Dear Volunteer:

Welcome to the St. John Providence (SJP) team. Your generosity in donating your time and willingness to share the joy of caring is appreciated by all of us.

Volunteering is more than donating your time. It’s joining a health care team of professionals and dedicated community volunteers, all committed to delivering the highest quality patient care experience every day, everywhere, for everyone.

Volunteers are a vital component in the care we give to our patients and their families. In addition, they help to spread our message of health and well-being to their communities.

Thank you for your willingness to serve with our team that makes SJP a destination of choice for health care in Michigan.

Sincerely,

Jean Meyer
President and CEO
St. John Providence
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 and 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 caring that people hope they'll find. If you're noisy, so is the hospital. If you're rude, so is the hospital. And when 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.

Thank you for all you're doing!
Our Mission, Vision, and Values

St. John Providence Mission

St. John Providence (SJP), as a Catholic health ministry, is committed to providing spiritually centered, holistic care which sustains and improves the health of individuals in the communities we serve, with special attention to the poor and vulnerable.

SJP Vision

Our passion for healing calls us to cultivate trust, advocate wellness and transform healthcare.

SJP Values

We are called to:

• **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

Ascension Health

SJP is a member of Ascension Health, a national faith-based health ministry sponsored by the Sisters of St. Joseph of Nazareth, the Daughters of Charity, and the Sisters of St. Joseph of Carondelet. Ascension Health is the largest not-for-profit Catholic Health Ministry in the United States, with acute care facilities in 20 states and the District of Columbia.

VOLUNTEER SERVICES DEPARTMENT

MISSION STATEMENT

The Volunteer Services Department of SJP is dedicated to providing the highest quality of service and support toward making a positive difference in the lives and health status of individuals and communities.

Through collaborative efforts, we are committed to complement and supplement goals and objectives of other programs and departments by providing compassionate, well-trained and resourceful individuals to assist — individuals who share the core values of Ascension Health. The assistance of volunteers, by both financial and human resource support, enhances our ability to provide quality and cost effective health care.

Furthermore, through volunteer work, people in our community can grow as individuals and experience the benefits associated with volunteering.
Policies and Procedures
QUALIFICATIONS

- A volunteer is an individual who is willing to donate his or her time and talents freely in the performance of service to patients and staff at SJP.
- A volunteer must be physically able and emotionally stable to do the work assigned.
- The volunteer must have a desire to serve, be responsible, be willing to accept hospital ethics and standards and be guided by the information in this handbook.
- Volunteers must be at least 16 years old.
- Documentation of valid US ID or appropriate visa for non-US residents
- Court appointed community service is not accepted

Application Process

The recruitment and placement policy of the Volunteer Services department adheres to SJP’s policy to provide equal, nondiscriminatory volunteer opportunities without regard to race, age, sex, religion, national origin, disability, sexual orientation, or other legally protected status. In concurrence with the Fair Labor Standards Act, volunteers do not regularly perform services indispensable to the operation of the institution.

Checklist to volunteer

- Complete a volunteer application. References will be checked and a criminal background check will be conducted.
- A parental consent form is required for applicants ages 16 or 17.

Applications will be reviewed. If a potential match is available, you will
- Interview with a Volunteer Services representative

If selected for placement, the applicant will:

- Receive a service description of their placement
- Attend a volunteer orientation session. Successfully complete a competency quiz regarding key policies and procedures. Consent to HIPAA policies by signing an agreement form.
- Submit proof of a negative TB test from the current year. (this may be offered at no cost through SJP Occupational Health Services)
- Submit proof of an influenza vaccine if volunteering during the months of November – March. (this may be offered at no cost through SJP Occupational Health Services).
- Any current SJP associate will receive a copy of the “Associate as a Volunteer” Policy, HR Policy #615 and complete the authorization form.
- Obtain a volunteer ID badge. A copy of a current photo ID is necessary. Driver’s license or state ID is preferred.
- Obtain a volunteer uniform: a cost may be associated with a new uniform.
- Participate in a department specific orientation.
- All assignments have an initial trial period for both the volunteer and the department.
YOUR FIRST DAY
Please report as assigned. You will be trained by either a peer volunteer or by a departmental associate. You will learn where to sign in, where to keep you personal belongings (try to bring minimal personal items on-site). Bring your service description and On-the-Job checklist. When you complete training, you and your trainer will sign off on the checklist and return it to the Volunteer Services office.

