

2023 Volunteer Annual Education

Volunteer Services




Annual Education for volunteers keeps you up to date with HIPAA and confidentiality rules, infection prevention, safety and security, and other hospital and volunteering guidelines.

Please read the following information, then from the website click the link to the 2023 Volunteer Annual Education quiz.

Please complete and submit the Volunteer Annual Education quiz as proof you have completed this required volunteer education.
THANK YOU!



HIPAA/PATIENT CONFIDENTIALITY

- HIPAA laws require standards that protect and ensure the confidentiality of patient health information. Protected health information can include but is not limited to, medical reports, patient lists, notes, phone conversations, and identifying patient information. All such information must remain private and confidential.
 - Gillette is required both by HIPAA laws and medical ethics to protect the privacy of patients.
 - Volunteers, along with paid staff, must keep confidential all patient information you encounter in your volunteer role.
 - Information about patients and families is not to be discussed with **anyone** outside of appropriate Gillette staff.
 - Any conversations with Gillette staff about patients or families should be had in a confidential setting.
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SOCIAL MEDIA AND CONFIDENTIALITY

If you use social media --

- You can share public news about Gillette, but do not discuss patients, programs/services, staff or vendors. Even general statements about a patient can contain enough information for someone to recognize the patient.
- Follow all Gillette policies regarding patient confidentiality and HIPAA.
- Volunteers are discouraged from initiating or accepting friend requests of patients and families on social media.
- Photos of patients and families should not be taken or posted on a volunteer's own social media.
- Volunteers will be held responsible if posts or comments are considered defamatory, obscene, insulting, racist, or proprietary by any offended party, including Gillette.



Gillette Children's is committed to fostering a safe and healing environment.

Help us ensure a safe, professional, and respectful environment.



Stay home if you are not feeling well



Use appropriate language



Check-in when entering the premises



Weapons are not allowed on premises



Aggressive behaviors are not tolerated

If you have concerns that someone is not behaving in a way that promotes a safe, professional and respectful environment, please speak with Volunteer Services staff.



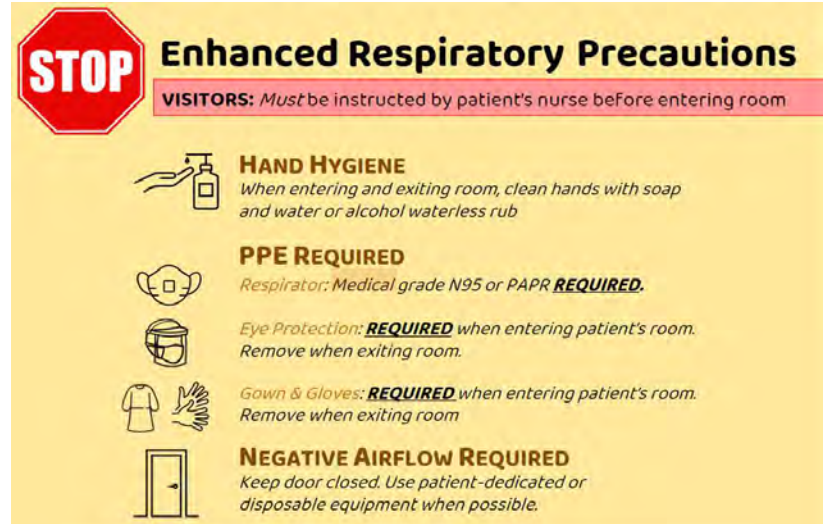
HAND HYGIENE

- Handwashing is the best way to prevent the spread of germs.
- Use soap and water or hand sanitizer.
- Please wash your hands--
 - before and after contact with patients, and patient items (equipment, toys, etc.);
 - before entering and when exiting a patient room;
 - before and after eating, and after using the restroom; and
 - after taking off gloves.



