



# **New Volunteer Orientation**

Volunteer Services

PO Box 8075

Morgantown, WV 26506-8075

[wvumedicine.org/volunteers](http://wvumedicine.org/volunteers)

[www.facebook.com/volunteerservicesgiftshop](https://www.facebook.com/volunteerservicesgiftshop)

304-598-4134

# Volunteer Service's Staff

Director – Volunteer Services  
Kimberly Hartsell  
304-598-4396

Volunteer Coordinator  
Nancy Beckner  
304-598-6010

Administrative Assistant  
Jennifer Johnson  
304-598-4134

Marquita Taylor  
Activities Coordinator  
304-598-4134

# Office Hours

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Monday – Friday  
8:00am – 4:30pm

Even though our staff leave at 4:30pm, our office door remains open for those volunteers that come in after hours.

Please make every effort to adhere to the office hours if you need our assistance.

Thank you for your consideration!

# CODE OF ETHICAL CONDUCT

- Guides you in doing the right thing the right way
- Make the patient the first priority
- Turn to it when you have questions

Refer to the Code of Ethical Conduct policy contained in this orientation.

# Standards of Behavior

## STANDARDS OF BEHAVIOR

The Standards of Behavior are expected of all individuals associated with WVU Medicine to fulfill our mission, achieve our vision, and promote excellence.



**COMPASSION COMMUNICATION  
COMMITMENT COMPETENCE**

## MISSION

To improve the health of West Virginians and all we serve through excellence in patient care, research, and education.

## VISION

To transform lives and eliminate health disparities through a nationally recognized patient-centered system of care.

# Corporate Compliance Hotline

1-855-236-2041 or <https://wvuhs.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.

**Compliance Officer is Melanie Davies**

# The Joint Commission

The Joint Commission is WVU Medicine's accrediting body. The Joint Commission's certification is nationally recognized as an organization's symbol of quality and commitment to 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 must wear the uniform provided. You will have a choice of either a gray polo shirt or a gray lab jacket. You must wear black, navy, gray or khaki dress slacks with the shirt. If you choose to wear the lab jacket the remainder of your attire must be consistent with the hospital dress code policy. **NO DENIM IS PERMITTED!**

Please review the hospital dress code and policy addendum contained in your orientation material.

# 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 patient and visitor parking areas. **ALL PARKING IS OFFSITE (SHUTTLE SERVICE PROVIDED).**

- **Permits** — volunteers will complete a form for parking and receive a temporary staff permit that will enable you to park at one of our off-site locations.
- **Violations** - If you receive a violation please contact a Volunteer Services staff member for assistance. Violations will result in the possibility of being towed at your expense.
- **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 are not expected to report on the following holidays. If your department is open and you wish to volunteer, you are welcome to do so. You will be compensated double hours for volunteering on a holiday.

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- New Year's Day

**Volunteer Office is closed on these days!**

# Attendance

- **50-hour requirement** – all volunteers must commit to serving 50 hours. Student Volunteers can choose to complete this requirement in one semester or several. There is no limit to how many hours you volunteer.
- **3 absences/semester permitted (must call)** - students are permitted three absences per semester. Students are excused from volunteering for any school holidays or 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. If it is 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 \$7 meal coupon that can be used in the cafeteria at Ruby Memorial Hospital.
- **Volunteer of the Month** – receives a \$25 gift certificate to Friends Gift Shop and is recognized on hospital social media.
- **National Volunteer Week** – occurs in April every year
- **Wellness Programs** – volunteers are eligible to use the gym
- **Clinical Education & Development** - Heart Saver CPR classes offered at no charge. Please inquire with Volunteer Services staff.
- **Discounts – Gift Shop – 25% off, Med Center Pharmacy – 10% off**

# Requirements

- **Fifty Hours**
- **Employee Health requirements**
- **Background check**
- **Fingerprinting for specific areas**
- **CBL's** - computer based learning competencies
- **Evaluation** - an annual self-evaluation is required of each volunteer.
- **Training** - you will complete training 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**

# Plain Language Emergency Alerts

To request an alert, dial 77777

Press “1” for a Medical Alert or stay on the line for a Facility or Security Alert

