



# **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, CDVS  
304-598-6010

Volunteer Coordinator  
Jennifer Johnson  
304-598-4000 option 1 and 73025

Administrative Assistant  
Lillie Gill-newton  
304-598-4134

# Office Hours

Monday – Friday  
8:00am – 4:00pm

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

Thank you for your consideration!

# CONNECT

CONNECT is the hospital's intranet. You can access CONNECT from any hospital computer by typing in connect.wvumedicine.org in the browser. Below is an example of the home page of Connect.

**CONNECT**

Submit a Ticket Password Support OnCall Connect Apps Email Directory

- Home
- Workday
- Workday Training Hub
- WVUnify
- Departments
- Applications
- ReadySet
- HROneSource
- Policies & Protocols
- Training
- Telemedicine
- Epic @ WVU Medicine
- Safety Reports

**Hey Kayla!** Be the reason someone smiles today.

**Events** All Events

- 9 Jan** Monday  
AACN Presents Dr. J.W. Awori Hayanga: 'Care of the ECMO Patient'
- 13 Jan** Friday  
Critical Care and Trauma Institute Lunch and Learn

**COVID-19//RSV//MPOX**  
What you need to know

**WORKPLACE VIOLENCE PROGRAM**

**News** All News Posts

- POSTED TODAY  
**Human Resources launches Workday**
- POSTED 12/23/2022  
**The Wright Stuff - Dec. 23**
- POSTED 12/22/2022  
**WVU Medicine updates outpatient COVID-19 treatment guidelines**
- POSTED 12/22/2022  
**Employees display holiday spirit in photo gallery**
- POSTED 12/21/2022  
**John Sylvia named president and CEO of Grant Memorial Hospital**
- POSTED 12/21/2022  
**Gift shops announce holiday closings**
- POSTED 12/21/2022  
**Four groups create top displays in WVUH's holiday decoration contest**
- POSTED 12/21/2022  
**Pharmacy hours adjusted for holidays**
- POSTED 12/20/2022

# 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.

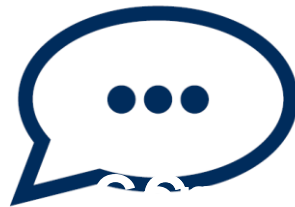
# Standards of Behavior

How we interact with each other and our patients



## Compassion

*We treat all individuals with empathy and respect.*



## Communication

*We interact effectively with patients, families, and employees.*



## Commitment

*We take responsibility for our actions, decisions, and performance.*



## Competence

*We increase our expertise in order to provide the highest standard of care.*

# Emergency Management Hospital Alerts



## **FACILITY ALERT:**

- Chemical Spill
- Decontamination
- Evacuation
- Fire Alarm
- Utility Failure
- Weather



## **MEDICAL ALERT:**

- Code
- Patient Surge
- Rapid Response
- Stroke



## **SECURITY ALERT:**

- Active Shooter
- Bomb Threat
- Disruptive/Combative Subject
- Missing Adult
- Missing Child
- Violent Intruder



**EMERGENCY ALERTS**

To request an alert, dial 77777. Press “1” for a Medical Alert.  
For a Facility or Security Alert, just stay on the line.

# Emergency Response Guide



Volunteer Services Emergency Response Guide is located in the reception office on the wall outside the coordinator's office. Please be familiar with where this guide is located within the department that you volunteer in. This guide is designed to help you during emergencies such as fires, disasters, bomb threats or medical emergencies. This manual can also be used to answer questions of inspectors and surveyors during accreditation surveys.



