

St. Lawrence Health Volunteer Handbook

Canton-Potsdam Hospital | Gouverneur Hospital | Massena Hospital

Updated 1/2024

**ST LAWRENCE
HEALTH**

An Affiliate of
Rochester Regional Health

Table of Contents

St. Lawrence Health Welcomes You	Page 3
About Our Hospitals	Pages 4-5
Standards of Behavior	Pages 6-8
Three JDIs of Customer Service	Page 9
Volunteer Code of Ethics	Page 9
You are This Hospital	Page 10
St. Lawrence Health Policies	Pages 11
Volunteer Services Policies	Pages 12-14
The Basics for Volunteers	Pages 14-18
Institutional Principles	Page 19
Patients' Bill of Rights	Page 20
Safety Information	Pages 21-23
Fire Safety	Page 22-23
Safety Incidents	Page 23
Emergency Codes	Page 23

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St. Lawrence Health Welcomes You

St. Lawrence Health (SLH) was established in December 2013 with the mission to improve health, expand access to care, and lower costs through coordination and integration of services. SLH became an affiliate of Rochester Regional Health (RRH) in January 2021. SLH is comprised of three hospitals, Canton-Potsdam Hospital, Gouverneur Hospital, and Massena Hospital, as well as a number of outreach primary and specialty care practices throughout St. Lawrence County. Each practice is affiliated with one of our hospitals. St. Lawrence Health is the largest employer in St. Lawrence County, with 2,025 team members and 195 full-time medical staff providers, and an estimated annual net operating revenue of \$300 million.

As a member of the St. Lawrence Health team, you will be considered one of our most valuable assets. Without people, the health system cannot function. We hope you will enjoy volunteering here and feel very much a part of the total organization.

Each position in the system is important. The hospitals cannot function effectively unless everyone works together. You must remember your real reason for serving at our hospitals is to help every patient who comes here. Your assignment, whatever it may be, contributes to the system fulfilling its responsibility to give the best of service to all our patients.

Our standards are high. Our success depends on what we do as a group to provide high-quality patient care. You are responsible to do your part to provide continuous, cooperative, and quality service that meets our standards.

This volunteer handbook explains what you can expect from St. Lawrence Health and what the system will expect from you. It is recommended that you read the handbook so you will always be informed regarding current policies. If you have any questions concerning these policies, please speak with your supervisor or contact Patient Experience to speak with our Volunteer Coordinator; either will be happy to assist you. Revisions to the Volunteer Handbook will be sent directly to you.

Good luck and welcome to the St. Lawrence Health team.

About Canton-Potsdam Hospital

MISSION: To provide skilled, compassionate, cost-effective care that promotes wellness and meets community needs.

VISION: We are committed to continuous improvements to meet the needs and expectations of our patients; provide or coordinate access to care; develop our skills and talents; and provide the human resources, facilities, and equipment needed to serve our patients. We work effectively with others to improve healthcare in our region.



VALUES:

Integrity - Guiding Our Actions by Ethical Commitments

Respect - Recognizing and Responding to the Value of Others

Compassion - Providing Excellent Care with Kindness

Professional - Acting with Mature Insight, Sound Judgment, and High Standards

Excellence - Commitment to Quality, Innovation, and Continuous Improvement

The Hospital was started in the early 1920s out of a desire of local citizens to improve health care. A house at 37 Waverly Street, on the corner of Cottage Street, was donated by John L. Brown. It served as the initial Potsdam Hospital, opening on March 13, 1925. In 1928, approximately four acres of land were donated, which is the current hospital site. A new wing was added in 1949, and a major expansion was completed in 1967.

The Edward John Noble Hospital in Canton was incorporated in 1947, and admitted its first patient in 1952. With strong community support, this hospital served the Canton area until 1973, when it merged with the Potsdam Hospital.

Canton-Potsdam Hospital is a community hospital, built and maintained by local citizens for the health of all who need our services. It is not run by government and is not tax supported. A volunteer Board of Directors, composed of local community leaders, is responsible for governing the Hospital.

A groundbreaking ceremony was held in June 2022 for the construction of the multi-million dollar St. Lawrence Health Regional Care Pavilion at Canton-Potsdam Hospital. The project is scheduled for completion in 2024.

About Gouverneur Hospital

MISSION: To provide skilled, compassionate, cost-effective care that promotes wellness, and meets the community's healthcare needs.

Gouverneur Hospital, located in its namesake village in Northern New York, is a not-for-profit critical access hospital founded in 2013 and is certified for 25 beds. "Critical access" is a federal designation that is available only to hospitals located in remote, rural regions, enabling these hospitals to be reimbursed at a higher rate because of the challenges they face in providing care in high-need areas.

