

McLAREN OAKLAND VOLUNTEER SERVICES VOLUNTEER HANDBOOK



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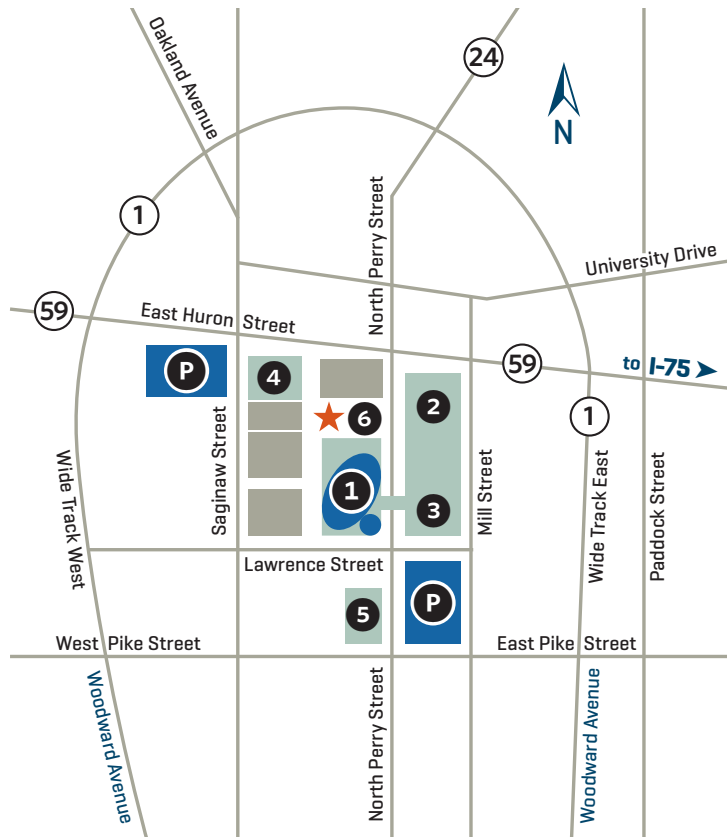
“ THE ULTIMATE
EXPRESSION OF
GENEROSITY IS NOT
GIVING OF WHAT YOU
HAVE, BUT IN GIVING
OF WHO YOU ARE. ”

– Johnnetta Cole

GENERAL INFORMATION

McLAREN OAKLAND CAMPUS MAP

50 North Perry Street, Pontiac, Michigan 48342 | (248) 338-5000



- 1** West Patient Tower
- 2** East Patient Tower
- 3** Emergency Trauma Center
- 4** Corporate Services and Auditorium
- 5** Physical Therapy
- 6** Patient Pickup/Drop-off McLaren Oakland Valet Entrance/Exit on Perry Street
- P** McLaren Oakland Parking Parking Garage at Mill Street Parking Lot at Huron Street
- ★** Valet Parking located at the main entrance, is available for only \$3

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WHEELCHAIR GUIDELINES

- Before the guest gets into or out of the wheelchair, **BE SURE TO SET THE BREAKS.**
- Be sure the foot rests are up and out of the way.
- Hold the handlebars for increased safety.
- After the patient is seated, put foot and leg rests down and help make the patient comfortable.
- Push the wheelchair **SLOWLY.**
- Approach corners and doorways cautiously.
- Wheelchairs are to be backed into an elevator and backed through closed doors whenever possible.
- Never leave a patient alone in a wheelchair.
- When discharging a patient to a car, open car door and move wheelchair close to doorway so patient may enter the car.
- Do not push patients in a wheelchair with oxygen tanks attached.

VISITOR POLICY

The presence of family and friends is important to our patient's physical and emotional well-being. It is equally important for our patients that we maintain a quiet, restful and safe environment. McLaren Oakland strives to create a mutually beneficial relationship among our patients, guests and healthcare team. Visitation hours are set to ensure that we are doing our best for our patients.

Visiting Hours at McLaren Oakland are between the hours of 11a.m. – 8p.m. Any visitors wishing to enter the hospital after 8p.m. must do so through the Emergency Department. Allowing visitation after visitor hours is at the sole discretion of the patient's care team.

All visitors for patients listed as "Confidential" must be approved by Security. Any adverse issues concerning visitors should be directed to the Security Department.

diagnosis. The type and duration of recommended precautions are based on the mode of transmission of the infectious agent and the duration in which the agent is communicable. Volunteers are not to render service to patients in isolation. McLaren Oakland requires all new volunteers to receive orientation on Isolation and Precaution Signs.

When a patient is placed into isolation, the appropriate infection control-approved isolation sign must be placed on the outside of the patient's door. If the patient is transported for diagnostic testing or a procedure or is being transferred to a new unit, the area in which the patient is located must alert the transporters and receiving department of the patient's isolation status prior to transport. This will ensure that proper precautions can be taken during transport and upon arrival of the patient.

Persons are exposed to infectious agents in the health care setting via three primary routes:

- Contact (direct and indirect).
- Respiratory droplets.
- Airborne droplet nuclei (i.e. respiratory particles ≤ 5 micrometers).

For a list of infections and clinical conditions for which isolation precautions are recommended, consult the Infection Control Manual.

Note: Most patients are in Contact Isolation for multi-drug resistant organisms (MDRO's). It is helpful to know that it is typically the 3-foot radius around the patient in which precautions with personal protective equipment are required. Adherence to hand hygiene on entering and exiting the room is most important to prevent cross-contamination.

WHEELCHAIR SAFETY

A wheelchair is an important transportation aid to those in need but is only as safe as the user and/or operator. Following wheelchair safety guidelines are important in keeping our patients and guests safe.

- Rule #1: Never transport a patient in a wheelchair if you are uncertain that you can do it safely. Volunteers may gently assist or guide patients into and out of the chair, but may not lift or pull patients. When physical help is needed, please notify the nursing staff for assistance. It is always ok to ask for assistance when helping a guest in a wheelchair

WELCOME TO McLAREN OAKLAND

Welcome and thank you for generously making the decision to join our team by serving as a volunteer at McLaren Oakland. Our hard-working and dedicated volunteers play an important role at our hospital and enrich the lives of our patients. The service you provide will help us in our efforts to achieve the highest quality care and a positive experience for our patients and their loved ones. By committing your time and talents to McLaren Oakland, you join a long tradition of community service and excellence in healthcare.

