



Volunteer orientation handbook

Caring for people by people who care



**Ascension
Providence Hospital**

Overview of handbook

The purpose of this handbook

This handbook will orient you to the Ascension Providence organization and prepare you for your volunteer service. It is also designed to be a reference as you volunteer. Our goal is to ensure that you feel as comfortable as possible before you begin and during your volunteer experience here at Ascension Providence.

Volunteer statistics

The Ascension Providence Volunteer organization includes over 700 active volunteers who donate nearly 80,000 service hours annually and have donated over \$7 million to Ascension Providence Hospital since 1959 for patient services and equipment.

The volunteers raise money through the gift shops, fundraising sales held in the hospital, special events and volunteer donations.

What you will learn

- Ascension Mission and Values
- Ascension and what it means to you
- Current initiatives (Living Our Values, Patient Experience, High Reliability Organizations)
- What the Corporate Responsibility Program is all about
- Diversity statement
- Helpful security and safety Information
- Infection control guidelines
- HIPAA - What does that mean?
- The Patient Bill of Rights
- How to communicate with all ages of individuals
- Requirements of volunteering
- What happens after orientation?





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

The Ascension 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.

Ascension Providence Volunteer mission

Volunteers support the Ascension Mission with compassionate service, wisdom and dedication.

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

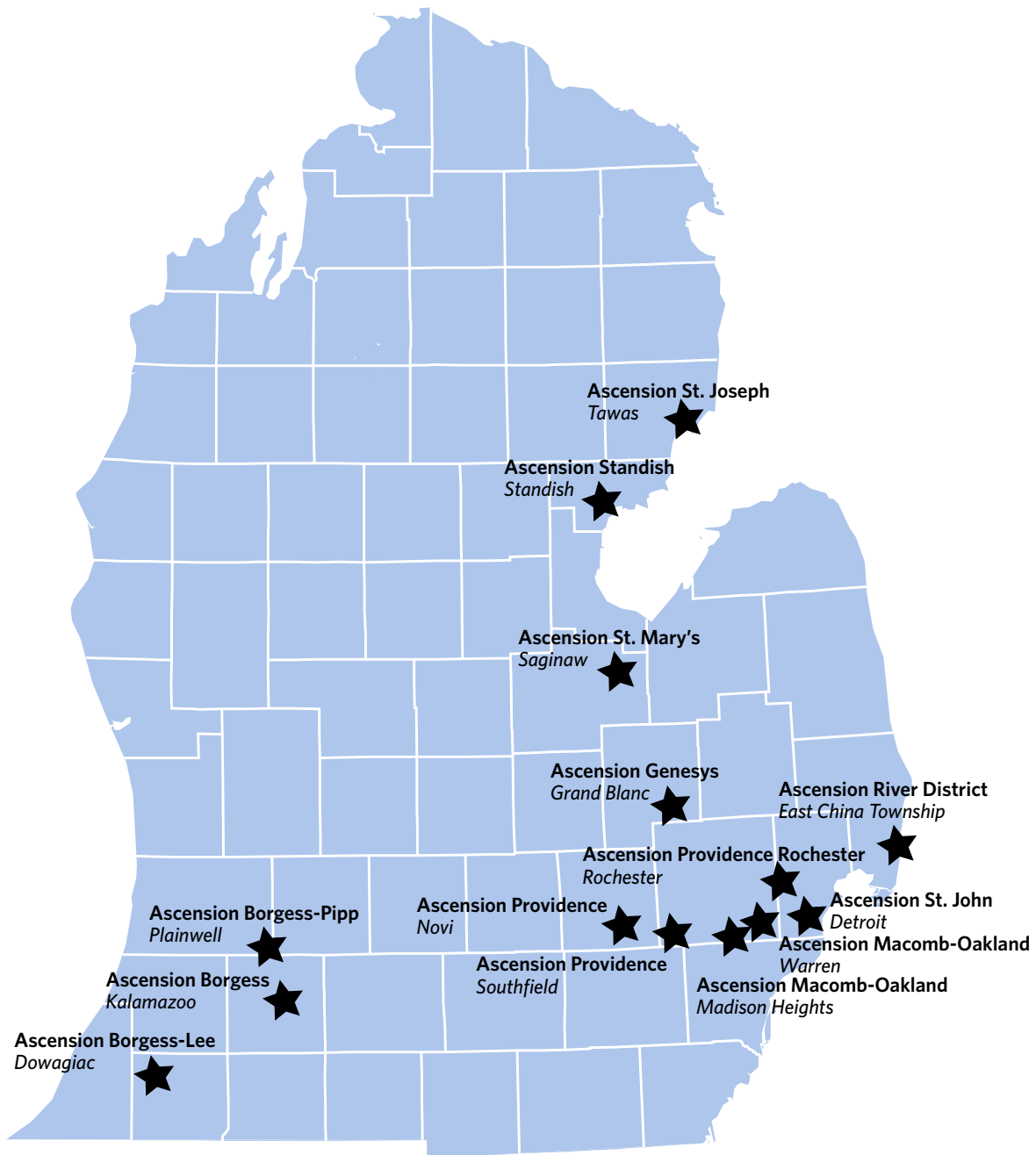
Integrating excellence and stewardship

Creativity

Courageous innovation

Dedication

Affirming the hope and joy of our ministry



Ascension ministries

- Ascension Providence Hospital is part of the Ascension ministry
- As part of Ascension, we are one of the leading non-profit and Catholic health systems in the United States, and the largest Catholic health system in the world. Being a Catholic organization is defining but not confining. We respect and celebrate everyone's faith traditions and share many similar beliefs and practices.
- Ascension ministries are in 24 states and the District of Columbia.
- Ascension Providence is one hospital with two campuses — one in Southfield, one in Novi, along with several outpatient sites.

Living our values

Living our values with others

At Ascension Providence, we are privileged to create and experience sacred moments that make a profound difference in the lives we touch. These moments bring a higher purpose to the work we do, and therefore require awareness that every one of our gestures, comments and actions — no matter how subtle — has an impact on the people we serve. Knowing that we all want to provide exceptional experiences for our patients and ourselves, we look to our values to guide us in our daily service.

