

Welcome to Orientation

UNIONTOWN HOSPITAL

VOLUNTEER SERVICES

Volunteer Services

500 West Berkeley Street

Uniontown, PA 15401

724-430-5671

Volunteer Coordinator: Amy Flasher

Pastoral Care Coordinator: Gary Workman



Volunteers Make a Difference :

- Over 60 volunteers ages 14 to 90 years old.
- Gives over 7,000 volunteer hours a year.
- Gave \$200,000 to establish a Penn State Nursing Scholarship to educate nurses.
- Raises over \$30,000 a year for patient projects.
- Gave over \$1.7M to Uniontown Hospital since 1990.

Standards of Behavior

How we Interact with each other and our patients



Compassion



Communication



Commitment



Competence



Compassion

We treat all individuals with empathy and respect.

Show empathy

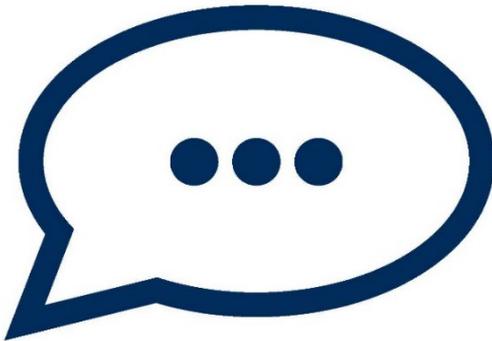
- Positively interact with individuals, showing them you care
- Be aware of others' feelings in order to understand their perspective

Cultivate a respectful environment

- Respect all people, helping them feel valued and included
- Respond to patient requests promptly and offer ongoing support
- Promote calm, healing environment to help improve patient outcomes

Communication

We interact effectively with patients, families, and employees.



Communicate with confidence

- Interact effectively with others with warmth, positivity, and a smile
- Listen actively to acknowledge others and confirm understanding

Cultivate a respectful environment

- Seek to build positive relationships with patients, families, and co-workers
- Be responsive and offer to help team members
- Work with others to productively solve challenges and issues
- Make a conscious effort to thank co-workers for their actions and good work.

Commitment

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



Be Professional

- Demonstrate behavior that is appropriate, courteous, and respectful
- Take responsibility for your actions, attention, and appearance
- Follow through on all commitments and promises

Demonstrate integrity

- Respect and maintain patient privacy and confidentiality
- Speak up and address issues that may harm a patient or others



Competence

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

Continuously learn and apply technical expertise

- Maintain qualifications
- Leverage WVU Medicine's expertise and resources
- Adapt to the changing healthcare industry

Deliver consistent, patient-centered care

- Function as an integrated, cohesive team
- Give coordinated, evidence-based information

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.

LGBTQ+

To foster a safe and inclusive environment for LGBTQ+ colleagues and patients, here are some key steps:

- Respect affirmed names and pronouns; it's the law. If unsure, politely ask.
- Avoid assuming a patient's sexual orientation or gender identity
- Use individual's chosen language for self-identification.
- If an error occurs, apologize, correct it, and strive for improvement next time.

Discrimination

WVUHS and its affiliates adhere to federal civil rights laws and do not discriminate in patient admission, room assignments, patient services, or employment based on race, color, national origin, gender, gender identity or expression, sexual orientation, religion, disability, age, or any other legally protected characteristic.

General Volunteer Guidelines

- Dress Code
- Cell Phone Use
- Volunteer Hours
- Insurance Clarification
- Cafeteria Guidelines

Dress Code



- Uniform & ID Badge must be worn at all times.
- No blue jeans, yoga pants or scrubs
- Knee length shorts & skirts permitted
- Closed toe shoes recommended. Sneakers permitted
- No offensive tattoos.
- Natural hair color.
- Limit 3 earrings per ear, No body, facial or oral piercings
- Perfume/Cologne should be used in moderation

Cell Phone Use

To ensure you get the most of your volunteer experience, please limit cell phone usage for emergency calls ONLY.

Do not make or receive calls in your department. All calls should be made from the Volunteer Lounge. **DUE TO PATIENT PRIVACY, NO PICTURES, PLEASE!**



Volunteer Hours



Volunteer Information Center

The Volunteer Information Center is where volunteers check-in and out. If you are ready to check-in or out and you have a volunteer PIN number, enter it here to get started. If you are interested in becoming a volunteer please ask us about our volunteer opportunities!

