

REGIONS HOSPITAL VOLUNTEER SERVICES

Policy and Procedure Manual

This manual is intended as a reference guide for new and current volunteers of Regions Hospital. Policies and procedures are subject to change due to staff discretion. If you have questions concerning any of the policies or procedures outlined in this manual, please notify Volunteer Services staff.

Table of Contents

Welcome to Regions Hospital and Volunteer Services.....	1
Using this Manual	1
An Overview of Volunteer Services and Regions Hospital.....	1
Best Care Best Experience and our Promises to Patients	2
Volunteer Services Policies	4
Working as a Volunteer.....	4
Tracking Your Service	4
Attendance Policy	4
Holidays.....	5
Breaks	5
VicNet	5
End of Service/Leave of Absence	6
Dress Code and Personal Conduct.....	6
Volunteer Dress Code Guidelines.....	6
Personal Conduct Guidelines	7
Volunteer Discounts and Benefits.....	8
Free Parking.....	8
Discount Meal Ticket.....	8
Optical Shop Discount	8
Pharmacy Discount	8
Hospital Policies.....	8
A Safe, Healthy Workplace	8
Smoke and Drug Free Workplace	8
Sexual Harassment	9
Workplace Violence	9
Patient Confidentiality and HIPAA.....	9
Protecting Our Patients' Privacy.....	9
The Health Information Portability and Accountability Act (HIPAA).....	10
Diversity and Cultural Components of Care	10
Diversity	10
Cultural Components of Care	11
Safety Policies	11
Regions Hospital Emergency Codes and Alerts	12
Valuables and Lockers.....	12





Security Escorts	12
Bike Safety	12
Incident Reporting	12
Hand Hygiene	12
Isolation Rooms.....	12
Vaccinations and Immunizations	12
Thank You!	13
Appendix A – Manual Supplemental Documents	13
Appendix B – Other Resources	13

Welcome to Regions Hospital and Volunteer Services

Our mission is to improve the health of our patients and community by providing high quality health care that meets the needs of all people.

Welcome to Regions Hospital and the Volunteer Services team! As a volunteer, you have become part of a family of over 4600 staff members and 800 annual volunteers. We are pleased that you will be joining us on our mission to provide best care, best experience to all our patients and guests. We couldn't do all our great work here at Regions without the help of our volunteers, so we invite you to join us in our pursuit of our mission.

ICON KEY

-  Valuable information
-  Testable knowledge
-  Web Resource
-  See Appendix

Using this Manual

This manual has been developed as a guide for new and current volunteers. All volunteers are encouraged to review these policies at the beginning of their volunteer service and on a regular basis during their service. Any questions or concerns should be directed to Volunteer Services staff. The icon key at left is to highlight certain important features of this manual or to let you know where additional information can be found.

An Overview of Volunteer Services and Regions Hospital

Regions Hospital, a full-service private hospital and a Level I trauma center, is one of the top teaching hospitals in the Twin Cities area. Some accolades of our hospital include:

Level One Trauma Center
Pediatric Trauma Center
Stroke and Burn Center Certified
Minnesota Hospital Workplace
Center named Favorite Place for
Mammograms
honors for cardiology, stroke and critical care
Heart Hospital in the nation
excellence awards



Level One
Primary
2010 Best
Breast Health

Health-grades
Top 100
Patient safety

**OUR VISION
IS TO BE THE
PATIENT-
CENTERED
HOSPITAL OF
CHOICE FOR
OUR
COMMUNITY.**

Regions Hospital Volunteer Services has been providing quality volunteer management and experiences since the 1960's, when the program was developed to meet the needs of the hospital with quality volunteers. Since that time, the Regions Hospital Volunteer Program has grown to serve over 50 hospital departments and provide a quality volunteer experience to over 850 volunteers annually. Regions Hospital and HealthPartners clinic volunteers give approximately 58,000 hours of service annually to the hospital and surrounding clinics.

Did you know?
We have 30 canine
volunteers (and handlers)
who volunteer at Regions.

The Regions Hospital Volunteer Program has two full time staff members to meet the needs of our volunteers and hospital departments. All Volunteer Services staff employ an open door policy and all volunteers and staff are encouraged to bring any questions or concerns to Volunteer Services staff.

Best Care Best Experience and our Promises to Patients

Best Care, Best Experience is a culture of service and care at Regions Hospital that puts our patients and families at the center of all we do.

People come to us for all kinds of reasons. Some experiences are joyful, like the birth of a baby, while others are difficult, like facing a serious illness. Many come by choice because this is the best place to have the treatment they need. And many literally come by accident. No matter what brings them to Regions Hospital, we want to do everything to make their stay as comfortable as possible. We want our patients and guests to feel like they are the most important people here—because they are.

