Each year, we are required to review current safety, security and infection control information with you, as well as some reminders that pertain to you as an Ascension Genesys Volunteer.

Please take a few minutes to read through this document to refresh your knowledge on this vital information.

When you are finished, please complete the quiz and the self-evaluation forms that were mailed to your home and return them to the Volunteer Office. An envelope was included in your mailed packet.

Thank you for being a valued member of the Ascension Genesys Volunteers!
Ascension Genesys Mission

Rooted in the loving ministry of Jesus as healer, we commit ourselves to serving all persons with special attention to those who are poor and vulnerable. Our Catholic health ministry is dedicated to spiritually centered, holistic care which sustains and improves the health of individuals and communities. We are advocates for a compassionate and just society through our actions and our words.

Our Values

Service of the Poor
Generosity of spirit, especially for persons most in need.

Reverence
Respect and compassion for the dignity and diversity of life.

Integrity
Inspiring trust through personal leadership.

Wisdom
Integrating excellence and stewardship.

Creativity
Courageous innovation.

Dedication
Affirming the hope and joy of our ministry.

“Love cannot remain by itself -- it has no meaning. Love has to be put into action, and that action is service.”
~ Mother Theresa

Ascension Genesys Volunteer Mission

Supporting the Ascension Genesys mission with compassionate service, wisdom and dedication.
INFECTION CONTROL GUIDELINES

Volunteers may not perform functions that have the potential of physical contact with blood or patient body fluids. You will not be asked to change needle boxes, transport patient specimens, clean up blood or body fluid spills, handle bandages or contaminated items.

**When you are ill**

Please do not come in to volunteer if you are ill. Stay home and get well so that you can come back as soon as possible.

**Chicken Pox**

If you have never had the Chicken Pox and are exposed to it, please call the Infection Control Department for instructions at (810) 606-5490.

**TB Tests**

TB Tests are an OSHA requirement for everyone who works or volunteers in any health care setting in the United States. The two-step test is required upon starting your volunteering. If you pause your volunteering for more than 12 months, you will be required to obtain a TB test prior to returning to service.

**Flu Shots**

Flu shots are **mandatory** for associates, volunteers and physicians of Ascension Genesys. Documentation of receiving a flu shot is required – provide copy to the Volunteer office. Declination forms must be submitted for religious or medical exemptions. A flu shot clinic is held annually in October for the convenience of all volunteers. If a volunteer chooses not to receive the flu shot and does not qualify for the exemption, they will be put on leave of absence during the flu season (October 1 – April 1).

**Hand Hygiene**

*The single most important way to stop the spread of infection is with hand hygiene.*

Volunteers wash their hands:

- Prior to starting work and before going home
  - Before entering and after exiting patient rooms
  - Before serving food/water
  - After using the restroom or handling nasal tissues
  - After delivering/handling fresh flowers or plants
  - At any time in which hands are felt to be contaminated or soiled
  - Before/after eating meals

If your hands are not visibly soiled, you may use the alcohol foam located in the patient rooms.
Infection Control – Isolation Precautions

Isolation rooms have signs posted on the doorway. Volunteers are not required to render service to patients in isolation. If you choose to enter an isolation room, check with the nurse and follow instructions on the isolation signs posted on the doorway. You put patients at great risk if you do not follow these protocols!

**Airborne Precautions (green)**
Small particles that are shared through air and travel long distances (even outside the room). Examples: Measles, Chickenpox, SARS, Tuberculosis. Need a specially fitted mask to enter room. Volunteers will not receive a mask. **Volunteers are not permitted to enter an Airborne Precautions room!**

**Contact Precautions (yellow)**
Micro-organisms shared by direct or indirect contact with patient or patient’s environment. Examples: Lice, Scabies, multi-drug resistant organisms. Gown and glove for contact with patient or anything in patient room. **HAND HYGIENE, GOWN AND GLOVES REQUIRED**

**Droplet Precautions (blue)**
Large particle droplets that travel three feet or less. Examples: influenza, meningitis, mumps, pertussis. Surgical or procedure mask to enter room. **HAND HYGIENE, SURGICAL MASK REQUIRED**

