

CHKD Volunteer Orientation



Volunteer Services Staff

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You are important to the mission of Children's Hospital of The King's Daughters Health System. Your understanding and knowledge of the following information will allow us to maintain a high quality environment.

Thank you for taking the steps to become a CHKD volunteer.



Who are the King's Daughters?

- Founding organization of CHKD
- International charitable group for women in late 1800's
- Visiting nurse program
- Children's clinic
- Hospital founded in 1961
- 1,000 Circle members today
- Community volunteers



About CHKD



- CHKD is Virginia's only free-standing, full-service pediatric hospital
- The Children's Pavilion is CHKD's pediatric Mental Health Hospital & outpatient center
- Not-for-profit hospital with Medicaid covering 57% of inpatient days (highest in Virginia)
- Outpatient Surgery Centers in Virginia Beach & Oyster Point

Specialty Programs:

- Child Advocacy Program
- Sports Medicine
- Donor Milk Bank
- Sleep Medicine Program
- Nuss Center
- Healthy You for Life

Working with Kids

- Speak to every child
- Keep voice low and pleasant- no baby talk
- Place yourself at child's level
- Do not ask why a child is in the hospital!
- Be a good listener
- Share any concerns with staff

SMILE!



Our Vision & Mission

We strive to be the leading provider of excellent pediatric health services in our community.



Patient Safety



- CHKD has a formal safety plan
- Volunteers are part of the patient safety team
- Focus on prevention, reporting and improving – not blaming
- Volunteers are empowered to take action
 - Report hazards
 - Share ideas
 - Focus on safety

The Volunteer & Boundaries



- Volunteers *support* existing resources
- Be friendly without being friends
- Provide services to all patients equally
- Be extremely careful when sharing information— especially on social networking sites. Do not exchange personal information (cell phone numbers, emails, etc.) with patients

Volunteer Responsibilities

- **Attendance**– Staff depend on your regular, punctual performance.
 - In the event of unavoidable absence (illness, accident, etc.) it is your responsibility to notify the volunteer office as far in advance as possible. If you do not report to work 3 or more times within 8 scheduled shifts, you may be replaced at the discretion of the volunteer staff.
 - You should not volunteer if you are sick. You must be fever free (without taking medication) for 24 hours prior to volunteering.
 - Contact Child Life at **668-8129** if you are an evening or weekend volunteer and are unable to report. Leave a message on the voicemail. *If you are a self-scheduling child life volunteer*, it is not necessary to call. Simply remove yourself from the online schedule calendar.



Sign In

Monday – Friday daytime volunteers sign in & out using the mouse connected to the computer in Volunteer Office.

Evening & weekend volunteers sign in & out using the touchscreen computer on wall outside Farm Fresh Pharmacy on the first floor. If computer isn't working, write name and time in/out on clipboard at desk.

1. Signing in creates record of your hours
2. Provides information in case of emergency
3. Establishes insurance coverage in the event of injury

Sign In Procedure: enter volunteer # (written on badge), confirm name, click or touch assignment, confirm screen info and choose “sign in”.

Sign Out Procedure: enter vol # (written on badge) confirm name, and choose sign out.

Extended Absence

- ▶ Due to personal reasons or health issues, volunteers sometimes find it necessary to take an extended leave of absence. Please communicate your needs with the volunteer staff. If a volunteer misses four (4) consecutive weeks, the volunteer staff may recruit to fill the vacated position.
- ▶ In the event the volunteer calls to return, the original position may no longer be available. Every attempt will be made to place the returning volunteer in a new position that is acceptable.
- ▶ This policy does not apply to adult volunteers who willingly vacate their positions during the summer to create positions for junior volunteers.