Living our Values with co-workers

Every one of us plays a vital role at Ascension Providence, and none of us works alone. Our work is interdependent, and together we make it possible for Ascension Providence to touch the lives of thousands of people everyday. And what we do becomes more meaningful — individually and collectively — when we work and conduct ourselves according to our values.





“It is one of the most beautiful compensations of life, that no man can sincerely try to help another without helping himself.” ~ Ralph Waldo Emerson

Patient experience

Ascension Providence is undertaking a significant journey to improve the patient experience. Our goal is to provide an exceptional experience for every person, every time. We measure our success by monitoring customer service scores and embark on initiatives to improve our performance. As a volunteer, your role is to greet all patients, guests and employees that you encounter with a warm welcome.

The 6-foot/3-foot rule

As you are walking down the hall, make eye contact and smile at everyone approaching you when they are six feet away. At three feet, offer a verbal greeting of “good morning,” “hello,” or some other genuine sentiment. Your warm spirit will become contagious!

Always offer your assistance to patients and guests who appear lost!

No pass zone

If you are on a patient care unit and see a call light lit, regardless of your original destination, stop in the room to acknowledge the light, find out what the patient’s need is and pass the request on to the appropriate person. If you’re not sure who to inform, go to the nursing desk and the health unit

coordinator will contact someone to follow up. Return to the patient and let them know the outcome. Your RESPONSIVENESS is truly appreciated.

Cleanliness is everyone’s responsibility

If you see a piece of paper on the floor, pick it up and dispose of it properly. It not only enhances our image, but also creates a safer environment.

Quiet times

Quiet time occurs daily on inpatient bed units from 2-4 p.m. and 8 p.m.-5 a.m.

Ascension Providence is committed to promoting a healing environment by allowing patients periods of uninterrupted rest.

During quiet times, overhead lighting in inpatient units will be dimmed, signs will be posted to remind associates and visitors it is quiet time and visitors will be asked to allow patients to rest and encouraged to move to the visitors’ lounge.

Remember to:

- Avoid use of bright overhead lights in patient rooms. Use softer over-bed lighting
- Avoid startling noises
- Speak softly

- Limit conversations outside patient rooms
- Limit activity that is not essential
- Coordinate activities to decrease interruption of rest time

Customer service – AIDET

AIDET stands for: Acknowledge, Introduce, Duration, Explain, Thank You.