SIGN IN/OUT POLICY
Because of the importance of volunteer services, all volunteers should be punctual and consistent in their attendance. You should remain in your assigned area(s) and be on duty for the full time agreed upon except when conditions vary or directed by staff. All volunteers must sign-in when reporting for duty and sign-out when leaving for the day.

ABSENCES
If you are unable to keep your volunteer commitment on a particular day, notify the supervisor in the department where you are assigned. If you will be out for three consecutive scheduled shifts or more, also notify the Volunteer Services office with your anticipated leave and return dates.

LEAVE OF ABSENCE
If your leave will be three months or longer, your current placement and/or shift can not be guaranteed. If your Leave of Absence is for medical reasons, a note from your physician is required before your return stating if you have any restrictions that may impact your volunteer work.

LEGAL HOLIDAYS
The hospital staff and the Volunteer Services Department observe the following holidays. Observances of any other holiday are at your own discretion.
Some hospital departments are closed on these holidays, so it’s best to check in advance.

TRANSFER OR RETURNING
You may request a new assignment by contacting the Volunteer Services Department. If you discontinue volunteering and then return to service, service recognition will include any prior volunteer hours.

RESIGNATION
If you resign from your volunteer work, please advise your supervisor, and the Volunteer Services Department. Please try to give a two week notice so a replacement may be found. Your hospital I.D. name badge and any unused meal passes MUST be returned to the Volunteer Services Department when you leave.
VOLUNTEER DRESS CODE
It is the responsibility of all volunteers to purchase their own uniform from Volunteer Services and to keep it clean and neat. The cost may be negotiated or waived based on financial hardship.

General Dress Code for all volunteers:
• Clean uniform – buttoned or zipped at all times
• White shirt (not to hang below the uniform). T-shirts are not acceptable.
• Rubber-soled shoes – no open-toed sandals or heavy boots
• Length of fingernails is not to exceed ¼ inch
• Minimal jewelry. No large, dangling jewelry.
• A plain, white cardigan sweater may be worn with the uniform. No hooded jackets.
• No stretch pants, Capri pants or shorts are allowed.
• No blue jeans or any type of denim.
• No hats or head coverings unless part of a religious observance.
• No fragrances such as perfumes, aftershave or fragrant lotions.
• No excessive makeup.
• No visible body piercing (except earrings) unless part of a religious observance.
• No visible tattoos.

Female Volunteers
• Volunteer jacket
• White, black or khaki slacks/skirt

Male Adult Volunteers
• Volunteer Jacket
• Dark or khaki solid colored pants
• Tie preferable in-patient care areas

HOSPITAL I.D. BADGE
Your I.D. name badge must be worn at all times while on duty. If you lose your hospital I.D. name badge, please contact the Volunteer Services Department immediately — the office will authorize and obtain a replacement for you. You will be charged a $10 replacement fee.

CELL PHONES
If carrying a cell phone, it should be kept on vibrate mode. Volunteers should refrain from making or taking personal calls during their volunteer shift in public areas. Volunteers should also refrain from text messaging and/or constantly checking their phones. Certain departments may restrict carrying cell phones at all in the work area. Check with your supervisor.
DAILY BEST PRACTICES

We ask that you:

- Keep your valuables at home — the hospital is not responsible for the loss of personal property.
- When arriving or leaving your assignment, report directly to the person in charge. Advise them of any unfinished work.
- Ask an associate to follow up on any request that requires doing weight-bearing for patients. Volunteers are not allowed to lift or do any weight-bearing for patients.
- Keep conversations positive with associates. Do not seek medical advice for yourself or your family from the staff or discuss your personal problems.
- Refrain from discussing politics, religion or other controversial subjects with patients, visitors or associates.
- Direct patients and families to the SJP Foundation if they would like to make a donation. You may not accept any monetary tips.
- Direct patients and families to the department supervisor if they have a concern. They may also contact the Patient Relations representative.
- If you have an idea, concern or suggestion, discuss it with the supervisor of the area where you are volunteering or the Manager of Volunteer Services. Your thoughts are always welcome.
- Watch for signage around patient doors. Do not enter rooms marked with “ISOLATION”, “CONTACT PRECAUTION”, “RADIATION” or “RESTRICTED” signs.
- If a patient room or exam room door is closed — first knock.
- Do not give any patient food or drinks — FIRST ASK A NURSE.
- Recognize the difference between friendliness and over-familiarity. Do not give your phone number to a patient.
- Stay home when you are ill or unable to focus on your volunteer assignment. Simply call in to notify your department supervisor.
- Stay on the hospital premises when you are signed in. Do not leave the hospital during your volunteer assignment to run errands for patients or staff.
- Use the hospital phones or copy machines for hospital use only.
- Eat in the cafeteria or designated break rooms. Food and drinks cannot be consumed or visible in patient care or visitor areas.
- Consult your department supervisor when in doubt about any procedure.
- Immediately report any accident/incident you witness to a supervisor.

DISMISSAL

Coaching will be provided as appropriate to resolve issues. Dismissal will occur for repeated misconduct or violation of SJP and/or Volunteer Services policies based on severity of issue. The Leader of Volunteer Services may terminate a volunteer with or without notice or cause if such action is in the best interest of the hospital and/or volunteer.
IRIS stands for I Require Intensive Surveillance. Be on the lookout: If a patient is standing or attempting to stand, you should approach and remind them to get assistance. Remain with the patient and signal for staff member to provide help.

The sign has the same meaning as IRIS, but it's for a child.

NPO stands for nil per os, which is the Latin phrase meaning nothing by mouth. *If you are passing out water and food to patients, do not give any to a patient with this sign outside of their door.*
I= Input
O= Output
The I & O of the patient is monitored. Do not give this patient any food or water without the approval of their nurse first.

If you see this sign outside of a patient’s room, it means they are on fluid restriction. They may be allowed fluid, but only a certain amount. See the nurse before passing out water to this patient.

If this sign is outside of a patient’s room it means do not resuscitate (DNR).

If you see this sign on the door, it means the patient has lost the baby. Please be mindful when entering the room. If there is something that needs to be done in the room, check with the nurse first.
CONFIDENTIALITY
We protect the confidentiality of our patients and any individual affiliated/associated with SJP. This includes information in any form relating to:

- Patient information or any information pertinent to the patient’s situation (see HIPAA below).
- Your department and any information designated by your department as being confidential.
- Associate information, such as wages, insurance and information pertaining to any associate’s personnel file.
- Computer data and security.
- Strategic information pertinent to the success of the organization.

Each person must be provided with the maximum element of personal and informational privacy possible, within the law. It is each volunteer’s duty to safeguard the confidentiality of information collected, stored, transmitted and retrieved in our healthcare system. Information may be discussed in communication between appropriate, qualified individuals, based upon their need to know, and in a manner that will not compromise the confidentiality of that information.

Health Insurance Portability and Accountability Act--HIPAA
A federal law sets a national standard to protect medical records and other Personal Health Information (PHI). It is called Health Insurance Portability and Accountability Act or HIPAA.

Information should only be available on a “NEED TO KNOW” basis (pertaining to your duties and tasks as a volunteer) versus a “WANT TO KNOW” basis (pertaining to personal curiosity or interest). A patient’s presence at a SJP facility is, in itself, a piece of confidential information.

WHAT IS PROTECTED HEALTH INFORMATION (PHI)?
According to HIPAA all of the following information can be used to identify a patient:

- Addresses
- Dates
- Telephone or Fax numbers
- Social Security numbers
- Date of birth
- Medical record numbers
- Patient account numbers
- Insurance plan numbers
- Vehicle information
- Medical equipment numbers
- Photographs
- Fingerprints
- E-mail addresses
- Internet addresses
OTHER PRIVACY ISSUES YOU MAY ENCOUNTER

Conversations with staff, patients, visitors and co-volunteers may result in the disclosure of PHI through what is said, seen, or transmitted electronically or if someone hears a telephone conversation.