Volunteer Guidelines

- ▶ Never ask the nature of a patient's illness
- ▶ Visiting patients, staff or other volunteers while on duty is not allowed. Volunteers do not wear badges or uniforms in the facility when not actively volunteering.
- ▶ Do not congregate in halls
- ▶ Do not chew gum, candy or other food while volunteering
- ▶ Report to your supervisor when arriving and before leaving
- ▶ Do not accept tips from patients or visitors
- ▶ Do not ask a doctor for professional advise
- ▶ Do not perform unauthorized services for patients without consulting staff first
- ▶ Do not attempt to do anything you have not been trained to do
- ▶ Do not sign for anything in the hospital
- ▶ In the case of fire or mass casualty, ALL volunteers proceed under the direction of their supervisor
- ▶ We are a nicotine free facility, including our sidewalks and parking garages

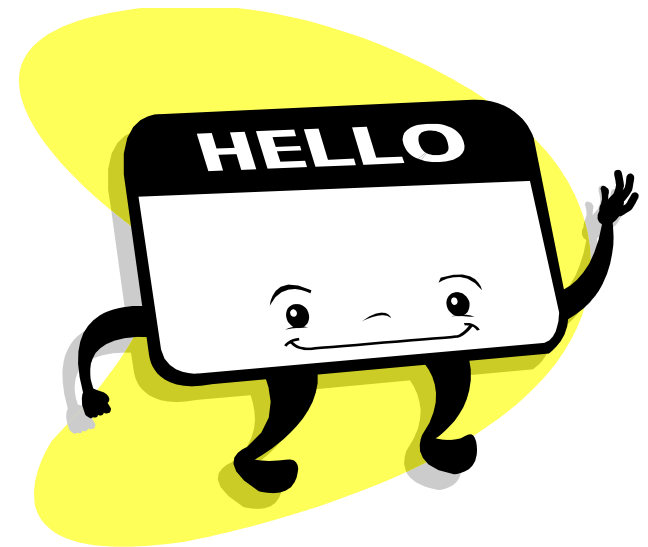
When in doubt....

always ask staff!

Identification Badge

CHKD will issue you an ID Badge

- Please wear above the waist
- Wear badge EVERY day you volunteer
- Magnetic strip on back gives you access in locked stairwells—swipe badge through the box by door to unlock
- Your volunteer number will be written on your badge
- Return to volunteer office on last day
- Request temporary badge if you lose or forget your badge



Dress Code

- Blue Volunteer polo or apron- available for purchase in volunteer office for \$15; Volunteer t-shirt available for \$10
 - Full-length pants (to the ankle)
 - Badge (above the waist)
 - Closed toe shoes (tennis shoes are fine)
-
- **NO:** Jeans, yoga/exercise pants, capris, shorts, facial piercings, open-toe shoes, or flip flops.



**We treat many patients with asthma or other respiratory illnesses- therefore, please do not wear scented lotions, perfume, or cologne while volunteering.

Your uniform must be clean and free from any odors while volunteering.

Dress Code (con't)

Nail Policy For Volunteers with Patient Contact

- Child Life
- NICU
- Buddy Brigade



Our policies for nail hygiene are aligned with other children's hospitals. These policies are also compliant with the Association of periOperative Registered Nurses (AORN) standards.

Nail Protocol/Hygiene

- 1) Natural nails must be $\frac{1}{4}$ " or less in length.
- 2) No nail polish of any type, artificial nails or other artificial fingernail enhancements (e.g. shellac, acrylic, gel overlays, nail jewelry, wraps, gels, silks, fiberglass, bonding, powder dipped nails, glued/stick-on nails etc.) is permitted for any hospital personnel, including volunteers, with a patient contact assignment.

Incident Reporting

- ▶ Verge is the online system used by CHKD for safety, risk and compliance.
- ▶ Mistakes and “near misses”, patient relations concerns and other events such as injuries to patients, staff and visitors are entered into Verge via the online portal on KD Net, our intranet.
- ▶ CHKD Volunteers may either have an employee in the department in which they volunteer submit a Verge event on their behalf or the volunteer services staff will submit the report for the volunteer. Volunteer should report incidents as soon as possible after the occurrence.

CHKDHS Policies & Procedures

- ▶ MCN is the online system used by CHKD for storing all Health System policies and procedures, both departmental policies and Health System wide policies.
- ▶ Policies & Procedure are kept up to date in the MCN system by a all departments and the senior leadership team at CHKDHS. The policies are maintained via the online portal on KDNet, our intranet.
- ▶ CHKD Volunteers may request information and/or a copy of any policy or procedure by requesting it from either the department in which they volunteer or in the volunteer services office. Volunteers may request policy access at any time.