**Facility Alert:** “facility alert + description + location + directions”

1. Evacuation: “facility alert + evacuation + location + directions”
2. Fire: “facility alert + fire + location + directions”
3. Chemical Spill: “facility alert + chemical spill + location + directions”
4. Decontamination: “facility alert + decontamination + location + directions”
5. Utility failure: “facility alert + type of service interruption + location + directions”
6. Weather: “facility alert + weather +(specific event information) + location + directions”

**Security Alert:** “security alert + descriptor + location + directions”

1. Missing Adult: “security alert + missing adult (descriptors) + location + directions”
2. Missing Child: “security alert + missing child (descriptors) + location + directions”
3. Violent Intruder: “security alert + violent intruder (descriptors) + location + directions”
4. Active Shooter: “security alert + active shooter (descriptors) location + directions”
5. Bomb Threat: “security alert + bomb threat + location + directions”
6. Combative subject: “security alert + combative (patient, visitor) + location”



# Emergency Alerts Continued

**Medical Alert:** “medical alert + (describe medical alert) + location + directions”

1. Adult Medical Emergency : “medical alert + adult code + location + directions”
2. Pediatric Medical Emergency: “medical alert + pediatric code + location + directions”
3. Rapid Response: “medical alert + rapid response + location + directions”
4. Stroke Response: medical alert + stroke patient + location + directions”
5. Patient Surge Incident: “medical alert + patient surge (descriptors) + location + directions”

# Fire Alarm – Facility Alert

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 alarm is activated, “Facility Alert, Fire Alarm” 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 alarms 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

