



# **UF Health Jacksonville Volunteer Services Department**

**2024**

## **New Volunteer Orientation Annual Training Manual**

Revised February 2024

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## **Welcome from the CEO**

Dear Friend:

Welcome as the newest member of the UF Health Jacksonville team. Volunteers have an important role at UF Health Jacksonville and the organization is grateful for your decision to join us. As an academic medical center, our affiliation with the University of Florida offers a unique opportunity to partner with physicians, scientists and educators who are dedicated to improving the health status of our community. You have the opportunity to work side by side with our faculty and team members to ensure that our patients receive the best of care.

Volunteers bring their own unique experiences with them and we value your ideas. I look forward to receiving your feedback and suggestions on ways in which we can improve care to our patients. Please share your thoughts with me by routing them through the Volunteer Office.

Your gift of time and talent towards furthering our mission is greatly appreciated. I know you will find your service here rewarding and meaningful.

With kindest regards,

A handwritten signature in black ink, appearing to read "Patrick Green".

Patrick Green, FACHE  
Chief Executive Officer, UF Health Jacksonville

## **About the Department of Volunteer Services**

### **Mission**

The Mission of the Department of Volunteer Services is to supplement the services provided by staff and physicians to UF Health Jacksonville customers by recruiting, placing and recognizing qualified and competent volunteers as well as coordinating community service projects both on and off campus. Priority placement of volunteers will be determined by the hospital's patient satisfaction initiatives.

### **Main Office – Downtown Campus, Clinical Center                      244-4271**

Located on the first floor near the Information Desk  
Hours: Monday – Friday, 8:30 a.m. – 4:30 p.m.

### **Main Office – North Campus, Bed Tower, 1<sup>st</sup> floor                      427-4271**

### **Staff**

Tracy Torres, Director                      244-4330  
Tracy.torres@jax.ufl.edu

Tina Wrye, Volunteer Coordinator      244-4232  
Tina.wrye@jax.ufl.edu

Agatha Arline, North Campus            427-4271  
Volunteer Coordinator  
Agatha.Arline@jax.ufl.edu

### **Other Departments**

**Employee Health                      244-9576**  
Located in Tower I on the 5<sup>th</sup> floor

**Security – Dispatch Center            244-4211**  
Located in the Clinical Center on the first floor near the ER

**Patient Relations – Main Office      244-2277**  
Located in the Clinical Center on the first floor near the Cashier

## **Facts about UF Health Jacksonville Campus**

UF Health Jacksonville is a private, not-for-profit hospital affiliated with the University of Florida Health Science Center campuses in Jacksonville and Gainesville. The hospital's origins date to 1870 as Florida's first non-military hospital, known then as Duval Hospital and Asylum. Part of the University of Florida Health system, UF Health Jacksonville is a leader in the education of health professionals, a hub for clinical research and a unique provider of high-quality patient care. Combining our strengths with the UF College of Medicine – Jacksonville, we offer residents in Northeast Florida and Southeast Georgia all the benefits of an academic health center.

### **PATIENT CARE**

UF Health provides a wide range of health care services on both an inpatient and outpatient basis. There are currently 37 UF Health clinical sites located throughout Northeast Florida. Taken as a whole, UF physicians offer more than 100 advanced specialty and subspecialty services, including key programs in:

- Cardiology
- Interventional radiology
- Neurology and neurosurgery
- Obstetrics and gynecology
- Oncology
- Orthopaedic surgery
- Pediatrics
- Trauma and critical care
- Minimally invasive and robotic surgery

Located on the UF Health Jacksonville campus, the University of Florida Proton Therapy Institute is one of few facilities in the United States equipped to treat cancer with protons. Proton therapy greatly reduces the damage to surrounding tissue, which is a significant improvement over traditional radiation therapy.

UF Health Jacksonville is home to the state's first and region's only Level I adult and pediatric trauma program, TraumaOne. Our team consists of UF surgeons, nurses and other health care professionals with extensive training in caring for trauma patients.

## **VISION**

Our vision statement describes what we want to accomplish and where we want to be in the future as a health care organization.

Our vision is to be Jacksonville's most valued community asset eliminating health care needs as a concern of the population. We will achieve this vision by:

- Delivering patient centered care that exceeds expectations of patients and families
- Providing unrivaled medical education and research
- Developing partnerships that join our work to the well-being of the community

## **MISSION**

Our mission statement describes the fundamental reason for our existence – why we are in business.

Our mission is to heal, to comfort, to educate and to discover. We dedicate our work to improving the lives of those we touch through quality health care, medical education, innovation and research.

## **VALUES**

Our core values are our attitudes, mind-sets, beliefs and norms. They guide our decisions in all aspects of our lives. Values determine how work is accomplished and how we interact with each other and with customers and patients. One way we demonstrate our values is through our behavior.

In striving to fulfill our mission we will be guided by the enduring values of:

- **EXCELLENCE** in each and every customer experience
- **RESPECT** for the critical nature of our work
- **COMPASSION** for humanity and one another
- **STEWARDSHIP** of the trust and privilege to serve

## **Hospitality & Service Standards of Behavior**

Hospitality and service are a state of mind — an approach that's reflected in all our actions throughout the day. It starts with the way we support and treat each other as colleagues and internal customers. We can make a positive impact with every interaction. By giving our caring attention to each customer — whether it is a patient, visitor, community member, or coworker — we create an environment where people feel acknowledged, understood, safe and valued.

### **HOSPITALITY**

The words hospitality and hospital are linked by their common Latin root. Hospitality reflects the relationship between a host and a guest. The concept of hospitality has come to mean a welcoming environment providing warmth and caring.

We are hosts at UF Health; our patients and their loved ones are our most important guests. We strive to determine and then meet their needs in an attentive and compassionate way. Similarly, our coworkers and colleagues from all departments are also our customers and deserve the same respect and care we provide patients and families.

Let's make every interaction warm, welcoming and attentive for everyone we encounter at UF Health.

### **TEAMWORK**

Hospitality and service start with the way we support and treat each other. Our relationships with our teammates and staff in other departments set the tone for how we behave towards our patients and visitors. We will not be able to provide outstanding patient care if we do not support each other as UF Health colleagues.

Health care can be a very high- stress environment. Working cooperatively with our colleagues in a supportive team environment is critical to our ability to provide safe, quality care and attentive service. Every day, our individual actions contribute to our team's morale, performance and accomplishments.

### **COMMUNICATION**

Communication is the way we exchange information and make a personal connection that leads to excellent patient care and a positive experience for everyone at UF Health.