PATIENT SAFETY PRECAUTIONS

- LOOK for precautions signs posted on or by patient rooms or care areas.
- LOOK for a cart next to room with required PPE supplies such as gloves, masks, and gowns.
- Get permission and instructions from staff on how to put on and take off PPE before entering the room. Next slide shows types of precautions signs and what PPE is required for volunteers to use.
- If N95 mask or PAPR is required, or room has an "Enhanced Respiratory Precautions" sign, volunteers **DO NOT** go into the room.
- Therapy dog teams **DO NOT** go into rooms with any precautions signs or carts - you may wave from the doorway.
- If sign says "Check with staff before entering" volunteers should do so.
- **When in doubt, CHECK WITH STAFF before entering.**



STOP **Enhanced Respiratory Precautions**

VISITORS: *Must be instructed by patient's nurse before entering room*

HAND HYGIENE
When entering and exiting room, clean hands with soap and water or alcohol waterless rub

PPE REQUIRED
*Respirator: Medical grade N95 or PAPR **REQUIRED**.*
*Eye Protection: **REQUIRED** when entering patient's room. Remove when exiting room.*
*Gown & Gloves: **REQUIRED** when entering patient's room. Remove when exiting room*

NEGATIVE AIRFLOW REQUIRED
Keep door closed. Use patient-dedicated or disposable equipment when possible.

PRECAUTIONS SIGNS



Contact Precautions

VISITORS: *Must be instructed by patient's nurse before entering room*



HAND HYGIENE

When entering and exiting, clean hands with soap and water or alcohol waterless rub.



GOWN REQUIRED

Wear gown when entering room. Remove gown when leaving patient's room.



GLOVES REQUIRED

Change gloves between tasks on same patient. Do not touch clean items with contaminated gloves. Remove gloves when leaving patient's room.

Use contact precautions in the care of all patients with a diagnosed or suspected contact-transmitted disease



Enteric Precautions

VISITORS: *Must be instructed by patient's nurse before entering room*



BEFORE YOU ENTER

Clean hands with soap and water or alcohol waterless rub.



Gown and Gloves **REQUIRED**.



BEFORE YOU EXIT THE ROOM

Remove gloves, then gown.



MUST wash hands with soap and water.

Use enteric precautions in the care of all patients having diarrheal stools caused by C-diff or an infection like Norovirus.



Droplet Precautions

VISITORS: *Must be instructed by patient's nurse before entering room*



HAND HYGIENE

When entering and exiting room, clean hands with soap and water or alcohol waterless rub.



MASK REQUIRED

Required when entering patient's room. Remove when exiting room.



EYE PROTECTION REQUIRED

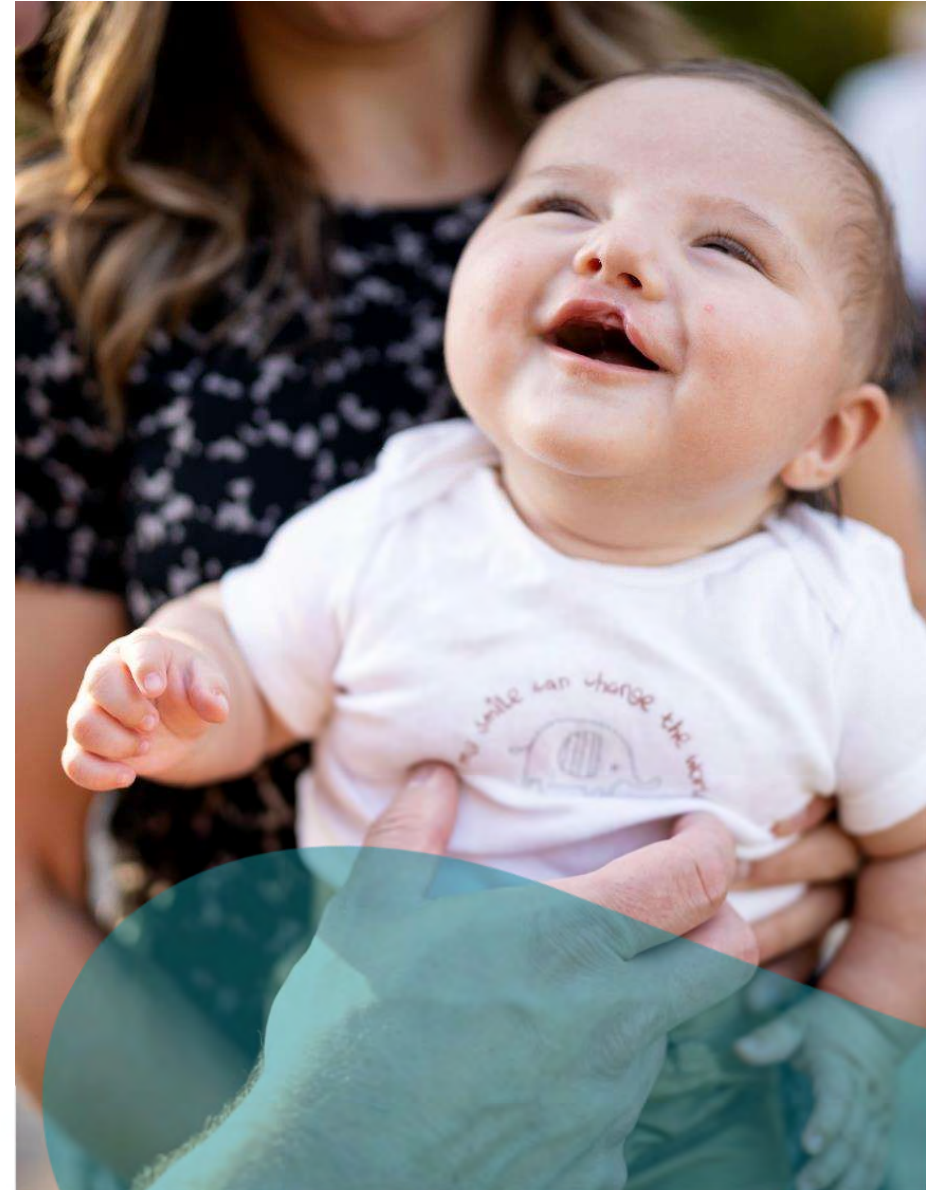
Required when entering patient's room. Remove when exiting room.