# 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**

# 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

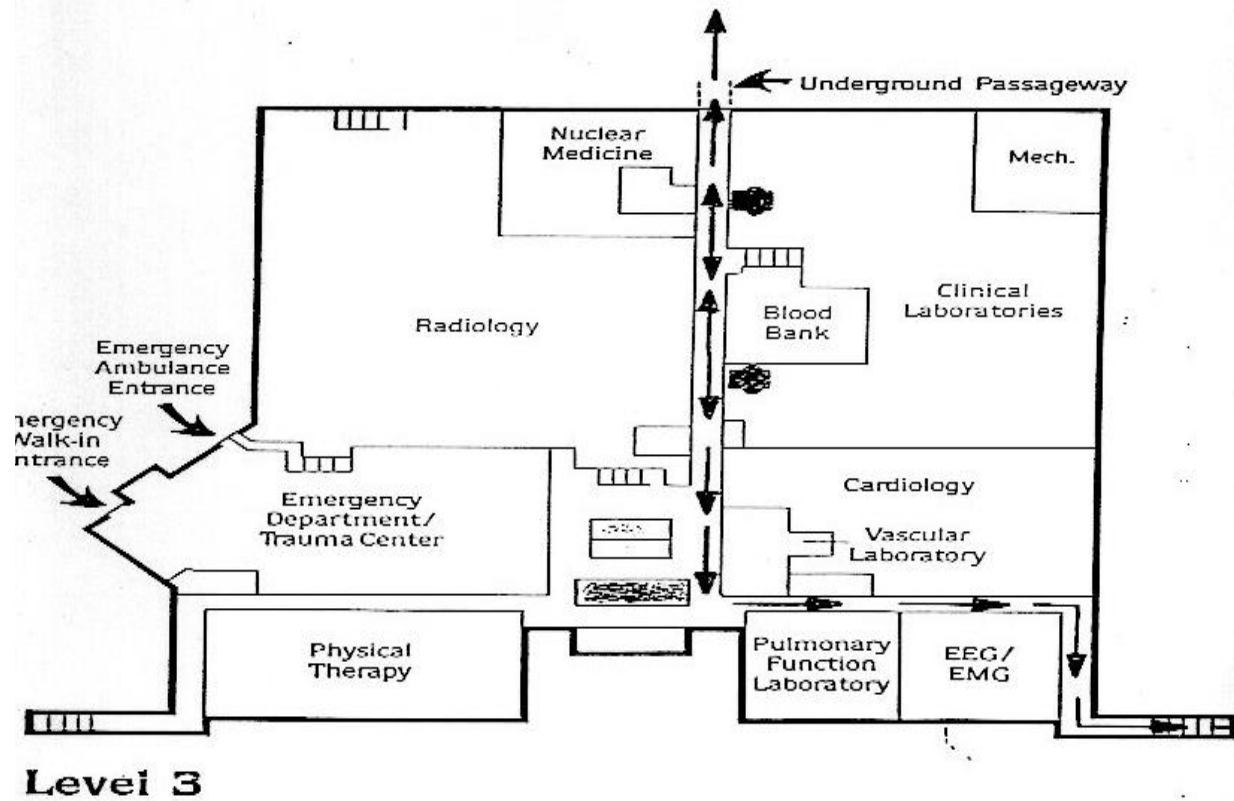
- **P**ull the pin
- **A**im the hose at the base of the fire
- **S**queeze the handles together
- **S**weep from side to side



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

# Fire Escape Route

These are posted at all elevators



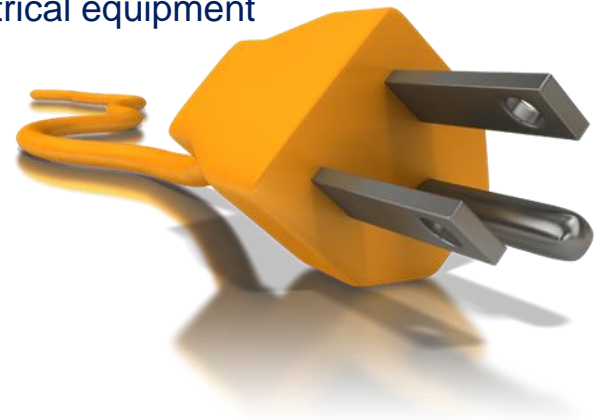
# The Joint Commission

The Joint Commission is WVU Hospitals accrediting body. The Joint Commission's certification is nationally recognized as an organization's symbol of quality and commitment to performance standards.

The Joint Commission visits are called surveys and are usually unannounced, but organizations may receive a seven-day advance notice in some cases.

