

UPMC CancerCenter

Partner with University of Pittsburgh Cancer Institute

# UPMC CancerCenter Volunteer Program Orientation

# Purpose

- **Why do I Have to Complete Volunteer Orientation?**
  - To learn what is expected of you as a volunteer at a patient care facility/hospital based facility.
  - To review and ensure you understand UPMC policies and procedures.
  - It is a Joint Commission requirement.

# What will you learn today?

- Becoming a volunteer: *When can you start?*
- Policies and Procedures: *What are the rules?*
- Infection & Prevention Control & Safety Procedures
- Emergencies: *Have a plan*
- Fire Safety: **R.A.C.E. & P.A.S.S.**

## Volunteer & Community Services Mission Statement

- To help improve the quality of life for patients and their families.
- To supplement and enhance the efforts of UPMC CancerCenter/UPCI scientists, medical staff, and employees.
- To give volunteers the opportunity to learn and experience emotional and personal growth.

# Getting Started...

## Meet Volunteer Candidate John...



- In order for John to become a volunteer, he must first complete the following steps (where applicable) and then contact the volunteer office to schedule an appointment for her first day.

## Steps to complete prior to being permitted to volunteer:

- ✓ Complete online application
- ✓ Interview with Volunteer Coordinator
- ✓ Criminal background check
- ✓ Online Orientation, HIPPA & BBP trainings
- ✓ Two references
- ✓ TB skin test & Flu shot (applicable during flu season)
- ✓ Copy of I-94, Visa, Passport / Permanent Resident Card,  
Copy of Driver's license or student ID
- ✓ Lab safety training or online patient & family support training
- ✓ Parental Consent – only if part of UPCI Summer Academy

# What to Expect on your FIRST DAY (once all steps listed prior are completed)



*It is my pleasure to help you, John!*

- Report to the Volunteer Office **(by appointment only!)**
- Complete a few forms
- Review & sign an assignment guide
- Receive training on the signing in & out procedure
- Learn about parking, meal tickets & volunteer jacket (if applicable)
- Photo will be taken for your ID Badge
- Be escorted to your assigned location where you will be greeted by a staff member or fellow volunteer.
- Remember to sign-in and sign-out of every shift

# Volunteer Benefits- **\*\*Based on location\*\***



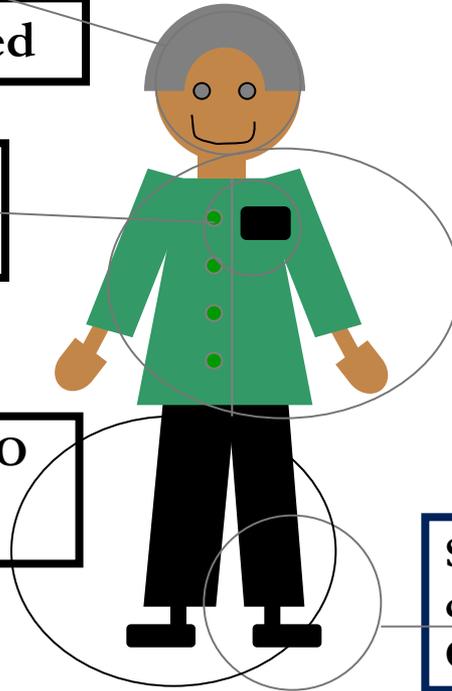
- Accident & liability coverage
- Activity discounts
- Free flu shots
- Optical discounts
- Pharmacy discounts
- Meal ticket/1 per shift
- Free parking
- Reference letter
- Shuttle service
- Tax deductions
- Recognition luncheon

# Dress Code: Key Points

No hats allowed

Photo ID badge worn above  
the waist

Pants: YES Shorts: NO Jeans: NO



Jade Green Volunteer Jacket-  
For Patient & Family Volunteer  
Positions

Shoes: Neat, clean & in good  
condition.

Opened-toe shoes **NOT** permitted!