**Protective Precautions (pink)**
Protects patients whose immune systems are compromised from our germs. Examples: HIV, patients undergoing Chemotherapy. **HAND HYGIENE REQUIRED, POSSIBLY A MASK**
**PROFESSIONALISM**

Volunteers at Ascension Genesys are expected to maintain a level of professionalism consistent with the hospital mission and standards. This allows us to provide a healing atmosphere for patients, families and guests of Ascension Genesys and to maintain patient dignity and privacy. All volunteers are responsible for:

- Behaving in a professional, efficient, courteous and unobtrusive manner
- Being prompt and dependable
- Maintaining a neat, clean appearance with regulation uniform. Ascension Genesys dress and personal appearance policies will be followed
- Cooperating with supervisors and adhering to hospital rules and safety precautions
- Remaining on the assigned job, not leaving that post unless asked by the supervisor

**PATIENTS’ RIGHTS & RESPONSIBILITIES**

It is the policy of Ascension Genesys that each patient admitted to the hospital shall have the Rights and Responsibilities that are within Ascension Genesys capacity, mission and law/regulations. We believe that a patient who understands and participates in his/her health care may achieve better results. The hospital has the responsibility to give adequate and appropriate care, to respect the rights and to recognize the responsibility of the patient. Patient Rights and Responsibilities are included in the admission booklet, posted in designated areas throughout the hospital and on the hospital Intranet.

**WORKPLACE HARASSMENT**

Ascension Genesys is committed to providing volunteers with an environment that is free from all types of unlawful discrimination and harassment. Actions, words, jokes or comments based on an individual’s sex, race, ethnicity, age, religion or any other legally protected characteristic will not be tolerated. Volunteers are encouraged to bring any incidents of workplace harassment to the immediate attention of a direct manager or Human Resources.

**HIPAA – HEALTH INSURANCE PORTABILITY & ACCOUNTABILITY ACT**

The Health Insurance Portability and Accountability Act (HIPAA) ensures that ALL Protected Health Information is kept confidential. Protected Health Information includes patient names, address, telephone and fax numbers, email addresses, social security numbers, medical record numbers, health plan numbers or any unique identifiers. You must keep all Protected Health Information confidential. The HIPAA Privacy Regulation holds not only healthcare institutions liable in a court of law, but also holds individuals liable. Please know that the release of confidential information is regarded as a breach of confidence and constitutes grounds for immediate termination.
HIPAA / CONFIDENTIALITY

All medical and personal information regarding a person receiving health care services at Ascension Genesys shall be confidential.

Breaking confidentialities violates a patient’s rights and can be a breach of HIPAA. Legal suits may be brought against the hospital and volunteer who divulges information about a patient. In fact, an individual responsible for a HIPAA breach may be personally fined thousands of dollars.

Names of patients, medical and personal information may not be released without the patient’s consent.

Volunteers shall not have access to patient charts or medical records without proper authorization.

Volunteers shall not communicate any information concerning a patient’s medical condition or pertinent personal information to anyone other than the appropriate hospital personnel.

“Protected Health Information (PHI)” is information that could identify or be used in finding the identity of an individual. PHI includes facts contained in abstracts of patient charts, case histories, descriptions of medical procedures that include or refer to a patient’s name or social security number and any pertinent personal information communicated orally.

Examples of what could identify an individual:
Name, birthdate, social security number, driver’s license number, phone number, zip code, photographs, email addresses, license plate number, health insurance numbers, medical record number, financial account number.

Confidentiality applies to:
- Electronic/computer information
- Paper records including nurses and doctor notes and patient lists
- Films, such as x-rays
- Verbal information including discussions in the cafeteria, elevators or over the phone

Volunteers shall refer any questions concerning the condition of a patient from relatives or friends to the appropriate nursing personnel or physician.

The release of confidential information by a volunteer to any unauthorized person shall be regarded as a breach of confidentiality and constitutes grounds for immediate termination.
CORPORATE RESPONSIBILITY

The Corporate Responsibility Program promotes good corporate citizenship, identifies high-risk areas, prevents and detects ethical violations and ensures compliance with Federal, State and local laws.