Gouverneur Hospital serves a regional community of approximately 18,000 people in southern St. Lawrence, western Lewis, and northern Jefferson counties. Care is provided at the main hospital campus and through two regional primary care centers in DeKalb Junction and Edwards, NY.

The providers and staff of Gouverneur Hospital are committed to providing patients of all ages with high-quality, compassionate care as close to home as possible.

The Hospital is governed by a volunteer Board of Directors made up of business, community, and healthcare leaders from across our service area.

About Massena Hospital

MISSION: To provide quality healthcare and the best patient experience.

Massena Hospital (MH) is an acute care, 25-bed hospital providing inpatient medical, surgical, and pediatric services, in addition to emergency care. Nutritional counseling, respiratory care, physical, and speech therapies are also offered at the main campus. The Wound Care Center at MH is expected to open in early 2024.

Numerous outreach primary and specialty care centers offer the community cardiology, infusion, nephrology, neurology, obstetrics/gynecology and women's health, pediatrics, and surgical care.



Standards of Behavior

Sense of Ownership/Accountability

As a representative of St. Lawrence Health, our team members are dedicated and loyal to its Mission and Vision, and all it encompasses. We realize our work is a reflection of who we are as people and professionals, and we are proud of our image within the community. We strive daily to make our hospitals a better place for our patients to receive care, our employees to work, and our providers to practice.

We:

- Uphold the Standards of Behavior, and policies and procedures at all times
- Promote serenity, and provide a healing environment
- Create a culture in which we value, appreciate, and include one another
- Pursue educational opportunities for professional growth

Attitude/Courtesy

We are committed to providing the highest quality of service and striving to exceed our patients' expectations. Our patients will be treated with the utmost respect at all times; they are the reason we are here. Positive attitudes are contagious.

We:

- Behave positively and professionally at all times
- Greet everyone with a smile, and speak with encouragement in our voices
- Listen attentively, and avoid unnecessary interruptions
- Display optimism, energy, motivation, and enthusiasm
- Validate and take immediate action on complaints, concerns, and questions
- Use key words at key times ("Please," "Thank you")
- Treat everyone as we would like our own family members to be treated
- Maintain our composure, even in stressful situations
- Remain flexible and resourceful

Waiting/Responsiveness

We realize time is very valuable, and we strive to provide everyone with prompt service. We are committed to not only meeting but exceeding our patients' expectations.

We:

- Address all requests promptly
- Inform and apologize to patients and visitors for delays, and provide an explanation when appropriate
- Ensure the comfort of our waiting patients and visitors
- Inform patients and customers, in advance, of significant delays that may alter their scheduled appointment time, and offer alternatives whenever appropriate

Appearance

We are proud of our personal appearance as well as the appearance of our facility. Our appearance reflects our respect for and willingness to serve our patients and customers. We are conveying an image of professionalism.

We:

- Adhere to the Dress Code, dressing tastefully, professionally and discreetly
- Display our name badge prominently at all times
- Practice good hygiene
- Display body language that is attentive, caring, and enthusiastic
- Limit the amount of cologne/perfume, make-up, and jewelry we wear

We as a facility:

- Ensure safety and cleanliness of all areas
- Report facility maintenance issues to the appropriate departments
- Dispose of any litter we find, especially in common areas

Privacy/Confidentiality

We work together to ensure everyone's right to privacy and confidentiality. We maintain a secure and trusting environment at all times. We are respectful of everyone's privacy.

We:

- Follow existing policies and procedures to ensure privacy
- Conduct conversations in a quiet, discreet, and professional manner
- Keep medical records confidential
- Respect patient rooms as their personal space (i.e. knocking before entering)
- Obtain consent before divulging any information
- Access and share only the information we need to perform our duties
- Use the "hold" feature on our telephones to keep information from being overheard by callers

Safety Awareness

It is our responsibility to be knowledgeable and prepared to respond to emergency situations as they arise. We are responsible for maintaining a safe and accident-free environment. We think safe and work safe.

We:

- Follow all Federal, State, JCAHO, OSHA, and SLH policies and departmental procedures regarding safety
- Remain knowledgeable, competent, and familiar with equipment we operate
- Notify proper departments of safety hazards (i.e. wet floors, icy walkways, damaged electrical cords)
- Follow Infection Prevention policies and procedures and use proper-fitting personal protective equipment (PPE)
- Initiate emergency responses when necessary
- Ensure personal worksite safety by recognizing and diffusing violence in the workplace
- Remove from service and label any unsafe and broken equipment
- Store equipment on one side of hallway when necessary

Communication Etiquette

Good communication is a key component of positive customer service. We are committed to making a favorable first impression. We communicate respectfully, clearly, and effectively.

