2022 Volunteer Annual Education
Volunteer Services
Annual Education for volunteers keeps you up to date with HIPAA and confidentiality, infection prevention, safety and security, and other hospital and volunteering guidelines.

Please read the following information, and on the last page, click the link to the 2022 Volunteer Annual Education quiz.

Completing and submitting the quiz verifies that you have completed this required education.
HIPAA/PATIENT CONFIDENTIALITY

- HIPAA laws require standards that protect and ensure the confidentiality of patient health information. Protected health information includes medical reports, billing claims, 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 they encounter in your volunteer role.

- Information about patients and families is not to be discussed with anyone outside of Gillette staff.

- Any conversations with Gillette staff about patients or families should be had in a confidential setting.
COMPLIANCE

• If you have concerns about any of the following:
  --Improper billing
  --Unethical behavior
  --Confidentiality concerns
  --False actions
  --Inappropriate care of patients or equipment
  --Bribes
  --Billing for services or supplies not actually furnished
  --Misrepresenting services as covered and medically necessary when they are not

• Call the **Compliance Hotline** at **(800) 826-6762**
  • Call accepted 24/7
  • Retaliation is prohibited by law when you report concerns in good faith
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.
HAND HYGIENE

• Handwashing is the best way to prevent the spread of germs.
• Use soap and water or hand sanitizer liquid or foam.
• Please wash your hands--
  --before and after contact with all patients, and patient items (equipment, toys, etc.)
  --before entering and when exiting a patient room (also known as FOAM IN/FOAM OUT).
  --before and after eating, and after using the restroom.
  --after taking off gloves.
PATIENT SAFETY PRECAUTIONS

• LOOK for Precaution 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 before entering the room.
• If N95 mask, PAPR or face shield is required, or 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.
DON'T VOLUNTEER SICK

Stay home if you:

• are ill (sore throat, cough, headache, etc.)
• have a communicable illness (illness that is contagious).

• Contact Volunteer Services to inform us you will not be in for your volunteer shift and why you will be absent.

• If you have a communicable illness, you may also be instructed to contact Regions Employee Health. Volunteer staff will instruct you if 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 Lead for follow up instructions.
  --This needs to be done within 24 hours of injury/illness so appropriate reporting can be done.
PPE USE

- PPE rules, including the use of masks and eye protection, will continue to evolve. Please be sure to wear the appropriate PPE for your volunteer area.
- Masking is required for any patient and family contacts.
- Volunteer Services will communicate with you any changes in PPE as they occur for volunteers.
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.

No smoking or vaping is allowed in all Gillette facilities and all Gillette owned or leased property.

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

**Security Alerts** - when security or safety of person 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.
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

• Be sure to wear your photo ID at all times so that it is above the waist and visible.
• Volunteers should wear socks and closed toe shoes.
• Clothes should be neat, clean, non-revealing and in good condition.
• Refrain from wearing jeans, shorts, scrubs, sweatshirts or sweatpants, or clothes that are torn, stained, dirty or ill-fitting.
• Artificial fingernails are prohibited for volunteers who have direct patient contact.
• Gillette is a fragrance-free facility, so avoid tobacco or other items that have a scent when volunteering.
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 them until appropriate staff is available.
• Be polite and a good listener - ask if help is needed.
• Report anything you are concerned about to staff or your supervisor.
• Please click the **take the quiz** link below Annual Education on the website to complete your Annual Education quiz by Friday December 16, 2022.

• Contact Dawn at DawnTrnka@gillettechildrens.com if you cannot complete the quiz or have questions.

• Thank you for completing 2022 Volunteer Annual Education!

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