At McLaren Oakland, we have a wide variety of volunteer opportunities for enthusiastic and customer service minded individuals looking to share their time with our patients, visitors, and staff. Whether it is greeting and escorting patients or helping with clerical support, each volunteer makes a valuable contribution and our goal is to find the position that's right for you!

McLaren Oakland is also committed to assuring that all staff members and volunteers are highly qualified to consistently provide excellent service to our patients and our community. The Volunteer Handbook will help introduce you to our organization and the expectations we hold for our volunteers. This handbook has been designed as a resource to help our volunteers understand the policies that govern the Volunteer Program at McLaren Oakland and should be used as a guide to continue to incorporate the information that you have reviewed into your everyday practice.

Together, we share in the responsibility of meeting the needs of our patients, visitors and staff and demonstrate our commitment to excellence by providing a safe and friendly environment for those entrusted to our care.

We anticipate that your volunteer experience will provide you with new friendships, opportunities for personal growth, and the satisfaction that comes from helping others. We look forward to having you as a part of our team and we are sure you will find your experience here both meaningful and rewarding.

On behalf of everyone at McLaren Oakland, thank you for taking the time to care.



OAKLAND

DOING WHAT'S BEST.®

OUR HISTORY

McLaren Oakland has a rich history and holds a strong place in our community. For over 70 years, our hospital has been striving to provide quality care and excellent customer service to all our patients.

McLaren Oakland has been a proud part of the community since 1953. While we have evolved over the years, one thing has remained consistent—our commitment to ensuring patients receive personalized and high-quality care. From our 24/7 ER and a variety of outpatient clinics to our comfortable inpatient rooms, we are here to serve you, our patients. We'll continue to seek opportunities to offer additional services so the community can receive a full spectrum of services with the best possible care, all in a local setting.

MISSION STATEMENT

McLaren Health Care Corporation, through its subsidiaries, will be Michigan's best value in healthcare as defined by quality outcomes and cost.

DEPARTMENT OF VOLUNTEER SERVICES

STATEMENT OF PURPOSE

The purpose of the Department of Volunteer Services is to:

- Provide an effective and humanistic volunteer staff, which offers an extra dimension of care and services to patients, families, visitors, and supportive services to various hospital programs.
- Ensure that volunteers are properly registered and screened for assignments in the hospital.
- Provide an opportunity for volunteers to give meaningful service, experience skill development, career exploration, and personal growth.
- Assist in creating and promoting community interest and understanding about the hospital and its services.

The Volunteer Services Department follows an open door policy. We want to ensure that all our volunteers feel comfortable bringing any questions or issues to our attention. If you have any concerns regarding your service duties or any hospital matter, please feel free to contact us directly.

CONTACT INFORMATION

Volunteer Services Office
50 N. Perry Street, Pontiac, MI 48342
(248) 338-5000

in contact while performing their duties.

- Material Safety Data Sheets (MSDS) contain information on potentially hazardous substances used in the hospital. These sheets contain safety information such as contents of the substance, safe-handling instructions etc.
- Electronic copies of the MSDS are available on the McLaren Oakland Intranet under Safety Data Sheets.

HAZARDOUS SPILLS

- If you encounter an unidentified spill, notify your supervisor or call housekeeping immediately.
- Mark and isolate the area of the spill so others do not disturb it.
- Do not clean up blood or other body fluid spills. Such spills should be cleaned up promptly with a chemical germicide that is approved for use as a hospital disinfectant, at recommended dilutions.
- Paper towel may be placed over the spill to stop it from spreading.

ELECTRICAL HAZARDS

- Always use grounded outlets to prevent shock and promote electrical safety.
- Damaged electrical cords can lead to possible electrical shocks or electrocutions.
- Report all electrical cord/equipment problems Plant Operations at ext. 38075.
- Disconnect extension plug from the receptacle before disconnecting equipment from extension cord.
- Grip plug firmly to disconnect - DO NOT pull by the cord.

EVACUATIONS

In the event of an evacuation of a hospital facility, volunteers will assist staff by any means necessary including, if they are able, the evacuation of patients and guests. Volunteers are expected to follow the exit procedures of the particular department in which they serve. Volunteers should also identify stairwells in their service areas for evacuation purposes.

ISOLATION PRECAUTIONS

In addition to using standard precautions with ALL patients, certain patients may require additional isolation precautions based on clinical symptoms or

also be immediately reported and the individual must be evaluated within 2 hours of the exposure.

- Needle sticks from used needles.
- Cuts from sharps (needles etc.) contaminated with blood.
- Splashes of blood or body fluid in eyes, nose or mouth.
- Contact with blood or body fluid into chapped or broken skin. (Intact skin is NOT an exposure).

* Volunteers should always refrain from touching needles, sharps or other potentially hazardous materials.

PERSONAL HEALTH

- In case of illness, the volunteer **SHOULD NOT** come to the hospital.
- If illness occurs while on duty at McLaren Oakland the volunteer must notify his/her department contact and/or the Volunteer Services Office before leaving the hospital.
- Maintain good personal hygiene. Wash hands often and in the proper manner.
- Avoid hazardous spills. Spills of any kind should be avoided by volunteers. If you notice a spill, notify a staff member and they will implement proper clean-up techniques.
- If you come into contact with any hazardous materials, make sure to get immediate first aid, flush the exposed area with running water for 15 minutes, tell your supervisor and go to the ER.
- Volunteers **SHOULD NOT** enter isolation rooms.
- Volunteers **SHOULD NOT** transport isolation patients.

OCCUPATIONAL SAFETY AND HEALTH

The Michigan Occupational Safety and Health Act (MIOSHA) requires that all organizations develop standards regarding the rights and responsibilities of their staff and volunteers in relation to the safe handling of hazardous materials.