- When speaking about patients, ask yourself: “Who else can hear what I’m saying?” Speak softly so that others do not accidentally overhear confidential or embarrassing information.
- Do not provide confidential patient information over the phone, on a message recorder, or in person to anyone claiming to be a family member, friend, neighbor, attorney, guardian or police officer. Refer that individual to a staff member.
- Keep patient forms, charts, surgery schedules face down or covered.
- We all can assist with ensuring patient privacy and dignity by such things as closing patient doors, knocking and requesting permission to enter a patient room and covering a patient with a blanket if transporting in a wheelchair.
- Never dispose of any patient information in any wastebasket … shred it instead.

CORPORATE RESPONSIBILITY & COMPLIANCE

The Corporate Responsibility and Compliance program is designed to detect, prevent and report unethical or illegal conduct. It promotes and protects the integrity of SJPH.

What to Report

- Circumstances that appear or feel unethical or illegal
- Breaches of confidentiality
- Theft/bribes
- Payment/receipt of a kickback
- Gift/benefit for preferential treatment

Laws and Regulations

- Laws exist for a reason; do the right thing
- Breaking the rules can impact SJP facilities and individuals; and can result in civil or criminal sanctions, penalties, fines, and/or prison.

Conflict of Interest

An individual may not use his or her position to profit personally or to assist others in profiting in any way at the expense of the organization or by using information not available to the public.

Report all potential issues. Enforcing the HIPAA regulations is everyone’s responsibility!

Values Line 800-707-2198 All calls are confidential.
WHEELCHAIR TRANSPORT PROCEDURES

When transporting patients by wheelchair, care for their safety and comfort by following these guidelines:

- Obtain a wheelchair that is the appropriate size for the person being transported.
- Always introduce yourself by name and title.
- Verify that you have the correct patient by asking his or her name and viewing the patient’s wristband.
- When assisting a patient in/out of a wheelchair, be sure to set the brakes. Hold the handlebars for increased safety and steadiness. Remind the patient that you are concerned about his/her safety.
- Make sure the patient’s arms are inside or on top of the armrests and not hanging over the sides.
- Make sure the patient’s feet are securely placed on the footrests.
- Before moving the wheelchair, ask the patient if he/she is ready and explain where you are taking him/her.
- Push chair slowly. See your way ahead.
- Approach corners and doorways cautiously. Use corner mirrors that are placed near the ceiling to see potential collisions.
- Pull chair through swinging doors.
- Always back a wheelchair onto an elevator and face forward when exiting – make sure the elevator floor is level before proceeding on and off.
- Avoid short, quick stops – which tend to throw the patient forward.
- Never block aisles or exits ... even temporarily.
- Never leave the patient unattended.
- If appropriate, stay with the patient until the discharge procedure is completed.
FIRE and SAFETY
EMERGENCY CODE PROCEDURES

IN ALL EMERGENCIES
KEEP CALM
REPORT TO THE NEAREST DEPARTMENT LEADER

Remember: For fast, easy access to emergency code information, refer to the emergency code reminder card attached to your Hospital ID badge. Always remain calm and report to the nearest supervisor for further instruction regarding procedures in your area.

CODE RED — FIRE
CODE RED should be immediately called whenever anyone of the following indications of a real or suspected fire is observed:

1. Seeing smoke or fire.
2. Smelling smoke or other burning material.
3. Feeling unusual heat on a wall, door, or other surface.
4. Other suspicious situations that may cause a file.

RACE – Fire Response
R escue: Rescue patients, associates and volunteers from immediate danger.
A larm: Activate the fire alarm pull station or call hospital Security
C ontain: Contain the fire and smoke by closing all doors and windows.
E xtinguish: Attempt to extinguish a fire if it is safe to do so.

OR

E vacuate: Move patients to a safe area beyond smoke barrier doors. If the floor is unsafe, move to lower floor.

PASS – Fire Extinguisher Use
P ull: Pull the pin.
A im: Aim the extinguisher at the base of the fire.
S queeze: Squeeze the trigger.
S weep: Sweep the extinguisher back and forth across the base of the fire.

If the Code Red is in another area of the facility, remain in your work area, not going past fire doors. Never use an elevator during a Code Red. Check with the nearest supervisor how to respond in your area of the building. Remain calm.