AIDET is a communication framework that helps our patients feel informed and included, free from anxiety created by the unknown, and trust in the entire team caring for them. All staff, doctors and volunteers are asked to practice AIDET when interfacing with a patient.

- **A**cknowledge the patient by name, make eye contact and smile.
- **I**ntroduce yourself by name and role.
- **D**uration of time; how long the exam, procedure or discussion will take.
- **E**xplain what will happen next.
- **T**hank them and ask if they need anything before leaving.

Patient/family concerns

If someone expresses concern that we have not met their expectations, please apologize on behalf of our organization. Listen without judgment then direct the individual to the department supervisor or the Patient Relations representative. Conclude by thanking them for bringing their concern to our attention.

The Ascension Corporate Responsibility Program

At Ascension Providence Hospital, we are dedicated to following a high, ethical standard of individual conduct as well as acting as responsible corporate citizens.

The Corporate Responsibility Program is a guiding force for ensuring that all employees and volunteers conduct business in a way that is lawful, ethical and of the highest standards. It promotes good corporate citizenship, identifies high-risk areas, prevents and detects ethical violations and ensures compliance with federal, state and local laws.

What to report

Circumstances that appear or feel unethical or illegal, such as breaches of confidentiality, theft or bribes, payments or receipt of a kickbacks, and gifts, or benefits for preferential treatment.

Laws and regulations

Laws exist for a reason. Do the right thing. Breaking the rules can impact Ascension 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.

The Ascension Values Line is available at 800-707-2198, or you can find it online at AscensionHealthValuesLine.org. All reports to the Values Line are fully investigated and confidential.

Ascension Providence diversity statement

Ascension Providence strives to foster and sustain an environment of inclusiveness that empowers us all to achieve our highest potential without fear of prejudice or bias.

We commit ourselves to building an exemplary healthcare community that offers a nurturing and challenging intellectual climate, a respect for the spectrum of human diversity, and a genuine understanding of the many differences — including race, ethnicity, gender, socio-economic status, national origin, sexual orientation, disability and religion. All enrich a values-based healthcare system.

We expect every member of our health system family to embrace the underlying values of this vision and to demonstrate a strong commitment to attracting, retaining and supporting our employees and volunteers who reflect the diversity of our larger community.



Error prevention techniques in a high reliability organization

In keeping with our patient experience initiatives, we are also on a journey of being an exceptional place of safety. This journey involves an understanding that safety is a core value that cannot be compromised. It involves being ever-vigilant to what could go wrong and taking action to prevent and/or report issues.

Read back/repeat back

This is great when taking messages over the phone or giving directions. It is a three-step communication technique to ensure the person receiving the information has understood.

1. Sender initiates the communication using the receiver's name.
2. Receiver repeats back the information.
3. Sender acknowledges the accuracy of the repeated information with "That is correct."

STAR

Sometimes we have a tendency to act on "auto-pilot." This can lead to errors. Instead, use a self-check "time out" to focus on a task.

Stop for one or two seconds to focus your attention on the task at hand.

Think about the action that you are about to take.

Act - Concentrate and carry out the task.

Review, to see that the task was done correctly.

ARCC for speaking up — Whether you're with another volunteer, any associate or visitor, you have an obligation to speak up if you have a question about safety. This is a technique to assert and escalate patient or associate safety issues:

Ask a question.

Make a **R**equest.

Voice your **C**oncern.

If not resolved, follow the **C**hain of command.

200% accountability

Clear and complete communication leads to 200% accountability: 100% accountability for yourself + 100% accountability for others.

To achieve this:

- Pay attention to detail.
- Verify accuracy of one another's work.
- Hold impromptu consultations.
- "Watch each other's backs."

Security and safety

The Security Department is in operation 24 hours a day, seven days a week. They are responsible for:

- The identification badge distribution and verification
- Building access control
- Key distribution
- Overall security and safety in the building and on campus

How can Security help?

- Security helps with non-patient incidents like a vehicle problem in the parking lot or an irate family member in the Surgical Lounge.
- Security provides a safe environment by videotaping portions of the hospital buildings and grounds via security cameras.
- Security is responsible for storage and retrieval of patient valuables.
- Lost and found is in the Security Office.

