



New Volunteer Orientation

Volunteer Services

PO Box 8075

Morgantown, WV 26506-8075

wvumedicine.org/volunteers

www.facebook.com/volunteerservicesgiftshop

304-598-4134

Volunteer Service's Staff

Manager – Volunteer Services
Whitney Hatcher
304-598-4014

Volunteer Coordinator
Nancy Beckner
304-598-6010

Administrative Assistant
Elizabeth Kanosky
304-598-4134

Jani Coster
Activities Coordinator
304-598-4781

Office Hours

Monday – Friday
8:00am – 4:30pm

The office door is open until 11:15pm at which time Security will lock it. Security will unlock the door on Saturday & Sunday at 7:45am and lock it again at 11:15pm.

Please make every effort to adhere to the office hours.
Thank you for your consideration!

Standards of Behavior

The Standards of behavior are expected of all of the individuals associated with WVU Hospitals in order to fulfill the mission, achieve the vision and promote excellence. We expect volunteers to PLEDGE TO:

- **Competence**
- **Commitment**
- **Compassion**
- **Communication**

AIDET

It's important to remember the five fundamentals of service. Use the acronym AIDET to help remember these basic principles:

- **Acknowledge** – Greet people with a smile and use their name if you know them. Make eye contact and ask: “Is there anything I can do for you?”
- **Introduce** – Introduce yourself and let them know you are a volunteer.
- **Duration** – Give an accurate time expectation for tests, physician arrival and tray delivery. If you don't know you should ask a staff member.
- **Explanation** – Explain to others who you are what you're there for and whom to contact if they need assistance.
- **Thank** – Thank the patient for choosing your facility, and for their communication and cooperation. Thank the family for assistance and being there to support the patient. Foster an attitude of gratitude

Corporate Compliance Hotline

1-855-236-2041 or <https://wvuh.alertline.com>



Any employee of WVU medicine who observes unethical or illegal behavior, fraud, waste or abuse has the responsibility to report these acts through normal administrative channels. The Compliance hotline is provided as a mechanism for reporting violations of laws, regulations or policies to the Compliance Officer while remaining anonymous. The compliance hotline should be used to report misconduct rather than employee dissatisfaction. Below is a list of acts that should be reported.

1. Violations of laws, policies, or regulations
2. Conflicts of interest
3. Bribery and acceptance of gratuities
4. Theft and abuse of property
5. Unethical conduct
6. Contract or procurement irregularities
7. Fraud & Abuse of any health care program by falsifying documentation of services rendered to the patient, coding and billing for services not provided.

The Joint Commission

WVU Medicine is accredited by the Joint Commission. This accreditation is recognized nation wide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.

Cultural Awareness

Being culturally sensitive does not mean knowing everything and every culture. It is, instead, respect for differences, eagerness to learn, and a willingness to accept that there are many ways to view the world.

Volunteer Dress Code

WVU Medicine Volunteers wear the color burgundy. Student and Junior Volunteers must purchase a burgundy polo shirt from the Friends Gift Shop and wear khaki slacks (no denim). Non-student Volunteers have the option to wear the polo shirt with khaki slacks or you may purchase a burgundy jacket from Volunteer Services and keep the remainder of your attire within hospital dress code.

Polo Shirt Prices: S, M, L and XL \$ 22.99, 2X - \$26.99, 3X - \$30.99. You will receive 25% off these prices.

Jacket price: \$ 20.00 – cash or check only

Parking

The purpose of the WVUH parking program is to provide easily accessible information and parking for patients, visitors, and staff. WVUH policy states that patients and visitors are the first priority in parking allocation; therefore, the most convenient parking areas are designated and maintained as patients and visitors parking areas.

- **Permits** — student volunteers will receive a temporary staff permit and adult volunteers will receive a volunteer permit
- **Violations** - If you receive a violation please contact a Volunteer Services staff member for assistance.
- **Football Games** - special football game permits are available in Volunteer Services for volunteers working a shift that will be affected.

Security

Security Officers are available 24/7 and can assist with any emergency or any of the following motor vehicle issues. **Security – 304-598-4444 or within the hospital 77777.**

- Battery Jumps
- Lock outs
- Accident Reports
- Fuel
- Tire Change

HOLIDAYS

Volunteers do not need to report on the following holidays. If your department is open and you wish to volunteer you are welcome to do so and if you bring it to our attention you will receive double hours for the shift that you work.

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day & day after
- Christmas Day
- New Year's Day

Volunteer Office is closed on these days!