# Dress Code: Continued

## **Volunteer Jacket (Patient & Family Volunteer Positions):**

- Must be worn at all times during volunteer service
- Launder after each time you volunteer
- \$5 deposit (refunded upon completion of service)

## **Grooming:**

- No perfumes, colognes or after-shaves
- Neat, clean hair & facial hair
- No oral or facial piercings (other than ears)
- Clean, filed fingernails, No artificial nails

# Responsibilities

- **Commitment:**
  - Patients and staff rely on you
  - Be punctual
  - Contact your supervisor if you will be late or absent
  - Contact your supervisor and notify the volunteer office if you will be off for an extended period
- **Communication is IMPORTANT:**

Reasons you may need to contact the volunteer office include...

  - *I need to change my schedule*
  - *I moved or have a new email or phone number*
  - *I am not comfortable with my assignment*
  - *I do not have enough to do*
  - *I'm sick and need to call off*
  - *I am confused about what I should be doing in my assignment*
  - *I would like to volunteer in another role or department*

# Please do not...

## **Volunteers are NOT permitted:**

- Smoking (on UPMC property or during your shift)
- To use cell phones or pagers (please see your supervisor and take a break if you need to check your phone or make a call)
- Unauthorized computer use
- Unauthorized internet use

# Illness or Injury

- **ILLNESS:**

- If you are sick, call off by calling or emailing the Volunteer Office or your direct supervisor.
- If you get sick while volunteering, please let your supervisor or the Volunteer Office know, clock out and go home.

- **INJURY:**

- Know your physical limitations
- If injured (minor or major), notify your supervisor immediately
- If evaluation and/or treatment is needed, go directly to the Emergency Department
- At the Emergency Department, **identify yourself as a volunteer**

# Some Reasons for Volunteer Termination

- Endangering the life of any patient, staff, volunteer or visitor
- Divulging confidential patient, staff or volunteer information. Every employee and volunteer must uphold the patients' right to privacy. Failure to protect patient confidentiality can lead to legal action, termination, fines and imprisonment.
- Possession, sale or use of alcohol or illegal drugs on UPMC Premises. It is the policy of UPMC/UPCI to provide a drug-free work environment for everyone.
- Stealing or embezzlement
- Not adhering to UPMC or departmental policies and assignment duties

# Completion of Volunteer Service

## To end your volunteer service:

- Contact the volunteer office
- Fill out a “Completion of Service” form
- Return your volunteer jacket (if applicable)
- Return your Photo ID badge
- Obtain your deposit for volunteer smock and badge

# Workplace Violence & Cultural Diversity

- **Workplace Violence:** any verbal or physical act or threat of violence, including intimidation, harassment, or coercion that is made by or against any employee, volunteer, patient, or visitor.
  - UPMC Cancer Centers/UPCI does not tolerate workplace violence. Any volunteer who feels mistreated in this manner is urged to contact Volunteer & Community Services immediately for assistance.
- It is the policy of UPMC/UPCI to provide a drug-free work environment for everyone.
- **Cultural Diversity:**

We are committed to fostering an inclusive environment that respects everyone regardless of race, color, religion, national origin, ancestry, sex, age, marital status, familial status, sexual orientation, disability, veteran status.

The primary goal of the quality improvement process at UPMC/UPCI is to promote and reinforce a culture of continuous improvement.

# The Joint Commission on Accreditation of Health Care Organizations

- The Joint Commission is the nation's predominant standards-setting and accrediting body in health care. Organizations must undergo an on-site survey by a Joint Commission survey team at least every three years.
- The Joint Commission requires every volunteer to be evaluated when they begin and once a year thereafter.