We:

- Use a tone of voice that is alert, pleasant, distinct, and expressive
- Obtain caller's permission to place on hold if necessary
- Speak clearly, without food or gum in mouth
- Avoid slang phrases (i.e. yeah, nope, etc.)
- Answer calls promptly, and identify the department and your name
- Know how to properly operate the telephones in our areas
- Use the caller's name, if known, or ask "May I ask whose calling?"
- Provide the caller with the number we may be transferring to in case the call is lost
- Return calls promptly

Building/Hallway/Elevator Etiquette

We:

- Make a favorable first impression (i.e. smile and speak)
- Offer to escort our patients and visitors to their destinations
- Hold doors open to allow patients and customers to enter/exit first
- Ensure proper coverage of our patients during transport throughout the facility
- Allow anyone with disabilities primary access in hallways and elevators
- Ask others politely to wait for the next available elevator when transporting patients
- Enter hallways and elevators slowly and attentively

Parking Etiquette

We:

- Park in designated areas only, allowing our patients and visitors to utilize the closest and most convenient areas
- Assist patients and visitors to and from the building
- Park in a considerate manner; not too close to others, and not taking up two spaces

Commitments to Our Patients

As representatives of St. Lawrence Health we are linked to one another with a common purpose of doing meaningful work and making a difference. Regardless of our role within the organization, we work as a team. We say "Yes" more than "No" and "We" more than "I." We are holding each other accountable in a respectful manner to demonstrate our commitments to one another.

We:

- Commit to treating everyone with dignity, respect, and a personal touch
- Advocate for our patients at all times
- Educate our patients regarding their care and services to be provided
- Introduce ourselves by name and department
- Ask our patients "Is there anything else I can do for you?"
- Walk our patients and visitors to their destination when assistance is needed
- Remain empathetic and patient at all times

The JDIs of Customer Service - Just Do It

The Six Foot Rule

When you come within six feet of someone, whether in the hall or outside, acknowledge their presence with eye contact, and a friendly hello. For our visitors and fellow workers, it makes our hospital a more pleasant place.

Walk 'em

When you see someone in the hall or outside the building who looks a little bit lost, ask if they need directions, and then walk them to the destination. Don't just point or explain how to get there, actually walk with them – even if it means bringing them to another building on campus. While you are walking with them, it is a chance to talk for a bit, and let them know that we are a friendly place.

Volunteer Code of Ethics

The following Code of Ethics and Standards are the foundations of our volunteer service standards:

- Dependable - I will carry out my assignments. If I am unable to do so, I will let my Supervisor and/or Volunteer Coordinator know ahead of time.
- Open to learning - I will try to learn all I can about the Hospital and its services. If I do not understand, I will ask questions.
- Quiet - I will work, walk, and talk quietly so I do not disturb patients and their families.
- Courteous - I will listen to others, think of others, and help others.
- Neat and Clean - I will be well-groomed, and clean in person and dress.
- Pleasant - I will be tactful and calm with everyone, keeping a smile and a sense of humor.

I will not:

- Discuss patients and their illnesses in or out of the Hospital. Everything I see or hear on duty will be kept confidential
- Ask for free medical advice for myself or others from doctors on duty
- Chat or visit with others, except in the line of duty
- Make personal phone calls, text, eat, drink, chew gum or smoke on duty
- Leave my assigned post without permission, or go into restricted rooms or areas of the Hospital
- Take an assignment for which I have not been trained

You Are This Hospital

You are what people see when they arrive here.
Yours are the eyes they look into when they're frightened and lonely.

Yours are the voices people hear when they ride the elevators,
when they try to sleep, and when they try to forget their problems.

You are what they hear on their way to appointments that could affect their destinies,
and what they hear after they leave those appointments.

Yours are the comments people hear when you think they can't.
Yours is the intelligence and care that people hope they'll find here.

If you're noisy, so is the Hospital. If you're rude, so is the Hospital.
And if you're wonderful – so is the Hospital.

No visitors, no patients can ever know the real you;
the you that you know is there – unless you let them see it.
All they can know is what they see and hear and experience.

And so we have a stake in your attitude,
and in the collective attitudes of everyone who works at the Hospital.
We are judged by your performance.

We are the care you give, the attention you pay, the courtesies you extend.

St. Lawrence Health Policies

The following St. Lawrence Health policies apply to all volunteers.

This manual was developed as a guide to the system's policies and procedures, and is informational only. It is not intended to create any contractual rights in favor of any volunteer of St. Lawrence Health. A volunteer can be terminated from their assignment at any time at the discretion of the health system. St. Lawrence Health reserves discretion to change policies, direct and discipline its volunteers, and take whatever action necessary to operate the facility.