Enter your volunteer PIN number

Enter your volunteer ID number using the keypad buttons, and then touch the Continue button.

1	2	3	
4	5	6	Cancel
7	8	9	< Backspace
*	0	#	Continue

- Sign in daily using VOLGISTICS system located in Volunteer Lounge.
- Sign In and Sign Out REQUIRED.
- Reporting Off – You must call Volunteer Services and your department directly if you are reporting off.
- **Attendance is important and will be monitored.**
- **All volunteers must commit to serving 50 hours before ending their volunteer service.** Please notify volunteer office 1 week in advance for hour verification.

Insurance Clarification

All volunteers are covered under Volunteer Workers Accident Coverage provided by Uniontown Hospital.

If you are injured while volunteering, follow these steps:

1. Go to Emergency Department
2. Contact the Volunteer Office to complete an incident report.

Please note: If you have insurance, including Medicare, your insurance is primary.

Expenses not covered by your insurance will be paid by Uniontown Hospital.



Cafeteria Guidelines

- ⦿ Complimentary meal (\$5.00 maximum) for the cafeteria or garden café will be provided after completion of volunteer service on the day you are assigned
- ⦿ Even though meal is complimentary, you must still go through cashier line
- ⦿ Only one trip through the cafeteria line per day.
Example: cannot get a beverage now and sandwich later.



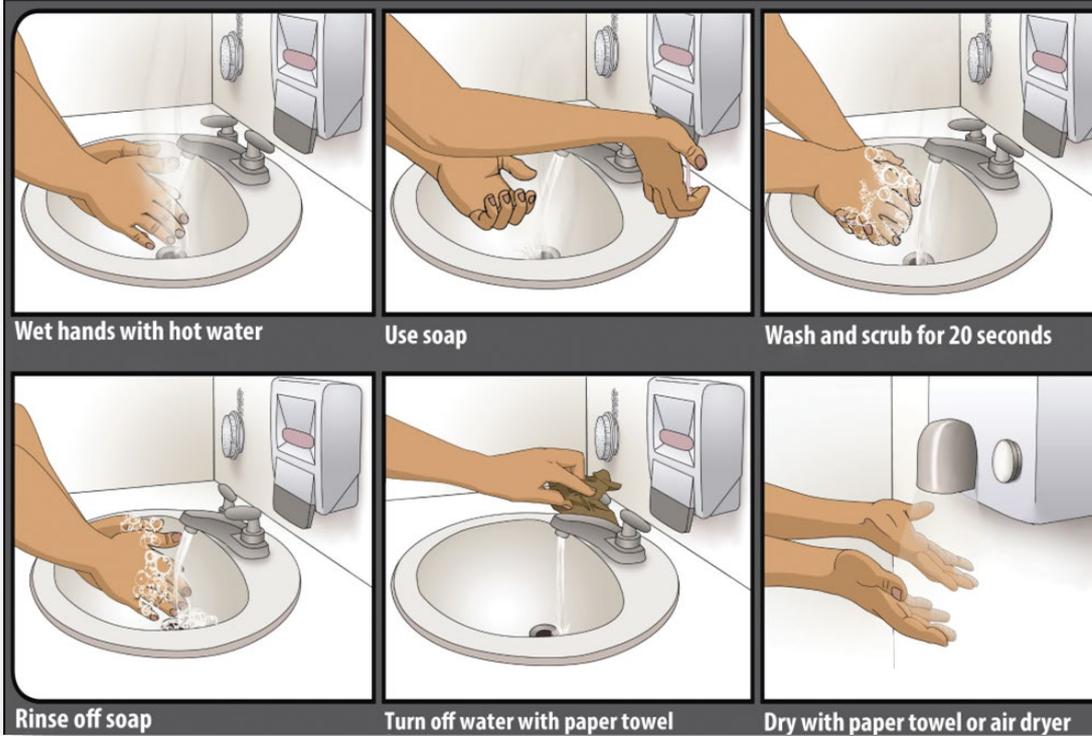
Infection Control

- Hand Hygiene
- Influenza Vaccine
- TB Testing



Hand hygiene – Hand Washing

Hand hygiene is the most effective way to prevent the spread of infectious diseases.



We recommend you:

- Wash hands
 - Before entering work area.
 - Before eating lunch.
 - Before leaving the hospital.
 - After using restroom.

Hand hygiene- Hand Sanitizer

Apply foam to all surfaces of the hands and rub hands until foam has dried.