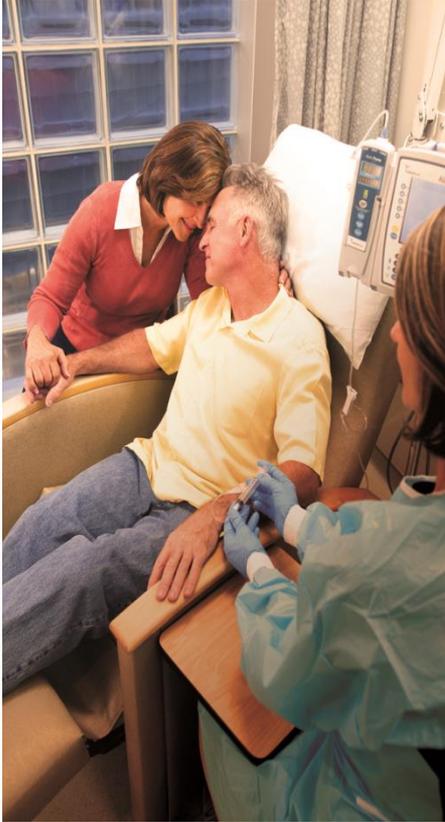
# Patient Service Guidelines

# Age-specific Competencies

The purpose of age-specific competencies is to assure that employees and volunteers are competent to provide care and assist or interact in any manner with populations of varying age groups. Physical capabilities, emotional stresses, learning abilities, and life goals differ between teens, adults and seniors.

Patients, visitors, staff and fellow volunteers are our customers.

# Communicating with Patients



- Smile and make eye contact when introducing yourself.
- Ask what the patient prefers to be called (For example, Mr. Green or John)
- Do not call the patient by nicknames such as: honey, grandma, dear, sweetie, etc.
- Do not give medical advice or recommend physicians to patients
- Do not gossip with patients, their families, or friends
- Do not witness any documents for patients
- Help people that look lost
- Listen to complaints and do not try to argue, reason or be defensive

# Communicating with patients, families and visitors



- Offer friendly greetings to all patients, family members, visitors & staff
- Treat everyone with dignity & respect
- Offer friendly conversation such as: hobbies, interests, social, weather or seasonal events

- Escort patients to their destination instead of offering verbal directions



# Quality In Our Care & Patient Rights

- Quality patient care is dependent upon each employee and volunteer doing his or her own work as accurately, timely, and cost effectively as possible.
- Patient rights are posted in all UPMC clinical settings
- Review patient rights on a regular basis
- Ask your supervisor if you have questions about any of the patients' rights.

# Emergency Medical Treatment and Active Labor Act

EMTALA (Emergency Medical Treatment and Active Labor Act) requires **anyone who presents** on hospital property (or 250 yards from hospital property) seeking **medical examination** and treatment must be given an appropriate medical examination by a qualified person to determine if an emergency medical condition exists.

UPMC Policy: HS-LE0007

**As volunteer, you are expected to escalate to medical staff.**

**(Example: If someone is seeking any medical care, volunteers should seek out medical staff to assist immediately.)**

# Patient Safety

A ***serious incident*** is defined as an event, occurrence, or situation involving the clinical care of a patient in a medical facility that could have injured the patient but did not cause an unanticipated injury or require the delivery of additional health care services to the patient.

A ***serious event*** is defined as an event, occurrence, or situation involving the clinical care of a patient in a medical facility that results in death or compromises patient safety and results in an unanticipated injury requiring the delivery of additional health care services to the patient.

Any volunteer who reasonably believes that a serious event or incident has occurred *must* report the serious event or incident to the appropriate Patient Safety Officer. An oral or written report must be made immediately, but *in no event later than 24 hours* after the occurrence or discovery of the serious event or incident.

The Patient Safety Officer for Hillman Cancer Center, UPMC Cancer Pavilion is Lisa Manetta, 412-641-4309.