Unauthorized items and activities

There are several items and activities that are not authorized on the Ascension Providence campuses.

These include:

- Unauthorized solicitation by vendors of any type
- Carrying firearms or other weapons
- Use of alcohol or illicit drugs

- Disorderly conduct
- Loitering
- Profane or abusive language
- Any other actions that negatively impact safety and security

Emergency response manual

Ascension Providence has an emergency response manual that contains instructions to follow in the event of a disaster, emergency or fire. The manual can be found on the Ascension Providence intranet, as well as red tri-fold booklets in each department.

PLEASE REPORT ANY SUSPICIOUS ACTIVITY TO SECURITY

For an emergency, call x5555 from a hospital phone 248-849-5555 (Southfield) or 248-465-5555 (Novi) from your cell phone.

Dismissal

Coaching will be provided as appropriate to resolve issues. Dismissal will occur for repeated misconduct or violation of Ascension 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.



Emergency codes

- **Code Blue**
means ADULT MEDICAL EMERGENCY
- **Code White**
means PEDIATRIC MEDICAL EMERGENCY
- **Code Rapid Response Team**
means MEDICAL ASSISTANCE NEEDED
- **Code Red**
means FIRE!
- **Code Triage Internal or External**
means DISASTER
- **Code Orange**
means HAZARDOUS SPILL/RELEASE
- **Code Yellow**
means BOMB THREAT
- **Code Purple**
means CHILD ABDUCTION
- **Code Pink**
means INFANT ABDUCTION
- **Code Silver**
means PERSON WITH A WEAPON and/or HOSTAGE – see page 12
- **Code Grey**
means COMBATIVE PERSON

Code Blue and Code White are life-threatening medical emergencies. 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. If you are not working in the code area, avoid that area.

Code Rapid Response Team is called when individuals in the hospital are in need of emergency medical assistance.

Code Red means fire.

Remember RACE:

- **Rescue.** If you see or smell smoke, look for the source. Get down on your hands and knees, if necessary, to stay below the smoke. If you discover a fire, notify associates and help them make sure all patients, visitors and other associates and volunteers are moved to a safe area.
- **Alarm.** Pull the nearest fire alarm box or call Security — x611 at Southfield OR x5555 at Novi.
- **Contain.** Close the door of the room containing the fire.

- **Extinguish or Evacuate.** 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. Relocate horizontally (vertically if instructed). Never use the elevator.

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 Triage External or Internal means there is a disaster somewhere in or near the hospital. We may receive many patients at once. Internally, it could be a power outage or flooding. During a Code Triage, ask the nearest staff member what you can do to help.

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 Pink means baby abduction. Report any suspicious activity to security.

Code Purple means child abduction. Look for any suspicious behavior, note a description of the person and alert Security immediately.

Code Orange means hazardous material spill. Follow department procedures. If you are exposed, notify your supervisor immediately and go to the Emergency Room.

Code Gray means combative person. Examples are verbal abuse or physical battery. Contact Security immediately if confronted with or witnessing a combative situation.

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 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.



“I shall pass through this world but once. Any good thing therefore that I can do, or any kindness that I can show to any human being, let me do it now. Let me not defer it or neglect it, for I shall not pass this way again.” ~ Etienne de Grellet

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.

Material Safety Data Sheets

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 electronically. 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 and Do Not Enter 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 Security Office where an incident report will be completed. Follow up with your personal doctor. If the injury is serious, report immediately to the Emergency Room.

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 the 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.

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 Providence 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. 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 or text 911 when it's safe to do so.

2. 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.

3. 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.

- 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.

Infection control guidelines

It is important for you to understand infection control and to follow the guidelines that keep both you and others safe. These guidelines are prepared so that:

- You will not infect a patient or others ... and vice versa.
- You will feel informed and thus comfortable with assisting in our setting.
- You can be aware of current scientific knowledge, Michigan Department of Public Health Rules and the Federal Occupational Safety and Health Administration standards.

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.

TB tests

TB tests are a requirement for everyone who works or volunteers in any healthcare setting in the United States. At Ascension Providence, a TB test is required prior to starting your volunteer role. If you are a positive reactor, Occupational Health will direct you in following their compliance policy.