The Six Standards of Conduct:

1. **Quality of Care:** We are committed to providing competent and compassionate care, to respect and safeguard the dignity of the patient and to allow patient’s access to all the medical and ethical information necessary to make decisions about their care.

2. **Laws and Regulations:** We will operate in accordance with all laws and regulations. These laws and regulations apply to areas such as patient referrals, employment, physician relationships, billing and payment practice, discount arrangements, lobbying, political contributions, the environment, health and safety and dealing with papers and regulatory agencies.

3. **Human Resources:** We cultivate a work environment where associates are treated honestly and respectfully. We ensure that health and safety are protected, opportunities are given for personal and career learning, tools are provided to perform jobs well, and safe and adequate procedures are followed for resolving conflicts.

4. **Business and Ethical Practices:** We are committed to ethical business conduct and integrity, including the Ethical and Religious Directives for Catholic Health Care Services.

5. **Confidentiality:** We must maintain the confidentiality of medical records and other patient information.

6. **Conflicts of Interest:** We are expected to act in a manner that is in the best interest of the organization and the patients it serves.

Volunteers are expected to adhere to these Standards of Conduct. In addition, we ask that you report any concerns you have with others breaching these standards by reporting to the staff manager in your volunteer area, reporting to the Volunteer Services office or by calling the Values Line.

The Values Line is a confidential resource for communicating any concerns regarding ethical behavior at Ascension Genesys. All reports to the Values Line are fully investigated.

Values Line: 1-800-707-2198
AGE-SPECIFIC COMPETENCIES

Age-specific competencies are skills you need to use to give care that meets each person’s unique needs. Every person is an individual and has his or her own likes and dislikes, feelings, thoughts and beliefs, limitations and abilities along with life experiences. Below are guidelines for interacting with individuals in all age groups.

**Newborn/Infant (birth to 1 year)**
- Soothing and comforting the infant as needed
- Keeping parents in infant’s line of vision as appropriate
- Offering familiar objects to the infant
- Ensuring a safe environment

**Pediatrics (1 – 12 years)**
- Using a direct approach with the child; allowing choices when possible
- Recognizing that play is important
- Soothing and comforting as appropriate, allowing for verbalization of fears
- Using praise as a reward for desired behavior

**Adolescent (13 – 17 years)**
- Encouraging questions and verbalization of fears
- Acknowledging the importance of relationships with peers
- Allowing the adolescent to have some control/choices when possible
- Recognizing the importance of privacy for adolescents

**Adults (18 – 64 years)**
- Allowing the patient to maintain control and involving them in decision making
- Encouraging the verbalization of fears

**Geriatric (65+ years)**
- Speaking directly to the person
- Allow the patient to maintain control and involve them in decision making
- Recognize the potential for loss of hearing/vision and responding appropriately
- Ensuring a safe environment
EMERGENCY CODES

- Code “Blue” means EMERGENCY!
- Code “Rapid Response Team” means MEDICAL ASSISTANCE NEEDED!
- Code “Red” means FIRE!
- Code “Black” means DISASTER!
- Code “Yellow” means BOMB THREAT!
- Code “Adam” means CHILD ABDUCTION!
- Code “Green” means PATIENT ELOPEMENT!
- Code “Gray” means SECURITY NEEDED!

Code Blue: An example of a Code Blue is a cardiac arrest. Please stay out of the way of medical personnel who will be running to help a patient in need. Also, stand with family members until the staff arrives.

Code Rapid Response Team: This code is called when individuals in the hospital, medical office building or on the sidewalks of the hospital need emergency medical assistance.


- Rescue. If you see or smell smoke, get down on your hands and knees to investigate at once. If you discover a fire, see that any patients, employees or others who are in immediate danger are moved to a safe area.
- Announce. Pull the nearest fire alarm box.
- Contain. Close the door of the room containing the fire. All doors marked with a “Z” will close automatically. All other doors should be opened to facilitate the operation of the hospital smoke evacuation system.
- Extinguish. Use a fire extinguisher from the nearest fire station and extinguish the fire only after the alarm has been sounded, and only if it is safe to attempt.
  - Remember the Extinguisher PASS-word.
    - Pull the pin: This unlocks the operating lever to allow you to discharge the extinguisher.
    - Aim low: Point the extinguisher nozzle (or hose) at the base of the fire.
    - Squeeze the lever below the handle.
    - Sweep from side to side keeping the extinguisher aimed at the base of the fire.