Apply foam to palms of hands.



Rub back of hands.



Between fingers



Base of thumbs.



Back of fingers



Finger tips and nails



- Use hand sanitizer
 - After each use of wheelchair.
 - Before and after leaving a patient room.
 - Frequently throughout your shift.

Help Stop the Spread of Influenza

Follow these steps to prevent the spread of influenza and maintain good health:

- Wash your hands frequently with soap and water, especially after coughing or sneezing or blowing your nose.
- Cover your mouth and nose with a tissue when coughing or sneezing, then dispose of the tissue immediately.
- Avoid close contact with sick individuals
- Stay home if you are sick.
- Regularly clean and disinfect frequently touched surfaces.
- Get the flu vaccine annually.

Influenza Vaccination (Seasonal Flu)

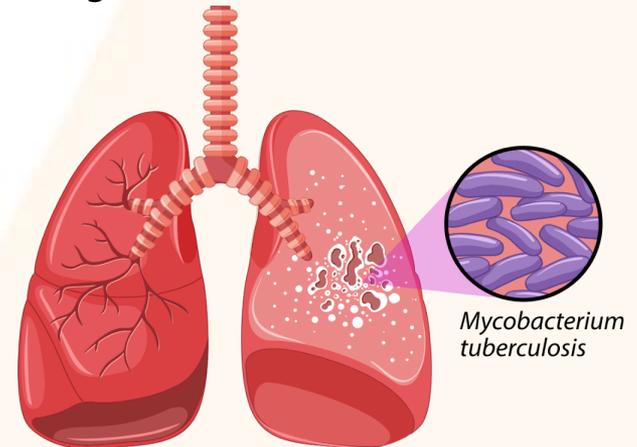
- The flu vaccination is required for ALL Volunteers.
- If you decline the flu vaccination, you may not volunteer during flu season (November – April)
- Flu vaccinations are offered at Uniontown Hospital Employee Health FREE OF CHARGE for volunteers. Volunteers under the age of 18 years must be accompanied by a parent or guardian.
- If you receive a flu vaccination at your physician office, verification of immunization must be provided to the Volunteer Office before November 1.

Tuberculin (TB)

TB is a serious lung infection caused by bacteria that can be spread throughout the air. Symptoms of TB are

- Coughing for more than 3 weeks
- Chest pain
- Coughing up blood
- Difficulty breathing
- Shortness of breath
- Abnormal chest x-ray

Lung infected with tuberculosis (TB)



Tuberculin skin testing (TB test)

- TB Test must be given and read before you begin volunteering.
- TB tests are FREE OF CHARGE at Uniontown Hospital Employee Health. Volunteers under the age of 18 years must be accompanied by a parent or guardian.
- If you have TB testing done by your physician, verification of results must be provided to the Volunteer Office.
- All tests must be done within 90 days of starting.

Code of Conduct

- HIPAA / Patient Privacy
- EMTALA
- Compliance
- Organizational Ethics
- Joint Commission
- Hotline Reporting

What is HIPAA?

A Federal patient privacy law, enacted in 1996, called the Health Information Portability and Accountability Act or “HIPAA” which requires that we keep a patient’s protected health information confidential

- Protected Health Information is also called “PHI”
- Protected health information (PHI) includes any health information about patients and is considered confidential.
- PHI can include, but is not limited to:
 - General Information: • patient’s name • medical record number • social security number • address • date of birth
 - Health Information: • diagnosis • medical history • medications
 - Medical Coverage Information

Minimum Necessary Standard

- HIPAA requires users to access the minimum amount of information necessary to perform their duties
- Confidential or sensitive information should only be communicated or accessed on a need-to-know basis. You should access only the minimum amount of this type of information needed to perform your job.
- You can maintain privacy by:
 - disclosing confidential information only to those who have a need to know it
 - speaking in an appropriate tone of voice (lower your voice when others are nearby and may be able to overhear your conversation)
 - avoid conversations involving PHI in public or common areas such as hallways or elevators.