HAZARDOUS MATERIALS

The "Right to Know" standards for McLaren Oakland volunteers are as follows:

- Volunteers have the right to request and receive information regarding the safe handling of any hazardous materials with which they may come



BECOMING A VOLUNTEER

DEFINITION OF "VOLUNTEER"

The term "volunteer" refers to an individual who enters a service of his/her own free will and without monetary remuneration. At McLaren Oakland this includes those carrying out tasks and responsibilities under the guidance and direction of hospital and medical office staff.

SCOPE OF SERVICE

The role of the volunteer is to help patients, families and staff members. The volunteer is an important member of the healthcare team who supports the mission, vision and values of McLaren Oakland while sharing his or her gifts of time and talent. The volunteer embraces his or her role with professionalism, confidentiality and dignity and performs a wide range of tasks that support the work of staff members.

Scope of service includes, but is not limited to the following:

- Assisting patients, visitors and guests with directions and information.
- Providing assistance to departments/services according to the Volunteer Service descriptions.

STATEMENT OF VALUES AND ETHICAL GUIDELINES

McLaren Oakland volunteers are to abide by the same organizational values and code of ethics as other McLaren Oakland employees.

A volunteer's attitude and actions reflect upon the hospital and other volunteers. Volunteers are expected to display the same professional dignity that is expected from all McLaren employees.

Volunteers must remember that all matters of patient care, comfort, and hospital administration are the sole responsibility of the hospital staff, and under no circumstances are volunteers to assume any responsibility of the hospital. Always remember, when in doubt, ASK; and until you get permission, DON'T.

Volunteers must maintain a businesslike relationship with the hospital staff and personnel, no matter what their outside contacts may be. Any opinions regarding hospital staff, physicians, or referral agencies should not be discussed or shared with others while on duty.

Volunteers must recognize and respect the confidential nature of their assignments. Anything overheard, seen, or learned within the hospital is considered privileged information and may not be released without proper authority. Volunteers must guard strictly any personal information confided in them by a patient, and refrain from discussing patients or personnel with anyone outside or inside the hospital.

VOLUNTEER STANDARDS OF CONDUCT

McLaren Oakland is committed to providing excellence in the delivery of health care services. To accomplish this goal, McLaren Oakland relies on each employee and volunteer to maintain a high standard of conduct. The standards listed below are general in nature, and are not all-inclusive. It is the volunteer's responsibility to be familiar with and uphold McLaren Oakland policies/procedures, rules, regulations, and protocols. It is the goal of the Volunteer Services Department to maintain happy working conditions. Your suggestions and/or ideas for improvement are always welcome.

- Will treat all patients, guests, staff and fellow volunteers with respect, dignity and fairness and provide efficient and courteous service.
- Conduct themselves with personal and professional integrity.
- Demonstrate and promote a positive attitude.
- Be sensitive to the needs and concerns of others including respecting cultural and religious values.
- Take the initiative to help - if unable to help directly, find someone who can.
- Observe and abide by all laws and hospital regulations.
- Maintain confidentiality of patients by never discussing a patient or information relating to a patient with another person except as it may directly relate to required duties.
- Eat/drink within designated areas (i.e., cafeteria, breakrooms) before or after your assigned shift - not in the work area.
- Will not ask the staff/doctor for medical advice, medication or have a corridor consultation for your relatives, friends or yourself.
- Will not give/receive gifts or money from patients or their families. Encourage patients to show their appreciation with a simple "thank you," smile, or card.
- Will not sell or attempt to sell goods or services, request contributions, solicit any written business, or distribute political petitions or any unauthorized literature on hospital premises.

STANDARD PRECAUTIONS AND PRACTICES

Standard precautions are mandatory safety measures for all employees/volunteers to avoid coming in direct contact with a patient's blood and/or bodily fluids. All patients carry the risk of being infected with unknown germs. These precautions protect both the patient, the caregiver and anyone else who may come in contact with them. Using Standard Precautions with each and every patient provides a safe environment for all.

Standard Precautions include wearing Personal Protective Equipment (PPE). PPE gives protection by providing a barrier to reduce the risk of infection in healthcare workers. These items are readily available throughout the hospital.

- Gloves
- Gowns
- Face Masks
- Eye Goggles

Standard Precautions require that all healthcare workers (including volunteers):

- Consider all patients' blood/body fluids as potentially infectious.
- Place any Regulated Medical Waste (RMW) in red biohazard labeled bags.
- Assume the responsibility of using protective barriers (gloves, gowns and protective eye care) when in contact with patients' blood/body fluids.
- Must wear gloves when it is likely that your hands will come in contact with any potentially contaminated surfaces.
- Cover cuts, scrapes and rashes with a bandage under gloves.
- Change gloves and wash hands after each incident of exposure and in between patients.
- Do not reuse gloves or wash hands with gloves on.

To comply with Federal law, McLaren Oakland requires all volunteers to receive orientation in Standard Precautions. Guidelines are set by the Michigan Department of Community Health and OSHA. Volunteers may not perform functions that have the potential of physical contact with blood or patient bodily fluids.

In the event of an unforeseen accident, where the volunteer has contact with a fluid, needle or item of unknown or questionable safety, contact the Supervisor or Charge Nurse in the unit immediately. Any incidents must

personal safety as well as those around you.

HAND HYGIENE

The primary purpose of infection control in hospitals is to prevent the spreading of infectious germs. Keeping hands clean through improved hand hygiene is one of the most important steps we can take to avoid getting sick and spreading germs to others. Many diseases and conditions are spread by not washing hands with soap and clean, running water. Therefore, it is important that you follow the guidelines below regarding “How to Wash Your Hands.” If proper hand washing techniques are not practiced, we run the risk of transmitting infections from you to the patient, from patient to patient, and from the patient to you.

When should you wash your hands?

- Before and after your shift.
- Before and after eating, drinking, preparing, or handling food.
- After using the bathroom, blowing your nose, sneezing, or coughing.
- Before and after contact with each patient.
- Before and after wearing gloves.
- After coming in contact with bodily fluids.
- If hands are visibly soiled.
- Before and after self-grooming.
- After handling money and newspapers.

What is the right way to wash your hands?