Influenza vaccine

Documentation of an annual influenza vaccine is mandatory if you want to volunteer between Dec. 1 and March 31. Waiver forms are available from Occupational Health if you have religious or health reasons that preclude vaccination.

TB tests and influenza vaccines are provided at no charge for volunteers through Occupational Health Services.

Universal precautions

Universal precautions require that all healthcare volunteers and workers consider all patients' blood and 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 or 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 not touch needles, sharp or other potentially hazardous materials. Volunteers should report a hazardous situation to a supervisor for corrective action. Volunteers who sustain significant accidental exposures to blood or body fluids should immediately wash the area thoroughly then report the incident to a supervisor and seek medical treatment through the Emergency Department.

Infection control and isolation precautions

Precaution/ isolation signs

Volunteers are **NOT** allowed in any of these rooms.

Protective precautions protect patients whose immune systems are compromised from our germs. Examples: HIV, patients undergoing chemotherapy.

Remember - foam in with sanitizer before entering any patient room (see page 16.)

Patient room signs

The following signs may be magnetically placed on the frame of the patient's door or on the door itself to communicate important patient care directives. Be sure to watch for them and ask a nurse if you have any questions.

If clinical associates are with the patient, or the curtain is closed, refrain from entering unless specifically directed to enter.

Airborne precautions

Small particles that are shared through air and travel long distances (even outside the room). Examples: measles, chickenpox, SARS, tuberculosis).

Contact precautions

Microorganisms shared by direct or indirect contact with patient or patient's environment. Examples: lice, scabies, multi-drug resistant organisms.

Droplet precautions

Large particle droplets that travel three feet or less. Examples: influenza, meningitis, mumps, pertussis.



IRIS

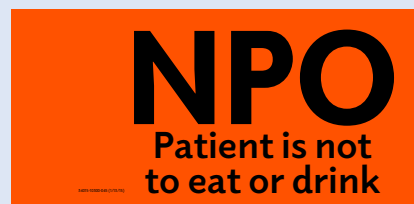
IRIS stands for **I Require Intensive Surveillance**. The patient is a fall risk. They will also have on yellow socks. Be on the lookout: If a patient is standing or attempting to stand, you should approach them, ask them to sit and then find a caregiver.

The only difference between red IRIS sign and the yellow one is the red one indicates that the patient is also monitored by a video monitoring technician.



NPO - (nil per os)

Nothing by mouth. No food or water can be given to this patient. Doing so may cause critical harm, be life-threatening or result in a cancelled surgery.



Strict I&O/fluid restriction - Always check with the nurse before giving any food or water if you see these signs. Also, do not remove any meal tray. The quantity may need to be measured or the patient may need an alternate food and/or fluid.



Turn team

Patient needs physical help moving in bed to reduce chance for bedsores. No impact on volunteers.



Do not resuscitate. (DNR). A plan of care has been established by the patient, their family and the healthcare team for end of life. Red background is a standard DNR; yellow is a modified DNR noted in the patient's chart.



The patient has lost the baby. If there is something that needs to be done in the room, check with the nurse first and be mindful of the patient's emotions.



An adult patient has passed away. Check with the nurse before entering or simply bypass this room.



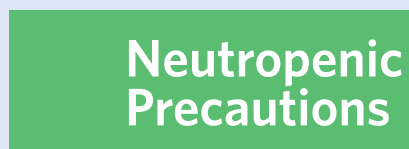
Chemo is being used in this room; it is OK for a volunteer to enter the room. Be especially mindful about washing your hands prior to entering.



The patient has chosen to enter hospice.



The patient is very susceptible to other persons' germs. Volunteers must check with the nurse before entering and cannot enter if they are sick.



Hand hygiene

Hand hygiene is the most important practice to prevent the spread of infection.

Volunteers wash their hands:

- Prior to starting work and before going home
- Between patient contacts
- 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

Hand washing procedure:

1. Turn on water faucets and leave running.
2. Using soap, lather hands (palms, backs, between fingers and thumbs, and wrists) and scrub for fifteen seconds.
3. Rinse soap from hands under running water, fingertips down.
4. Wipe hands with paper towel.
5. Use the paper towel to turn off faucets to not re-contaminate the hands.

If your hands are not visibly soiled, you may use the alcohol foam located outside the patient rooms.

Patients should see you “foaming in” if you are entering their room. Continue to scrub until foam has evaporated.