### **PROFESSIONALISM & RESPONSIBILITY**

As a representative of UF Health, you are an ambassador for an organization that stands for the best medicine has to offer. We serve patients who come to UF Health from throughout the Southeast, the nation and many countries. Their entire experience — the service and hospitality we provide — should match the high quality of medical care they receive.

Our patients come to us because they trust our doctors, nurses and clinical teams to provide the best, attentive and compassionate care available.

That's why, in addition to our work performance, our actions and our appearance should be professional and serve as an extension of UF Health and its outstanding reputation.

Through our skills, knowledge, good decisions and polite behaviors, each of us represents our world-class organization. Our customers' perception of us shapes their experience.

## Section II

### Patient Confidentiality

#### Medical Records

All requests for medical records or patient information must be obtained through the Health Information Management (HIM) department. HIM is located in the basement of the Clinical Center building.

#### Patient Rights

Patients have specific rights during their treatment at our facilities. You will see a “UF Health Jacksonville Patient’s Bill of Rights” posted at every elevator on campus.

**The Patient’s Bill of Rights** states that patients have the right to:

- be treated with courtesy and respect, with appreciation of individual dignity, and with protection of privacy.
- a prompt and reasonable response to questions and requests.
- know who is providing medical services and who is responsible for his/her care.
- know what patient support services are available, including whether an interpreter is available if he/she does not speak English or has a hearing impairment.
- know what rules and regulations apply to his/her conduct.
- be provided with written information about advance directives and available health care decision-making options in Florida. A patient has the right to formulate advance directives and to have the medical staff and hospital personnel caring for the patient implement and comply with his/her advance directives.
- Medicare patient has the right to receive a “notice of beneficiary discharge rights,” “notice of non-coverage rights,” and “notice of the beneficiary right to appeal preliminary discharge.”
- participate in decisions involving his/her health care, including consideration of ethical issues. A patient has the right to participate in the development, including any revisions, and implementation of his/her inpatient treatment/care plan, outpatient treatment/care plan, his/her discharge plan, and his/her pain management plan.
- make informed decisions regarding his/her care, including the right to receive information from the health care provider about diagnosis, planned course of treatment, including surgical interventions, alternatives, risks, and prognosis and outcomes of care that may impact his/her decisions regarding treatment.
- accept or refuse treatment, except as otherwise provided by law.
- have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the hospital upon request.
- be given, upon request, full information and necessary counseling on the availability of financial resources for his/her care.
- know, if eligible for Medicare, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.
- receive, upon request prior to treatment, a reasonable estimate of charges for medical care. Such reasonable estimate shall not preclude the health care provider or the health care facility from exceeding the estimate or making additional charges based on changes in the patient’s condition or treatment needs.
- receive a copy of a clear and understandable itemized bill upon request and to have the charges explained.
- impartial access to medical treatment or accommodations regardless of race, national origin, religion, sexual orientation, physical handicap, or source of payment, age, color, marital status, or gender.
- receive treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

- know if medical treatment is for experimental research purposes and to consent or refuse to participate in such experimental research knowing that refusal will not compromise access to any other services.
- to know the hospital's procedure for expressing a grievance. A patient has the right to express grievances regarding any violation of his/her rights through the grievance procedure of the health care provider or health care facility which served him/her and to the appropriate regulatory agency.

Agency for Health Care Administration  
2727 Mahan Drive  
Tallahassee, FL 32308  
(888) 419-3456

Joint Commission on Accreditation of Healthcare Organization/ Office of Quality Monitoring  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
(800) 994-6610  
<https://www.jointcommission.org/>

- personal privacy, except as limited for the delivery of appropriate care.
- receive care in a safe setting.
- be free from all forms of abuse, neglect and harassment whether from staff, other patients or visitors.
- the confidentiality of his/her clinical records, except as provided by law.
- Except under limited circumstances, to access information contained in his/her clinical records within a reasonable time frame.
- access individuals outside the hospital by means of visitors and by written or verbal communication. When it becomes necessary to restrict communication, the therapeutic effectiveness of the restriction will be periodically evaluated.
- retain and use personal clothing or possessions if space permits and it does not interfere with another patient or medical care.
- be free from restraints or seclusion used as means of coercion, discipline, convenience, or retaliation.
- appropriate assessment and management of pain.
- access any mode of treatment, including complementary or alternative healthcare treatments, that is, in his/her own judgment and the judgment of his/her physician(s), in the patient's best interest, to the extent that such mode of treatment is offered by the hospital.

### **Employees and Volunteers as Patients**

When a patient is an employee or volunteer of the hospital, additional measures to preserve privacy are required. Management may not have access to medical records or computer access for the patient, and caregivers may not release information to co-workers.

Employee Health is committed to employee health information confidentiality. Please call Employee Health at 244-9576 if you have any questions about confidentiality for employees or volunteers as patients.

## Uniform Terminology for Describing Patient Conditions

The only information that can be released to the general public is a description of the patient's condition. The "uniform terminology" for describing patient conditions is:

<b>No Information Available</b> (If patient is opted out)	<ul style="list-style-type: none"><li>• Patient or family has requested that no information be released or the patient meets specific criteria requiring limited release of information.</li></ul>
<b>Good</b>	<ul style="list-style-type: none"><li>• Patient is conscious; vital signs are stable and within normal limits;</li><li>• Outlook for recovery is excellent</li></ul>
<b>Fair</b>	<ul style="list-style-type: none"><li>• Patient is conscious; vital signs are stable and within normal limits;</li><li>• Patient is making satisfactory progress in relation to his or her diagnosis;</li><li>• Outlook for recovery is favorable</li></ul>
<b>Serious</b>	<ul style="list-style-type: none"><li>• Patient is acutely ill; vital signs may be unstable and/or not within normal limits;</li><li>• Outlook for recovery is somewhat questionable</li></ul>
<b>Critical</b>	<ul style="list-style-type: none"><li>• Patient has major complications; vital signs are unstable and/or not within normal limits;</li><li>• Outlook for recovery is not favorable</li></ul>

**NOTE:** When in doubt about honoring a request for patient information, check with your supervisor before doing so. Communications and Marketing is responsible for the release of information to the media. Direct requests for information by newspaper, television, or other media should be routed to Communications and Marketing.

## HIPAA Information Privacy and Security

### ***UF Health Jacksonville Privacy Office***

**Phone** 904.244.1285 • **Fax** 904.244.1987

**Email:** [privacy@jax.ufl.edu](mailto:privacy@jax.ufl.edu)

580 W. 8<sup>th</sup> St. Tower I, 10<sup>th</sup> Floor  
Jacksonville, FL 32209

### ***UF Health Jacksonville Hotline: 1-888-329-3569***

UF Health Jacksonville provides this tutorial to help our users understand their role in safeguarding protected health information.