Cell Phones

- ▶ Cell phone usage is prohibited in patient care areas and while volunteering.
- ▶ Please limit usage to breaks and areas such as the lobby
- ▶ Lockers are available for volunteer storage during the daytime
- ▶ Never post information on social media about patients or families

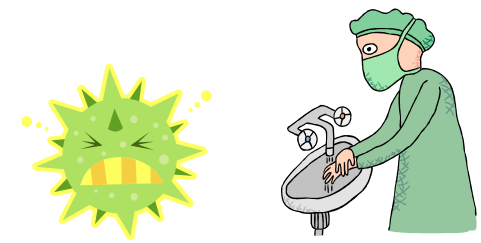
Cell phones may not be used to take pictures of patients

Code of Conduct

- ▶ The code of conduct is a document that explains what we stand for and how we conduct business. If you ever see or hear something you think is illegal or unethical, the anonymous Compliance Hotline number is:
1-877-373-0128
- ▶ We conduct business in a legal and ethical manner

Copy is located in volunteer services office- 2nd floor.

Infection Control



- ▶ Hand washing is #1 way to prevent the spread of infection. Use proper hand washing between every patient contact, after using restroom, before eating, before applying makeup or touching contacts
- ▶ Procedure: Use very warm water, vigorously wash for 20 seconds, rinse and use clean towel to turn off faucet
- ▶ Volunteers **NEVER** handle blood or body fluids. Notify staff if you experience an exposure to a bloodborne pathogen (examples: needle stick, bite wound, contact with blood or waste material, etc.) and clean the area immediately. Exposure will be documented by staff and appropriate follow up steps will be taken.
- ▶ Do not attempt to clean spills, etc. Notify staff for assistance. At no time should a volunteer touch anything “wet” from a patient without wearing gloves.
- ▶ Trash goes into correct receptacle: Red trash bags for medical waste, clear for regular trash, sharps containers for needles, etc. You should never be given anything that needs to go into the red bags. Volunteers **NEVER** handle sharps. Please refuse if someone asks you to throw something away in the red bags or sharps containers. Notify staff immediately if you are injured.

Bloodborne Pathogen Risk & Reporting

- ▶ While your volunteer position does not include clinical duties and therefore your risk of exposure to bloodborne pathogens is minimal, you should be aware of the potential risks and the procedures that would follow an unintended exposure in your role as a hospital volunteer. Some of the disease we are concerned about include human immunodeficiency virus (HIV), hepatitis B (HBV), and Hepatitis C (HCV).
- ▶ As a volunteer, you will protect yourself from exposure to these diseases, by performing only the tasks you are assigned as a volunteer. Please **do not** do anything that involves:
 - transporting of specimens
 - holding a child for a test, procedure or exam
 - helping to clean up something that involves patient body fluids and excretions.

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Bloodborne Pathogen Risk & Reporting

- ▶ An exposure incident is a specific eye, mouth, other mucous membrane, non-intact skin contact with blood or other potentially infectious materials that results from your interaction with patients.
- ▶ When evaluating exposures to fluids that might contain HBV, HCV, or HIV, volunteers should consider that these diseases are contained in blood and other body fluids, such as fluids from within the joints, lungs, abdomen, around the spinal cord and brain, and around the heart. (This list is not all inclusive.) These diseases are **not** spread through secretions or excretions, such as saliva, urine, feces, nasal secretions, vomit, tears, or sputum (what we cough up when we have a respiratory infection).
- ▶ If an exposure occurs, wounds and skin sites that have been in contact with blood or body fluids should be washed with soap and water; mucous membranes should be flushed with water.
- Volunteers must report any exposure to their immediate supervisor right away. The supervisor will document the incident and initiate follow up procedures.

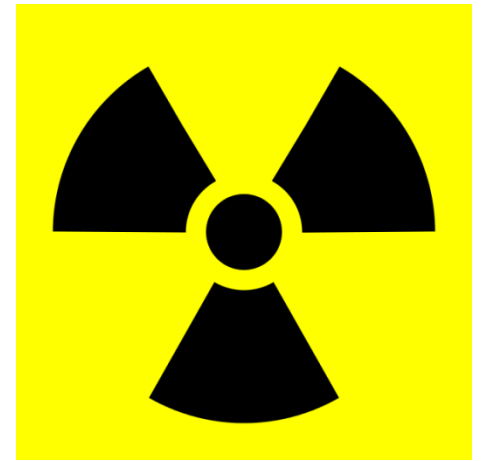
Tuberculin Skin Testing Policy

- ▶ New volunteers must enter the program with evidence of two negative TB skin tests (PPD), blood test indicating no tuberculosis, OR acceptable chest X-Ray (for applicants who have previously tested positive)
- ▶ TB Screening is NOT sufficient for working or volunteering in a hospital setting
- ▶ Current volunteers may be requested to complete a TB Risk Assessment questionnaire provided by the volunteer department if deemed necessary
- ▶ Volunteers who leave and return more than one year since their last screening must complete the same TB requirements as a new applicant.