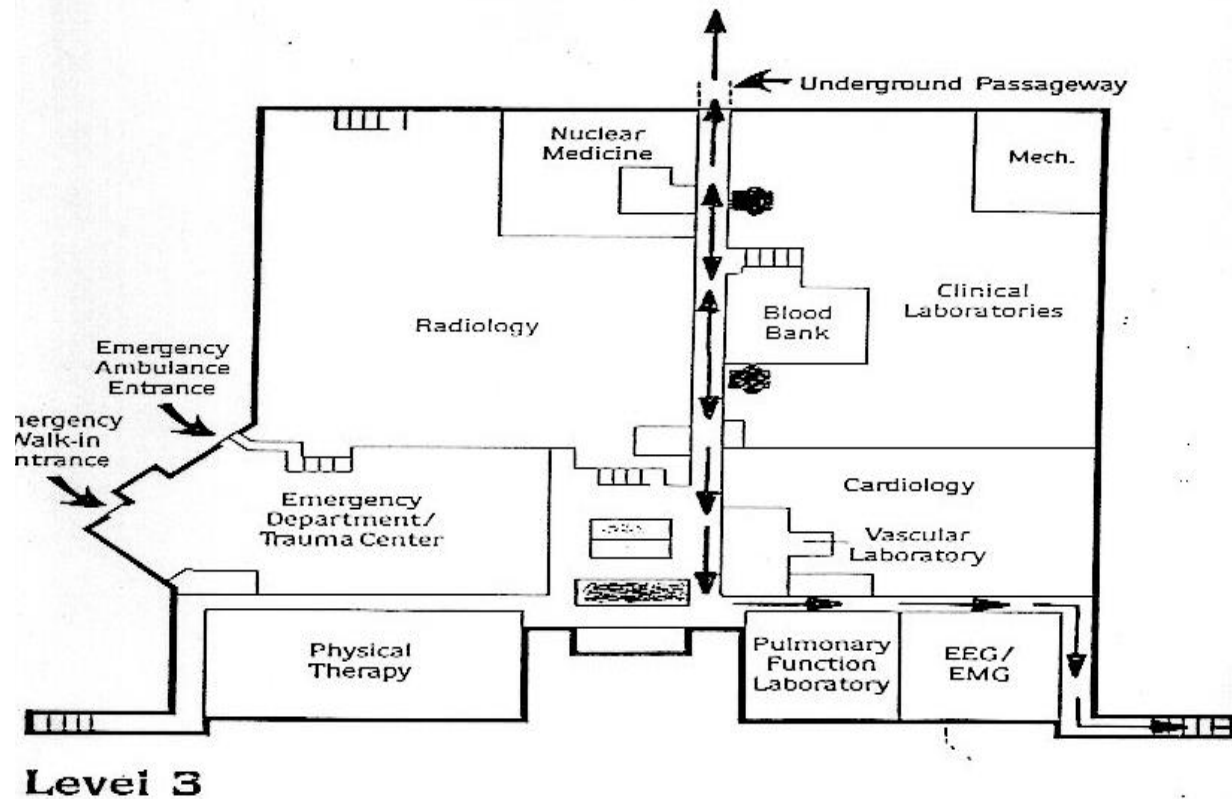


**Be familiar with the location of fire extinguishers in your area**

# **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



# 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.)

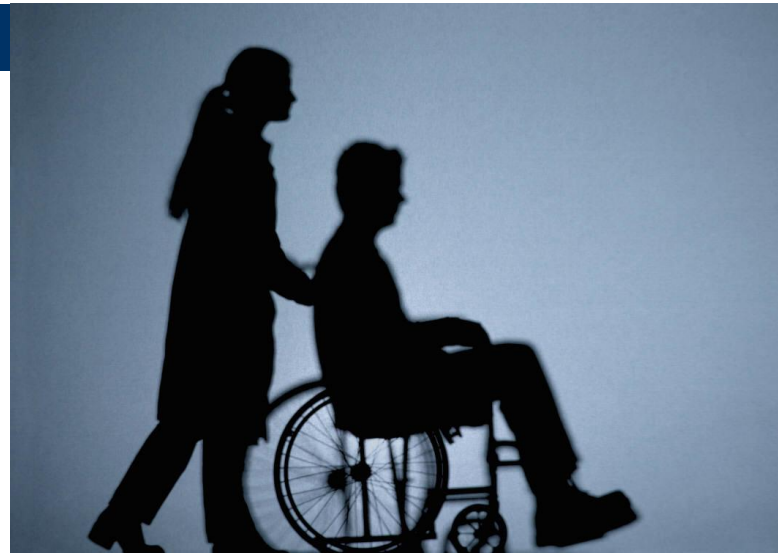
- NEVER operate electrical equipment with wet hands.
- NEVER touch electrical equipment if you are on or near a wet spot.
- DO NOT place beverages on the computer.
- WVUH policy restricts and/or prohibits the use of personal electrical equipment that could create a hazard or adverse effects.
- HOW TO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

# National Patient Safety Goals

1. Identify patients correctly
2. Improve staff communication
3. Use medicines safely
4. Use alarms safely
5. Prevent infection
6. Identify patient safety risks
7. Prevent mistakes in surgery

# Wheelchair Safety/Patient Transport

1. Approach the patient at a diagonal.
2. Lock brakes
3. Move pedals and footrests out of the way
4. After patient is seated assist with footrests
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:

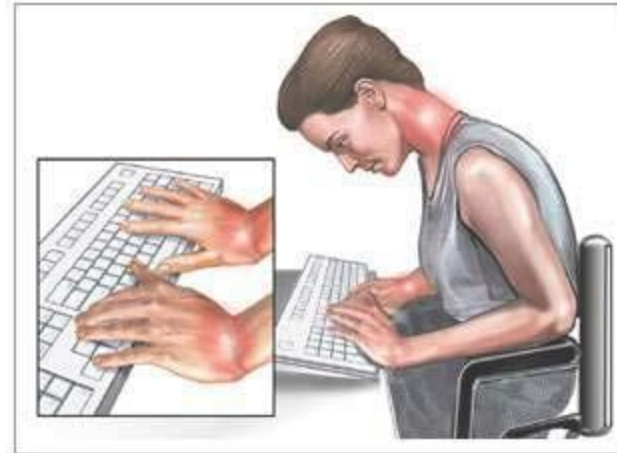
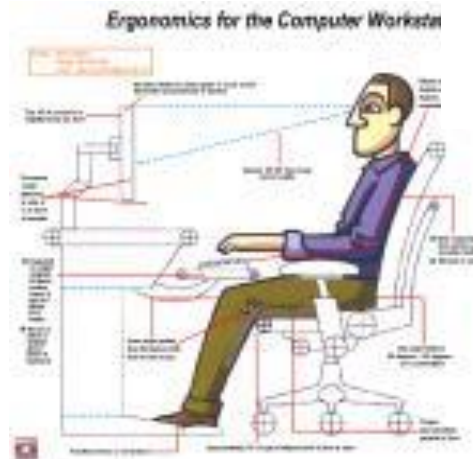
- Unauthorized personnel
- Over-emotional patients
- Potential violent situations

## ■ Remember to:

- Call Security at 77777 anytime you are uncomfortable or do not feel safe.

# 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!