You hold a position of trust and responsibility within UF Health Jacksonville. The enterprise must protect itself and its users from potential security breaches that may result in liability for the organization or YOU personally. Thank you for helping us to protect our patients' information and to continue to provide superior patient care.

### **Why Protect Health Information?**

We at UF Health Jacksonville are legally obligated to create a secure environment for the information we collect. We are committed to protecting the confidentiality and security of this information, maintaining its integrity and to preserving patients' rights to privacy.

In health care, accurate and complete information is critical to providing high quality patient care. Incomplete or inaccurate medical information can lead to misdiagnoses, improper treatment and potential life-threatening situations. It is the responsibility of everyone who works in health care to learn, understand, and practice information confidentiality and security.

Statistics show that 1 in 7 Americans have done something to protect their privacy to avoid embarrassment, stigma, or discrimination. For example:

- Paid out-of-pocket
- Avoided care altogether
- Withheld or provided inaccurate information

## ➤ What is HIPAA?

**HIPAA** is the **H**ealth **I**nsurance **P**ortability and **A**ccountability **A**ct which includes the Privacy Rule, Security Rule, and Enforcement Rule.

### **HIPAA Seeks To:**

- Strike a balance between government's interest in health information and an individual's right to maintain control.
- Provide individuals rights regarding their health information.
- Impose accountability for breaches of confidentiality.
- Require healthcare providers to implement safeguards to protect health information.

## ➤ So...What does HIPAA Apply To?

### **To Protected Health Information or PHI which is information that:**

- Is created or received by a covered entity;
- Is transmitted or maintained in any form (oral–written–electronic–photographic).
- Relates to a person's physical or mental health, the provision or payment of health care.

## **HIPAA's Eighteen Identifiers**

Protected health information or PHI is intentionally broad. Even one identifier, such as medical record number, constitutes PHI.

- **Names:** not just the patient but also relatives, household members, and employers
- **Dates:** (except for year): birth, death, admission, discharge, injury, service, surgery
- **Numbers:** medical record, account, Social Security, device identifiers, vehicle/serial, telephone, fax, etc.
- **Addresses:** any geographic subdivision smaller than a state, (street, city, county, zip), email and IP.
- **Graphics:** photographs, x-rays and other images, video recordings
- **Biometric** identifiers such as finger and voice prints
- Full face photographic images and any comparable images
- The 18<sup>th</sup>, and perhaps most important element... Any other unique identifying number, characteristic, or code. In other words, anything that could reasonably be expected to link an identifiable person with their health condition.

Failure to protect this information could have detrimental effects for the patient. Identity theft, medical identity theft, embarrassment, financial loss are just a few of the consequences that could impact our patients.

See ***Policy A-01-059: Communicating Confidential and Protected Information.***

➤ **UF Health Jacksonville Protects Health Information By:**

- Auditing access to or use of health information;
- Providing education and training to raise awareness;
- Enabling workforce members to report known or suspected violations;
- Implementing safeguards, policies, and procedures to protect the privacy and security of information;
- Listening to our patients and workforce members who report complaints of violations and taking actions to address those complaints.
- Providing patients and visitors with a Privacy Notice, or NPP, which tells patients how UF Health may use and share their health information, informs patients of their rights regarding their health information, and describes UF Health's duties to protect their information.

**HIPAA established the Minimum Necessary standard**

The Privacy Rule requires that organizations establish policies that address what PHI employees and volunteers may access.

- Just because you have access to PHI doesn't necessarily mean that you should access or disclose it.
- Only access, use and disclose the minimum amount of information necessary to complete the task at hand!
- Also known as the "need to know" principle, use or disclose only the information that you need to conduct the task(s) you have been assigned to complete.

See Policy ***A-01-027 Minimum Necessary Access, Use, and Disclosure of Information*** for more details.

➤ **Your Responsibilities for Protecting Patient Confidentiality**

- Respect the wishes of the patient when using or disclosing their health information. Know who the patient has authorized to receive their health information.
- Secure patient information in all forms- verbal, paper, and electronic. For example, be aware of your surroundings when discussing PHI. Can someone hear you?
- Do not take, post, or share photos, videos, online comments, tweets, etc. containing or describing a UF Health patient or the provisioning of care to a patient. Contact the Marketing/ Communication Department for permission to post/share details of your UF Health volunteer experience on social media.

**To contact the Marketing Department call 244-9735**

- If faxing patient information on behalf of UF Health JAX, always use a fax cover sheet that contains the required confidentiality statement.

- Make sure to understand and sign the Confidentiality & Security Agreement.
- Do not share your User ID or password with anyone.
- Change passwords often and use strong passwords.
- “Control – Alt – Delete before you leave your seat.”
- Log off or lock your PC when leaving- or stepping away from- your workstation.
- Arrange workstations so monitors are not viewable to passers-by.
- Don’t look away, report known or suspected incidents.
- Assist patients who wish to report a HIPAA complaint and notify your supervisor or the Privacy Office promptly.

➤ **Breach & Breach Prevention**

A “breach” generally means the unauthorized acquisition, access, use, or disclosure of protected health information which compromises the security or privacy of such information.

Compromises the security means that the breach poses a significant risk of financial, reputational, or other harm to the person affected. In other words, UF Health lost control of PHI.

**Examples of a breach may include:**

- Disclosing PHI to the wrong person.
- Accessing or viewing a patient’s medical record without a need to know.
- Discussing a patient’s medical information in front of family without asking the patient’s permission.

**Possible consequences of a Breach of Patient Confidentiality or Security include:**

- Loss of reputation,
- Loss of employment,
- Impact on license or credentials,
- Fines and or jail time

## Disaster Preparedness

### Types of Disaster

UF Health Jacksonville has a Comprehensive Emergency Management Plan that identifies how we, corporately and individually, are to respond in the event of a disaster. Generally speaking, all disasters fall within two categories. Our plan identifies them as external and internal disasters.