**Also, please report any concerns or issues to the Volunteer Office.**

# Patient Safety Precautions

- **Do NOT perform CPR or first aid on a patient**
- **NEVER give medication to a patient**
- **NEVER help lift or carry a patient**
- **NEVER help a patient into or out of a wheelchair or into or out of a bed**
- **ALWAYS engage both brakes and lift foot rests when a patient gets into or out of a wheelchair**

# Infection Prevention and Control Overview



UPMC LIFE CHANGING MEDICINE

- Designed to identify & reduce the risk of hospital-acquired infections in patients and staff
- An Infection Prevention and Control Practitioner is on call 24 hours a day, 7 days a week
- Infection Prevention and Control does not handle exposures (handled by UPMC Employee Health)
- ***Hand washing is the most effective way to prevent the spread of infection !!!***

# Sources of Infection

- Body fluids (blood, sputum, urine)
- Bed rails
- Bedside tables
- Ventilators
- Infusion pumps
- Mattresses
- Pillows
- Air humidifiers
- Patient monitors
- X-ray view boxes
- Curtain rails
- Curtains
- Equipment carts
- Sinks
- Ventilator circuits
- Floor mops
- Hospital food-fruits/vegetables

**Everywhere**

# Proper Hand Washing

**Sing  
your  
ABC's...**



- Use warm, running water
- Use soap, generate lather by applying friction to all surfaces for at least 15-20 seconds
- Wash up to and including your wrists
- Pay particular attention to palms, backs of hands, in between fingers and under and around fingernails
- Rinse hands thoroughly
- Use paper towel to turn faucet off and open the door to leave

# Alcohol-based Hand Sanitizers



- Less drying than hand washing
- Our facility provides Infection Control “approved” hand sanitizers
- Dispense “one” pump from the dispenser into the palm of one hand
- Rub hands together, covering all surfaces of hands and fingers, until hands are dry

# When to wash your hands

- Upon arrival to your volunteer shift
- Before and after removing gloves
  - ***Remember: gloves do not take the place of proper hand hygiene !!!***
- After blowing your nose, coughing or sneezing
- Before and after eating
- After using the restroom
- Every time you enter or exit a patient's room



# Environmental Services

The Environmental Services Department is responsible for maintaining the hospital in a clean and sanitary condition

- Use specific procedures for cleaning and decontamination of the environment, equipment, and work surfaces
- Proper cleaners/disinfectants are selected to ensure that the blood borne pathogens and other microorganisms are adequately destroyed
- Red Biohazard Bags are used for the collection and disposal of contaminated waste



# Safety

# Electrical Safety

- Equipment inspected periodically (will have a preventative maintenance tag)
- Report problems to your supervisor
- Know where the red emergency outlets are located

# Hazard Communication

- Identifies hazardous chemicals that employees and volunteers may be exposed to
- Provides methods and training for safe use of hazardous materials
- Provides follow-up for exposure incidents

# Material Safety Data Sheets (MSDS)

- Found in every department that uses hazardous chemicals
- Lists dangers of exposure
- Lists appropriate Personal Protective Equipment (PPE)
- Found in areas that use hazardous chemicals

# Security

- Be informed of the safety & security procedures at your location/department
- Hillman Location:
  - Security guards on duty 24 hours a day
- Do not bring valuables with you when you volunteer
- Hillman Lost & Found Department is located in the Security Office

# Emergency Preparedness

- Each CancerCenter location has an Emergency Guide for emergency situations
- Each department has specific departmental plans and procedures for that location
- **Please become familiar with the Emergency Plan for the building and the department that you volunteer**
- Participate in drills
- When calling to report an emergency, give your name, location, and details of the problem

# Emergency Phone Numbers

## **Hillman Cancer Center, William M. Cooper Pavilion**

(Ambulatory)

UPMC Cancer Pavilion

UPMC Shadyside

623-3131 (Medical and Non-medical)

## **Hillman Cancer Center, UPCI Research Pavilion**

9-911 (Medical)

623-3131 (Non-medical)

**For all other CancerCenter locations, please refer to emergency procedures for your specific location and refer to your supervisor.**

**When calling to report an emergency, provide your name, location of emergency and details of the problem.**

# Emergency Codes

STAT: Immediate response

Condition A: Cardiac Arrest

Condition C: Critical

Condition F: Fire

Condition H: Help

Condition L: Lost

Code Blue: External Disaster

# Disaster Definitions

**Disaster:** Major fire, explosion, natural disaster, major accident, or civil unrest that endangers the lives of people.