NEW VOLUNTEERS

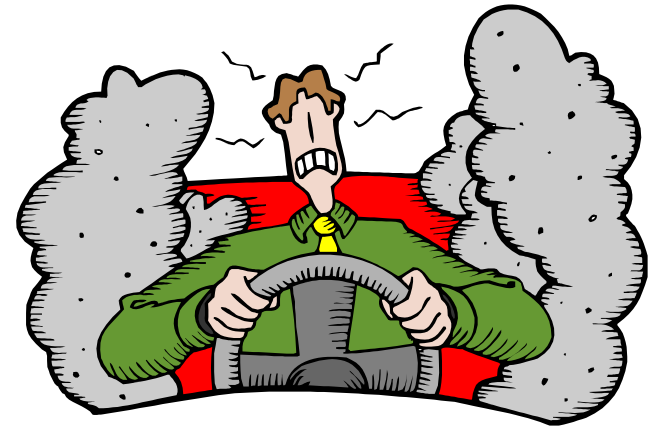
RETURNING VOLUNTEERS

Radiation Safety



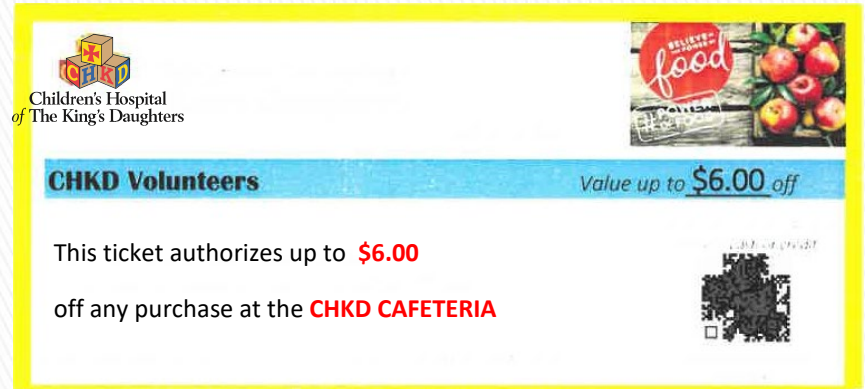
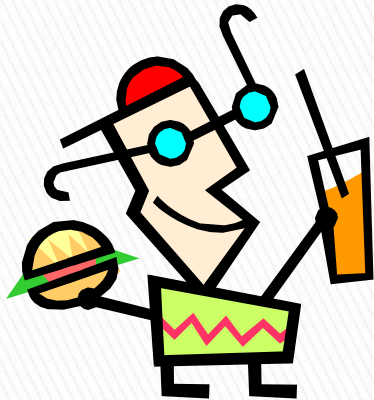
- ▶ CHKD Health System uses Radiation as an important diagnostic tool. In our facility, there are procedures in place to protect you from exposure.
- ▶ First, you should be familiar with the universal symbol for radiation.
- ▶ Volunteers do not work in areas at risk for radiation exposure. Please read all signs and obey all access restrictions when traveling through the hospital for your assignment.
- ▶ If you have additional questions regarding radiation safety, contact your supervisor.

Parking



- Volunteers park in the Visitor Parking Garage
- Validate parking ticket in the volunteer office if you are a weekday volunteer and at the lobby security desk if you are an evening or weekend volunteer
- Present your validated ticket at the parking booth upon exit for free parking
- We cannot provide you with a replacement ticket so please...**HANG ONTO YOUR TICKET!** If lost, you will be charged \$8 for full day of parking
- If you misplace your ticket, walk back to garage and ask attendant in the booth to provide you with another one. Bring new one to hospital for validation