### Emergency Codes

#### During a fire or medical emergency volunteers can:

- Be supportive of patients, visitors and families
- Run errands for staff as requested
- Help clear the halls
- Always remain calm

Volunteers must familiarize themselves with the special codes used by the hospital for various emergencies. The white card attached to UF Health Jacksonville identification badges includes the following emergency codes:

TYPE EMERGENCY	EXTENSION	CODE
Fire	42222 Give Location	CODE RED
Hazardous Chemical Spill	44211 Give Location	CODE ORANGE
Bomb Threat	44211 Give Location	CODE BLACK
Child Abduction	44211 and 42222	CODE PINK
Cardiac Arrest	42222 Give Location	CODE BLUE
Missing Adult/Child	44211 and 42222	CODE SILVER
Active Shooter/Violent Person	44211 Give Location	CODE WHITE

### Fire and Safety

#### FIRE FACTS

**Fire is fast.** A flame can take only minutes to grow into an inferno. “Flashover” can occur when the air is hot enough to ignite every combustible object in the room. **Fire is hot.** Heat can burn lungs and fuse clothing to skin.

**Smoke can kill.** Smoke contains toxic gases that can kill within minutes. Carbon monoxide poisoning causes 75% of all fire deaths.

There are three primary causes of hospital fires:

- (1) **Smoking** (smoking is not permitted on our campus)
- (2) **Electrical Equipment** (report any equipment that is in disrepair or any outlets that are overloaded; extension cords, adapters, etc., are not permitted)
- (3) **Combustible materials** (always store flammable materials away from heat)

There are two key physical barriers at our facilities that help prevent the spread of a fire:

- (1) **Doors.** Hospitals doors are fire retardant. They will contain smoke and fire when closed manually; when the alarm is activated, corridor doors will close automatically.
- (2) **Smoke Dampers.** Internal smoke and heat detectors in the ceilings will activate the ventilation dampers and alarm system when smoke is present or a certain temperature is reached.

## RESPONDING TO A FIRE

There are four steps to follow when responding to a fire. Think of the word RACE to remember the four steps. Do these four steps in this order:

- R** – Rescue or remove patients or victims in immediate danger
- A** – Activate or sound the alarm and call X42222
- C** – Contain or confine the fire
- E** – Extinguish the fire, or Evacuate

## FIRE EXTINGUISHER FACTS

Fire extinguishers should be held in an upright position. You should remember the acronym P-A-S-S for the proper use of a fire extinguisher:

- P** – Pull the ring pin (giving yourself a distance of 10 feet)
- A** – Aim the nozzle at the base of the fire
- S** – Squeeze the lever
- S** – Sweep from side to side, toward the base of the flames

### Types of Fire Extinguishers

There are multiple types of fire extinguishers used on the UF Health campus. Choose the type of fire extinguisher based on the material that is burning. As a general rule, the portable fire extinguisher's continuous discharge will only last 45-60 seconds.

TYPE	MATERIAL BURNING
ABC	Use on ALL types of fires  This type is used in most general areas at UF Health.
CO2/BC	Use on grease, chemical and electrical  These types are usually found near electrical equipment, in telephone electrical rooms and air handling rooms.

### Volunteers also need to know:

- Location of the nearest exit doors, fire pulls, and fire extinguishers for the areas to which they are assigned.
- If someone were to call out the fire code in your area, you must (1) know the appropriate number to call; (2) indicate the location of the situation; and then (3) activate the manual fire pull station alarm.
- Volunteers may assist as needed and as requested by staff. As a volunteer, you may be asked to assist with moving patients, closing doors and windows and clearing the corridors etc., as specifically directed by trained staff. Additionally, all volunteers can help comfort patients and visitors who may be frightened and upset.
- Never use the elevators during a fire emergency; always use the stairs.
- Always remember to remain calm during a fire emergency.

## Health Policy

### Health Screening Requirements for Volunteers

All volunteers are required to report to Employee Health prior to starting their volunteer assignment and complete the paperwork provided.

- Volunteers must take an initial Tuberculosis (TB) skin test (PPD), unless the volunteer has a positive history, in which case the PPD is waived.
- Employee Health requires all volunteer applicants to provide their immunization records to show proof of immunizations. If you do not have proof of immunizations, blood will be drawn by the Employee Health staff to check immunity.
- Volunteers are advised to contact their local school system or health department to obtain their immunization records.
- If you indicate a history of positive Tuberculosis (TB) skin test, you must provide proof to Employee Health in either written form or x-ray.
- Flu Shots are offered to all Volunteers at no cost
- Handouts providing detailed TB and Hepatitis B Vaccination information are available in the Volunteer Office or Employee Health.

### Personal Illness

- In order to facilitate your own recovery, and to protect patients, visitors, staff and fellow volunteers from the spread of infectious organisms, hospital policy mandates that you do not come in when you are sick have a fever, a fever blister, etc.
- **Chicken Pox** – If you have a negative history to chicken pox (meaning you have never had chicken pox), you may not be immune and will not be assigned to the Nursery. If you have an exposure to chicken pox or herpes (shingles) you should not have direct patient contact from the 10<sup>th</sup> through the 21<sup>st</sup> day after exposure. If you do develop chicken pox, you should not return to volunteering until all lesions have dried and crusted (generally 6 days after the rash onset).
- **Injuries or long illness** – Volunteers who have been out with a serious illness or infection, recuperating from a surgical procedure, or who have been injured while on duty, may not resume their volunteer service until cleared for duty by Employee Health.

## Infection Control Terms

**Hand Hygiene.** Hand hygiene is generally considered the single most important procedure for preventing the spread of germs. Hand hygiene applies to hand washing or antiseptic hand rubs. The CDC recommends washing hands vigorously for at least 20 seconds or by applying alcohol-based gel or foam to hands, rubbing vigorously for at least 20 seconds as recommended by the Institute of Healthcare Improvement. *(Please refer to policy IC-01-007).*

**Exposure Control Plan.** The hospital has a written plan that addresses exposure to blood-borne pathogens available through the *Bridge* intranet website *(Please refer to policy IC-01-005)*. Each department has access to the system, which is available for volunteers to review as well. The Exposure Control Plan outlines in detail what to do in the event of a possible exposure or contact with hazardous materials or waste, accidental needle stick, etc.

**Hazardous Materials (biomedical waste).** Volunteers should be aware that all potential hazardous or infectious materials or waste, whether contaminated or not, are disposed of according to the hospital's Hazardous Waste Plan. All solid or liquid waste that may present a threat of infection to humans; i.e., used sharps (needles), linens soiled with blood, etc., is considered biomedical waste and must never be mixed with regular trash. **Biomedical waste must be put in a red bag and is disposed of differently than regular trash.** If biomedical waste is mixed with regular trash, then all of it must be handled as biomedical waste *(Please refer to policy ES-01-001)*.