Attendance

- **50 hour requirement** – all volunteers must commit to serve 50 hours. Student Volunteers are required to serve at least 50 hours within two consecutive semesters. Summer is not mandatory. Students in their senior year will not be accepted into the program. Students are required to complete two consecutive semesters even if you finish the 50-hour requirement before the end of two consecutive semesters.
- **3 absences/semester permitted (must call)** - students are permitted three absences per semester. Students are also excused during the fall, winter and spring breaks. A no-call no-show is grounds for dismissal from the program. We ask that all volunteers give at least a 24 hour notice when possible.
- **Attendance is important and will be monitored.**
- **Reporting off** - you must call Volunteer Services if you are reporting off. After office hours you will need to leave a message on our voicemail and contact your department directly as well.

Benefits

- **Meal coupon after 50 hours of service** – after a volunteer completes 50 hours they are entitled to a \$6 meal coupon that can be used in the cafeterias at Ruby Memorial Hospital.
- **Volunteer of the Month** – receives a \$25 gift certificate to Friends Gift Shop and is recognized on the hospital TV's.
- **National Volunteer Week (April)**
- **Wellness Programs** — please visit Connect on any hospital computer for details or ask a Volunteer Services staff member.
- **CEOD – (The Center for Education & Organizational Development)** - CPR classes offered at no charge. Please inquire with Volunteer Services staff.
- **Discounts – Gift Shop – 25% off, Med Center Pharmacy – 10% off**
- **Monti Bear Mascot** - Opportunity to receive money for school expenses – offered to WVU students. For an application and additional information please contact Volunteer Services at 304-598-4134.



Requirements

- **Fifty Hours**
- **Immunizations**
- **Background check**
- **CBL's** - computer based learning competencies – you will be scheduled a time after your interview to complete these modules.
- **Evaluation** - an annual self-evaluation is required of each volunteer.
- **Training List** - you will complete a training list for the department(s) that you have chosen to volunteer in.
- **Clocking in & out** - clocking in and out is done on a computer in the Volunteer Office or at your off-site location.
- **Notification of address, phone & email changes**
- **Notification of absence**

Emergency Codes

You may hear various emergency codes overhead paged within the hospital. Please familiarize yourself with these codes.

To initiate a code please call 77777

Code Blue: - Cardiac arrest or medical emergency.

Code Red: - Fire Code

Code Amber: – missing pediatric patient – it is everyone's responsibility to monitor exit doors, elevators and stairwells. If you see the person who abducted the child please call Security at 74444 and give a description and what direction they were headed in.

Code Walker: – missing adult patient – Security handles code walkers but if you see the patient please call security.

Code Triage: - phased response disaster plan – volunteers will be notified if needed.

Fire Plan - Code Red

Remember the word “RACE” in case of a true fire

- Rescue patients from immediate danger.
- Activate the nearest fire pull box.
- Confine the fire by closing the doors
- Extinguish (use the nearest fire extinguisher)

FIRE Alarms

- When a fire box is activated, “**CODE RED**” will be heard throughout the hospital
- **3 Floor Fire Alarm Zone** - the floor of the alarm, the floor above and the floor below are considered to be in the fire zone.
- Morgantown Fire Department will respond within 6-7 minutes unless it is a false alarm
- Familiarize yourself with the location of the fire alarm boxes in your area
- Simply pull to activate

Extinguishing a Fire

Remember the word “PASS” to operate a fire extinguisher

- **P**ull the pin
- **A**im the hose at the base of the fire
- **S**queeze the handles together
- **S**weep from side to side

