



# **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  
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304-598-6010

Volunteer Coordinator  
Jennifer Johnson  
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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.

The screenshot shows the WWU Medicine Connect intranet home page. The browser address bar displays 'connect.wvumedicine.org'. The page features a dark blue sidebar on the left with a 'CONNECT' logo and a navigation menu including Home, Workday, Departments, Applications, ReadySet, HROneSource, Policies & Protocols, Training, Telemedicine, Epic @ WWU Medicine, Professional Coding, Safety Reports, Bravol, Reference Tools, My Dashboard, and Emergency Codes. The main content area has a header with 'CONNECT' and a navigation bar with links like 'Submit a Ticket', 'Password Support', 'OnCall', 'Connect Apps', 'Email', and 'Directory'. A large banner image shows a woman in scrubs with the text 'Hey Nancy! Work hard, dream big, never give up.' Below this is a 'WVUH Events' section listing upcoming events: 'Ilo Romero Book Signing' (30 Oct), 'CCTI Lunch and Learn' (1 Nov), 'Ask Fidelity Session: Planning for Retirement' (8 Nov), 'Veterans Day Brunch' (11 Nov), 'WVU vs. Baylor' (16 Nov), and 'WVUH vs. Coastal Florida' (23 Nov). A central call-to-action box says 'Ask a Question Share an Idea WVUH Leadership'. A search bar is located below this. At the bottom, there is a 'United Way' logo. On the right side, a 'News' section lists several articles with their dates and titles, such as 'Benefit Open Enrollment underway through Nov. 1' and 'Employees encouraged to dress up for Halloween'.

# Corporate Compliance Hotline

Policy will be provided during your onboarding process.



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**

# CODE OF ETHICAL CONDUCT

- Guides you in doing the right thing, and doing things right
- 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.

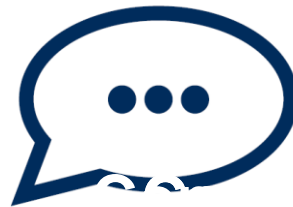
# Standards of Behavior

How we interact with each other and our patients (**remember the 4 C's**)



## 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.*

# 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.

# Hospital Alerts

(these alerts are paged overhead)



## **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.

# Facility Alert – Fire Emergency

Implement **RACE**:

**R = Rescue** all staff, visitors, and patients in immediate danger.

**A = Alarm**

- Activate the fire pull station and dial **77777**.
- Pull stations are located at each stairwell and every exit.
- When you call, give:
  - Your name
  - Type of fire
  - Location of fire

Let the dispatcher hang up first to ensure that all information needed has been received

**C = Contain**

- Contain the fire by closing all doors and windows.
- **DO NOT** open doors that are hot to touch.

**E = Extinguish** (if possible)

- First use fire extinguisher if one is available. If one is not available and the fire is small enough, smother it with a blanket, towel or pitcher of water.

# Fire Safety Compliance

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- Do not block electrical panels, medical gas shut off valves, fire pull stations, fire extinguishers or fire exits.
- Hallways and stairwells must remain free from storage.
- Maintain storage at 18" below sprinkler heads.
- Nothing is to hang from the ceiling.

# Facility Alert – Fire Emergency

Implement **PASS** when using the fire extinguisher:

- **P = Pull** the safety pin from the handle.
- **A = Aim** the hose at the base of the fire standing 6 – 8 ft. from the fire.
- **S = Squeeze** the two handles together.
- **S = Sweep** the stream across the base of the fire.

**Evacuate if necessary:**

- When evacuation is necessary, staff are required to perform a horizontal evacuation first.
- A vertical evacuation will be coordinated with one of the following:
  - Incident Commander
  - Fire Department
- Utilize evacuation equipment as needed.
- Do not use elevators unless instructed to do so.
- Close doors when the room is vacant.
- See additional instructions on the evacuation tab in the emergency response guide.

**If the Fire is Not on your Unit**

- Listen for the location of the alarm. Do not call Security or Facilities Dispatch.
- Inform coworkers of the alarm and location. Don't send patients or visitors to the area of the alarm.
- Verify all doors are closed and halls are clear of obstructions.
- Evacuate and prepare for further action by the Incident Commander or Fire Department.
- For Fire Drills: **“Facility Alert Fire”** will be announced.

# Medical Alert – Code & Rapid Response

## Rapid Response

- Patient having a medical emergency or a notable deterioration in condition (i.e. shortness of breath, chest pain, seizure).

## Adult/Pediatric Code Team

- Patient having a life-threatening emergency or patient in cardiac arrest.

## Who Responds?

- Specially trained team that provides medical assistance to patients, visitors, and staff emergencies.

## How do I Activate the Team?

- Dial **77777**
- To request a code response or rapid response, or another medical emergency, press 1.

## When the Communicator Answers

- Indicate adult or pediatric when calling a rapid response or code response.
- Follow the **Code B-L-U-E** acronym
  - **B = Building** – which building the code is occurring
  - **L = Level** – which floor
  - **U = Unit** – what unit
  - **E = Explanation** – repeat all the info above and provide any special info to help responders.