**Isolation Room.** Volunteers may not go into any isolation room or room marked as "contact precaution", or interact with isolation/precaution patients, unless specifically directed and properly trained for appropriate protective protocol by patient care staff. All appropriate PPE-personal protective equipment must be worn while inside the patient room, even if no patient contact is anticipated). These rooms are clearly identified with an isolation/precaution sign, which will fall into one of four general categories: **(1) Airborne Precaution; (2) Droplet Isolation; (3) Contact Isolation or (4) Protective Protocol.** *(Please refer to policy IC-01-001)*

**Patient Specimens or Needle sticks.** Because volunteers do not provide direct patient care that would put you at risk for exposure, direct contact with a patient's blood or bodily fluid, or an accidental needle stick, is highly unlikely. However, if it were to occur, volunteers must report the incident to their supervisor immediately. Volunteers are examined and/or treated by Employee Health, as per Volunteer Infection Control policy, and incident report is initiated and the Director of Volunteer Services is notified *(Please refer to policy IC-01-005 Part VII)*

**Personal Protective Equipment.** When working in direct patient care areas, standard precautions are taught and practiced. This includes proper training in the use of personal protective equipment (PPE); i.e., **gloves, gown, goggles, etc.** Personal protective equipment must be worn whenever there is a risk for possible exposure to blood and bodily fluids. *(Please refer to policy IC-01-001 and SA-01-013).*

**Standard Precautions.** This term means that all patients should be considered potentially infectious. Standard precautions do not apply to casual patient contact, only to anticipated contact with blood or bodily fluids. Protective measures, such as wearing latex or latex-free gloves should be taken any time you anticipate contact with or exposure to a patient's blood or bodily fluids whether it is known to be infectious or not.

Use Standard Precautions to protect yourself against all blood and body fluids (except sweat, saliva, or tears.). This means:

- Assume that all blood and body fluids (except sweat, saliva, or tears) are infectious, no matter what the source.
- Use appropriate Personal Protective Equipment (PPE) such as gloves, masks, gowns, etc. if your job involves contact with blood or body fluids.
- Dispose of blood, body fluids, and materials contaminated with blood/body fluids in the appropriate containers (red bags, needle/sharps boxes, or sewage system).

- Do not touch broken glass with your hands. Use forceps or tongs to dispose of broken glass into an approved sharps container.
- Keep all cuts and breaks in exposed skin covered with a bandage and wear disposable gloves.
- Disinfect surfaces contaminated with blood or body fluids using a 1:10 bleach solution or other approved disinfectant.
- Do not eat, drink, smoke, or apply cosmetics or lip balms in areas where there may be blood or body fluids.
- Do not store food or drink in refrigerators where blood or body fluids may be present.
- Wash your hands frequently and thoroughly, even after using gloves.

For questions, please call the Infection Control office: 244-4812, 4811 or 4208

## **Heart Attack and Stroke Education**

UF Health Jacksonville is a Center of Excellence for Chest Pain and Stroke, meaning that we have staff who have been specially trained to treat and manage the care of people who suffer from chest pain and stroke. Part of maintaining our Center of Excellence accreditation is ensuring that everyone has received basic education in these areas. The following is intended for non-clinical personnel.

### **What is a heart attack?**

The heart is a large muscle that pumps blood and oxygen throughout our body. The heart needs oxygen to survive. When the heart muscle is deprived of oxygen it can cause damage or death to part of the heart muscle – this is called a myocardial infarction or Heart Attack.

### **What is EHAC?**

Early Heart Attack Care (or EHAC) education asks you to learn the signs and symptoms of a heart attack so you can become an active bystander to save a life - even if it's yours. Why?

- Over 800,000 people die in the US every year from a heart attack
- On average, 50% of these patients displayed, but ignored, the warning signs

EHAC is knowing the subtle danger signs of a heart attack and acting upon them immediately -before heart damage occurs

### **Signs and Symptoms**

- |  |   |                       |
|--|---|-----------------------|
| • Chest pressure - squeezing, aching, or burning | • Pain that travels down one or both arms | • Nausea              |
| • Feeling of fullness                            | • Excessive fatigue                       | • Back pain           |
| • Jaw pain                                       | • Anxiety                                 | • Shortness of breath |

### **Women and Heart Attacks**

Women with Heart Attacks may experience some other symptoms:

- Pain and numbness may be in the right arm and chest
- May feel completely exhausted or drained (#1)
- Nausea or dizziness
- Upper back pain that travels up into the jaw
- May think their stomach pain is the flu, heartburn or an ulcer

## Unusual Presentations

Unusual presentations are also known as atypical presentations. This is where the signs and symptoms may be different. For instance, a person with diabetes may not complain about pain or pressure in the chest.

So be alert for the following:

- A sharp or “knife like” pain that occurs when coughing or breathing.
- Pain that spreads above the jaw bone or into the lower body.
- Difficult or labored breathing

## What should I do?

- First of all - Know your body. You know if something doesn't feel right. Don't waste time- get help!
- UF Health Jacksonville is a Chest Pain Center. If you are here and start experiencing any of the symptoms of a heart attack call for help by dialing 42222 and give your location – say you're having chest pain
- If you see a colleague or a visitor having symptoms of a heart attack, have them sit and stay calm while you call for help
  - Call 42222
  - Give location including which building and floor
  - Tell the operator what is happening
- If it happens at home, don't drive yourself to the hospital – Call 911

*Note: Call 911 at “off-campus” locations - most of the locations off Boulevard, 10th Street, 11th Street, and off-site clinics. See Policy A-01-062\_App A for a table of on-campus vs. off-campus locations.*

## What is a stroke?

- A Stroke is a disease that affects the blood vessels leading to and inside the brain.
- A stroke occurs when a blood vessel that carries oxygen and nutrients to the brain either becomes blocked by a clot (this is called an ischemic stroke) or bursts (this is called a hemorrhagic stroke).
- With either of these, the brain can no longer receive blood and oxygen so brain cells die.