Meal Vouchers



- ▶ Volunteers are entitled to one (1) meal voucher per shift
- ▶ Daytime Mon – Fri volunteers get voucher in volunteer office (gift shop volunteers have vouchers in gift shop)
- ▶ Evening and weekend volunteers get voucher from 8th floor playroom
- ▶ Valid for use in KD Café (first floor)
- ▶ \$6.00 value applied after staff discount of 20% (with badge)
- ▶ No change given and volunteer is responsible for any amount over voucher value

Confidentiality

- ▶ All patient info is confidential and should NOT be repeated or discussed
- ▶ Do not post about specific patients or situations on social media; do not “friend” patients or families on social media
- ▶ Be extra careful of conversations in public areas
- ▶ Do not access charts or computers
- ▶ HIPAA– law protecting personal health information
- ▶ Patient information must be held in confidence and shared on a “need to know” basis. Any breach of confidentiality is cause for dismissal.



Emergency Alerts

All emergencies are reported by using closest phone and dialing “1,2” (not “0”). This is priority call for the operator. State your name, location and emergency. Staff will respond to you! **Exceptions:** suspicious package/bomb threat dial 8-7162. Active Shooter - when safe dial 911 and 8-7162

There are 3 primary types of emergency alerts:

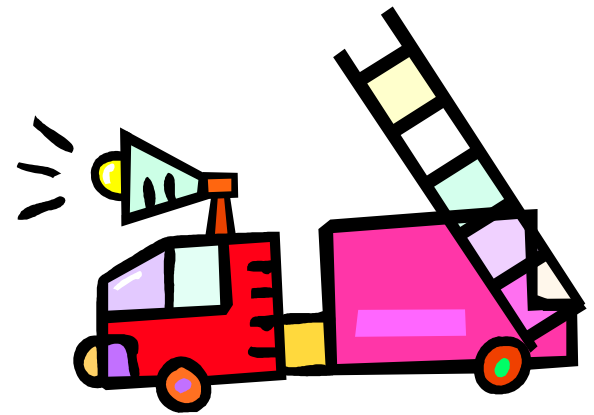
1. **Facility alerts** – an event that can impact the building integrity & safety (i.e. fire, severe weather)
2. **Security alerts** – an event that requires heightened security behaviors from all staff (i.e. missing person, altercation and active shooter)
3. **Medical events** – medical emergencies in which a designated team responds to the identified area (i.e. adult or child cardiac or respiratory arrest)

Facility Alert: Severe Weather

- ▶ When the National Weather Service has issued a *severe weather warning* (or *Tornado Warning*) for the immediate area
- ▶ Volunteers, staff and visitors should be encouraged to remain in the building till the event is “all clear”
- ▶ Monitor conditions closely
- ▶ During a tornado warning be prepared to assist staff with:
 - Ensuring everyone seeks shelter on lower level away from windows
 - Relocating patients to center corridors and/or furthest away from windows
 - Covering patients who cannot be moved with blankets and pillows and lowering beds
 - Avoiding use of elevators during imminent tornado activity
 - Hiding under desks, behind solid walls. Use arms to protect head and neck and get into a “drop and tuck” position
 - If structure is damaged or collapses, use cell phone or make noise to attract help



Facility Alert: FIRE



If you smell smoke or see fire, tell your supervisor and locate the source. Then the “RACE” begins:

- ▶ **R**escue: Rescue anyone in immediate danger from fire or smoke. Take them to a safe place
- ▶ **A**larm: Sound the alarm! Pull the nearest fire alarm station (you do not need permission). Use the closest telephone to dial “1,2” and report your name and location of fire/smoke
- ▶ **C**ontain: Contain the fire and smoke by closing all doors beginning with the door to the room with the fire.
- ▶ **E**xtinguish: Extinguish the fire if you know you can safely do so based on equipment that is available (PASS) or evacuate.

REMEMBER TO RACE: Rescue, Alarm, Contain & Extinguish

Fire Safety

P-A-S-S to use a fire extinguisher:

Pull the pin

Aim at the base of the fire

Squeeze the handle

Sweep side-to-side at base of fire



Fire Safety

- ▶ Return to your work area and remain there for instructions
 - ▶ Clear corridors and close doors & windows
 - ▶ Don't use elevators
 - ▶ Post a staff member to listen to paging system
 - ▶ Plan evacuation
 - ▶ Use phone only in emergency
- ▶ Don't make calls to the fire area
 - ▶ Don't use elevators
 - ▶ It is not necessary to close doors
 - ▶ Remain working in your area

Fire **ON** your floor

Fire **NOT** on your floor

Facility Alert: Behavior Event

- ▶ When a patient or visitor starts displaying significant defensive behaviors, acting out, loss of control or rationality; staff will dial 1,2 and give name, department & location
 - Volunteers should allow staff to handle this situation
 - Show respect to the individual
 - Do not turn your back
 - Keep your distance
 - Do not isolate yourself in areas with individual.



