself in a room/area using anything and everything available.
 - Use beds, desks, tables, nurse servers to push against the door.
 - Use electrical wires to tie the door handles.

What if your barricade or Lockdown fails?

- **Counter**
 - Anything can be used as a weapon.
 - Chairs
 - Phones
 - Laptops
 - Swarm the shooter.
 - Commit to your actions.
 - Fight for your life.

AGE SPECIFIC CARE CONSIDERATIONS

Every patient has safety, communication, and comfort needs. How these needs are met depends on the age of the patient and the patient's stage of life. Every patient is entitled to having these minimal needs met in keeping with our values. Please follow these considerations when providing care for patients.

Age	Communication	Comfort	Safety
18-65 Years	<ul style="list-style-type: none"> • Introduce yourself. • Call patient by title and last name unless patient asks to be called by another name. • Do not address patients with honey, sweetie, dear, etc. • Explain procedures to patient. Give details. • Allow time for questions. • Be respectful. 	<ul style="list-style-type: none"> • Maintain patient's adult privileges: decision-making, privacy routine of personal habits as much as hospital policy permits. • Offer assistance with personal care. • Inform of available services such as newspapers, coffee, mail, etc. • Inform of hospital/departmental policies such as no smoking, visiting hours, phones. 	<ul style="list-style-type: none"> • Patient's present condition may place patient at risk for falling. You will not assist with these patients. • Keep equipment, cords, supplies, and linen out of patient's path. • Maintain well-lit area. Use nightlights if patient desires. • Supply with walking aids if used at home (cane, walker, crutches). Keep these within patient's reach. • Transport using wheelchair or cart with side rails. Weak or confused patients or patients in danger of falling may need safety belt or restraint during transport. <p>NOTE: You would not transport these patients.</p>

VOLUNTEER CHECK-IN AND CHECK-OUT INSTRUCTIONS
PLEASE SWIPE WITH YOUR BADGE

CHECK IN

1. **You must see a screen with a set of numbers. If the screen is not displayed and you cannot find the VSYS KIOSK or need to get to of a out of different application (such as REPTRAX) press**

Windows key on the keyboard



Then double click on **VSYS KIOSK** icon

2. When the screen displays numbers, swipe your badge with the magnetic strip facing the green light.

3. Use the mouse, to click on the **"GREEN BAR"**.

4. Then use the mouse, to click on **"CHECK IN"**.

5. Then use the mouse, to click on **"THANK YOU"** to clear the screen.

CHECK-
OUT

1. You must see the VsysOne Kiosk that has numbers 0 through 9. If the screen is not displayed, you get to the same way as checking in.
2. When the screen displays numbers 0 through 9, swipe your badge with the magnetic strip facing the green light.
3. Use the mouse, to click on **"CHECK OUT"**
4. Then use the mouse, to click on **"OK"**

If you forget to swipe in at the beginning of your shift, you should still swipe in and then swipe out LOOK FOR CHECK OUT BY JOB DURATION and then add hours by clicking on the up arrow, until you have the number of hours needed. Then click **CHECK OUT*

Kiosks at SJMHS are located at:

SJ Main Lobby

Imaging Center Hallway

Reichert (Information Desk)

Women's Health (second floor)

Emergency Department (Check-in Desk)

Kiosks at Livingston are located at:

Information Desk

Kiosks at Brighton are located at:

Information Desk

Kiosks at Canton are located at:

Surgery Center Desk in Lobby