- Wet your hands with clean, warm, running water and apply soap.
- Rub your hands together to make a lather and scrub them well; be sure to scrub the backs of your hands, between your fingers, and under your nails.
- Continue rubbing your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- Rinse your hands well under running water.
- Dry your hands using a clean towel or air dry them.
- Use towel to turn off faucet.

If clean running water is not available and hands are not visibly soiled, alcohol based hand sanitizer can be used to decontaminate hands. And remember, a quick passing of the hands under running water is not washing hands, and only gives a false sense of security.

- Direct any problems, comments, or suggestions to the Volunteer Services Department.
- Follow the Service Assignment including duties, training, and orientation.



CONTINUOUS QUALITY IMPROVEMENT

As an organization, we are committed to continuous quality improvement in the service to our patients. We encourage you to share your comments, suggestions, and ideas with the department you are assigned to and/or the Volunteer Services Department.

REQUIREMENTS

Application Process

- An interested individual must first complete a volunteer application. Forms are available in the Volunteer Services Department or by visiting the McLaren Oakland Website at www.mclaren.org/oakland.
- Applicants must be at least 18 years of age (16 years of age at the discretion of the volunteer coordinator).
- Completed application must be returned to the Volunteer Services Office for review and screening.
- Qualifying applicants will be contacted to schedule an interview with a member of the Volunteer Services staff.

Interview

The purpose of the interview is to:

- Match the needs of the organization with the time and talents of the potential volunteer.
- Discuss hospital requirements including Criminal Background Checks, Tuberculosis Screening, Completion of Documentation, Orientation and Training.
- Explore available volunteer positions.
- Provide the applicant with an opportunity to discuss experiences, skills, interests, abilities, availability, and goals/expectations of a desired placement.

- Provide the Volunteer Services Department the opportunity to gain information in its final decision as to the suitability and appropriateness of the applicant in a hospital setting.

PLACEMENT

- The Volunteer Services Department recommends a placement based upon several criteria in light of the skills and preferences of the prospective volunteer, the needs of the hospital, and service areas available.
- Volunteer service opportunities are available throughout the hospital and are designed to enhance and augment the services provided by paid staff. If a suitable placement cannot be found the Volunteer Services Department will notify the applicant.
- Service position placements will be assigned by the Supervisor of Volunteer Service.
- Once placed, it is essential for all volunteers to understand the purpose of the volunteer program, volunteer responsibilities, and hospital policies. Therefore, all volunteers are required to attend volunteer orientation and departmental specific training.

CRIMINAL BACKGROUND CHECKS

- In compliance with the regulations set forth by the State of Michigan, a criminal records check is a mandatory requirement for all prospective volunteers who provide service on the premises operated by McLaren Oakland.
- Information and/or paperwork needed to obtain such a criminal records check is part of the application packet.
- It will be used to disclose personal information only to the persons or agencies so designated by the written consent of the applicant.
- The criminal records check is conducted by the Volunteer Services Department.
- In some instances, the results of the criminal background check may exclude the applicant for consideration as a volunteer.

ORIENTATION/TRAINING

- All volunteers are required to attend new employee orientation.
- Orientation provides the applicant with the opportunity to learn about the organization.

FIRE RULES

Fire rules are very important and can help keep you safe during an emergency. These rules are easily accessible. If you are ever asked to identify these rules, simply look on the back of your identification badge.

R Rescue

- Rescue any persons in the immediate area if it is safe to do so.
- Do NOT put yourself in jeopardy.

A Activate/Alert

- Activate the nearest pull station while alerting staff of the situation.
- Pull stations and fire extinguishers are located near exits and stairwells.

C Contain

- Contain the fire by shutting doors.
- Place wet towels at the bottom of doors to contain the smoke.

E Extinguish or Evacuate

- Extinguish the fire using a fire extinguisher. Extinguishers are located at stairwells and exits.
- Only attempt to extinguish small fires such as fire in a trashcan.
- Use the PASS method.
- Evacuate the area if the fire is large by moving laterally (on the same floor) or moving down one floor.

OPERATING A FIRE EXTINGUISHER

P Pull the pin.

A Aim the nozzle at the base of the fire.

S Squeeze the handle.

S Sweep from side to side.

The PASS method will work on all types of extinguishers.

INFECTION CONTROL GUIDELINES

The services provided by volunteers in the healthcare setting are very important to our patients, visitors and staff. Volunteers provide a variety of services that usually involve only casual contact with patients and visitors. However, some volunteers will have direct contact and therefore must understand their role in the prevention and possible transmission of disease. In a hospital environment, we must follow strict precautions to ensure your

CODE NAME	EVENT	WHAT TO DO
CODE RED	FIRE	Follow fire safety procedures (see page 21)
CODE BLUE	CARDIAC ARREST – ADULT	All appropriate personnel will respond to the CODE. Stay in your assigned area and allow hospital personnel to quickly care for patient.
CODE WHITE	CARDIAC ARREST – CHILD	See CODE Blue
CODE LITTLE BLUE	RESPIRATORY/CARDIAC ARREST INFANT	See CODE Blue
CODE PINK	INFANT ABDUCTION	Proceed to nearest exit and monitor area for persons leaving facility carrying an infant or package that might conceal a baby or child. Call for assistance if needed.
CODE PURPLE	CHILD ABDUCTION	See CODE Pink
CODE SILVER	HOSTAGE SITUATION	If you become aware of a hostage situation, immediately call Emergency line (ext. 555). Assist staff in clearing the immediate area. Wait for instructions from local law enforcement.
CODE YELLOW	BOMB THREAT	Check your area and call Security if you notice any suspicious looking packages. Encourage people to remain calm.
CODE ORANGE (INTERNAL/EXTERNAL)	HAZARDOUS MATERIAL INCIDENT	Do not come in contact with hazardous material. Do not clean up any spills that may be hazardous.
CODE TRIAGE (INTERNAL/EXTERNAL)	DISASTER INCIDENT	Encourage people to remain calm. If willing, report to the Central Personnel Pool (located at the Information Desk) for further instructions.
CODE GRAY	VIOLENT/COMBATIVE INDIVIDUAL	If you become aware of a violent or combative situation, stay calm and call Emergency Line (ext. 555). A designated response team will respond.
CODE WALKER	MISSING PATIENT	Check your area for anyone matching the description given overhead. If you observe the individual, call Security Dispatch (ext. 8888) for assistance. DO NOT approach the individual.
CODE WEATHER	SEVERE WEATHER	Listen to the announcement and follow direction of McLaren Oakland employees.
CODE STROKE	STROKE	Stroke Team will respond to CODE. Please clear the way so they can assist the patient.