Code Black means there is a disaster somewhere in or near Genesee County. It means that all three hospitals may receive many patients at once. During a Code Black, ask the nearest staff member what you can do to help.

Tornado Watch/Warning. Listen to the announcements on the Public-Address System. During a “Phase III”, take cover in a non-glass area.

Code Yellow means there has been a bomb threat. Stay on the line, take notes, alert the nearest staff member and try to stay calm.


Code Green means patient elopement. Be observant about any patient leaving the hospital, note location and alert Security immediately.

Code Gray means Security. Call Security when a security response is needed or anticipated (e.g. disruptive behavior).

Never use an elevator during a code!
ACTIVE SHOOTER SAFETY

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined space or other populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Active shooters usually will continue to move throughout the building or area until stopped by law enforcement, suicide or other intervention. If Ascension Genesys faced an active shooter situation, an announcement would be made over the Public-Address system to engage active shooter procedures.

In an active shooter situation, you should quickly determine the most reasonable way to protect your own life. You should:

1. **Run:** If there is an accessible escape path, attempt to evacuate the premises.
2. **Hide:** If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
3. **Fight:** As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter.

**Run**

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Warn individuals not to enter an area where the active shooter may be.
- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Keep your hands visible.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.
- Call 9-1-1 when it’s safe to do so.

**Hide**

If safe evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter’s view.
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
- Not trap you or restrict your options for movement.

To prevent an active shooter from entering your hiding place:

- Lock the door.
- Blockade the door with heavy furniture.
- Close, cover and move away from windows.
ACTIVE SHOOTER SAFETY (continued)

**Fight**
As an absolute last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter:
- Act as aggressively as possible against him/her.
- Throw items and use improvised weapons.
- Work together to incapacitate the shooter.
- Commit to your actions.

**When Law Enforcement Arrives**
Law enforcement’s immediate purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard. The first officers to arrive at the scene will not stop to help injured persons because their first priority is life safety, so they will need to secure the scene first.

When law enforcement arrives:
- Remain calm, and follow officers’ instructions.
- Put down any items in your hands (i.e., bags, jackets).
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers, avoid physical contact.
- Avoid pointing, screaming and/or yelling.
- Do not stop to ask officers for help or direction when running—just proceed in the direction from which officers are entering the premises.

While it is frightening to think about the possibility of an active shooter incident during your volunteering, it is very important that we are all prepared to react in a way that will protect ourselves and others if the unthinkable occurs.
**Electrical Safety**
- Never use three prong plugs via two prong adapters.
- Do not use extension cords unless they are specifically approved by the hospital.
- Never unplug a device by pulling on the power cord. Unplug equipment by grasping and pulling on the body of the plug.
- If you ever receive even a small, non-static electrical shock from a device, report it immediately to your supervisor.
- Report any devices with obvious damage. Devices that have been dropped, had fluid spilled on them or have damaged power cords could be hazardous.

**Lifting Essentials**
- Lift twice: First size up the situation and lift with your eyes and mind. Second, lift with your body.
- Get help when the job is more than you can handle. Volunteers are not to lift any item over 10 pounds.
- Bend your knees and lift with your legs!
- Keep the load close to you.
- Volunteers are not permitted to lift patients. Please notify a nurse or staff member if a patient needs lifting or assistance to and from bed or chair.

**Safety Data Sheets (SDS)**
You have the right to know about the hazards of chemicals in a hospital environment. Material Safety Data Sheets (MSDS) are available in each work area. Contact your supervisor for more details.

**Radiation Safety**
Radiation guidelines are designed to limit the exposure to radioactive materials. Areas of the hospital where radiation is in progress or radioactive materials are used are marked appropriately. MAGENTA and YELLOW signs are used for Nuclear Medicine, Radiation Oncology and selected patient rooms. Other signs such as *Radiation in Progress, Do Not Enter*, etc. are posted on the front of X-Ray rooms. DO NOT ENTER ANY ROOM WITH RADIATION SIGNS POSTED.