## What are the effects of a stroke?

Strokes on the right side of the Brain result in:

- Loss of movement on the left side of the body
- Eyesight problems
- Behavioral changes
- Memory loss

Strokes on the left side of the brain result in:

- Loss of movement on the right side of the body
- Slow, cautious, behavioral style
- Memory Loss
- Difficulty or Loss of ability to speak or understand language

## What are the risk factors of a stroke?

Major - risk factors you cannot control

- Increasing age- majority occur age 65 or older
- Gender – women have more strokes than men annually
- Heredity (including race) – children of parents with stroke, African Americans are at higher risk of death with a stroke
- Prior stroke or “Warning Strokes” - also known as Transient Ischemic Attacks or TIAs where you have the symptoms of a stroke but no lasting damage

Modifiable – risk factors you can change or control:

- Smoking
- High blood cholesterol
- Atrial Fibrillation
- Sickle cell disease
- High Blood Pressure
- Peripheral artery disease
- Poor Diet
- Heart Disease
- Diabetes
- Location (Most common in SE United States) Stroke belt
- Inactivity and obesity
- Alcohol and/or drug abuse
- Low income

### Signs of a Stroke

- **F**ace Drooping
- **A**rm Weakness
- **S**peech Difficulty
- **T**ime to call 911

Time lost is brain lost. The longer you wait to seek help when you experience the signs and symptoms of a stroke the more brain is damaged. Early recognition of stroke symptoms and rapid treatment may stop or reverse that damage.

### What should I do?

At home:

- Call 911 immediately

At UF Health Jacksonville:

- Help the person to remain calm
- Have them sit or lay down
- Call 4-2222 and give them:
  - Location
  - Building
  - Floor
  - Room
  - What is happening

*Note: Call 911 at “off-campus” locations - most of the locations off Boulevard, 10<sup>th</sup> Street, 11<sup>th</sup> Street, and off-site clinics. See Policy A-01-062\_App A for a table of on-campus vs. off-campus locations.*

## **Personal Safety**

### **SECURITY (phone extension 44211)**

Volunteers are encouraged to be security conscious at all times.

- When volunteering, always wear your ID Badge
- Volunteers should call security 244-4211 (or x44211) if they observe a suspicious person, have any security concerns, or if you require an escort to the parking garage or parking lot.

### **Some safety tips to protect yourself and personal property:**

- As a volunteer, it is encouraged that you be friendly, however, we don't recommend the development of close friendships or intimate relationships with patients or staff.
- Our hospital strives to provide a work environment free from intimidating, threatening or offensive conduct. Any actions or comments that are found to be harassing or offensive are not to be tolerated, and should be reported immediately to your department manager and to the Director of Volunteer Services.
- If you become involved in an unwelcome situation, leave the room or workstation immediately, or call out loudly for assistance
- Store your valuables in a secure location.

### **What to Do if Confronted by an Aggressive Person**

Resolve disagreements peacefully and try to avoid arguments. Ask another person to intercede, if necessary. Making a formal report is your best opportunity to solve the problem. Report any aggressive behavior you experience or witness to your supervisor, Volunteer Services, or Security.

## **Proper Body Mechanics**

**Back injuries are the #1 type of injury in the workplace.** It is important for all staff – employees and volunteers alike – to be trained on proper bending, lifting and care of the back. Never attempt to lift an object that might possibly be too heavy or that could cause injury to you. Get someone to help you lift if you feel it is necessary, and always practice these safety measures:

- Visualize the lift
- Tuck in your pelvis
- Bend your knees
- Hug the load

### **Safe Lifting**

Prevent injuries and make your work environment by following these tips:

- Never reach above your shoulders, use a step stool or ladder
- When reaching down, support your upper body with one arm
- Always keep the load close to your body without leaning forward
- Push, rather than pull, whenever possible
- Bend your knees and hips – not your back
- When leaning forward, move your whole body, not just your arms
- Ask for help

## **Transportation Guidelines**

Many of our patients, and even our visitors, may require being wheelchair transported within the facility.

- Volunteers may independently transport medically stable patients in wheelchairs; however, volunteers may not independently transport (but may assist a staff member in transporting) stretcher patients, patients with IV pumps, chest or other types of drainage tubes, seizure patients, or patients who are unwilling or unable to be moved safely.
- Any volunteer not comfortable in transporting a patient because of concern for their own safety or the safety of the patient, should decline (but find someone else) to perform the task.

Volunteers may not assist an inpatient in getting in/out of bed without staff assistance.

## **Wheelchair Procedures:**

1. Introduce yourself to the patient and explain why you are there.
2. Lock the wheelchair by using chair brakes and move leg and foot supports out of the way before assisting patient to wheelchair. Protect your own back by using proper body mechanics when positioning the leg and foot supports (i.e., squat, do not bend).
3. Assist patient into wheelchair (outpatients only). Call a nurse or aide to help an inpatient into the wheelchair. Protect your own back by using proper mechanics when assisting a patient to or from the wheelchair.
4. Place leg and foot supports under the patient, continuing to use proper body mechanics. Have the patient place arms in lap. If wearing a hospital gown, lay sheet in lap. If patient is cold, offer to get a blanket. Carefully check for hanging clothes or other items that may become entangled in wheels.
5. Unlock wheels and proceed going slowly.
6. Turn the chair around and back down ramps and into an elevator. Look for “hold” button, if needed.
7. When turning corners, go slowly, do not hug the wall. Look up into mirrors that are placed in hallway intersections for safety.
8. Travel at slow rate. Push chair; do not pull.
9. Never leave a patient unattended when transporting.
10. Always ask when in doubt about transporting a patient.

## Right to Know and Hazardous Materials

- Health care workers, employees and volunteers, need to understand the risks and limitations when working with or around chemical substances. The hospital has very specific policies and procedures with regard to hazardous materials.
- Although volunteers are not expected to work directly with hazardous materials, there are hazardous materials in the workplace and everyone needs to know what potential hazards (or environmental exposures) exist in their specific work area.
- Volunteers need to know that the hospital's Exposure Control plan is located in the Safety Manual. Each department is responsible for keeping a copy of the hospital's Safety Manual in a visible location. The hospital's exposure control plan outlines in detail what to do in the event of possible exposure or contact with hazardous materials, and should also include Safety Data Sheets (SDS) on any hazardous materials used in each department.
- All Florida hospitals come under the Federal Occupational Safety & Health Administration (OSHA) law, making each department director responsible for implementing a training program, within the first 30 days of employment. Hazardous communication training includes identifying areas where hazardous materials are present, maintaining Safety Data Sheets (SDS) and providing information to staff on proper waste disposal, product labeling and emergency response.
- It is important to be aware that there are 4 common routes by which a chemical can enter the body:
  - - (1) **inhalation**, through the respiratory system
    - (2) **ingestion**, through oral consumption
    - (3) **injection**, through an open cut or wound
    - (4) **absorption**, through the skin
- Each department is responsible for visibly posting Safety Data Sheets for each product that contains any potentially hazardous material. These data sheets detail precautions for safe handling as well as antidotes.
- Any exposure to hazardous materials must be reported to the person to whom you report and/or the Director of Volunteer Services immediately.