Workplace PHI Confidentiality Tips

- **Lock Your Computer:** Log out or “lock” your computer every time you step away. Any activities performed on the computer under your user ID are your responsibility.
- **Handling PHI:** Conceal any printed PHI that a person could view without the need to know.
- **Texting:** Do not send text messages that contain PHI
- **Passwords:** Always keep passwords protected. Do not share your username or passwords with anyone.
- **Social Media:** Do not post any patient information/details on social media.
- **Shred Bins:** Shred PHI once you are finished with it. Do not throw anything with patient names/numbers in the trash. Used into shred bins.
- **Cell Phones:** Do not use your cell phones to take pictures of patients/procedures.
- **Your Personal Medical Records:** Do not access your own medical record or your family’s medical record in our information systems. Instead, use MyWVUChart.

EMTALA

➤ What is EMTALA?

Emergency Medical Treatment and Labor Act
“Patient Anti-Dumping law”

- The purpose of EMTALA is to prevent the delay of care, turning patients away, or sending them to another facility because they are unable to pay for services.



EMTALA REQUIREMENTS

There are several key requirements that a facility must meet under EMTALA

REQUIRED

- **Facilities must provide a medical screening to anyone who comes to the ED**
- **Facilities must stabilize the patient to the extent they are able, or provide an appropriate transfer if an emergency condition exists**
- **Facilities must maintain an “On Call” list**

PROHIBITED

- **Facilities may not delay examination to inquire about a patient’s ability to pay**
- **Facilities may not refuse to provide an examination if a patient is unable to pay**
- **Facilities may not turn away or transfer a patient to another facility just because the patient can not pay for services**

- ▶ A Medical Screening Examination (MSE) must be provided to any individual seeking care, (regardless of that individual's ability to pay) to determine whether a medical emergency condition exists.
- ▶ Individuals may present with an emergency or care request in the hospital and on hospital property within 250 yards of the hospital, which includes the parking lots. So EMTALA is not just applicable to the Emergency Department, it's applicable hospital-wide.
- ▶ EMTALA signage is located throughout the hospital, including areas such as: Main Entrance; Emergency Department; Registration - look for "It's the Law! States that individuals have a right to an examination, stabilizing treatment (including treatment for an unborn child) and, if necessary, appropriate transfer to another facility, regardless of the ability to pay.

What is Compliance?

A compliance program ensures that all WVU Medicine employees and volunteers understand and adhere to relevant federal and state laws and regulations. The primary goal of a compliance program is to prevent fraud, waste, and abuse.

- Fraud involves intentional deception or misrepresentation for unauthorized gain.
- Waste refers to the overuse of services leading to unnecessary costs.
- Abuse encompasses actions inconsistent with accepted standards in medicine, business, or fiscal responsibility.

Organizational Ethics

Our health system has an ethical responsibility to its patients and community, guided by its mission, vision and values. It has established an ethics policy and committee to provide a moral framework for its operations. The guiding principle is to “do the right thing.”

- Is the action in line with policies and procedures?
- Is it legal?
- Are you being fair and honest?
- Is the action consistent with our Code of Conduct?
- Is the action wrong? Are you unsure? If so, ask until you get an answer.

Every employee and volunteer must report activities that may violate laws, regulations, or ethical standards.

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.



Hotline Reporting

We employ a hotline for anonymous reporting of issues by employees and volunteers. This includes reporting criminal or ethical violations like document falsification, conflicts of interest, theft, gift acceptance, and unethical behavior.

Chief Compliance Officer: Melanie Davies
Compliance Officer Uniontown: Stacy Clark

Compliance Hotline: **1-855-236-2041**
Or **www.wvuhs.ethicspoint.com**



Safety

- Wheelchair Safety
- Workplace Violence
- Active Shooter Response
- Uniontown Hospital Police Department (UHPD)
- Emergency & Distress System
- Fire Safety

Wheelchair Safety

- Approach the patient at a diagonal
- Lock brakes
- Move pedals and footrests out of the way
- After patient is seated assist with footrests
- Unlock brakes
- Back patient into the elevator and push straight out when exiting



Volunteers are not permitted to transport patients receiving oxygen or have IV's.

Violence in the Workplace

- **Be alert for:**
 - Unauthorized or intoxicated personnel
 - Over-emotional patients
 - Potential violent situations

- **Remember to:**
 - Call UH Police Department at ext.5911 anytime you are uncomfortable or do not feel safe



Active Shooter Response

An active shooter is defined by the U.S. Department of Homeland Security as ‘an individual actively engaged in killing or attempting to kill people in a confined and populated area.

WVU Policy: WVUHS will take reasonable measures to minimize the impacts of an Active shooter situation including providing training.

WVUHS facilities also participate in drills with local responders.