If you have any questions regarding policies or procedures, please speak directly with your supervisor.

Benefits Policy

St. Lawrence Health's policy is to provide certain benefits to all Hospital volunteers.

Benefits do not apply to students and interns.

The following benefits are available to all active volunteers through Volunteer Services and WorkReady:

- Initial and annual Mantoux (Tuberculosis) screening and interpretation
- Blood work as required as part of the application process
- Opportunities for participation in social events offered by the Hospital
- Letters of recommendation upon request
- Annual flu shot free of charge

Education Policy

PURPOSE: Volunteers will be trained and oriented to the health system setting. Volunteers will be educated to health system's procedures to assure safety of the volunteer and others.

PROCEDURE:

After completing an initial online interview:

- Volunteers will attend initial orientation and complete a take home packet prior to beginning service
- Volunteers may be required to attend site-specific orientation and training as needed
- Annual competencies will be completed as needed on designated services
- Volunteers will be trained in Service Excellence

Volunteer Services Policies

St. Lawrence Health's policy is to provide a well-coordinated program of Volunteer Services, serving all applicable Hospital departments, under the direction of Volunteer Services.

PURPOSE: To provide proper utilization and acknowledgment of volunteers in order to enhance Hospital operations.

- A. To become a volunteer one must:
 - 1. Be 14 years of age or older. If between the ages of 14-16 years, parental authorization is required. See Junior Volunteer Policy
 - 2. Commit to a minimum of four hours of volunteer service per month
 - 3. If over the age of 18, complete a background check and drug screen prior to being referred for volunteer assignments
 - 4. Meet with the Volunteer Services team member and the Department head where volunteer work will be performed
 - 5. Have an up-to-date health screening. This will be provided by WorkReady. The Hospital will pay, according to its scheduled fees, for the initial examination, including (if required), a chest x-ray, rubella and rubeola titer/immunization, varicella zoster titer/immunization, Td immunization, and COVID-19 immunization
 - 6. Complete the volunteer application, and the in case of an emergency, information systems, and confidentiality forms; read and sign the SLHS Volunteer Handbook and SLHS Volunteer Orientation Guide
 - 7. Schedule an appointment with Human Resources to have a photo ID badge, that will be worn at all times while volunteering
 - 8. May be provided with a tour of the Hospital campus and/or the off-site location where volunteer work will be performed
- B. Volunteers will sign in and out at the start and end of each shift. Off-site volunteers will sign in at their work site.
- C. Each department is responsible for approving potential volunteers provided to them by Volunteer Services, and providing ongoing direction to the volunteer(s).
- D. Volunteers are entitled to a free meal in the Hospital cafeteria if they work a four-hour shift. They must present their ID badge to the cashier.
- E. Each volunteer position has a written description of duties and responsibilities which has been created and/or approved by the department seeking to fill the position. Volunteers must demonstrate commitment to meeting those obligations.
- F. The Volunteer Services department reserves the right to move or terminate a volunteer.

Alcohol and Drug Policy

Reporting to work under the influence of alcohol, illegal drugs, or impaired by legal drugs, whether prescribed or over-the-counter, is prohibited. The use, possession, sale, or transfer of alcohol or illegal drugs on St. Lawrence Health premises is strictly prohibited. Noncompliance with this policy shall be grounds for discipline and/or dismissal.

It is the responsibility of every employee or volunteer to immediately inform their supervisor if they have a concern or belief that an employee or volunteer is under the influence of or in possession of alcohol or other drugs. If an employee or volunteer has concerns or belief that their supervisor is under the influence of or in possession of alcohol or other drugs, the employee is responsible to inform their Management representative or, if not available, the Nursing Supervisor on duty.

Volunteers found using, possessing, selling or transferring alcohol or illegal drugs will be subject to discipline up to, and including termination.

Smoke, Tobacco, and Vape-Free Workplace Policy

To promote healthy behaviors as part of St. Lawrence Health's mission to serve health needs, prevent disease, eliminate exposure to secondhand smoke, reduce fire risk, improve the appearance of the grounds, comply with all federal, state and local regulations, and serve as a community role model.

Smoke, vape, and tobacco use is prohibited within 15 feet of the property lines in all facilities, vehicles, and grounds owned, operated, or leased by SLH, including within personal vehicles on SLH owned or leased grounds. Tobacco and electronic nicotine delivery system products include but are not limited to, cigarettes, e-cigarettes, cigars, e-cigars, pipes, e-pipes, e-hookahs, vape pens, herbal tobacco-like products, chewing tobacco, snuff, and similar products.

The sale of smoke, tobacco, and vaping products is prohibited within SLH operated facilities.

