

CHKD JR Volunteer Orientation



CHKD JR Volunteer Program

Thank you for volunteering!

The following procedures are mandatory for ALL junior volunteers



Merci



Volunteer Services Staff

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

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

Who are the King's Daughters?

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



About CHKD



- Virginia's only free-standing, full-service pediatric hospital
- Not-for-profit hospital with Medicaid covering 57% of inpatient days (highest in Virginia)
- Outpatient Surgery Centers in Virginia Beach & Oyster Point
- Region's only pediatric surgery program

Specialty Programs:

- Child Abuse Program
- Healthy You— region's only pediatric weight management program

Working with Kids

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

SMILE!



Our Vision & Mission

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

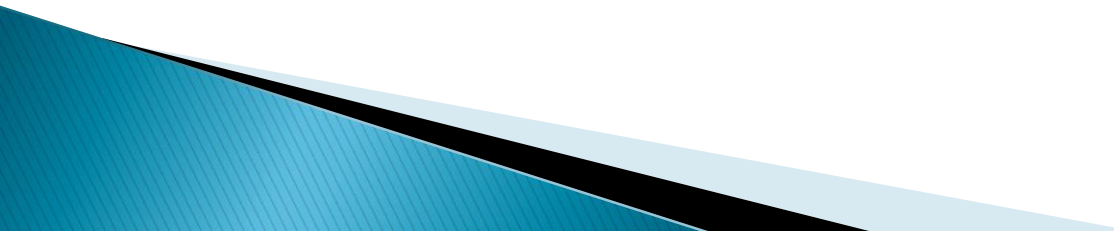


Patient Safety



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

Attendance

- ▶ Arrive on time
 - ▶ Allow for parking or meals PRIOR to shift start
 - ▶ Repeated tardiness = disciplinary action
 - ▶ Notify the office if you are sick 668-7195
- 



Sign In

- ▶ Sign In and Out on computer in Volunteer Office for main hospital volunteers
- ▶ Off-site volunteers call in & out each day; OK to leave voicemail 668-7195; OR supervisor will have computer sign in/out
- ▶ Signing in creates record of your hours

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

Computer Sign Out Procedure: enter pin (written on badge) confirm name, and choose sign out OR switch jobs if you are an all day volunteer.

Dress Code

- **RED** Volunteer shirt
- Full-length khaki **OR** black pants (no denim or yoga)
- Badge (above the waist)
- Closed toe shoes (tennis shoes are fine)



NOT ALLOWED: Jeans, capris, shorts, facial piercings (please cover), sandals, or flip flops.

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

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

Attitude

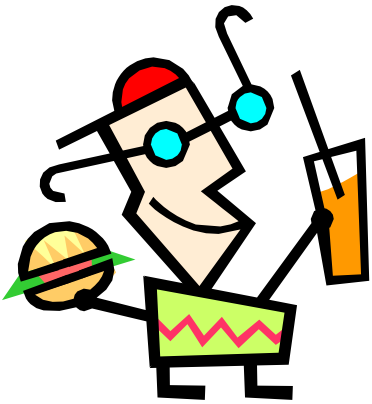
- ▶ You reflect the hospital
- ▶ Be:
 - Friendly
 - Respectful
 - Helpful
- ▶ Show interest in your position
- ▶ SMILE



Parking at Main Hospital

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





Lunch Policy

- ▶ Only **ALL DAY** volunteers get meal voucher for lunch
- ▶ Value = \$5.00 (after 20% discount)
- ▶ Voucher for KD Café purchases only
- ▶ Bring lunch to volunteer work room to eat please!
- ▶ Do not leave CHKD campus for meal unless you are with parent

Visitation Policy



- ▶ Cannot make personal visits to patients while volunteering
- ▶ Must be approved to visit by family
- ▶ Obtain visitor pass from security during OFF duty time
- ▶ Personal guests not allowed above 1st floor

Volunteer Boundaries

Establish caring relationships while maintaining clear boundaries....be friendly without being a friend.

Avoid:

- ▶ Socializing with patients/families outside of hospital
- ▶ Exchanging email addresses, phone numbers and other personal information with patients/families
- ▶ Absolutely NO information having anything to do with patients/families should be posted on Facebook or other social networking sites!

Confidentiality

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



Volunteer Guidelines

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

When in doubt....

always ask staff!