All Clear
Once a safe condition is assured, an “All Clear” will be announced by the hospital operator.
CODE BLUE (Adult Medical Emergency)  
CODE WHITE (Pediatric Medical Emergency)
When a “Code Blue” (Code White) is announced it is a summons for the hospital’s cardiac arrest team. The operator will indicate the area in which an Adult (Pediatric) Medical Emergency has occurred.

- If you are working in a “Code Blue” (“Code White”) area, leave the hallway immediately.
- If you are not working in the Code area, avoid that area.
- Do not block hallways.

CODE PINK (Infant Abduction)  
CODE PURPLE (Child Abduction)
“Code Pink” (“Code Purple”) indicates that an infant (child) abduction has occurred or has been attempted. All personnel will respond by checking all interior stairwell doors, elevator areas and doors that exit anywhere near their area. Note distinguishing personal features, provide the best description possible. Don’t endanger yourself. Report all suspicious persons to Security.

When the incident has been resolved, “Code Pink (Code Purple) – All Clear” will be announced three times by the operator.

CODE ORANGE (Hazardous Material Spill)
Follow department procedures for the service area you are assigned to.

- If you are exposed, notify your supervisor immediately and go to the Emergency Department.

CODE YELLOW (Bomb Threat)
Code yellow is in response to a telephone bomb threat. The operator will announce this code and repeat three times.

- Treat all bomb threats seriously — as if a bomb were actually present. Never consider a threat to be a prank.
- Return to your assigned service area immediately. No associate/volunteer will be assigned or required to assist in searching for a bomb.
- Follow the instructions/directions of the staff in your service area.

CODE TRIAGE INTERNAL (Internal Disaster)
This code is activated throughout the facility if a disaster occurs within the facility or surrounding building and/or area.
Examples of what might constitute an internal disaster are:

1. Total power outage, utility disruption.
2. Water contamination.
3. Flooding.
4. Building damage/fire.

Each department is required to have its own Emergency Disaster Plan. Volunteers shall follow the Emergency Disaster Plan in which they are volunteering.
CODE TRIAGE EXTERNAL (External Disaster)
An External Disaster is any potential/actual disaster event that may require the rapid
evaluation and treatment of a large number of casualties, or could potentially involve a
number of casualties larger than could normally be treated in the Emergency or
Surgical Department.

Examples of an External Disaster are:
1. An event where mass casualties exist.
2. Multi-vehicle accident.
3. Terrorist event; nuclear, biological or chemical incident.
4. Multiple shootings.

When this code is announced, associates/volunteers on-duty immediately return to their
departments. They will remain on-duty until the “Code Triage External” is canceled
and/or their supervisor releases them. Associates/Volunteers should not leave the
hospital and/or medical center unless authorized to do so by their immediate
supervisor.

CODE GRAY (Combative Person)
Examples of a Code Gray are:
1. Verbal Abuse
2. Physical Battery

Any associate/volunteer confronted with, or witnessing, a combative or violent situation
should contact the Security Department immediately.

CODE SILVER (Person with a weapon and/or hostage situation)
Any associate/volunteer encountering a person with a weapon should:
a. Seek cover/protection and warn others.
b. Call Security.
c. Close all patient and unit doors.
d. Provide any support to Security or police as required.
e. Do not panic and stay alert.

SAFE HAVEN
Michigan’s Safe Delivery of Newborns Act allows a parent lawfully to surrender his or
her newborn infant at a hospital or certain other locations. As a hospital volunteer, if
you receive a surrendered newborn, notify Security immediately and accompany the
newborn (and preferably the parent) to the Emergency Department.
INJURY OF VOLUNTEERS
If you are injured during the course of your volunteer activities at SJP, report the incident immediately to the supervisor of your service area and the Volunteer Services Office. If medical treatment is deemed necessary, you may be seen by your own physician or in the Emergency Room as appropriate.
As a SJP volunteer, you are not provided with any health insurance benefits.

SAFETY - LIABILITY PROTECTION
As a volunteer serving SJP, you are covered under Ascension Health’s professional and general liability policy. Should a situation arise in which you need coverage because of an actual act or alleged act of negligence by you or by the hospital, you will be covered, providing you are conducting activities for which you have been trained and that are under the hospital auspices coordinated through the Volunteer Services Department. It is the policy of SJP that any event, which may result in injury or have an adverse effect on a patient or a visitor, must be reported. Contact your supervisor immediately when any such event arises.