The use of smoke, tobacco, and vaping products is permitted only during unpaid lunch breaks and only off-campus and where smoking or tobacco use is permitted by law. Unpaid lunch periods may not be split into shorter periods to accommodate those who wish to leave the campus more than one time during their work shift. Team members are not allowed to leave SLH grounds during paid break periods.

Injured While On-Duty Policy

All injuries incurred while on duty should be reported immediately by the volunteer to their immediate supervisor and to the Volunteer Services office.

PURPOSE: To insure all injuries are reported and appropriate action taken as necessary.

PROCEDURE: A volunteer injured while on duty must report the injury, no matter how slight, to Volunteer Services as soon as it occurs. If the injury warrants, the volunteer should be directed to the Emergency Department.

Grievance Policy

It is the policy of the Volunteer Services department that volunteers receive fair and equitable treatment and be provided with a means of appeal and review of volunteer assignment problems. Procedures are available to ensure appropriate resolution of differences if a volunteer is unable to informally resolve a problem related to discrimination, counseling, discipline, termination, or department policy/procedures.

PROCEDURE: The volunteer having a grievance or complaint will present it to Volunteer Services within five working days of occurrence. If there is no resolution, the volunteer may take the next step.

The volunteer, within three working days of the first step, may request a meeting with the Volunteer Coordinator and another staff member, as appropriate, to discuss the issue. Appropriate actions will be reviewed and a final resolution will be reached with the Coordinator and volunteer. Documentation will be housed in the volunteer's file.

Harassment Policy

Acts of discrimination and harassment of any kind are illegal and will not be tolerated. Claims of discrimination and harassment will be investigated.

PURPOSE: To insure sexual harassment - defined as unwanted sexual advances, visual, verbal or physical - is investigated.

This definition includes but is not limited to:

- Unwanted sexual advances
- Making of threatening reprisals after a negative response to sexual advances
- Visual conduct: leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons, or posters
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, or graphic verbal commentaries about an individual's body
- Degrading words used to describe an individual, suggestive or obscene letters, notes or invitations
- Physical conduct: touching, assault, impending or blocking movement

PROCEDURE: Incidents must be reported in order to be dealt with. Any volunteer who feels mistreated in this way should contact the Director immediately for assistance. Any volunteer or staff member who mistreats others by sexual or racial harassment may be dismissed by Volunteer Services and/or Human Resources.

When possible, confront the harasser and tell him/her to stop. If this is not effective, report the incident to Volunteer Services and appropriate action will be taken.

The Basics for Volunteers

Orientation

Each new volunteer shall be acquainted with St Lawrence Health, and the volunteer's department and assignment requirements through a general orientation, self-study orientation, and individual departmental instruction.

The Supervisor of the new volunteer shall provide an orientation to acquaint the new volunteer with departmental procedures and requirements with specific emphasis on departmental safety and Infection Prevention practices.

Dress Code

The professional appearance of staff is considered key to promoting trust, comfort, and confidence while providing care and service in a safe environment. This policy will identify appropriate personal appearance and attire for all employees in every department (including contracted employees, volunteers, and students of St. Lawrence Health that demonstrate professionalism to our customers, visitors and the community.

St. Lawrence Health is committed to presenting a professional appearance to both internal and external customers.

Members and other representatives of SLH are expected to be clean and well-groomed at all times. They are also expected to dress appropriately; exercise good judgment in selecting attire that ensures appropriate appearance (i.e., clean, well-groomed, and professional), safety, and productivity. Management may allow flexibility, where possible, for employees to express individual differences and reserves the right to identify clothing and styles considered to be extreme or inappropriate.

General Guidelines for Appearance:

- Clothes or uniforms are expected to be clean and in good condition (not frayed, ripped, or with holes).
- Safety, noise control, and OSHA standards should prevail in the selection of shoes. Soft-soled shoes are preferred. Open-toed shoes and sandals are not permitted where they present a safety hazard or for members providing patient care.
- Hair must be clean and neat with styles that are appropriate to business attire and of a color that occurs naturally (i.e., no greens or blue tints). Hair must be pulled back while working in patient care areas. Mustaches and beards must be neat and trimmed and not interfere with the fit testing personal protective equipment (PPE).
- Fingernails must be kept clean, neat, well-maintained, and of an appropriate length. Additionally, in compliance with CDC guidelines, sculptured, acrylic, gel, overlays, or false nails of any kind may not be worn by any member/volunteer who has direct contact with patients, including any member/volunteer who transports patients, enters patient rooms, or handles items that move in and out of patient care areas or rooms.
- Jewelry may be worn so long as it does not interfere with effectively performing job functions and is not deemed a safety hazard.