Facility Alert: Active Shooter

RUN	HIDE	FIGHT
<ul style="list-style-type: none">• Take Charge– Move away from identified threat area. Always have escape route in mind.• Clearly state “Follow me”, leave your belongings• Warn individuals from entering area• Do not attempt to move wounded• Keep your hands visible• Call 911 when you are safe	<ul style="list-style-type: none">• When RUN is not an option, your hiding spot should be out of view and provide protection (solid surface)• Lock the door, turn off the lights.• Hide behind large items• Silence cell phone/pager• Remain quiet• Do your best to remain calm	<ul style="list-style-type: none">• As a last resort, when your life is in danger:<ul style="list-style-type: none">• Attempt to injure shooter• Improvise weapons– spray a fire extinguisher in their face• Hit them in the face or at base of skull with heavy object• Yell loudly, act aggressive• This is your last option to save lives

Facility Alert: Missing Person

- ▶ Report a missing person immediately by dialing 1,2
- ▶ Provide the Operator the following information:
 - Your name & location
 - Description of the missing person (age, skin, hair coloring, clothes)
 - Last known location
- ▶ All staff and volunteers must “Adopt an Exit” – stand at all stairwells, corridors, elevators, crosswalks and external exits. Be on the lookout for the missing person. Inspect large packages, bags, unusually dressed individuals (overlarge coats).
- ▶ Do not confront an individual that presents a safety risk, report concerns to Safety and Security (8-7162)
- ▶ The place the person was last seen may be a crime scene, secure the area for police

Facility Alert:

Suspicious Package or Bomb Threat

- ▶ Dial 8-7162 (Security) and report the event. Do not use cell phones or microwaves
- ▶ Keep person on phone as long as possible and document conversation and give to security/police
- ▶ Do not touch the suspicious package and prevent people from entering area of package



Facility Alert:

Hazardous Material Spill

- ▶ Dial 1,2 when there is a large volume , or highly toxic hazardous material spill
- ▶ Staff should remove people from area, apply containment material, shut doors and obtain Safety Data Sheet (SDS) from intranet, and act as a response team resource
- ▶ Volunteers should evacuate the area under the direction of staff



Personal Safety

Notify your department supervisor of any security issues. In order to maintain a secure environment for patients, employees and volunteers, it is important to follow security procedures. These include:

- Wear your ID badge at all times
- Do not give others access to codes
- Do not lend anyone your badge
- Call security if you notice unusual behavior in a co-worker or visitor
- Do not let others “tailgate” you as you enter the building
- Call security if you notice a weapon on a person

Security 668-7162

Located in Emergency Department on 1st Floor

Personal Injuries

- ▶ If you are injured while volunteering, contact your department supervisor immediately. An incident report will be completed in the Verge Event system and/or Infection Prevention and Control (IPAC) will be contacted at 668-7230.
- ▶ If your injury is a medical emergency you may go to Sentara Norfolk General Hospital Emergency room. If you witness a visitor injury, report this to your department supervisor and call the operator at “12” with your location and a description of the situation.
- ▶ If you have been exposed to blood and/or a body fluid, flush the area well. Squeeze any puncture wounds and obtain a white packet labeled “Blood/Body Fluid Exposure Kit”. Read the outside of the envelope, open and follow the instructions.
- ▶ For more complete information on personal safety or injuries, contact volunteer services or Infection Prevention and Control (IPAC).

Safety Data Sheet (SDS)

CHKD maintains a SDS on all hazardous chemicals used throughout the Health System. Information can be accessed online on KNet for every product. Available information includes:

- Manufacturer and Product
- Hazardous Ingredients
- Physical Data
- Fire and Explosion Data
- Health Hazard Data
- Reactivity Data
- Spill & Waste Procedures
- Special Protection Information
- Special Precautions / Comments