## Why So Regulated?

Hospitals have plenty of rules and regulations! We are monitored not only by the policies of hospital administration and individual departments, but also by state and federal laws and regulatory boards. Volunteers need to be aware of this and specifically be familiar with the term “The Joint Commission.”

**Joint Commission for Accreditation of Healthcare Organizations** (also referred to as “The Joint Commission”) is one such regulatory board. A Joint Commission survey team schedules a surprise visit (site inspection) every 36 months.

What does that mean for volunteers?

- The Volunteer office has the responsibility to make sure our volunteer files are maintained according to certain standards.
- Volunteers are responsible for being prepared as well. If you are on duty during a Joint Commission survey, you might be asked one of the following questions:
  1. What is the Mission Statement of the hospital? (See page 8)
  2. What is the hospital’s fire safety code and the fire safety plan for your area? (See page 26-27)
  3. What do you do as a volunteer, how were you trained, and how do you know if you are doing a good job? (duties specified in service guideline/job description; trained by attending volunteer orientation and department specific training; volunteer competencies performed annually)

### Volunteer files and Training Records

In addition to your initial application form and related documents, training records are also maintained for volunteers. All training relevant to any volunteer service area should be reported to the volunteer office for appropriate documentation.

Volunteer training opportunities include:

- Orientation
- Additional training or in-service programs specific to your area of service
- Periodic educational in-service programs for all volunteers
- Annual mandatory training
- Telephone Etiquette training
- Most other classes offered to employees are also available for volunteers (computer training, CPR certification, etc.)

**Advanced training for volunteers.** The term “age specific competencies” describes the way hospital staff are trained to understand the special communication needs, health and safety concerns and psychosocial issues of specific age groups. Simply put, each patient is unique and they have unique needs based on certain development stages. Health care providers need to give individualized care based on those differences. Volunteers will receive additional training to become aware of those differences referred to as Age Specific Competency training.

### Departmental Checklist

Volunteers will also receive area specific training provided by staff in their service area. A checklist will be reviewed, completed and signed, preferably on the volunteer’s first workday.

## Section III

### VOLUNTEER POLICIES Benefits and Uniforms

#### General Benefits

Recognition and special occasion functions and luncheons as scheduled. Service awards pins for every five years of service.

- 10% discount to all volunteers on gift items purchased in the gift shops. Fragrances, cards, flowers and UF Health logo items excluded from discount.
- Continuing education and training through the Volunteer Services Department, as well as eligibility to enroll in educational courses sponsored by the hospital.

#### Complimentary Meal Plan

Current active volunteers may enjoy one complimentary meal when a volunteer works **at least a 4 hour shift.** The meal benefit is for an amount up to \$8.00. If your purchase exceeds \$8.00 you will be asked to pay the difference. In order to receive this benefit, volunteers should be in uniform, including ID badge. This benefit is available in the following locations: Clinical Center Cafeteria, Clinical Center Coffee Shop, Pavilion Cafeteria, Towers Deli and North Campus Bistro. Volunteers receive the same discount as employees which is 20%. *Meal allotment may be used in increments for breaks, etc. as long as the volunteer does not go over the limit on that given day.*

#### Parking

Parking is free to all volunteers. Volunteers are required to park in specific lots/areas identified according to the building in which they are assigned as outlined below;

1. Volunteers with handicap parking privileges may park in any handicap space on campus.
2. Pavilion(\*) - Volunteers are requested to park in the designated employee/visitor lot on Boulevard Street.
3. Towers(\*) - Volunteers are requested to park in the lot adjacent to the Towers.
4. Clinical Center, Health Science Center, or Ambulatory Care Center buildings. Volunteers assigned to these buildings may not park in the Ambulatory or Emergency parking lots. These volunteers may park in the South Parking Garage on levels 1, 2 or 3 in spaces provided for visitors/patients.
5. North Campus – Volunteers are requested to park in the employee parking behind the MOB and Inpatient Towers. Volunteers must visit the downtown campus parking office to obtain a parking decal to park in this area.

(\*) Volunteers, employees and the general public are encouraged to use the free campus shuttle service. A shuttle map is posted in the Volunteer Office and at every main entrance.

## Uniforms

Uniforms are required for all hospital based volunteers, which consist of:

Volunteer	Red Polo Shirts	Khaki Pants/Skirt	Comfortable, Solid Tan or Brown Shoes	Red Scrub Top/Khaki Scrub Pant
Adult male	X	X	X	
Adult female	X	X	X	
Student male			X	X
Student female			X	X

All volunteers are required to wear their ID badge when providing service

- **Blue jeans, capris, shorts and short skirts are considered too casual and are not permitted**
- Shoes must be worn with socks or hosiery
- Wearing scrubs and lab jackets is strictly prohibited for volunteers unless it is the approved scrub set for Summer Student program
- Perfume and excessive jewelry should be left at home
- Exceptions: some alternative dress codes have been established for particular service areas such as Office Interns”

**Note:** Red Polo shirts may be purchased in the Gift Shop located on the first floor of the Clinical Center (Downtown Campus) for \$19.99. Summer Student and Homeschool Student Volunteer Scrub sets can be purchased at the downtown clinical center Gift Shop for \$27.99. NORTH adult volunteers may also purchase their red polo shirt at the north gift shop in the inpatient tower.

## Professional Image

Volunteers are reminded that a professional appearance, together with professional and courteous action, attitude and behavior, reflects the excellent image and reputation of our institution.

Volunteers are expected to maintain a neat and clean appearance at all times while on duty. Clothing should be clean, neatly pressed and tidy, nails should be clean, well maintained and not pose a safety (or infection control) hazard for you or patients. Fingernails of NICU volunteers must be less than 1/4 inches long from the fingertip; artificial nails, wraps, extensions, jeweled or pierced fingernails are **not** permitted.

## **General Volunteer Policies**

**Volunteer assignments.** Volunteers support staff and enhance the services offered by our hospital. They do not replace staff. Volunteers are assigned to specific areas of service by the Volunteer Services staff, based on the following:

- Knowledge, skills and abilities of the volunteer
- Availability of the volunteer
- Current needs of the hospital

**Volunteer types.** UF Health Jacksonville volunteers fall into one or more of the following categories:

- Hospital based volunteer
- Intern volunteer (non-clinical)
- Student volunteer
- Community based volunteer

**Volunteer activity.**

- Volunteers are asked to provide a minimum of 100 hours of service. Most volunteers serve four hours per week.
- Interns who are completing non-paid student internships serve the agreed upon total hours needed to successfully complete their internship.
- In order to remain active, a volunteer must commit to a regular, weekly schedule.
- A volunteer may request to go “on leave” for up to three months. If the volunteer is unable to return after three months, they will be placed on inactive status.
- Continued service of any volunteer is dependent on adherence to the hospital’s administrative policies, the Volunteer Services Department’s policies and procedures, and especially compliance with our annual training requirements.