**BestCare
BestExperience**



Web Resource

A big part of what we do here at Regions relies on staff and volunteers to use empathy for patient and guest interactions. The Cleveland Clinic has a great video about using empathy in a hospital environment like ours. Check it out here:

http://www.youtube.com/watch?v=cDDWvj_q-o8.

To assist us in our mission to provide BCBE, we have six Promises to Patients. Our promises are the foundation of everyone's job at Regions, regardless of position. Volunteers are expected to help fulfill our mission by using the promises in every interaction.

OUR PROMISES TO PATIENTS

Treat you with dignity, respect and compassion.
Provide you with accurate and timely information.
Actively listen and involve you as you desire in your care.
Provide hassle-free access to the services and care you need.
Anticipate your needs and provide continuity and coordination of your services.
Provide you with a safe, clean and healing environment.

While the Promises provide a great framework, living the Promises is what makes our hospital exceptional. With investment from every volunteer, patients and guests do begin to feel like they are the most important people here. Living the Promises is an expectation for all volunteers, and some easy ways to live the Promises are outlined here:

Need to report a spill?

Housekeeping can be easily reached by calling x44444 on any hospital phone.

- **Smile and say “hi” or “hello” to patients, guests and coworkers.**
A smile and a greeting go a long way to help make someone’s day.
- **Assist lost guests in the hallway and walk them to their destination.**
It is the expectation that guests are walked to their location, not just directed. Don’t know where the location is? Ask another staff member or take the guest to an information desk. Please do not ignore lost guests or tell them that you don’t know and walk away.
- **Help us create and maintain a clean, healing environment.**
Please assist by picking up trash off the floor and reporting spills when they happen.
- **Use AIDET at every patient and guest interaction, every time.**
AIDET (acknowledge, introduce, duration, explanation, thanks) is a great tool for every patient/guest interaction. By acknowledging the patient, introducing yourself, telling them how long you will be with them, explaining what you are going to do and thanking them at the end of the encounter, patients and guests feel happier and safer in your care.

Volunteer Services Policies

Our Volunteer Services policies are designed to meet the needs of our volunteers and hospital departments.

In order to best serve you as a volunteer, Volunteer Services staff have compiled all our Volunteer Services policies into one section of this manual. Should you have any questions concerning these policies or would like any clarification, please let us know!

The Volunteer Services Office is open Monday through Friday, from 8:00a-4:30p. The office door code is 3-2-1.

Working as a Volunteer

Each day you volunteer, you will come to the Volunteer Services Office before you begin every shift and before you leave for the day. This will give you the opportunity to sign in and out, lock your things in a locker, and sign out your meal voucher. However, weekend and evening volunteers will have a few differences

Special Considerations for Weekend and Evening Volunteers

For weekend and evening volunteers, the door to the office will be locked. The code for the punch pad is 3-2-1. Also, meal vouchers can be obtained from any of the information desks.

Tracking Your Service

Each time you volunteer, it is very important that you track your service by signing in and out on the computerized touch screen system in the Volunteer Services Office. This allows us to track your entire service while you volunteer with us. **Your log in ID will be your phone number without the area code.**

Need a copy of your service hours? You can print off a copy from your VicNet account or request a copy from VS staff.

Attendance Policy

As a volunteer, you have made a commitment to Volunteer Services and the department in which you will be volunteering. Regular attendance, therefore, is extremely important. In circumstances due to illness, emergency or vacation plans, please let Volunteer Services know immediately. Attendance expectations are as follow:

- Volunteers on flexible scheduling are expected to volunteer three or more shifts per month to remain in good standing.
- Volunteers on set, weekly scheduling are expected to report for 75% of scheduled shifts to remain in good standing.

- If you are experiencing any of the following symptoms, please do not come in for your shift as these are symptoms of influenza: A fever above 100 degrees, a bad cough or sore throat, chills or body aches, diarrhea or vomiting.

If you intend on being absent, please use one of the following avenues to report your absence.

- Remove yourself from the schedule using your VicNet account. This option is only available over two days prior to absence.
- Call the Volunteer Services Office at 651-254-5709 to report your absence. When leaving a message, please leave your full name, department and shift day/time.
- Email volunteerservices@healthpartners.com to report your absence.

F.Y.I.
YOUR VICNET
PASSWORD IS
THE SAME AS
YOUR
COMPUTER
SIGN ON
NUMBER.

Holidays

Volunteer are not required to volunteer on major holidays.