FIRE SAFETY

- Prevention is always the best defense against fire.
- Always be prepared by knowing the locations of the fire alarm pull boxes and fire extinguishers in your work area.
- Be aware of evacuation and exit routes.
- Participate in Code Red announcements as if they were real and know your department's specific evacuation plan (if you are not sure, ask the department manager).
- Always report smoke or suspicions odors immediately.
- If there is a fire: call Security at ext. 8888 or activate the nearest pull station.
- Remember **RACE & PASS**.

- Topics covered in the orientation include, but are not limited to, the following: mission and vision, confidentiality, HIPAA compliance, standard precautions, safety, infection control, customer service, AIDET, volunteer policies and procedures.
- Training for assigned areas will be scheduled. Individual departments will provide specialized training for the given service assignment.
- All required completed paperwork, including 1st TB Screening must be turned in on/or before orientation.

TB SCREENING (TUBERCULOSIS SKIN TEST)

- New (first year) volunteers must have a T-spot and proof of a negative TB screening before assuming their volunteer assignment.
- TB skin tests will be provided to all volunteers at no charge by the Employee Health Department. If you choose to get your TB test on your own, a copy of the results must be turned in to meet the requirement.
- TB test must be read by the Employee Health Department within 48 hours.
- Potential volunteers under 18 years of age must have a parent/legal guardian present at the time of the screening.
- If you have had a TB test within the last 6 months and can provide us with test results, we will consider that as your 1st TB test.
- If the TB test comes back positive, Employee Health will provide further instructions, that could include a chest X-ray.



CONDUCT AND CONFIDENTIALITY

McLAREN HEALTHCARE STANDARDS OF CONDUCT

McLaren Health Care (MHC) Standards of Conduct booklets are provided to all new employees and volunteers during New

Volunteer Orientation. This document communicates MHC's standards of business ethics, and by upholding the Standards, employees/volunteers will preserve their integrity, MHC's reputation, and the public's trust and confidence. Employees and volunteers are responsible for:

- Adhering to the requirements outlined in the Administrative Policy and Procedure manual and Standards of Conduct.

- Knowing and following established policies and procedures, and laws related to compliance and their job duties.
- Participating in compliance training on an annual basis (either during New Volunteer Orientation, department meetings or via completion of the Environment of Care process).
- Reporting concerns or suspected violations promptly to their supervisor, Compliance Officer or the compliance hotline.

Volunteers should review the Standards of Conduct annually. The most current version of the Standards of Conduct is posted on all MHC websites. Volunteers will be asked to acknowledge receipt of the booklet during the annual skills review (re-orientation) process. Please contact your supervisor, the Volunteer Department Supervisor, or the Compliance Officer if you have questions related to any of the items listed.

CONFIDENTIALITY AND HIPAA

Confidentiality is the protection of the information and trust which patients give to McLaren Oakland's staff and volunteers. As volunteers, you may have access to information concerning our patients, their families, or internal business.

Every patient/employee/visitor/volunteer at McLaren Oakland has a fundamental right to confidentiality. Therefore, all information acquired by a volunteer including an individual's personal information (i.e., name, condition, treatment, doctor's name, etc.), any facility related business, staff information, personal or otherwise, is to be held with utmost confidence.

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law which protects the privacy and security of a patient's health information. All persons who work for or perform volunteer services at McLaren Oakland are expected to adhere to all obligations under the law. You will be required, as part of your initial acceptance into our program, to sign an agreement confirming your protection of any such information.

You have a legal and moral obligation to uphold the principles of confidentiality. Failure to do so may result in the termination of your volunteer status and/or personal liability. During New Volunteer Orientation (NVO), all volunteers are informed of the HIPAA standards of confidentiality and are required to be re-oriented each year after.

How to safeguard an individual's right to confidentiality:

- Avoid discussing a patient's stay at McLaren Oakland with anyone in hallways, patient rooms, elevators, cafeterias, and with other volunteers and etc.

- Threaten other patients, guests, staff and/or volunteers.
- Show or claim to have a weapon.

Should any of the above occur, remain calm, and contact the Security Department at ext. 8888. Just the presence of a Security officer can be helpful in keeping a situation under control, and McLaren Oakland's officers are well trained in de-escalating problem situations.

Volunteers can enhance safety and security by:

- Reporting unidentified persons in restricted access areas.
- Securing purses/other belongings in locked drawers and/or lockers.
- Never loan out an ID badge, key or access code to anyone.
- Reporting any poorly lit or burned out lights in halls, stairs or parking areas.

SEXUAL HARASSMENT

Sexual harassment in a workplace, or other professional or social situation, involves the making of unwanted sexual advances or obscene remarks that affect one's job status, interferes with work performance and/or creates a hostile work environment. According to the legal definition of Sexual Harassment under Title VII, a behavior does not have to be premeditated and/or involve physical contact to be considered sexual harassment. In order to assure a harassment free work environment, all employees/volunteers should:

- Be aware of the definition.
- Report the harassment to the Volunteer Services Department.

EMERGENCY CODES

All volunteers are provided information regarding the hospital emergency codes and the role of the volunteer in these situations at New Volunteer Orientation. Volunteers will be provided an annual reorientation on hospital codes as a part of the annual education packet. Emergency Operations Center Binders are also available and located in each department. These binders will outline the steps to take in specific disasters. All volunteers should familiarize themselves with the hospital's safety and disaster plans.

* Remember: The best way to stay calm in an EMERGENCY is to be prepared. **DO NOT PLACE YOURSELF IN HARMS WAY!**

contacted by a hospital representative who will be able to answer their questions.