SECURITY
Security officers are available 24 hours a day, seven days a week, for assistance in the buildings and parking lots, to escort volunteers to their cars when requested and to assist you with any concerns you may have regarding security and parking issues.

ERGONOMICS / BODY MECHANICS
What are ergonomics? Fitting the work to the needs and abilities of the worker for the prevention of Musculoskeletal Disorders (MSDs) such as low back or neck pain, carpal tunnel and sprains/strains/tendonitis. Risk Factor for developing MSDs include: force, awkward posture, repetition and contact stress.

All jobs have risk factors.

To limit your risk factors:
- Limit duration/intensity
- Limit frequency
- Limit distance

Plan first to reduce work, use a device, and/or get help
Pace yourself/change tasks to allow recovery time
Keep work close, keep your body balanced. When lifting – do not bend at the waist. Stoop, bend knees, keep back straight.
HAZARDOUS MATERIALS/ WASTE MANAGEMENT PLAN

The “Right to Know Law”

There are four major groups of hazardous materials:

- Regulated medical waste
- Hazardous chemicals, including gasses and vapors
- Radioactive materials
- Cyto-toxic or chemotherapy agents.

If you see an unknown or hazardous substance spilled, call Environmental Services or Building and Grounds for assistance. Avoid going through the area. Similarly, if you see a container that is not clearly labeled with the contents, notify your department supervisor or the Security Department.

If you are accidentally splashed or exposed to a hazardous substance:

- Get immediate first aid
- If splashed, flush the area with running water for 15 minutes
- Tell your supervisor
- Go to the Emergency Department if advised

Some other things you should know are:

- The “Right to Know Law” refers to the right of people to know about the hazards of chemicals they may come in contact with in the work place.
- The Hazard Communication Program contains complete information about the “Right to Know Law.”
- A Material Safety Data Sheet (MSDS) contains information about chemicals. There is one MSDS for each chemical used in the hospital.
- A poster in each hospital department tells you where the MSDS for chemicals used in that department are located. MSDS sheets are available electronically in each department. Corporate Health has the master set of MSDS for the hospital.
INFECTION CONTROL
Communicable diseases are preventable by routine hand washing, and personal cleanliness. All volunteers should adhere to the following practices to prevent the spread of infection.

- **Uniforms** are only to be worn while on duty; both uniform and shoes are to be clean and neat.
- Cover your nose and mouth when coughing or sneezing, preferably using a tissue or the inside of your elbow.
- **Do not** enter a room of a patient in isolation or with contact precautions.
- **Do not** transport a patient who is isolated.
- Volunteers who are ill should not report to work.
- Maintain good personal hygiene. Wash hands often and in the proper manner.
- When taking specimens to the lab, make sure all container lids are securely fastened and that specimens are transported without delay. Specimens should be placed in a plastic bag by the staff before transporting. The volunteer should not transport specimens unless they have been properly bagged by the staff. Volunteers should also wear latex gloves when transporting specimens. Remove gloves after transporting and wash hands properly.
- Volunteers should wear gloves when changing bed linens. When completed, remove and dispose of gloves properly. Wash hands.
- Hazardous spills — spills of any kind should be avoided by the volunteer. If you notice a spill, inform a staff member so he or she can implement proper clean up techniques.

If you have any questions or concerns about infection control issues, contact the Infection Control Office.
HAND-WASHING PROCEDURES

Proper hand washing is the **most effective** mechanism to prevent the spread of infectious disease. You should **wash hands**:
- before and after your volunteer assignment.
- after blowing or wiping your nose.
- before eating.
- after using the rest room facilities.
- after handling patient equipment and flowers.
- after contact with blood/body fluids and after taking specimens to the lab.
- between the care of individual patients.

**Procedure for Washing Hands:**
- Remove rings to prevent contamination build-up.
- Use the liquid soap provided (bar soap becomes easily contaminated).
- Wash hands with friction, working up a good lather for at least 10 seconds. Friction is necessary to remove contamination and washing should include forearms, between fingers and around nails.
- Rinse soap off hands and forearms thoroughly.
- Dry hands thoroughly with disposable paper towel.
- Turn faucet off using the paper towel to prevent cross-contamination.