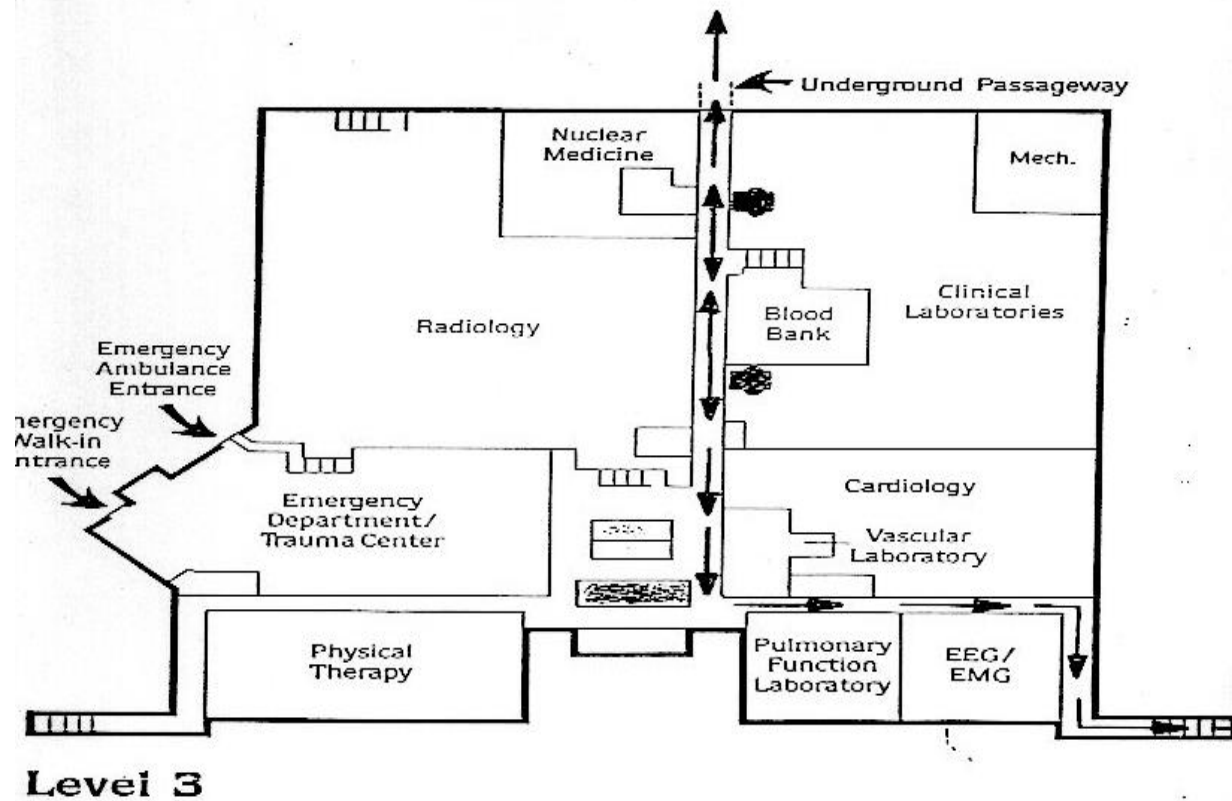


Be familiar with the location of fire extinguishers in your area

FIRE Escape Routes

- Every department has 1 or more routes of escape in case a fire occurs.
- Escape routes are clearly posted.
- Be sure to check the escape route in whichever building (Ruby, POC, Health Science Center, WVU Heart & Vascular Institute) you are working in.
- The following slide is an example of a posted escape route.

Fire Escape Route



Phased Response Disaster Plan

Code Triage

Purpose

- To provide efficient care when patients arrive in large numbers exceeding the hospital's usual capacity.

During a Code Triage volunteers should remain in their area and if your help is needed you will be contacted.

Electrical Safety

- Electrical safety begins with a visual inspection before equipment is used.
- DO NOT use cords that become warm.
- DO NOT use broken cords.
- Report defective electrical outlets.
- All cords should be double insulated.
- Keep cords away from rough, sharp, hot or greasy surfaces.
- Use 3 pronged plugs (includes ground).
- NEVER use a cheater plug.
- DO NOT overload outlets.

Electrical Safety (cont.)

- Remove by grasping the plug not the cord.
- Be alert for trouble signs (overheating, smoking, sparks or slight shock to the touch) UNPLUG and call 598-4107.
- Conductors should NEVER come in contact with electrical equipment.
- Strong Conductors
 - Metals
 - Fluids
 - Soft Drinks
 - Coffee and Tea
 - Blood & Body Fluids
 - Saline Solution

Electrical Safety (cont.)

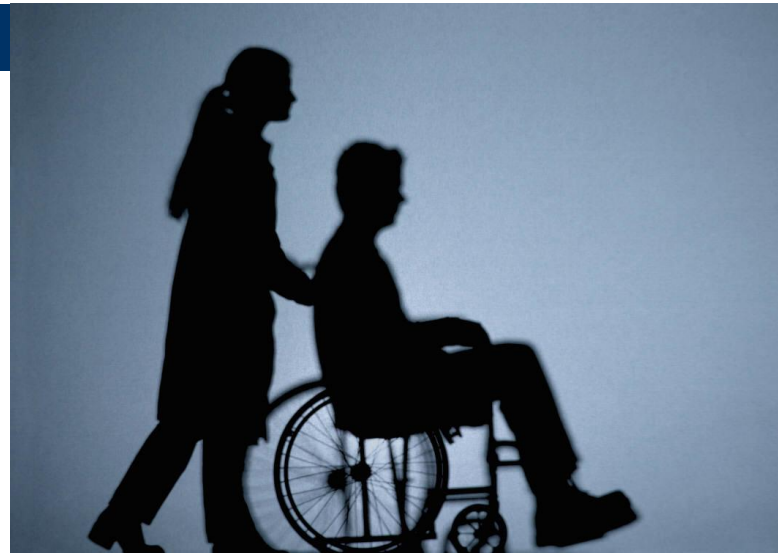
- NEVER operate electrical equipment with wet hands.
- NEVER touch electrical equipment if you are on or near a wet spot.
- DO NOT place beverages on the computer.
- WVUH policy restricts and/or prohibits the use of personal electrical equipment that could create a hazard or adverse effects.
- HOW TO PREVENT SHOCK INJURIES
 - Avoid three-prong adapters
 - Avoid extension cords
 - DO NOT pull power cords
 - Report defects and shocks