Cell Phones

- ▶ Cell phone usage is **prohibited while volunteering** – we will confiscate phone
- ▶ Please limit usage to breaks and areas such as the lobby
- ▶ Lockers are available for volunteer storage during the daytime

NO Texting

Code of Conduct

- ▶ The code of conduct is a document that explains what we stand for and how we conduct business
- ▶ The anonymous Compliance Hotline number is:
1-877-373-0128
- ▶ We conduct business in a legal and ethical manner

ASK if you have ?'s

Infection Control



- ▶ Hand washing is #1 way to prevent the spread of infection. Use proper hand washing between every patient contact, after using restroom, before eating, before applying makeup or touching contacts
 - Procedure: Use very warm water, vigorously wash for 20 seconds, rinse and use clean towel to turn off faucet
- ▶ Volunteers **NEVER** handle blood or body fluids. Notify staff if you experience an exposure to a bloodborne pathogen (examples: needle stick, bite wound, contact with blood or waste material, etc.) and clean the area immediately. Exposure will be documented by staff and appropriate follow up steps will be taken.
- ▶ Do not attempt to clean spills, etc. Notify staff. Never touch anything “wet” from a patient without wearing gloves.
- ▶ Trash goes into correct receptacle: **Red** trash bags for medical waste, clear for regular trash, sharps containers for needles, etc. Volunteers **NEVER** handle sharps. **Notify staff immediately if you are injured.**

Bloodborne Pathogen Risk & Reporting

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

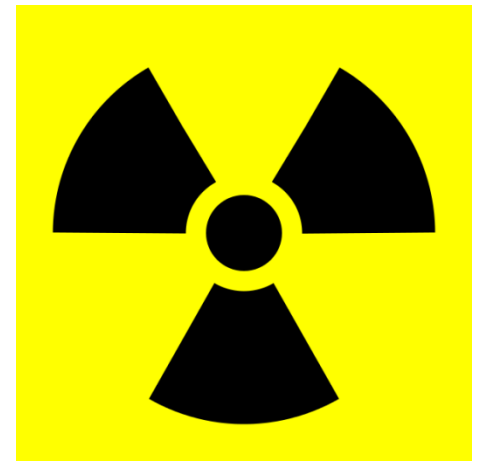
Tuberculin Skin Testing Policy

- ▶ New volunteers must enter the program with evidence of a negative ppd (tb skin test) from last 12 months or clear X-Ray (if you have previously tested positive to a ppd)
- ▶ TB Screening is NOT sufficient for working or volunteering in a hospital setting
- ▶ Existing volunteers complete a TB Risk Assessment questionnaire provided by the volunteer department annually
- ▶ If symptom-free, volunteer does not need a ppd test
- ▶ Must be done every year

NEW VOLUNTEERS

RETURNING VOLUNTEERS

Radiation Safety



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

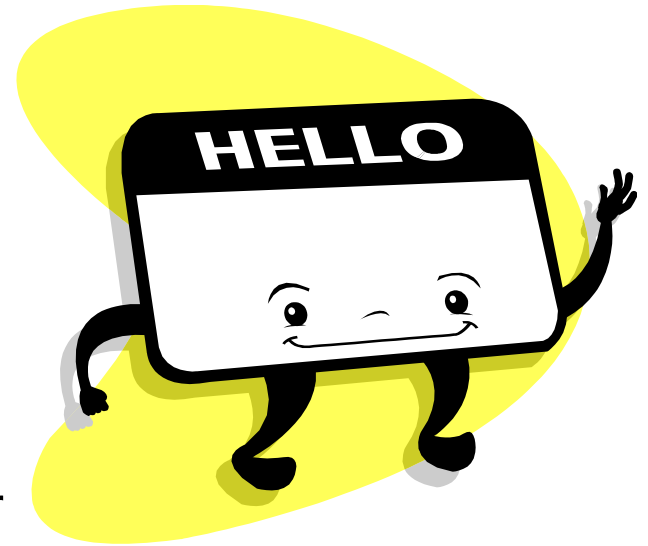
Safety & Security

- ▶ Security Office is located in Emergency Dept
- ▶ 668-7162
- ▶ Report all weapons, suspicious activity, and unusual people

Identification Badge

CHKD will issue you an ID Badge

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



Emergency Alerts

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

There are 3 primary types of emergency alerts:

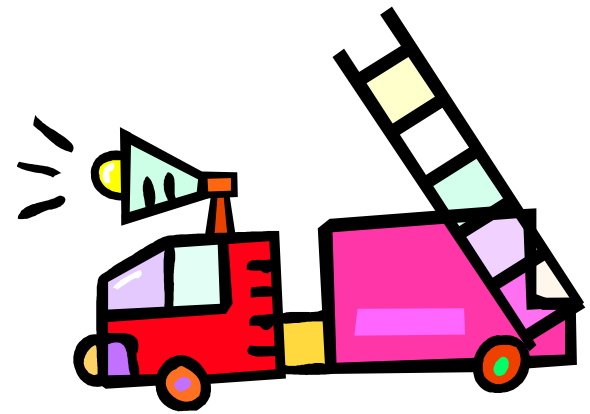
1. **Facility alerts** – an event that can impact the building integrity & safety (i.e. fire, severe weather)
2. **Security alerts** – an event that requires heightened security behaviors from all staff (i.e. missing person, altercation and active shooter)
3. **Medical events** – medical emergencies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

Facility Alert: Severe Weather

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



Facility Alert: FIRE



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

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

REMEMBER TO **RACE: Rescue, Alarm, Contain & Extinguish**

Fire Safety

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

Pull the pin

Aim at the base of the fire

Squeeze the handle

Sweep side-to-side at base of fire



Fire Safety

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

Fire **ON** your floor

Fire **NOT** on your floor

Facility Alert: Behavior Event

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



Facility Alert: Active Shooter

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

Facility Alert: Missing Person

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

Facility Alert:

Suspicious Package or Bomb Threat

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



Facility Alert:

Hazardous Material Spill

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



Personal Safety

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

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

Security 668-7162

Located in Emergency Department on 1st Floor

Personal Injuries

- ▶ If you are injured while volunteering, contact your department supervisor immediately. An incident report will be completed in Kid Katches and/or Occupational Health will be contacted at 668-7852.
- ▶ If your injury is a medical emergency you may go to CHKD or Sentara Norfolk General Hospital Emergency room. If you witness a visitor injury, report this to your department supervisor and call the operator at “12” with your location and a description of the situation.
- ▶ If you have been exposed to blood and/or a body fluid, flush the area well. Squeeze any puncture wounds and obtain a white packet labeled “Blood/Body Fluid Exposure Kit”. Read the outside of the envelope, open and follow the instructions.
- ▶ For more complete information on personal safety or injuries, contact Occupational Health on the second floor adjacent to volunteer services.

Material Safety Data Sheet (MSDS)

CHKD maintains a MSDS on all hazardous chemicals used throughout the Health System. Information can be accessed online on KNet for every product.

Available information includes:

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

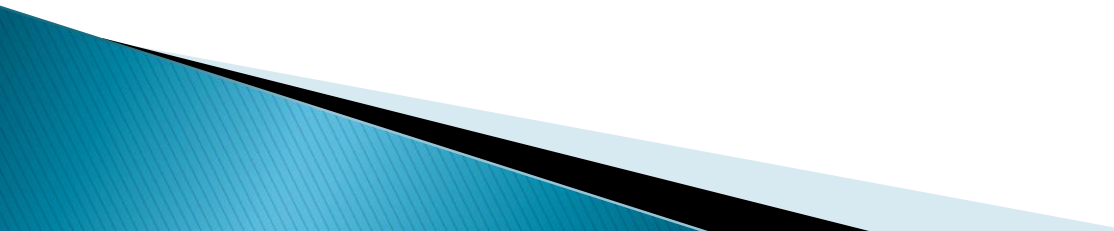


Enforcing the Rules - Disciplinary Steps

1. Warning is first
 2. Phone call to parent
 3. Dismissal from program
- ▶ Danger areas:
 - UNIFORMS
 - Cell Phones
 - Behavior & Attitude
 - ▶ YOU REPRESENT CHKD- Please treat this experience as if it is a paying job!



Certificates

- ▶ Certificates of participation will be emailed at the end of the summer
 - ▶ You may request your hours to be emailed to you at the end of your session
 - ▶ You can check your volunteer service hours on the sign-in computer at any time
- 

Welcome to CHKD!

- ▶ 250 Junior Volunteers
- ▶ 8 Weeks
- ▶ Approx. 14,000 Hours

We are glad you are here!



Please complete the orientation quiz. Open and save it to your desktop. Reopen from desktop and submit it at the end.