- Visible body piercing hardware that is offensive or excessive in size or quantity should not be visible or should be removed during the member's shift.
- Perfumes and colognes may be worn in moderation in non-clinical areas; members in clinical areas should not wear fragrances at any time, in consideration of their patients.
- Tattoos of an offensive nature must be covered at all times.

Clothing Guidelines:

- Clothing is to be appropriate for assigned work and must be worn in a manner that does not expose the abdomen, chest cleavage, or the buttocks area.
- Acceptable types of clothing include: slacks, khakis, Capri-style pants that are not tight fitting, polo and cotton shirts, golf shirts, suit jackets and blazers, ties, skirts, dresses, blouses, sweaters, scrubs, professional uniforms, hosiery and socks. Volunteers working in patient care areas are to wear socks or hose.
- Unacceptable types of clothing include: jeans of any color (any pants that are double stitched or patch pocketed), shorts, bib overalls, sweat shirts/pants, running suits, casual or spaghetti-type halters or tank tops, beachwear, casual tee-shirts, spandex, or other form-fitting pants, distracting, offensive, or revealing clothes (including commercial slogans or pictures), skirts or dresses more than three inches above the knee.
- Individual departments may find it necessary to establish additional written dress code requirements.

Volunteers who arrive at work dressed inappropriately will be sent home to change. Appropriate corrective action will occur. A repeat disregard for this policy may result in disciplinary action up to and including termination from their volunteer assignment.

Badges

All volunteers are provided with a photo identification badge with name and position. ID badges are to be worn at all times in a conspicuous place above the waist when on duty. The photo and title must be easily seen by patients, visitors, and other team members. No pins or stickers of any sort should be affixed to this ID tag (other than hospital-issued). If the volunteer loses their badge or it becomes damaged to the degree that it is not easily read by others, the volunteer should contact the Volunteer Services office at once to arrange for replacement. Upon exit of the Volunteer Program the volunteer is to hand in badge to Volunteer Services.

Personal Property

If it is not clear where personal belongings can be stored in your work area, please ask. Leave any valuables at home or well-hidden in your locked car.

Parking

Parking for volunteers is available in the Hospital's staff parking lot. If spaces are not available in the Hospital lot, volunteers may utilize on-street parking where permitted. Our first concern must be for our patients and visitors. Volunteers are not permitted to use any space provided for physicians or emergency and Hospital vehicles. Parking is not permitted on unpaved or lawn areas. All volunteers have a responsibility to become familiar with restricted areas around the Hospital building. Parking in unauthorized areas shall be considered a violation of the Standards of Behavior and may result in disciplinary action.

Volunteer Status

Each volunteer will be assigned a status of Active when they begin their volunteer assignment. When a volunteer's assignment is finished, they will have a status of Inactive.

If a volunteer will be away for more than one month, their status will be changed to On-Leave. Volunteers must notify their department and Volunteer Services of dates they will be away.

Volunteer Assignments

Volunteer assignments are made based on the candidate's skills, interests, and abilities, as well as the needs and priorities of the Hospital. During the interview, various placement options may be discussed.

We appreciate the gift of your time and energy. When scheduling your volunteer times, we are flexible and work with your availability. The typical volunteer shift is three to four hours, once per week, on a regular schedule.

Your reliability means a great deal to us, and your experience will be much more valuable and rewarding if you come regularly. If for any reason you feel your position does not fit your personality, abilities, etc., please call Volunteer Services to discuss another placement.

There are a number of volunteer assignments that may be available at all three facilities:

- Patient Experience
- Gift Cart Nursing Units
- Information Desk/Greeter

This list is not all-inclusive, as many volunteers have unique talents that can be used in many ways throughout the health system. Positions available are determined by the Volunteer office, and some positions are not always available for placement.

Time Sheets

It is required that volunteers accurately and honestly complete and log each day's hours and minutes. Totals of each day's hours and minutes must be recorded with totals for the month. We need to know when you are in the building, and this is how we track your Volunteer Service hours. Sign in sheets will be available at an assigned location for volunteers to sign in and out for each shift.

Reporting Sick Leave and Late Arrival

All volunteers must provide reasonable notice if they are unable, for any reason, to report to work when expected to be working a shift. Scheduling will be determined by the volunteers' availability and is subject to discretion. If a volunteer is unable to report to a scheduled shift, they must contact their direct supervisor or the Volunteer Services office no later than one hour before the expected shift start time.

Personal Changes

Changes of name, address, or telephone number should be reported as soon as possible to the Volunteer Services office. The Office will assist volunteers in completing whatever forms are required for the change. Volunteers should also advise their immediate supervisor of changes to telephone numbers.