If a volunteer is injured or in an accident while on duty as a volunteer at McLaren Oakland, the volunteer must immediately notify the department supervisor/manager. Details of the incident must be reported in Safety First. If immediate attention is required, you may be directed to the McLaren Oakland Emergency Department for evaluation or treatment. Please note, that the volunteer is expected to allow his/her personal health insurance and/or Medicare to assume financial responsibility for treatment. Any out of pocket co-pays and deductibles, can be submitted to Risk Management for review and approval.

If a volunteer is injured, and if the injury does not require emergency treatment, he/she will be directed by the supervisor to seek appropriate medical attention through his/her personal physician. Again, the volunteer is expected to allow his/her personal health insurance to assume financial liability for treatment, and out of pocket co-pays and/or deductibles should be submitted to Risk Management.

* Any incidents involving volunteers should also be reported to the Volunteer Services Department.

MAINTAINING A SAFE WORK ENVIRONMENT

McLaren Oakland strives to provide and maintain a safe environment for all patients, guests, employees, and volunteers.

GENERAL SAFETY

- An extensive camera system monitors all parking lots and ramps, as well as all hallways and elevators.
- McLaren Oakland is authorized to search lockers, desks, purses, briefcases, baggage, toolboxes, clothing and vehicles parked on McLaren property.
- McLaren Oakland has a clear policy that prohibits all persons who enter McLaren Oakland property from carrying a prohibited weapon of any kind regardless of whether or not the person is licensed to carry the weapon.

When volunteering, be alert to patients or visitors who:

- Demonstrate excessive anger.
- Use abusive language.
- Appear to be under the influence of alcohol or drugs.
- Over-react to uncertainty/delay related to health problems.

- When you are discussing a patient with someone involved in his/her care, keep in mind where you are and who might overhear. Speak discreetly when asking personal questions or discussing his/her illness.
- Without exception, don't take your privileged knowledge about anyone home with you to use as gossip. Become accustomed to saying, "I cannot disclose that information" to avoid any pursuit of the subject.

HIPAA PRIVACY AND SECURITY SUMMARY

- Our patients have a right to expect that we will keep their PHI (Personal Healthcare Information) confidential. This information includes anything that could identify or be used to find out the identity of a patient or their medical condition.
- Follow the "need to know" rule. Ask yourself, "Do I need to see and/or disclose this patient information to perform my job?" If the answer is "Yes", you have nothing to worry about. If the answer is "No", then STOP!
- Accessing any information other than what is needed to perform assigned tasks is a violation of McLAREN Oakland's Confidentiality Policy, even if the information accessed isn't disclosed to another person.
- Accessing the medical record for curiosity, whether it belongs to a patient, co-worker, neighbor, family member or yourself is a violation of McLAREN Oakland's Confidentiality Policy.
- The cafeteria, atrium, or elevator is not the place to discuss the medical condition or other aspects of a patient's care. You should also not use phones in locations where confidential information may be overheard.
- Do not dispose of PHI in regular garbage bins. Always dispose of paper with PHI in the shredder bins provided. You may also shred paper yourself, if your department has its own shredder.
- Never send ePHI (electronic PHI) to anyone unless you have verified who will receive the information and how the information will be used. ePHI transmitted out of the organization must be password-protected.
- Violations of confidentiality and privacy policies can result in disciplinary action up to and including discharge.
- If you know of a violation of McLAREN Oakland policies, it is your obligation to bring the violation to the attention of your supervisor or the Privacy/Security Officer.



POLICIES AND PROCEDURES

ATTENDANCE

A volunteer is an important member of our team. Therefore, dependability is the key to a successful volunteer experience. However, we understand that circumstances arise and

you may not be able to report to your assignment.

- Contact your assigned department as soon as you know you will be late and/or absent. Excessive absenteeism and/or tardiness will be handled at the discretion of the department representative and the Volunteer Services Office.
- In case of illness, the volunteer should not come to the hospital.
- If illness occurs while at McLaren Oakland, the volunteer must notify his/her department contact and/or the Volunteer Services Office before leaving the hospital.
- In the case of an extended leave/absence (this includes “snowbirds”), please contact the Volunteer Services Department.
 - Due to the need for consistent coverage and service, volunteer positions vacant for more than 4 consecutive weeks may be re-assigned to another volunteer.
 - Your volunteer shift is not guaranteed upon your return unless you have arranged for coverage/substitute, or you have departmental approval; however, every effort will be made to find a suitable replacement shift/position.

* Vacations are allowed, encouraged and WELL-DESERVED!

SERVICE HOURS

- All volunteers will initially be assigned a (4) hour shift, once a week. Additional shifts may be assigned if requested by the volunteer.
- Volunteer reporting for duty will sign-in at the designated area before reporting to assigned position.
- Volunteers will report to assigned department/area and remain there until their scheduled shift is completed (unless otherwise noted).
- Meal breaks should be taken before or after volunteer assignment.
 - Designated areas to eat a meal/snack or have a beverage include the cafeteria, sitting area near the coffee bar and/or department breakrooms.



WORKPLACE SAFETY SECURITY

Security Services are available 24 hours a day, 7 days a week. McLaren Oakland's Security Department assists with the following 24 hours a day:

- Assistance with general security/safety concerns.
- Emergency response to calls and panic alarms (located at welcome/information desks).
- Emergency response to CODE calls.
- Escorting patients/guests/staff/volunteers to vehicle.
- Monitoring of all campus parking deck/lots by use of surveillance cameras and regular rounding of Security vehicles.
- Lost and found service.

PERSONAL PROPERTY

Volunteers are encouraged to leave their valuables at home. The hospital IS NOT responsible for any personal items that are lost, stolen or damaged. However, all volunteers have access to the Volunteer Coatroom (located on the 1st floor behind the Concierge/Cashier desk and down the hall) to store their coats/jackets or other personal items while on duty. Hangers and lockers are provided free of charge for your belongings.