National Patient Safety Goals

1. Improve the accuracy of patient identification
2. Improve the effectiveness of communication among caregivers
3. Improve the safety of using medications
4. Improve the safety of using infusion pumps
5. Reduce the risk of health care-acquired infections
6. Accurately and completely reconcile medications across continuum of care
7. Reduce the risk of patient harm resulting from falls

Wheelchair Safety/Patient Transport

1. Approach the patient at a diagonal.
2. Lock brakes
3. Move pedals and foot rests out of the way
4. After patient is seated assist with foot rests
5. Unlock brakes
6. Back patient into the elevator and push straight out when exiting.



Volunteers will receive a hands on demo during training if transporting is part of your position. Volunteers are not permitted to transport patients that are receiving oxygen or have IV's. You may assist with transport of these particular patients by holding doors, helping push beds, etc.

Chemicals and our Environment

- It is necessary to become familiar with all of the chemical substances present in your work environment.
- Know the proper precautions required to handle them safely.
- Know the first aid procedures unique to these substances should an accident occur.

SDS – Safety Data Sheet

An SDS is available for every chemical in our organization. The SDS provides the following information about the chemical. The SDS is located within the department you're volunteering, the Emergency Department or Safety Department.

- Physical & chemical characteristics of each hazardous chemical.
- Known acute or chronic health effects.
- Exposure limits.
- If the chemical is a carcinogen.
- Precautionary measures to take to handle the chemical safely.
- Emergency and first aid procedures.

Violence in the Workplace

- **Be alert for:**

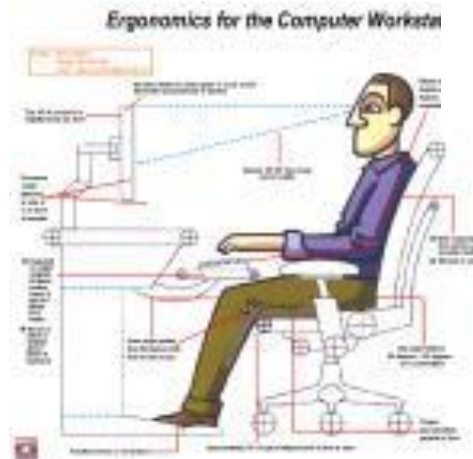
- Unauthorized personnel
- Over-emotional patients
- Potential violent situations

- **Remember to:**

- Call Security at 77777 anytime you are uncomfortable

Ergonomics

- Use good posture
- Adjust your chair comfortably
- Adjusting your computer display



Any activity or situation which makes an existing medical condition worsen

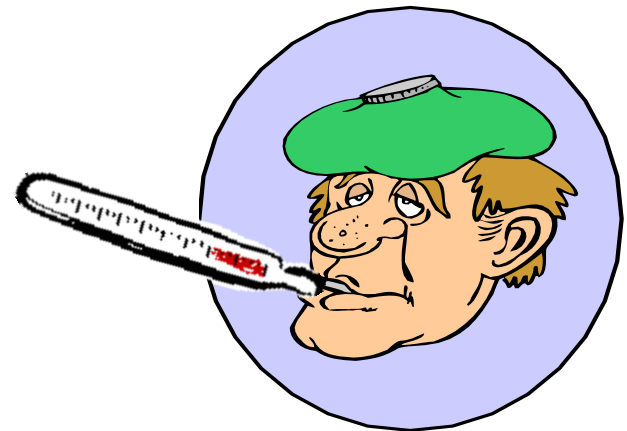
Back Safety

- Avoid injury and help protect your back – bend at the knees, keep the load close to your body, and avoid twisting.



Employee Health

- Wash hands with warm water and soap for twenty seconds or use the anti-bacterial solution until it evaporates. Wash before and after any patient contact.
- Personal Protective Equipment (PPE) – gloves, mask, gowns
- Injuries – report to a staff member within 24 hours
- Blood Borne Pathogens – always assume that blood and/or bodily fluids are infectious – wear gloves when transporting specimens
- If you've been ill you need to be symptom free for 24 hours before returning to volunteer.



Welcome to our
Team!