Use droplet precautions in the care of all patients with a diagnosed or suspected droplet-transmitted disease



PPE USE

- PPE rules, including the use of masks and eye protection, may change at any time. Volunteer Services will communicate with you any changes in PPE as they occur for volunteers.
- Patient and family may ask volunteers working with them to wear PPE. Please respect that request and wear PPE when asked.



DON'T VOLUNTEER SICK


Stay home if you:

- Are ill or suspect you are ill.
- Contact Volunteer Services to inform you will not be in for your volunteer shift and why you will be absent.
- If you have a communicable/contagious illness, you may also be instructed to contact Regions Employee Health. Volunteer staff will instruct you when that is necessary.



VOLUNTEER INJURY/ILLNESS ON THE JOB

If you are injured or become ill while volunteering:

- Seek medical care immediately if necessary.
 - Go to your area supervisor/staff or Volunteer Services staff for assistance.
 - Contact Volunteer Services staff for follow up instructions.
 - This needs to be done within 24 hours of injury/illness so appropriate reporting can be done.
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GENERAL GUIDELINES FOR VOLUNTEERING

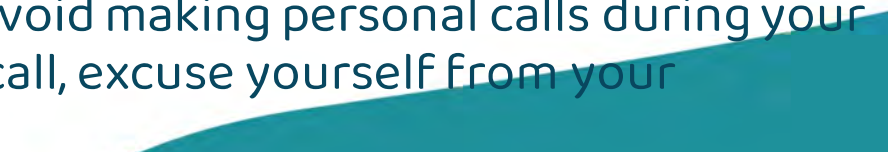
While we enjoy getting to know our Gillette patients and their families, volunteers, like paid staff, have a professional relationship with them and must be careful to maintain that relationship. We encourage that you:

- do not socialize with patients/families outside of Gillette.
- do not buy gifts or clothing for or give money to patients/families.
- do not exchange your contact or personal information with patients/families.

Smoking or vaping is prohibited within all Gillette facilities and all Gillette owned or leased property.

The possession, sale, manufacturing, distribution, transfer and use of illegal drugs, alcohol or cannabinoid products while volunteering while on all premises owned or operated by Gillette are prohibited.

Personal cell phones should be silenced if you carry with you or put away in Volunteer office when volunteering. Please avoid making personal calls during your volunteer time-if you need to take or make a call, excuse yourself from your volunteer area and keep the call short.



EMERGENCY CODES

--Listen for overhead page using clear language--

Emergency Alerts - *when person's health or well-being is in need of immediate response.*

- **Code Blue** - Used when someone is in need of immediate medical attention.
- **Mass Casualty** - Major disaster resulting in surge of incoming patients.
- **Rapid Response (RRT)** - Used when someone is in need of medical attention.

Security Alerts - *when security or safety of persons is threatened.*

- **Active Shooter/Security Threat** - Pay attention to description on overhead page --Remember *Run, Hide, Fight*.
- **Building or Bomb Threat** - Watch for suspicious packages.
- **Missing Child or Adult** - Pay attention to description on overhead page, monitor exits and stairwells in your area.