**Job Related Injury and Illness**
If you have a job-related injury or illness, report to your immediate supervisor or go to the Employee Health Office where an Incident Report will be completed. If the Employee Health Office is closed or the injury is serious, report immediately to the Emergency Department.

**Chemical Spill Response**
- Determine if it is an emergency or an incidental release
- If it is an emergency, alert others, evacuate the area, limit access to the area and notify Security
- Persons experiencing symptoms from exposure report to the Emergency Department
Wheelchair Safety

- **Always lock the brakes!** Engage both wheel locks before a passenger gets in or out of the chair
- **Use foot supports!** Lift the footplates up before a passenger gets in or out of the chair
- **Always back into an elevator!** This prevents the threat of doors closing on the passenger
- **Take your time!** Don’t be in a rush

Fall Prevention

Falls are among the most frequent patient safety events at hospitals. National data shows averages to be as often as one fall per day in hospitals. Ascension Genesys takes falls very seriously and is striving to eliminate all patient falls.

As part of Ascension Genesys’ fall prevention efforts, every patient is assessed for fall risk and assigned a colored wristband and a room sign accordingly. All patients and family members are educated about the risks of falling and how to prevent falls.

**Red – EXTREME Fall Risk**

- Bed and chair alarms are activated. Patients are accompanied at all times (bathroom, while sitting bedside, during transport, etc.)
- Items that patients may need (call light, water, phone) are placed within reach

**Orange – HIGH Fall Risk**

- Patients are asked to request and wait for help when needing to get out of bed
- Items that patients may need (call light, water, phone) are placed within reach

**Yellow – LOW Fall Risk**

- Items that patients may need (call light, water, phone) are placed within reach

As a volunteer in a patient area, if you see a patient with an orange or red wristband walking or standing alone, please find a nurse or caregiver in the area and notify them immediately!
Requirements of Volunteering

Many first impressions are made about us based on our personal appearance. Each of us represents Ascension Genesys in the eyes of the public and the patients we serve. Presenting ourselves in a professional and conservative fashion helps to increase patient and public confidence in us as efficient, professional representatives of Ascension Genesys.

Name Badges
You MUST wear your name badge at all times. You will be issued a photo I.D. badge from Security. Name badges must be returned to the Volunteer Services office if you decide not to volunteer. Name badges cannot be altered and are to be worn only by the volunteer to whom it is issued. If you forget your name badge, please come to the Volunteer Office to be issued a temporary name badge for the day.

Please make sure your name badge is visible (clipped on your collar or on a neck lanyard).

What else do I wear while volunteering?
Each volunteer and employee represents the hospital in the eyes of the patients and other guests we serve. It is your obligation to have clothes, jewelry, grooming and hygiene that project a professional, business-like appearance. Because of allergies, please do not wear perfumes or colognes. Besides your smock/jacket or shirt and I.D. badge, you are asked to wear business casual slacks (such as black, blue, khaki or white). Absolutely no jeans, shorts, capris, scrubs, leggings or sweats/yoga pants are permitted. Tennis shoes or any comfortable walking shoes are great! For safety, open toe/open heel shoes are not permitted. Please keep your smock, jacket or polo shirt clean and pressed.

Volunteer Uniform
All Ascension Genesys Volunteers within the building are required to wear the official Ascension Genesys Volunteer uniform except for Eucharistic Ministers, Patient Visitors and Pet Therapy volunteers, who wear “business casual” dress. The “Ascension Genesys Volunteer” smock, jacket or polo shirts are available only through the Volunteer Services Office. If volunteering as a gardener casual clothes can be worn.

Cell Phone Usage
Use of your personal cell phone while on volunteer duty is only permitted on an emergency basis. Please keep your phone on silent while on your volunteer shift. If you must take a call or text, please step away from your service area to do so.
Thank you for reviewing this Safety and Security information. It is important that every volunteer understands and complies with Ascension Genesys’ safety, security and infection control processes. By doing so, you keep yourself and our patients safe. Please contact the Volunteer Services office if you have questions or concerns regarding information in this booklet.

We appreciate your donation of time and talent to help Ascension Genesys patients, guests and staff!