**Prevention of Cross-Contamination**
- Wash uniforms after every wearing.
- **Do not** report to work if you are ill.
- Articles are not to be exchanged among patients.
- **Do not** sit on a patient’s bed or handle soiled linen.
- **Do not** enter any isolation room.
- **Do not** accept candy or other food from patients.
- **Do not** handle IV equipment or any “sharps” (needles, scalpels, etc.).
UNIVERSAL PRECAUTIONS

Universal Precautions require that all healthcare volunteers and workers consider all patients’ blood/body fluids as potentially infectious. Any necessary instruction pertaining to specific isolation precautions will be provided by the supervisor in clinical areas. As a rule, however, volunteers should avoid contact with any patient in “isolation.”

Volunteers are to assume the responsibility of using barriers based on possible contact with a patient’s blood/body fluid substances, non-intact skin and mucous membranes.

- Gloves are available at all times and will be worn when it is likely that your hand will be in contact with blood/body fluid or contaminated surfaces.
- Cover cuts, scrapes and rashes with a band-aid under gloves.
- Gloves must be changed and hands washed after each incident of exposure.
- Other PPE (Personal Protective Equipment — masks, gowns, protective eye wear) are available for associates in clinical areas. Volunteers are not allowed in areas where there are these risks.

Volunteers should refrain from touching needles, sharps or other potentially hazardous materials. Volunteers should report a hazardous situation to supervisor for corrective action. Volunteers who sustain significant accidental exposures to blood/body fluids should immediately wash the area thoroughly then report incident to supervisor and seek medical treatment through the Emergency Department.

ANNUAL TRAINING, TB TESTING and FLU SHOTS

Annual training in infection control procedures and blood borne pathogens is required by OSHA Standards for all volunteers.

Please remember a TB Skin Test is required annually You will be notified when your TB Test is due. This can be obtained through SJP Occupational Health Services at no charge. All results are to be sent to the Volunteer Services Office.

An influenza vaccine is required to volunteer through the months of November-March. This can be obtained through SJP Occupational Health Services at no charge. Individuals allergic to the vaccine can submit a signed note from their physician. Individuals with have a religious restriction can submit a signed note from their religious leader.
BENEFITS FOR SJP VOLUNTEERS

- **HOSPITAL GIFT SHOP** - 10% off most regularly priced items. Excludes food items, cards, magazines, and flowers.

- **MEAL CREDIT** - You are entitled to a meal ticket towards one meal in the hospital’s cafeteria on the day you are volunteering. You must wear your hospital I.D. name badge and volunteer uniform and present a meal ticket to receive your meal. If the cost of your meal exceeds the value on the ticket, you will be charged the difference. A volunteer must work a minimum of 4 hours per day to earn the meal ticket.

- **FLU SHOT** — Free in the fall of each year.

- **TB SKIN TEST** — Free at the beginning of each calendar year.

- **RECOGNITION** – Volunteers are recognized through a variety of means including pins, certificates and/or events.

- **IN-SERVICE EDUCATION** --The Volunteer Services Department conducts educational meetings from time-to-time. Some of these meetings are optional and some are mandatory, depending on the topic and your service area. Volunteers may be invited to attend department educational meetings.

- **LETTER OF VERIFICATION** – Volunteers may request a letter verifying their start date, dates worked and total hours and department placement(s) from the Volunteer Services office. This letter does not qualify the performance of the volunteer. A one week notice is preferred.

- **LETTER OF RECOMMENDATION** – A volunteer can request a letter of recommendation from their department supervisor after they have completed 100 hours in that department. This letter would note the quality of performance of the volunteer. It is at the discretion of the supervisor if they choose to write this on the volunteer’s behalf. A one week notice is preferred.

**NOTE:** Volunteering does not provide any preferential status for employment at SJP. Volunteers, like any community member, must apply for employment through the SJP website: [www.stjohnprovidence.org/JobOpenings](http://www.stjohnprovidence.org/JobOpenings). The best qualified candidate will be hired.