Facility Alerts - *when building or infrastructure is experiencing emergency or disaster.*

- **Fire Alarm** - watch for chimes or flashing lights, pay attention to location on overhead page, fire doors will close in areas involved, avoid taking elevators in area

--Remember **RACE**- *Rescue, Alert, Confine, Evacuate or Extinguish* and **PASS** for fire extinguisher - *Pull, Aim, Squeeze and Sweep*.
- **Facility or ED Lockdown** - Exterior doors are locked with continued normal operations.
- **Severe Weather** - With warning, move away from windows.
- **Evacuation or Utility Failure** - Follow direction of staff.

Fire Safety

If you see fire or smoke, respond with RACE.

R

A

C

E

RESCUE people who are in immediate danger from areas with fire and/or smoke.

ALERT the fire department by pulling a fire alarm and/or calling 911.

CONFINE the fire by closing doors.

EXTINGUISH the fire if it is safe to do so and small enough to control.
If it is not safe, EVACUATE

Fire Safety: 200 and 205 University Locations

Treat every fire alarm as though it is a true emergency.


An overhead page will alert you to a fire:

“May I have your attention please. Facility alert. Fire alarm. [Location.]”

Mass evacuation at these locations is extremely rare and will only occur if ordered by the fire department or hospital incident commander.

Initial evacuation will always be **horizontal** (on the same floor) through emergency fire doors.

At other Gillette locations other than the hospital, when you see fire or smoke or hear a fire alarm, you should assess whether to evacuate the building. If evacuation is necessary, GO OUTSIDE!





RUN



HIDE



FIGHT

Active Security Threat

In the event you physically see an armed intruder:

- Immediately remove yourself from danger by running or hiding, if possible.
- When safe at 200 or 205 University, call Security (651-254-3969) if an "Active Security Threat" overhead page has not been announced or if you have additional relevant information to share.
- When safe at all other locations, call 911.

EMERGENCY PHONE NUMBERS

- ***Security (Emergency/Stat)*** -- **3969**

- When dialing from a Gillette phone, dial only the 4-digit number.

- If using your personal phone, call **651-254-3969**.

- ***Security*** (for non-Emergency) -- **3979**

- When dialing from a Gillette phone, dial only the 4-digit number.

- If using your personal phone, call **651-254-3979**.

- ***Code Blue/Rapid Response (RRT)/Medical Emergency*** --

- 1111** from Gillette phone

- 651-254-3343** from personal phone



****REMEMBER these numbers are on the back of your photo ID.****

VOLUNTEER DRESS CODE

- Minimum expectations for volunteers is to maintain good personal hygiene and present a clean appearance. This includes refraining from any noticeable odors such as tobacco, marijuana, or scents that could potentially affect others.
- Be sure to always wear your photo ID so that it is above the waist and clearly visible.
- Volunteers should wear socks and closed toe shoes.
- Clothing should be work appropriate, clean, non-revealing and in good condition. It should not have wording, inappropriate images or advertising displayed unless it has a Gillette logo.



VOLUNTEER DRESS CODE CONTINUED

- Refrain from wearing jeans or jeggings; shorts, scrubs; hoodies including zip up hoodies or sweatshirts/sweatpants (unless Gillette branded); tank tops or tops with thin straps; or clothes that are torn, stained, dirty or ill-fitting.
- Gillette strives to maintain a fragrance-free environment. Any fragrances, including lotions, perfumes, hair products, or deodorant with strong fragrance should not be worn while volunteering.
- There are additional considerations regarding artificial nails and tattoos. Please talk with Volunteer staff if these apply to you.



MAKE EVERY ACT COUNT

Every volunteer can help make the patient and family experience at Gillette the best it can be by:

- Having a positive, professional and friendly attitude with a SMILE.
- Introduce yourself with your first name and state you are a volunteer.
- Escorting and staying with patients and families until staff acknowledges or takes over.
- Be polite and a good listener - ask if help is needed.
- Report anything you are concerned about to your immediate supervisor or Volunteer Services staff.





gillette VALUES



We appreciate you for
volunteering at
Gillette Childrens-
Thank you!

- Please click the **take the quiz** link below Annual Education on the website to complete your Annual Education quiz by Friday December 15, 2023.
- Contact Dawn at DawnTrnka@gillettechildrens.com if you cannot complete the quiz or have questions.
- Thank you for completing 2023 Volunteer Annual Education!