INCIDENT REPORTING

Every person providing services at McLaren Oakland is responsible for their own safety as well as for our patients, visitors and co-workers. At McLaren Oakland we take safety very seriously. If you see any situations that you believe to be unsafe, don't hesitate to notify someone. Let someone know as soon as possible so that the unsafe situation can be corrected. A few examples include a wet floor due to a spill, a tear in the carpet, or ice and snow at the hospital entrance.

If a patient/visitor is injured in your presence, contact the Hospital Operator by dialing 0 on any hospital phone. The injured individual should be encouraged to be evaluated/treated in the Emergency Department. The hospital may assume responsibility if an investigation shows that we are responsible for the accident, however, DO NOT tell the person that the hospital will pay the bills. If the person asks, tell them that they will be

positive volunteer experience.

Resignations

In the event that a volunteer chooses to discontinue his/her volunteer participation, volunteers are to notify the Department of Volunteer Services immediately as well as their department contact. Volunteer ID Badges and uniform are to be returned to the Volunteer Services Department upon resignation.

Dismissals

A volunteer is expected to uphold the values of McLaren Oakland and the responsibilities of the Volunteer program. If these expectations are not met, a meeting with the volunteer, the Supervisor of Volunteer Services and, if applicable, the department manager/contact, will be scheduled to determine actions to be taken. The Volunteer Services Department reserves the right to discipline and/or terminate a volunteer as a result of, but not limited to:

- Failure to comply with hospital policies, rules, and procedures.
- Inappropriate conduct towards a patient/guest/staff member/fellow volunteer.
- Divulging confidential patient information.
- Volunteering while under the influence of drugs or alcohol.
- Negative or inappropriate comments and/or conduct; insubordination.
- Theft of property.
- Physical or verbal abuse of patients, co-workers, hospital guests or staff.
- Failure to maintain a clean and professional dress code.
- Problematic attendance.
- Any other circumstances or behavior, in the judgment of the Volunteer Services Department, where continued service as a volunteer is in conflict with the best interests of the hospital and its clients.

CHANGE OF ADDRESS, PHONE OR EMERGENCY CONTACT

Report any change in address/phone to the Volunteer Services Department to keep your records up-to-date. Also, please notify the Volunteer Services Department if there is any change to your emergency contact information.

- Snacks, beverages or meals are NOT to be consumed within the patient or work areas.
- Volunteers within the hospital during non-volunteer service time must follow established patient/visitor procedures and shall not represent themselves in a volunteer capacity.

SIGN-IN PROCESS

Reporting your volunteer hours is very important. Since the Volunteer Service Department is required to keep records of the number of hours volunteers give to the hospital, it is essential that these records are accurate. Volunteers are also expected to sign-in/out each time he/she volunteers so that he/she can be located in case of an emergency. Volunteers sign in at the Information Desk.

DRESS CODE

Volunteers are expected to maintain a neat, clean and conservative appearance. Overall, your attire may be casual, yet should always be professional. Your uniform should be clean and pressed at all times. The dress code promotes the acceptance of volunteers in a professional light by visitors, patients, and staff. These guidelines are also in accordance with standards for the health and safety of workers and our clients.

- All McLaren volunteers must wear the approved uniform while on duty.
- Minimum make-up and jewelry are allowed.
 - Only two earrings allowed per ear.
 - Facial jewelry is not permitted.
- Only minimum amounts of perfume, after-shave or cologne may be worn.
 - Heavy scents can adversely affect patients and co-workers.
- Tattoos must be covered.
- No shorts or short skirts/dresses, leggings, capris, tight-fitting clothing, inappropriate T-shirts, tank tops, sleeveless shirts, sweats, shirts exposing the midriff (stomach), or scrubs (unless otherwise directed by staff).
- Blue jeans are not appropriate attire unless otherwise specified.

UNIFORMS

- All McLaren volunteers are required to wear a polo shirt or blue volunteer jacket (provided by the hospital free of charge), white shirt, black slacks, comfortable shoes and a hospital identification badge

while on duty, unless otherwise noted.

- Shoes should be low-heeled, have both a closed toe and heel. Clean tennis shoes are acceptable.
- Socks or hosiery must be worn at all times.

IDENTIFICATION BADGE

- All volunteers are required to wear a McLaren Volunteer Identification Badge while on duty as a volunteer.
- ID badges will be obtained on the first day of training through the Volunteer Services Department.
- ID badges are distributed through Human Resources. Badges provide access to doors, just like keys. Access is determined by your service area, function and duties.
- The badge must be worn above the waist and be visible at all times while the volunteer is on duty.
- Any lost or stolen badges must be reported to the Volunteer Services Department right away.
- Volunteer ID Badges are to be returned to the Volunteer Services Department upon completion/termination from your service(s).

PARKING

- All active volunteers must have their vehicle registered and fully documented with the Security Department (the appropriate form is provided during the interview process).
- Parking for McLaren Oakland volunteers is available in the parking structure located near the main entrance of the hospital.
- Volunteers are approved to park on level 2W and above of the parking deck (free of charge).
- Valet Parking is intended and should only be used by patients and guests.
- Volunteers with handicap permits may park in the handicap spaces provided on each level of the parking structure.
- Requests for an exception to the parking policy must be submitted in writing to the Volunteer Services Department and can only be approved by Human Resources.
- Violating the parking policy may result in a written warning ticket. If you receive a ticket, please contact the Volunteer Services Department.

out satisfactorily. All written evaluations will be placed in the volunteer's personnel file and may be reviewed at any time upon request. Be sure to allow staff sufficient time to complete evaluations in a timely manner.

Shadowing Opportunities

Volunteers interested in shadowing opportunities must contact the Volunteer Services Department for placement. We will make every effort to accommodate this request, however, these opportunities are reserved for volunteers who have already accumulated at least 40 volunteer service hours at McLaren Oakland.

Verification Forms

A request must be made two business days in advance to the Volunteer Services Department in order to obtain a record of your volunteer service hours or to complete a verification form. The Volunteer Services Department is pleased to provide you a record of your volunteer participation time. The record indicates each department assigned and total hours to date. Letters confirming intent to volunteer and/or intent to serve a minimum number of hours not yet performed will not be provided.