Breaks

Each volunteer is entitled to one 15 minute break for every shift. If you are working multiple shifts in a row or an eight hour shift, you will also get a lunch. Please discuss breaks with your department on your first day.

VicNet

To help make your volunteer experience more tailored to your individual needs, we offer VicNet to all volunteers. VicNet is an online system that allows you to:

- View and manage your volunteer schedules
- Sign-up for vacant schedule openings
- Print your schedules
- Keep your personal information up-to-date
- Receive news and messages from the volunteer office
- Check your service records, and print your own service reports
- Change your VicNet preferences



Web Resource

Each volunteer has been set up with a VicNet account that can be accessed from any computer with an internet connection. To get to the log in page, just visit: <http://www.regionshospital.com/rh/volunteers/> and click on the blue “Current Volunteers/Staff Login to VicNet”. Your new

login is your email address and your password is your phone number without the area code.



Web Resource

VicNet is an optional tool for all volunteers. If you are interested but want to know more, this video does great job of explaining some of the features. It can be viewed here: <http://www.volgistics.com/videos/HT1148C.htm>.

End of Service/Leave of Absence

In the event that you need to end your volunteer service or take a leave of absence, please notify Volunteer Services staff immediately. Failure to notify of end of service or leave of absence will jeopardize future volunteer opportunities.

In the event of a leave of absence over four weeks, we will work with you upon your return to find a comparable shift day and time, but cannot guarantee the same spot upon your return.

Dress Code and Personal Conduct

Every volunteer is a representative as Regions Hospital and it is expected that all volunteers project a positive, professional image to patients, guests and colleagues. Volunteers should present a good appearance, including good personal grooming and hygiene, appropriate dress and proper identification.



Volunteer Dress Code Guidelines

All volunteers are expected to report in proper uniform for all their volunteer shifts and scheduled trainings. Those who fail to meet uniform requirements will be asked to go home and will be issued an unexcused absence. The following are the dress code requirements for volunteers:

- **Red Guest Experience Polo Shirt** purchased from the Gift Shop for \$11. The shirt must be tucked in at all times. A black cardigan or sweater may be worn over shirt or long-sleeved black, white or red shirt may be worn underneath.
- **Solid Black Pants or Skirt.** Pants should be professional in nature and not be denim or exercise/yoga wear. Skirts need to fall to at least the knee and capri pants are not allowed.

We highly recommend comfortable, non-slip shoes for your volunteer shifts.

- **Close Toed Shoes.** Sandals or flip-flops are not permitted.
- **Volunteer ID Badge.** Worn up by the collar. Lanyards are not permitted.
- **Volunteers who are required by their religion** to wear head attire may do so provided it does not violate any safety or infection control policies, the attire is clean and in good condition, and does not interfere with the performance of the volunteer's job duties.
- **Fragrance Free.** Colognes, perfumes, aftershaves and heavily-scented lotions are not permitted.
- **Exceptions.** Volunteers in the following departments should speak to Volunteer Services staff concerning different dress code guidelines: Alzheimer Research Lab, Massage/EBT/Reiki Therapies, Overlook Café and Bakery Assistant.

Personal Conduct Guidelines

All volunteers are expected to demonstrate positive, professional conduct while volunteering. It is, therefore, inappropriate to engage in the following activities while on duty:

- **Cell Phone Usage.** The use of cell phones while on duty as a volunteer is not permitted. This includes calling, texting, surfing the internet and game playing.
- **Gossip.** It is never appropriate to gossip or discuss a patient, guest or colleague in a negative way. If you are having a personality conflict with a staff member, volunteer or guest, please report it to Volunteer Services staff.
- **Facebook and Other Social Media.** You must not publish, post, or otherwise make disparaging statements about Regions Hospital, its related organizations, or your coworkers on any social media site. Likewise, you must refrain from publishing, posting, or otherwise communicating about patients or patients' families on any social media site.
- **Negative Venting about the Organization.** If you are unhappy with the organization or any entity within the organization, including Volunteer Services, please ask the Volunteer Services staff for a resource to report the issue. Please do not vent to patients or guests about issues you have with the organization.

**LIKE
COFFEE?
YOUR MEAL
VOUCHER CAN
BE USED TO
BUY FUN
COFFEE
DRINKS IN
THE
OVERLOOK
CAFÉ!**

Volunteer Discounts and Benefits

As a volunteer, you are entitled to the following discounts and benefits at Regions Hospital:

Free Parking

Parking for volunteers is located in the West Parking Ramp. Volunteers must present attendant with their ID badge and blue parking ticket (with their name, “volunteer” and badge #) written on the back. *Volunteers should not use valet and only use parking for times when actively volunteering or for volunteer related activities.*

Discount Meal Ticket

Volunteers are entitled to one discounted meal ticket each time they come in to volunteer. Tickets are good for \$8.00 in the cafeteria and Overlook Café.