Resignation/Termination of Service

If you decide to leave the Hospital, we would like you to give your Department Head/Supervisor and Volunteer Coordinator a minimum of two week's advance notice, and you must return your ID badge to the Volunteer Coordinator.

Whenever possible, terminating volunteers should have an interview with the Volunteer Coordinator. We ask that you be frank in discussing your reasons for leaving, and to make any suggestions you feel would be helpful to us.

Discipline

The discipline procedure is designed to protect the safety and to ensure fair treatment of all volunteers. Discipline may be required for safety violations, absenteeism, or violation of the Standards of Behavior. If volunteers are not meeting the needs of the health system, St. Lawrence Health reserves the right to terminate their involvement.

Distribution of Materials or Solicitation

No person, volunteer, or otherwise, is permitted to solicit for any purpose, distribute written or other materials, on the grounds or within the buildings owned by the Hospital. without prior approval of the President or her designee. Notices may only be posted in accordance with the policy on Bulletin Boards (policy B-4 Administrative Manual).

Administrative Manual

Throughout this handbook, references are made to policies and procedures contained in the Administrative Manual. There is a copy of this manual online in PolicyStat and can be provided to you through your Supervisor or Volunteer Services.

Institutional Principles

Nondiscrimination

St. Lawrence Health will comply with New York State and Federal laws prohibiting discrimination on the basis of race, color, creed, national origin, sex, sexual orientation, marital status, disability, or age.

Volunteers are selected on the basis of their qualifications to fit previously established criteria and specifications for the job. Such criteria include education, experience, mental capacity, physical ability, and willingness to work in the specific environment of the job. The objective is to bring the most qualified individual on board.

HIPAA

All patient information is confidential. This includes name, address, age, and any medical condition information. If you reveal any of this information to somebody who does not need to know, you have broken the law. Volunteers may not ever view a patient's medical records; a violation of confidential information may result in termination of volunteer service.

The Health Information Portability and Accountability Act (HIPAA) of 1996 is a law intended to preserve privacy of patients' health information. It is meant to make your medical information available to those who must see it, while keeping it from those who do not.

- Follow the simple "need to know rule." If you require patient information to do your job, then you are allowed to know.
- You may overhear private health information. Keep it to yourself.
- All paper records should be shredded; if you see something improperly discarded, notify a supervisor.

Confidentiality

All matters pertaining to patients, medical records, patient accounts, and all other Hospital business is confidential. Revealing this information to ANYONE who does not require this information for the performance of their job is prohibited. Breaches of confidentiality on the part of others must be reported to your immediate Supervisor.

Breaches of confidentiality on any matter shall be considered a serious offense and will be subject to discipline, which may include termination of employment.

- Anything you see, **must be kept confidential**
- Anything you hear, **must be kept confidential**
- Anything you read, **must be kept confidential**
- Anything you observe with your five senses, **must be kept confidential**
- Anything you already know about a patient, **must be kept confidential**

PATIENTS' BILL OF RIGHTS IN A HOSPITAL

As a patient in a hospital in New York State, you have the right, consistent with law, to:

- (1) Understand and use these rights. If for any reason you do not understand or you need help, the hospital **MUST** provide assistance, including an interpreter.
- (2) Receive treatment without discrimination as to race, color, religion, sex, gender identity, national origin, disability, sexual orientation, age or source of payment.
- (3) Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
- (4) Receive emergency care if you need it.
- (5) Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
- (6) Know the names, positions and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.
- (7) Identify a caregiver who will be included in your discharge planning and sharing of post-discharge care information or instruction.
- (8) Receive complete information about your diagnosis, treatment and prognosis.
- (9) Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
- (10) Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet "Deciding About Health Care — A Guide for Patients and Families."
- (11) Refuse treatment and be told what effect this may have on your health.
- (12) Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
- (13) Privacy while in the hospital and confidentiality of all information and records regarding your care.
- (14) Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
- (15) Review your medical record without charge and, obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
- (16) Receive an itemized bill and explanation of all charges.
- (17) View a list of the hospital's standard charges for items and services and the health plans the hospital participates with.
- (18) Challenge an unexpected bill through the Independent Dispute Resolution process.
- (19) Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department telephone number.
- (20) Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
- (21) Make known your wishes in regard to anatomical gifts. Persons sixteen years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the NYS Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as a health care proxy, will, donor card, or other signed paper). The health care proxy is available from the hospital.