What can't I do as a volunteer?

Ascension Providence practices universal precautions, which means that all persons have the potential to spread infection. Volunteers may not perform ANY function that has the potential of physical contact with blood or body fluids.

In the event of an unforeseen accident, where the volunteer has contact with a fluid, needle, or item of unknown or questionable safety, report to your supervisor immediately and also notify the Volunteer Services leader within 24 hours.

Please call the Office of Infection Control at 248-465-4673 (Novi) or 248-849-2661 (Southfield) with any questions or concerns.

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, whether it is verbal, written, or electronic. 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. Information should only be available on a need-to-know basis pertaining to your duties as a volunteer.

Confidentiality

We protect the confidentiality of our patients and any individual affiliated/associated with Ascension. 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.

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.

Workplace harassment

Ascension Providence 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 Volunteer Services.

Patient rights and responsibilities

It is the policy of Ascension Providence that each patient admitted to the hospital shall have the rights and responsibilities that are within Ascension Providence's capacity, mission and law/regulations. We believe that a patient who understands and participates in his or her healthcare 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. The Patient Bill of Rights is posted in detail in designated areas throughout the hospital, on the Ascension Providence intranet and in the patient admissions booklet.

Professionalism

Volunteers at Ascension Providence 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 Providence 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 Providence 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 notifying the supervisor.
- Eating in the cafeteria or designated break room. Food and drinks cannot be 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.

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





“Help others and give something back. I guarantee you will discover that while public service improves the lives and the world around you, its greatest reward is the enrichment and new meaning it will bring your own life.” - Arnold Schwarzenegger

Making sure your volunteering is off to a good start!

Parking

Southfield — Please park in the South Lot.

Novi — Please park in the outer circle of the Outpatient Center.

Ambulatory sites — Park in designated staff parking areas.

Please note:

- Do not take the front parking spots as these are meant for our patients and visitors.
- Lock your vehicle and remove valuables.
- Parking is prohibited in posted areas such as fire lanes, handicap parking or areas reserved for ambulances, emergency vehicles and patients.

Entrance

Southfield — Enter through the Medical Building.

Novi — Enter through the Northeast Entrance of the Outpatient Center.

Signing in and out

You **MUST** sign in and out every time you volunteer. It guarantees an accurate service record for each volunteer and enables us to monitor attendance.

Sign in and out using the VSysOne touch screen. You will be given a personal identification number (PIN) when you begin. Manual sign-in logs are available at specific sites if no kiosk is available. If your placement is off-campus, be sure to submit your hours to the Volunteer Services office at least biweekly.

Where do I put my coat/purse?

In most areas where you are volunteering, there is a place to put your personal items. Just be sure it is secure. Lockers are available at the Novi campus across from the Volunteer Services office. You will need to provide your own lock and remove it after your shift. You are discouraged from bringing valuables to the hospital.

Food credits

In appreciation of your contributions as a volunteer, Ascension Providence provides you with a \$4.50 credit towards a nourishing meal in the hospital cafeteria, if you volunteer a minimum 3-hour shift. Please show the cashier your I.D. badge at the register. You are responsible to pay for any amount in excess of \$4.50 at the time of purchase. Your meal/snack is for you alone on the day of your volunteering and food may not be purchased to take home.

Gift shop Benefit Volunteers receive 10% off most regularly priced items, and 25% off apparel (excludes food, cards, magazines and flowers.)

Requirements of volunteering

Many first impressions are made about us based on our personal appearance. Each of us represents Ascension Providence in the eyes of the public and the patients we serve.

Name badges

You **MUST** wear your name badge while on duty. You will be issued a photo I.D. badge from Security. Name badges must be returned to the Volunteer Services office if you resign. Name badges cannot be altered and are to be worn only by the volunteer to whom it is issued.

If you lose your name badge, you will be required to pay \$10 for a new one.

Volunteer uniform

All Ascension Providence volunteers within the building are required to wear the volunteer uniform except for gift shop volunteers who wear "business casual" dress. The volunteer jacket or polo shirts are available only through the Volunteer Services Office.

What else do I wear while volunteering?

Each volunteer and employee represents the hospital. It is your obligation to have clothes, jewelry, grooming and hygiene that projects a professional, business-like appearance. Because of allergies, please do not wear perfumes or any fragrances.

