

# 2019 Volunteer Annual Education

Helping kids realize what they **can** achieve



**Gillette Children's**  
*Specialty Healthcare*

# Annual Education

- Annual education keeps you up to date with safety, customer service, and volunteering guidelines. Please read the following information and contact Ashley with any questions at (651) 578-5004
- On the last page, there is a link to the education quiz. Submitting the quiz verifies that you have completed this required education.



# Patient and Family Confidentiality

The hospital is required by law and medical ethics to protect the privacy of patients. It is because of this responsibility to our patients, volunteers as well as paid staff must keep all information seen and heard at the hospital confidential.



# Patient and Family Confidentiality

Specific information about patients and families is not to be discussed with anyone except hospital staff, and even then conversations should be had in a confidential setting.



# Patient and Family Confidentiality

**REMEMBER:** What you see, hear, or talk about at the hospital, stays in the hospital.



# HIPAA

- The HIPAA law is a federal and state regulation that protects and ensures the confidentiality of patient health information.
- Protected health information includes medical reports, doctor's reports, billing claims, notes, phone conversations, etc. All such information must remain private and confidential.



# Compliance Concerns

- If you have concerns about any of the following at Gillette:
  - Improper billing
  - Unethical behavior
  - Confidentiality concerns
  - Falsifying information
  - Inappropriate care of patients or equipment
  - Bribes
  - Conflicts of interest
- Call the Gillette Quality Improvement Department at (651) 229-1732 or
- Call our Compliance Hotline at (800) 826-6762
- Calls accepted 24/7
- Retaliation is prohibited by law when you report concerns in good faith.



# Infection Prevention and Control

## Handwashing

- Handwashing should be done when you arrive for volunteering, before and after meals or breaks, after using the restroom, before you leave for the day, and after any contact with patients or patient belongings.
- Soap and water, as well as waterless hand sanitizers, are acceptable methods for hand washing.
- Always foam in and foam out of every patient room





# Patient Safety Precautions

Special safety precautions may be needed for some patients with special medical conditions. These patient rooms are identified by Precaution Signs

- Precaution Signs are posted on or next to the patient room door.



# Patient Safety Precautions

- A cart with required safety equipment (i.e., face masks) will be in the hall next to their door.
- Get permission and instructions from staff before entering the room.
- A special ISOLATION sign is required when a patient has a contagious condition. Again, get permission before entering the room.
- Pet Therapy Volunteers, please do not enter the rooms of patients on contact precautions. You may wave from the door.



# Guidelines for Volunteering

- Smoking is not allowed in the hospital or on the hospital grounds.
- Patient photos may not be taken, even with cell phones.
- Cell phones may not be used while volunteering. Leave them in a locker in the volunteer office, on silent or turned off. However, cell phones may be used in public areas of the hospital (waiting rooms, coffee shop, skyway).
  - They may not be brought onto nursing units or into clinics.



# Guidelines for Volunteering

- Social Media
  - If you post comments on social media remember:
    - It is OK to share public news about Gillette but do not discuss patients, programs, staff or vendors
    - Follow all Gillette policies regarding patient privacy, HIPAA, photo images, confidentiality agreement.



# Guidelines for Volunteering

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

- Do not socialize with patients and families outside of the hospital
- Do not buy gifts for them
- Do not exchange contact and personal information (phone number, address, email address, etc.).



# Guidelines for Volunteering

- Volunteer Resignations: We will be very sorry to see you go but if you must leave:
  - Let Ashley and your department know of your last day of volunteering
  - Please give us as much advance notice as you can so we have time to fill your position with another volunteer.
  - Ideally you will give us 2-4 weeks notice.



# Make Every Interaction Count

Every Gillette employee and volunteer is working to make the patient and family experience at Gillette the best it can be. You can help by:

- Smiling! Show our patients and families how happy you are to help them.
- Escorting them where they want to go.
  - Always stay with them until the appropriate staff is available.
  - Introduce them to the staff before you leave.
  - Ask if there is anything else you can help them with.
  - Say Goodbye.



# Volunteer Dress Code

- Shoes and socks must be worn when you interact with patients. They are required in all waiting rooms, Guest Services Desk, Rehab Therapies, and all nursing units.
- Shoes must be closed-toe.
- If you volunteer in an office away from the hospital you can wear open-toe shoes and are not required to wear socks if your supervisor approves.
- Wear your ID badge at all times.
- Long pants and capris are fine. No jeans of any color, shorts, or scrubs. Leggings are ok under a dress or skirt, not ok by themselves. No yoga pants or sweatpants, please.
- Nice t-shirts without slogans or logos are fine (I heart Gillette t-shirts are ok). Shirts and sweaters are great. No sweatshirts or hoodies, please!
- Please do not wear perfumes, colognes or scented lotions – we are a fragrance-free zone.





# Emergency Code Announcements

Gillette uses clear language emergency announcements that you will hear in overhead paging.

For more information about emergency codes, please refer to the [Volunteer Handbook](#)



# Emergency Code Announcements

Overhead announcements will include:

- Security Alerts
  - Active Security Threat when security or safety of a person is threatened
    - Weapon or hostage situation
    - Bomb threat
    - Missing person



# Emergency Code Announcements

- Emergency Alerts
  - When a person's health or well-being is in need of immediate response
    - Code Blue medical emergency/cardiac or respiratory arrest
    - Trauma team
    - Mass Casualty-hospital is expecting many patients



# Emergency Code Announcements

- Facility Alerts
  - When the building or infrastructure is experiencing an emergency or disaster
    - Fire alarm
    - Severe weather
    - Evacuation
    - Lockdown
- Other Alerts
  - Utility interruption
    - Electricity, water, etc.



# Thank you for volunteering at Gillette!

- Please visit this [link](#) to complete your education quiz
- Contact Ashley at (651) 578-5004 if you have problems or questions with the survey link.

Thank you for completing the  
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