**Internal disaster:** occurs within or on the Medical Center premises

**External disaster:** causes injury to persons in the community

# Disaster Plan

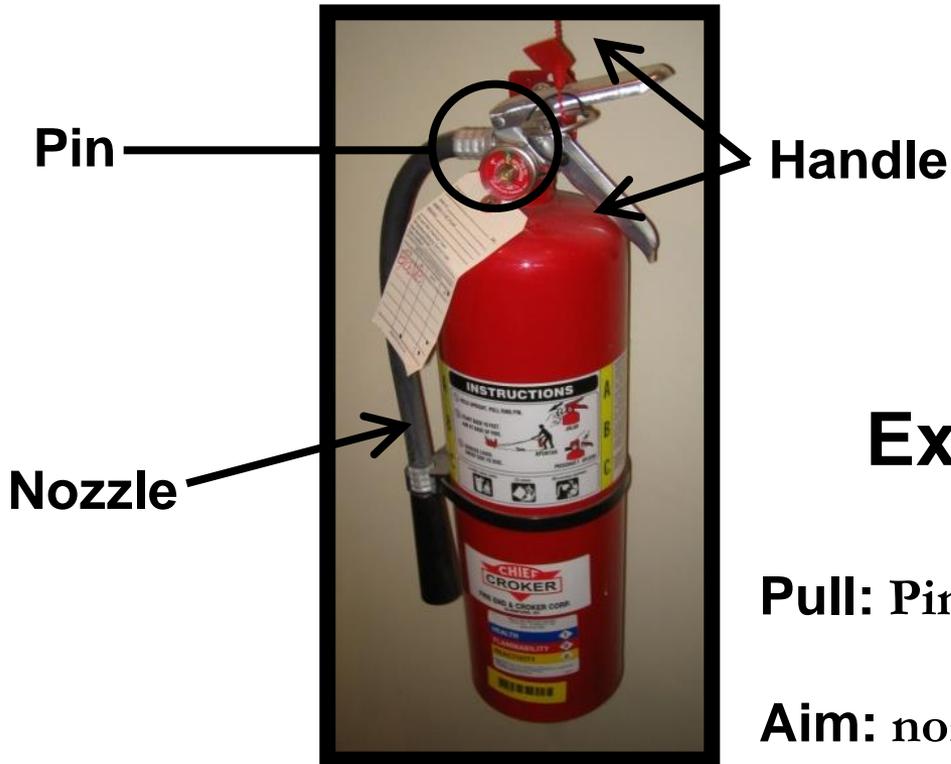
- Disaster preparation: Please become familiar with the disaster plan for the department you are assigned to volunteer
- Participate in disaster drills
- In the event of a disaster: stay calm and continue with your volunteer assignment until your supervisor instructs you otherwise

# What to do in Case of Fire: R.A.C.E.

- **Rescue** — anyone in immediate danger.
- **Alarm** — sound the alarm from the nearest manual pull station (located by exit signs).
- **Contain** — Limit smoke by closing all doors and windows. When a fire alarm is activated, fire doors in the main hallways are automatically closed. Keep all doors and windows closed until the “*all clear*” code is announced.
- **Extinguish** — Select and use the proper fire extinguisher if it is safe to do so and you have been trained in the proper procedures.

***Note: Never use an elevator in the event of a fire***

# Fire Extinguisher Guide



## How to Use a Fire Extinguisher: **P.A.S.S.**

**Pull:** Pin

**Aim:** nozzle at base of fire

**Squeeze:** extinguisher handle

**Sweep:** nozzle from side to side

# Manual Fire Alarm Pull Station

**Please identify where the exits and FIRE pull stations are at the building and department you are volunteering.**

**In Hillman Cancer Center, the manual pull stations are located near the exits.**



The End

# Thank you!

Please refer to the website for your next step in the orientation process.