Besides your jacket or polo shirt and I.D. badge, you are asked to wear business casual slacks (black, blue, khaki or white). Absolutely no jeans, shorts, capris, yoga pants, leggings, scrubs or sweats are permitted. Jewelry should be minimal. No hats or head coverings unless part of a religious observance. Tennis shoes or any comfortable walking shoes are great! No open-toed shoes. Please keep your jacket or polo shirt clean and pressed.

Cell phone usage

Use of cell phones is permitted for volunteer purposes. Please keep the phone on "vibrate" while on duty as a volunteer and step away to a private area to answer a call or text. Occasionally, Volunteer Services may try to contact you during your shift if there is a special request where you may be able to help.

Other considerations for being a volunteer

- Volunteers supplement/complement employee's work. Volunteers DO NOT displace employees... we work as a team!
- A hospital employee cannot volunteer in the same capacity as his/her vocation.
- Please restrict your duties to the "service description" specific to your volunteer area.
- Do not act as a legal witness if asked. Refer the patient to a staff member for assistance.
- Do not ask for medical advice. Please see your own doctor.
- Do not argue or be sharp with a patient/guest. Please remain calm. Resources for you are the nearest staff member, the Spiritual Care Department, the Social Work Department or Security.
- Do not give liquids to patients unless authorized by staff.
- Do not feed patients.
- Do not lift or provide any weight-bearing for patients.
- If you are assisting patients in a wheelchair, remember:
 - LOCK THE WHEELS!
 - BACK INTO ELEVATORS!
- Volunteering does not provide preferential status for employment. Volunteers, like community members, must apply for employment at ascension.org/careers. The best qualified candidate will be hired.

If you are in doubt about anything, please ASK!

Being an Ascension Providence Hospital volunteer

Our Lady of Providence League is the name of the volunteer organization at the Ascension Providence, Southfield Campus. Providence Park League is the name of the volunteer organization at the Ascension Providence, Novi Campus. They each consist of a board of directors, committee chairs, and all active volunteers.

In addition to service and fundraising efforts, the Ascension Providence Volunteers participate in gatherings and fun events throughout the year. We have educational programs, celebrate National Volunteer Week and have a Spring Appreciation Luncheon. The meetings and events offer opportunities for volunteers to meet each other, have some fun and learn new things.

Visit the Ascension Providence website for information and resources about volunteering: ascension.org/volunteersouthfield or ascension.org/volunteernovi. Please use these links to refer friends and family who are interested in volunteering.

Letter of verification

The leadership from Volunteer Services will be glad to provide you with a letter of verification that states your start date, department of service, responsibilities, total hours and end date. Please give notice of at least two business days. You can request a letter of recommendation from the department where you volunteer after 100 hours but it is not guaranteed as often you may volunteer with a variety of associates.

What's next?

Congratulations! You have now completed your orientation. Here are a few final details that you need to take care of:

- Remember to have your TB test done.
- Purchase your volunteer uniform (shirt or jacket) prior to or on your first training day.

If you are scheduled to volunteer and are unable to do so, please contact your department leader (not Volunteer Services). If you will be out three consecutive shifts or more, please contact your department leader AND Volunteer Services. If you are interested in adding or changing your shift, time frame, or department, contact Volunteer Services.

If you have any questions or concerns, please call Volunteer Services at 248-849-8806 (Southfield) or 248-465-4095 (Novi). We want to be sure your volunteer experience is an excellent one and that you have fun doing it!

Ascension Providence Volunteer Services staff

Kathy Zaguroli
Manager, Volunteer Services
Email: Kathleen.zaguroli@ascension.org
248-465-4095 (Novi)

Robyn Hamilton
Lead, Volunteer Services
Email: robyn.hamilton@ascension.org
248-849-8806 (Southfield)



Ascension Providence Hospital, Novi Campus



Ascension Providence Hospital, Southfield Campus





Ascension Providence Hospital

To learn more, visit
ascension.org/michigan.

**Ascension Providence Hospital,
Southfield Campus**

16001 W. Nine Mile Road
Southfield, MI 48075
t 248-849-8806

**Ascension Providence Hospital,
Novi Campus**

47601 Grand River Ave.
Novi, MI 48374
t 248-465-4095