In an Active Shooter situation, personnel may be faced with the ethical dilemma of staying to defend patients or protect themselves. WVUHA understands that each individual will need to make the decision themselves, in the moment, and WVUHS stands firm in support of those decisions.

Three Course of Action

In an Active Shooter situation, there are three potential courses of action personnel can take.



Avoid: Starts with your state of mind

- Pay attention to your surroundings
- Have an exit plan
- Move away from the source of the threat as quickly as possible
- The more distance and barriers between you and the threat, the better



Deny: When getting away is difficult or impossible

- Keep distance between you and the source
- Create barriers to prevent or slow down a threat from getting to you
- Turn the lights off and silence your cell phone
- Remain out of sight and quiet by hiding behind large objects



Defend: You have the right to protect yourself

- If you cannot Avoid or Deny, be prepared to Defend yourself
- Be aggressive and committed to your actions. Shift your emotions from fear to anger.
- Do not fight fairly, this is about survival
- Focus on the attacker's vulnerable areas, such as eyes, neck and genitalia

What to do when law enforcement arrives:

- Remain calm and follow instructions
- Put down any items in your hands
- Raise your hand and spread your fingers, keeping your hands visible at all times
- Avoid making quick movements towards officers
- Avoid pointing, yelling or screaming
- Do not stop to ask officers for help or directions

Please be aware that the **FIRST PRIORITY** of law enforcement when arriving on the scene is to neutralize the threat.



UHPD MAKING IT SAFE

- Available on Campus 24x7
- UHPD Location – Between Main Lobby and Emergency Dept.
- Police are Fully Armed and Trained

H
E
L
P

Help Boxes

are in various
locations in
parking lot.

UHPD Emergency Calls

*On Site Medical Emergency, Disorderly People,
Traffic Accidents, Criminal Activity, Safety Concerns.*

Hospital Phone Extension Call **5911**

From Your Cell Phone Call 724-430-5911

All Other UHPD Calls

*Escorts, Unlocking Doors, Parking Complaints, Vehicle Problems,
General Questions or Concerns.*

Hospital Phone Extension Call **5912**

From Your Cell Phone Call 724-430-5912

Lynx is a Facility wide Duress and Emergency Notification System

- The Lynx System is a facility-wide, Duress/Panic and Emergency Notification System.
- The Duress/Panic alerts are activated by pressing F9 & F11 simultaneously.
- Alerts go directly to the Hospital Police and identify the area and computer which activated the alert.
- If you ever feel unsafe or uncomfortable with an escalating situation, PRESS F9 & F11 for help.



In any emergency situation:



DIAL 168

from in-house telephone to
immediately reach a hospital
Communications Officer.

Fire & Safety Preventative Measures

Fire prevention and safety are crucial for employee/volunteer protection.

Remember these key measures:

- Respond promptly to fire alarms or warning signals.
- Follow all instructions during fire alarms for drills or real fires.
- Maintain clear exits and hallways for emergency evacuations.
- Know evacuation plans and fire exits.
- Avoid using extension cords.
- Do not bend plug connections or use adapters that alter prong counts.
- Report damaged electrical equipment.
- Promptly report spills.
- Adhere to the nonsmoking policy.
- Immediately identify and report fire hazards.

Fire Alarms

- When a fire alarm is activated, “Facility Alert, Fire Alarm” will be heard throughout the hospital.
- Familiarize yourself with location of fire alarms in your area
- Know your evacuation route
- Familiarize yourself with the location of fire extinguishers in your area
- Stay with your department and follow their instructions
- “RACE” –acronym for plan of action

R

RESCUE

Assist anyone who is in immediate danger to a safe area.



A

ALARM

Alert others by pulling the fire alarm, call 168 and inform the staff in your area.



C

CONTAIN

Contain the smoke/fire by pulling doors closed in your area.



E

Extinguish / Evacuate

Volunteers are not expected to fight fires. Evacuate with your department.



How To Use A Fire Extinguisher

Remember the **PASS** word.

PULL

AIM

SQUEEZE

SWEEP

PULL



PULL THE PIN

AIM



AIM AT THE BASE OF FIRE

SQUEEZE



SQUEEZE THE OPERATING HANDLE

SWEEP



SWEEP FROM SIDE TO SIDE

What's Next?



- ✓ Call Volunteer Office at 724-430-5671 to set up date/time for interview. If you are 14-18 years of age, a parent/legal guardian must be present at the time of the interview.

Thank you