Optical Shop Discount

Volunteers receive a 10% discount on the purchase of contact lenses, glasses and prescription sunglasses at the Optical Shop located at the HealthPartners Specialty Center at 401 Phalen Avenue in St. Paul. A valid ID badge is required.

Pharmacy Discount

Volunteers receive a 20% discount on the purchase of over the counter products in the Regions Hospital Pharmacy. A valid ID badge is required.

Hospital Policies

Our hospital policies are designed to keep you and our patients and guests as safe as possible.

In order to make Regions Hospital a safe, healing place for all, we ask that you assist us with compliance to our hospital policies. These policies apply to everyone here at Regions, so if you see something that doesn't make you feel right, we ask that you report it immediately.

A Safe, Healthy Workplace

Smoke and Drug Free Workplace

The Regions Hospital campus is entirely smoke and drug free. Smoking is permitted on the off campus sidewalks surrounding the hospital.

The manufacture, possession, sale, distribution or use of illegal drugs or controlled substances on Regions Hospital property is prohibited. Violation of this



policy will result in immediate dismissal from volunteer service. Regions Hospital employs a zero-tolerance policy for drug-related violations.

Sexual Harassment

Sexual harassment is not tolerated at Regions Hospital. Sexual harassment is defined as the unwelcome behavior of a manager, supervisor, co-worker or volunteer which regarded as unwelcome and unsolicited, of a sexual nature, deliberate or repeated, verbal or physical. If you feel like you are a victim or a witness to sexual harassment, please notify Volunteer Services staff immediately.

Workplace Violence



Workplace violence is not tolerated at Regions Hospital. Workplace violence is defined as an action that is the use of physical force, harassment or intimidation, or abuse of power or authority, where the impact is to control by using pain, fear or hurt. If you feel like you are a victim or a witness to workplace violence, please notify Volunteer Services staff immediately. If you would like more information, please

see appendix A4.

Patient Confidentiality and HIPAA

Protecting Our Patients' Privacy

Here at Regions, we take the privacy of our patients very seriously. As staff and volunteers, we are charged with maintaining the highest standards when it comes to the privacy and security of our patients and their health information. It is the expectation that all volunteers practice correct patient privacy policies and procedures.

So what is patient confidentiality? All information concerning a patient's medical or emotional condition and treatment must be kept confidential. Confidential information is not to be communicated to, or discussed with any other person, including the patient, unless it is necessary in the performance of assigned duties.

Do I need this information to do my job? Don't know if information is private or not? This is a good question to ask. If you don't need it to do your job, then you don't need to ask or know this information.

What can I not do as a volunteer? As a volunteer, we ask that you not:

- Access patient records (paper or electronic) for any reason, unless it is part of your volunteer job duties as directed to you by staff.
- Discuss the medical conditions of a patient with that patient or family member, even if the patient has disclosed medical information to you
- Ask medically-related questions to a patient or guest, even if the patient has disclosed medical information to you

- Ask a patient or visitor why they are here
- Tell others who you have seen at the hospital

What should I do? Here are some helpful tips:

- Talk to patients and guests about neutral topics, like the weather, sports, your career plans, etc.
- Don't know? Ask a staff member or Volunteer Services staff what is appropriate.
- Follow the general rule: what happens in the hospital, stays in the hospital.
- Ask yourself: Do I need this information to do my job?

The Health Information Portability and Accountability Act (HIPAA)

HIPAA is designed to protect patients and their health information. Protected health information (PHI) is anything about a health, physical or medical condition.

Only share PHI with people who need to know. Avoid using patient names in hallways or other public areas. Do not share PHI you are not authorized to disclose.

What is included in PHI? Use of any one of the 18 identifiers listed, when combined with information regarding a person's health.

Name	Date of Admission
Address	Driver's License #
Medical Record #	Finger or Voice Prints
Account #	Date of Discharge
Dates	Vehicle Plate #
Social Security #	Device Identifiers/Serial #
Health Plan Beneficiary #	Date of Death
Date of Birth	Telephone #
License or ID #	Photographs

Diversity and Cultural Components of Care

Diversity

One of the best features of Regions Hospital is the depth of the diversity we see in our patients, guests, staff members and fellow volunteers. It is an expectation that volunteers embrace the diversity that makes our hospital a great place to work, visit and receive care. We do not tolerate discrimination against any individual based on:

Cultural Background
Ethnicity
Race
Gender
Religion

Socioeconomic Status
Marital Status
Sexual Orientation
Disability

Cultural Components of Care

Developing cultural competencies starts with self-awareness and our own knowledge and expectations of the community we live in and the culture of the health care systems with which we are familiar. These beliefs may be different in other cultures.