# Electrical Safety

- Use 3-pronged plugs when possible
- Do not bring personal electrical devices from home
- Keep fluids away from cords / electronic devices
- Do not try to fix things yourself-Call for help
- 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 74107
- Conductors should NEVER come in contact with electrical equipment
- Strong Conductors
- Metals
- Fluids
- Soft Drinks
- Coffee and Tea
- Blood & Body Fluids
- Saline Solution



# 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. Reduce patient harm associated with clinical alarm systems
5. Reduce the risk of healthcare associated infections
6. Identify patient safety risks
7. Improve healthcare equity



# Hazard Communication: Chemical Safety

- Be familiar with any chemical substances present in your work environment
- Know the proper precautions required to handle them safely if it is required by your volunteer position
- Know the first aid procedures unique to these substances should an accident occur

# SDS – Safety Data Sheet

An SDS (Safety Data Sheet) is available for every chemical in our organization. The SDS provides the following information about the chemical.

- 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

SDS's can be found by going to:

- CONNECT (hospital's Intranet)
- Applications Tab
- SDS Online

# 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.

# Cultural Awareness

Being culturally sensitive does not mean knowing everything and every culture. It is the ability to recognize the different beliefs, values, and customs that someone has based on that person's origins, and it allows a person to build more successful personal and professional relationships in a diverse environment.

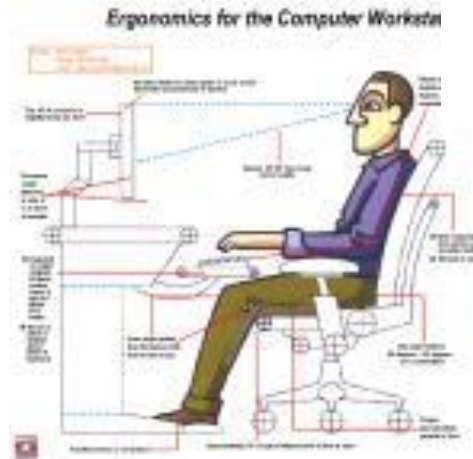
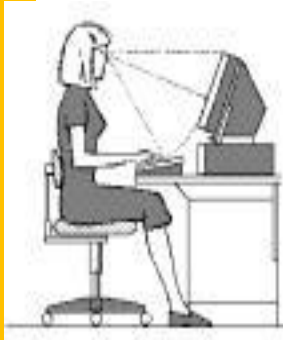
# Employee Health

- 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



# Ergonomics

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



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.



# 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.



# Volunteer Dress Code

WVU Hospitals 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 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 OR SHORTS ARE 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 WITH SHUTTLE SERVICE PROVIDED.**

- **Students** - Student volunteers will complete a parking registration form will receive a parking permit from the Security Department.
- **Adults** – Adult volunteers will claim a permit in the parking portal and will be given this information during your onboarding appointment.
- **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.**

- Jump starts
- Lock outs
- Accident Reports
- Fuel (Security Officer will transport you to a gas station)

# 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.

Please check with your department to make sure they will be open and if they have a need for you to come in.

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

# Hours & Attendance

- **50-hour requirement** – All volunteers must commit to serving 50 hours before ending their volunteer service. Student Volunteers can choose to complete this requirement in one semester or several. There is no limit to how many hours you may volunteer. One shift per week is required!
- **Attendance** - Students are excused from volunteering on any school holidays or breaks but must remove themselves from the schedule. We ask that all volunteers give at least a 24-hour notice when unable to make their shift or schedule a make-up shift.  
**Attendance is important and will be monitored.**
- **Reporting off** - You must call Volunteer Services and your department directly if you are reporting off. You may remove yourself from the schedule via VicNet as long as it's 24 hours in advance.
- **Self-Scheduling** – Volunteers can utilize VicNet to remove themselves from the schedule and schedule an alternate shift. Volunteers can also add additional shifts if desired but only 1 week in advance. Volunteers can remove themselves from a schedule up to 24 hours prior to the beginning of their shift and will not be required to call Volunteer Services or their department.

# Benefits

- **Meal voucher after 50 hours of service** – After a volunteer completes 50 hours, they are entitled to a \$7 meal voucher for each shift worked thereafter. The meal voucher can be used in the cafeteria at Ruby Memorial Hospital and the WVU Medicine Children’s cafeteria.
- **Wellness Programs** – Volunteers are eligible to use the Hospital Wellness Center. Please inquire with Volunteer Services staff if interested.
- **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
- **Department Specific Training**
- **Clocking in & out** - clocking in and out is done on a computer in the Volunteer Office or at your off-site location via a QR code
- **Notification of address, phone & email changes**
- **Notification of absence**

**Welcome to our  
Team!**