Reference/Recommendation Letters

Any requests for reference and/or recommendation letters will also be conducted through the Volunteer Service Department. Volunteers must have accumulated a minimum of 40 service hours to receive a letter of reference/recommendation. Please allow two weeks advance notice to ensure timely completion of a reference letter. Written authorization for release of your volunteer information to another person, agency or school is required. It is in your best interest to request a letter of reference within 30 days of leaving your volunteer assignment. McLaren Oakland is not obligated to complete a reference letter.

PERFORMANCE ISSUES

Volunteers, like our employees, are expected to adhere to a high standard of performance. If performance issues do arise, the Volunteer Services Department addresses the issues in a manner that is designed to resolve the issue fairly, swiftly and confidentially with the volunteer.

Transfers

Volunteers who are not satisfied with their placement and desire a transfer to another area/department are to contact the Volunteer Services Department. There are a variety of volunteer opportunities at McLaren Oakland and it is our goal to help find a placement that provides you with a



VOLUNTEER FOCUS

BENEFITS

McLaren Oakland offers the following benefits to all active volunteers:

- Meal pass on the day of a 4-hour shift. It can be used in the hospital Cafeteria.
- 10% discount off of the retail price will

be given on over-the-counter (non-prescriptions) items at our Outpatient Pharmacy.

- Volunteers are included in any Health Screenings that are offered to employees, including TB and Flu shots.
- Volunteers are invited to attend all employee social activities. Watch the hospital publications for details.
- When available, discount tickets to local attractions are offered to employees and volunteers.

RECOGNITIONS

National Volunteer Week

- During the month of April, volunteers are recognized nationally for their selfless contributions to the communities they serve. At McLaren Oakland we take time to celebrate National Volunteer Week

EVALUATIONS

Service Area Evaluation

Each volunteer will have an opportunity to evaluate his/her service assignment. This will provide an opportunity for the Department of Volunteer Services to review with the volunteer his/her duties, responsibilities, and satisfaction with the service assignment. Evaluations will be included with the volunteer's annual compliance packet. Upon resignation or completion of your service assignment, volunteers may be asked to complete a final evaluation of the assignment.

Evaluation of Volunteer

The volunteer's supervisor or department head may also be asked to evaluate the performance of each volunteer annually. This is to ensure that the needs of the department/service are being met, and that the duties, as outlined in the volunteer's service assignment are being carried

SMOKING

McLaren Oakland prohibits the use of tobacco products, of any kind, in all of its facilities and vehicles and on all of its property, whether owned or leased.

Tobacco products include: cigars, cigarettes, pipe tobacco, e-cigarettes, vape pens, or other similar substances whether smoked, chewed or otherwise used.

Volunteers that violate the smoking policy may be removed from the Volunteer Program.

CELL PHONE USAGE

- All cell phones must be turned off or placed on silent mode while on duty.
- The use of cell phones to talk, text, or engage in other personal business (including social media) is prohibited in patient care areas.
- All cell phone usage must be on approved breaks and in designated areas (cafeteria, break rooms, waiting room lounges, outside of hospital).



SERVICE EXCELLENCE

SERVICE EXCELLENCE POLICY

It is the responsibility of every McLaren team member to make sure we provide the best possible experience for every patient and visitor from the moment they walk through our doors to the time they leave. It is required

that each volunteer:

- Be aware of their attitude and actions and understand how they influence the patient experience.
- Demonstrate consistent excellent service performance.
- Support excellent service among fellow volunteers by providing feedback to coworkers regarding behaviors related to these standards.

SERVICE EXCELLENCE STANDARDS

Ownership & Individual Accountability

- Be accountable for your actions and take the initiative to assist in resolving patient issues.

Teamwork

- Work together at all levels of the organization to resolve issues and identify and respond to the special needs of our patients and their families.

Courtesy

- Address all customers/ patients/ family members with courtesy and respect.

Professionalism

- Use appropriate language at all times, adhere to the appearance policy and maintain patient confidentiality.

Engagement

- Participate in training and learning opportunities to benefit our patients.

DIVERSITY AND SENSITIVITY

It is important to recognize that each person is a unique and valued individual regardless of their age, gender, ethnicity, religious beliefs or physical appearance. Each has distinct needs, opinions, beliefs, values and discomforts. It is our goal to make sure each person is treated with dignity and respect. Education is the key.

- Be mindful of your language.
- Avoid stereotypes.
- Challenge and correct negative attitudes/comments.
- Hold yourself accountable.
- Speak out against inappropriate behaviors by others.

AIDET

AIDET is five simple behaviors, that when utilized properly, helps to alleviate anxiety and increases satisfaction. Using this communication tool in every interaction will help to anticipate, meet, and exceed expectations of patients, co-workers and visitors.

A Acknowledge the customer

- Smile, make eye contact, greet in a pleasant manner
- Acknowledge everyone in the room

I Introduce yourself

- Introduce yourself by name, state your role and what you are going to do
- Highlight your experience and those of your team

D Duration

- Manage expectations by giving time estimates and communicating next steps
- Provide updates as needed and keep them informed

E Explanation

- Give a clear explanation of what is going on in words they can understand
- Explain step by step what will happen and why
- Confirm understanding of the information given
- Ask open ended questions and provide clarification if needed

T Thank you

- Show appreciation - Bring the interaction/ conversation to a positive closure
- Thank them for giving us the opportunity to care for them
- Ask if there is anything else you can do for them

SERVICE RECOVERY

Despite our best efforts, lapses in service can occur. When patients or family members are unhappy we need to correct the situation immediately. Each team member is empowered to initiate service recovery efforts, so act quickly. Do not wait for the issue to resolve itself - it may become bigger. You are empowered, and you can make a difference. You can help provide the resolution. Start with **HEART**

H Hear them out (listen to their complaint/experience)

E Empathize and Evaluate

A Apologize

R Respond and Resolve the issue with urgency

T Thank them

If the **HEART** behaviors don't help you meet the needs of your patient or visitor, there is additional support available. If you need service recovery assistance:

- Contact the Manager or Supervisor to inform him/ her of the situation and immediately identify a solution.
- Call the Patient Experience Office for immediate assistance.