It is important that we consider how cultural differences can affect care and, therefore, how we provide care and support for patients, family members and guests. Please be sensitive to others who may have different cultural expectations when it comes to requesting and receiving medical care.

Here are some helpful suggestions for communicating and interacting in a culturally sensitive way:

- Openness, caring and mutual respect of the dignity of individuals are essential qualities for effective communication, regardless of cultural differences.
- Active listening includes listening fully, clarifying, acknowledging, reflecting and expanding and building on what was said without interrupting.
- Effective communication is enhanced when empathy is conveyed.
- Empathy can be developed by consistently trying to put yourself in another's shoes.
- Be sensitive to the fact that there are basic differences in the ways people of different cultures communicate, such as the different use of words, voice and body language.

Safety Policies

The safety of our patients, guests, employees and volunteers is a top priority at Regions Hospital.

As part of our Promises to Patients, we promise to provide a safe, clean and healing environment for our patients to heal and our staff and volunteers to work. The following safety policies are important for volunteers to review on a regular basis as part of their volunteer work. Should you ever find yourself in an unsafe situation, please alert a staff member immediately.

Something not feel right?

If something doesn't look or seem right, report it! We are happy to check in out to make sure everything is alright. Volunteers are our eyes and ears around the hospital, so we count on you to let us know when something you see doesn't seem right.



Regions Hospital Emergency Codes and Alerts

We have several emergency codes and alerts at Regions Hospital. A detailed list of codes and responses can be found in appendix A1.

Please review all these codes and appropriate responses. **For all codes, volunteers should report in with a staff person for direction before responding.**

Valuables and Lockers

During your time as a volunteer, you are highly discouraged from bringing valuables into the hospital. The Volunteer Services office provides lockers for volunteers to use during their volunteer time, however, volunteers must provide their own lock. Please do not assume that there will be a safe place for valuables in the department in which you will be volunteering, as this is rarely the case. Regions Hospital is not responsible for lost or stolen items.

Security Escorts

Should you ever like an escort to your car in the parking ramp, our Security department will be happy to provide one. They can be reached on any hospital phone at x43979.

Bike Safety

Plan on riding your bike to volunteer work? Great! Just let Volunteer Services staff know and we can get your ID badge programmed to work in the bike cage.

Incident Reporting

In the unlikely event that you come in contact with blood or a bodily fluid or are injured during your volunteer service, please report the incident to Volunteer Services staff immediately. If Volunteer Services staff is not available, please report the incident to a staff member in your department.



Hand Hygiene

Frequent and thorough washing and disinfection of hands is an important part of your routine as a volunteer. Please see "Hand Hygiene in Healthcare Settings" in appendix A2 for a resource concerning proper hand hygiene during your volunteer service.



Isolation Rooms

During your time here, there is a good chance that you will come in contact with an isolation room. In the event that you encounter a patient room with a "Contact Precaution" sign on the door, please do not enter. Instead, please check with the unit front desk concerning your business with that room. An example of a sign can be seen in appendix A3.

Vaccinations and Immunizations

Upon Beginning Volunteer Service

Before you can begin your volunteer service, you will need to receive a health screening

F . Y . I .
IT IS NEVER
APPROPRIATE
FOR
VOLUNTEERS
TO CLEAN
BLOOD OR
BODILY
FLUIDS.

from our Employee Health and Wellness Department. Please refer to your welcome folder for information regarding initial immunizations and vaccinations needed for volunteer service.

Annual Requirements

Annual TST (tuberculosis) testing and flu shot compliance are required for all volunteers. Volunteer services will communicate further information regarding each at the time your compliance is due. TST testing is done only by appointment in EHW.

Thank You!

*Thank you for taking the time to read and review this manual.
Should you have any questions concerning any of the information,
please see a Volunteer Services staff member.*

Appendix A – Manual Supplemental Documents

Appendix A1: Regions Hospital Emergency Codes and Alerts

Appendix A2: Fire Safety Sheet

Appendix A3: Hand Hygiene Guide

Appendix A4: Precaution Room Sign Example

Appendix A5: Workplace Violence Supplement

Appendix: A6: Staff Professional Boundaries for Non-Patient Care Staff

Appendix B – Other Resources

Appendix B1: Hospital Map – First Floor

Appendix B2: Hospital Map – Second Floor