Public Health Law(PHL)2803 (1)(g)Patient's Rights, 10NYCRR, 405.7,405.7(a)(1),405.7(c)

Safety Information

Infection Prevention

Please remember you are not allowed to enter patient's room that has the following isolation precautions, unless you have received special training:

- Contact
- Contact Plus
- Droplet
- Neutropenic
- Airborne

Patient Safety

Keeping our patients safe while they are under our care is vital. Please do not ever try to lift or move a patient from one area to another; this is the responsibility of trained staff. This includes from bed to chair, chair to bed, sitting to standing, to and from a stretcher, or off the floor. Please ask for assistance from staff before attempting to move a patient. Remember that volunteers can transport (wheelchairs, etc.) but not transfer. Also never give a patient anything to eat or drink without checking with an appropriate team member.

Contact with Blood or Bodily Fluids

Practice standard precautions by avoiding contact with any fluid or substance that is not yours. If you do have accidental contact, wash with soap and water, and immediately contact a department manager for further instruction. A comprehensive OSHA exposure control plan is available in the Infection Prevention Manual.

Hand Hygiene

Hand washing is considered the single most important procedure for preventing healthcare-associated infections.

Volunteers should wash their hands to prevent the spread of infection:

- When coming on duty
- Before and after patient contact
- Before donning and after removing gloves
- When hands are visibly soiled
- Between patient interactions
- Upon leaving a patient's room
- After sneezing, coughing, blowing, or wiping the nose or mouth
- Before and after eating, drinking, or smoking
- After handling animals
- After using the restroom
- Upon completion of duty

Hand Washing Guidelines:

- Wash all surfaces, hands, and fingers with soap and water for at least 15-20 seconds
- Rinse under warm water
- Dry hands with a clean paper towel and discard
- Turn off faucet with a dry paper towel and discard

When hands are not visibly soiled, use alcohol based rubs (Purell), cover all surfaces of hands and fingers, and rub hands together for at least 15-20 seconds.

Toxic Substances

All volunteers who handle, use, or may be exposed to hazardous chemicals or toxic substances within the scope of their duties, should be aware of the existence of these substances and their potential hazards.

Department Directors and Supervisors provide training regarding the proper handling of toxic substances to all newly hired volunteers before initial assignment begins, and to all department volunteers annually.

Material Safety Data Sheets (OSHA Form 20) are kept on file in each "user department." Safety Data Sheets can be found in the Plant Operations and Maintenance office, and the Emergency Services department.

Any volunteer who wants a copy of a Material Safety Data Sheet on a substance he/she uses or is exposed to during the course of their work may obtain a copy from their Supervisor, the office of Facilities and General Services, or make a copy from the catalog in the Emergency Services department using the copier in the Admissions Office. If you have any questions or concerns regarding toxic substances, please speak immediately with your supervisor, or the Plant Operations and Maintenance department.

A more detailed description of the Hazardous Waste Policy is included in the Administrative Manual available online at PolicyStat.

Fire Safety

Acquaint yourself with the location of the nearest fire extinguisher and alarm pull box in case of fire. Fire extinguishers will be provided to contractors for their work area. If the alarm should sound and you are in a hospital room, close the door and windows, and remain in the hallway outside the room until you hear the "Code Red All Clear" announcement, or are directed to evacuate by the local Fire Department.

In the event of a fire, **RACE**:

- Rescue
- Activate
- Contain
- Extinguish

Fire and extinguishers:

- Class A: wood, paper, cloth
- Class B: oil, gas, grease
- Class C: electrical

How to use a fire extinguisher, **PASS**:

- Pull
- Aim
- Squeeze
- Sweep

Fire safety:

- Close all doors and windows
- Never use the elevator
- Do not block fire doors
- Feel doors before entering

Safety Incidents

Volunteers should be alert for possible safety hazards encountered in the course of their work in the Hospital, and should behave in a manner to avoid or minimize hazards to themselves, others, and Hospital property.

Supervisors will assure their volunteers are familiar with safety practices and procedures in the Hospital, and will instruct their staff in safety hazards peculiar to their work. Hazards should be reported immediately to the Safety Officer.

An incident is any occurrence or accident, including continuous or repeated exposure, to conditions which result in bodily injury or property damage, neither expected nor intended from the standpoint of the Hospital.

All incidents involving patients, visitors, or volunteers shall be reported immediately, as per Administrative Manual Policy I-1, "Incident Reporting." Action shall be taken to minimize a recurrence and to provide assistance for following up with the parties involved.

Emergency Codes

Safety/Emergency Management/Codes you may hear:

Code Blue: Cardiac Arrest

Code Blue Broselow: Pediatric Cardiac Arrest

Code Green: Internal/External Disaster

Code Grey: Acting Out Person (AOP)

Code Help: Emergency Response

Code Orange: Computer System Down

Code Amber: Abduction of an Infant/Child

Code Red: Fire

Code Silver: Weapons Situation

Code Yellow: Bomb Threat