# 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



# Hazard Communication: Chemical Safety

## Safety Data Sheets (SDS)

- Identifies the chemical, hazards, and handling/storage instructions.
  - SDS's can be found by going to:
    - CONNECT
    - Applications Tab
    - SDS Online

# Personal Protective Equipment



- Respirator
- Face masks
- Isolation gowns
- Eye goggles/ face shield
- Caps
- Shoe covers
- Boots
- Use **Universal Precautions** and **Safety Procedures**

# 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

# Infection Prevention & Control

- What is Infection Prevention and Control ?
  - *Program to prevent infection and control the spread of organisms*
  - *Guided by evidence-based practices*
  - *Applies to ALL areas of healthcare*
  - *Quality standards essential for the well-being and safety of patients and staff*
- How is the quality of our Infection Prevention practices measured?
  - *By outcomes that impact the patient's health and hospital operations*
    - *Infection rates*
    - *Length of stay*
    - *Rates of death*
    - *Insurance and CMS reimbursement*
    - *Regulatory body surveys*
- Who is responsible for infection prevention and control?  
**EVERYONE**



## Healthcare Acquired Infections

**CAUTI:** Catheter Associated Urinary Tract Infection  
**CLABSI:** Central Line Associated Bloodstream Infection  
**CDI:** Clostridioides Difficile Infection  
**MDRO:** Multi-drug Resistant Organism  
**MRSA:** Methicillin Resistant Staphylococcus Aureus  
**SSI:** Surgical Site Infection  
**VAP:** Ventilator Associated Pneumonia



# Standard Precautions

- Used for ALL patient care
- Based on risk assessment and common sense



**CONSIDER THIS....**  
**What is the risk of exposure?**  
**What do I need to do to protect myself and others from exposure?**

1. Hand hygiene
2. Using PPE when exposure to infectious material or illness is expected
3. Respiratory hygiene/cough etiquette
4. Appropriate patient placement
5. Properly handling, cleaning, and disinfecting the environment, equipment, and devices
6. Proper handling of textiles and laundry
7. Safe injection practices
8. Proper handling of needles and sharps

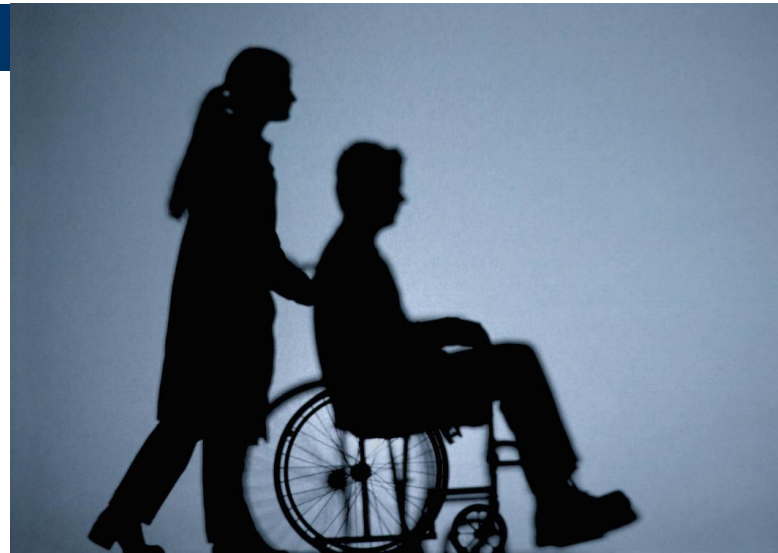
# Hand Hygiene



- Use soap and water or alcohol-based hand rub (ABHR)
  - 20 seconds using either method
- **All** healthcare workers are required to perform hand hygiene
  - Upon each entry and exit of a patient room or care area
  - Before and after patient contact or contact with surroundings
- Encourage patients and visitors to also perform hand hygiene often.
- Gloves are not a substitute for cleaning your hands.
  - Dirty hands can soil gloves; dirty gloves can soil your hands.
- Maintain fingernails
  - No longer than  $\frac{1}{4}$  inch beyond the fingertip
  - No artificial nails
- Use hospital provided lotions, available in pumps or dispensers
  - Shared lotions among healthcare workers can become reservoirs for organisms

# 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.

# Volunteer Dress Code

WVU Hospitals Volunteers will be provided with a polo shirt, and the volunteer will provide their own bottoms in either black, navy blue, gray or khaki. **NO DENIM, SWEATS OR SHORTS ARE PERMITTED!**

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

# 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 and 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 their 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.**

- Vehicle Assists (example: jump start)
- Vehicle Accident Investigation
- Personal Escorts

# 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

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

# Hours & Attendance

- **Commitment** – Volunteers must commit to one shift per week with the exception of the NODA Program which is an on-call program. We ask that you try to serve at least 50 hours before quitting your volunteer assignment.
- **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 when Volunteer Services is closed. 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. Keep in mind when removing yourself from the schedule, you should try to pick up another shift during that week if possible. Please do not continuously remove yourself from the schedule week after week. If you have extenuating circumstances, that requires you to be off more than one week, please contact us to discuss your situation.

# Benefits

- **Recognition:** volunteers are recognized during National Volunteer Week as an expression of appreciation for your contributions.
- **Meal voucher after 50 hours of service** – After completing 50 hours, you are eligible to receive a complimentary 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 have access to the hospital’s Wellness Center. Please inquire with Volunteer Services staff if interested.
- **Clinical Education & Development** - free Heartsaver CPR class
- **Discounts:** 25% at Friends Gift Shop and 10% at the Medical Center Pharmacy
- **Immunizations:** free annual Flu/COVID vaccines are available at Employee Health

# Requirements

- **1 shift per week**
- **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!**