**Volunteers are expected to:**

- Be familiar with, and adhere to, the duties and responsibilities as outlined in their volunteer service guideline.
- Lend assistance whenever and wherever needed. However, if asked to do something that does not fall within their realm of responsibility, the volunteer should (a) decline; (b) say they have not been trained for this duty; (c) indicate that particular duty has not been approved for volunteers to perform.
- Advise the Volunteer Office of any questions or concerns you may have, whether it is with the assignment, the schedule, the duties or any dissatisfaction that may arise in their area of service.
- Maintain professional courtesy with physicians, administrators and clinical staff
- Maintain a professional image. The following are not considered proper while providing service: (a) chewing gum; (b) eating at your work station (meal should be

eaten in the cafeteria); (c) personal conversations which might disrupt performance of service.

- Volunteers may not smoke while performing volunteer duties. UF Health Jacksonville is a smoke free hospital and no smoking is allowed on the campus at any time.

## **Legal and Ethical Issues**

### **Accidents and injuries**

Volunteers who sustain an injury while volunteering should notify their supervisor/manager/director and the Volunteer Director or Manager immediately. The Employee Health Department must be notified **within 24 hours**. Should medical attention be necessary, the volunteer will be taken to the UF Health Jacksonville Employee Health Department or Emergency Department, depending on nature of injury, for treatment. The Volunteer Director will complete an accident report. We can all work together to keep a safe environment through safety awareness and accident prevention. In addition,

- If you witness an accident/incident report it immediately to the manager of the area
- If you witness faulty equipment, or an unsafe condition, report this as well.

### **Liability**

Any person who volunteers to perform any service for any nonprofit organization, without compensation, is protected under the Florida Volunteer Protection Act (Florida Statute 768) as long as they are volunteering within the scope of their volunteer responsibility. However, the hospital cannot be held liable if any volunteer were to perform a service not in compliance with the policies and procedures of the hospital. It is the volunteer's responsibility to be familiar with, and to act within these guidelines, at all times.

### **Belief Systems**

Be respectful of our patients' right to their own belief systems, their right to privacy, and their right to determine their own personal choices. The religious preferences and/or value systems of our patients may be different than that of our volunteers. Never initiate religious conversations with patients/visitors. If you are asked to join in prayer, and are comfortable doing so, this is acceptable, but you may not initiate prayer with patients/families.

### **Prohibitions**

Volunteers are **strictly prohibited** from performing the following duties:

- Placing identification arm bands on patients
- Changing a patient's body position, moving them in/out of bed without staff assistance
- Lifting heavy objects or carrying items for long distances
- Emptying bedpans or urinals, cleaning up blood, or handling patient specimens
- Taking physicians' orders or patient test results over the telephone
- Monitoring critically ill patients or touching patient monitors or medical equipment
- Reading or entering data on patients' medical electronic record
- Accepting patient valuables
- Witnessing legal or personal documents

- Dispensing medication or performing nursing duties
- Entering a patient's room if a physician or technician is with the patient, or if there is a conference going on with either medical staff or the clergy
- Entering a patient room that has any kind of an "isolation" sign or "contact precaution" sign
- Dispensing water or food when there is an NPO sign posted (the medical term for "nothing by mouth"); always check with the nurse before filling a patient's request for any kind of food or snack
- Never make any statements or recommendations and/or referrals for a specific physician, clergyman, florist, funeral home, or any other service directly or indirectly related to the health field. Such a referral could indicate an endorsement by the hospital.

**Stop, Look & Listen...some more prohibitions. Volunteers may not....**

- Accept tips or gratuities
- Conduct personal business on the hospital premises
- **Solicit, sell or distributing any items or services at any time while on hospital premises**
- Offer personal opinions of a physician or medical procedure or attempt to give medical advice of any kind
- Distribute religious literature. If religious literature is donated, it must first be reviewed by the Pastoral Care Department before being distributed by volunteers
- Ask patients about their disease or illness, or details about their surgery. Since patients often do confide in volunteers, it is important to listen quietly, focusing on and responding to their feelings rather than the medical facts or personal information that may be shared
- Discuss your own previous illnesses or health problems with patients. Volunteers should remember that even when making small talk, the focus should be kept on the patient, not on the volunteer. (Exception: American Cancer Society Volunteers)
- Wear scrubs or lab jackets

**Service Guidelines - Schedules, Attendance and Absences**

**Service Guidelines**

This is the term that the Volunteer Services Department uses for "volunteer job descriptions". These service guidelines are collaboratively developed by the Director of Volunteer Services and the staff person to whom the volunteer reports in an individual area of service or department, and are updated annually. A volunteer service guideline will list the following:

- Duties and responsibilities
- Minimum requirements
- To whom the volunteer reports

Additionally, some areas of service also provide a list of detailed procedures to compliment the service guideline.

Please remember:

- Always follow the guidelines of your assignment
- Due to liability, decline to perform a function either not in your guideline or that you are not trained to do
- Always direct questionable issues or concerns to your department manager or to the Volunteer Office

**Once provided a schedule for an assigned area, volunteers are expected to:**

- Fulfill your volunteer commitment
- Adhere to your schedule in a consistent manner
- Sign in and out correctly and accurately, each and every time you volunteer. For service hours performed outside the hospital, notify the Volunteer Office so that hours served can be added to our database. If the computer system is not working properly, please phone in or email your hours to the Volunteer Office.
- Call the Volunteer Office and your department if you cannot report on your scheduled day
- Notify the Volunteer Office if you wish to change your scheduled day, time or service area

**Once the volunteer has begun providing service on a regular basis:**

- The Volunteer Office is able to provide volunteers with a print out of hours served, based on the accuracy of how they have signed in and out

**Thank you for volunteering at UF Health Jacksonville! Be sure to let us know how things are going for you. We want your volunteer experience to be fulfilling and meaningful and are here to support you.**

**UF Health Jacksonville - Department of Volunteer Services**  
**2024 ANNUAL VOLUNTEER IN-SERVICE**  
**TRAINING ACKNOWLEDGEMENT and QUIZ ANSWER SHEET**

Volunteer: \_\_\_\_\_  
(Please Print) Last Name, First Name

☐ I have received a copy of the 2024 UF Health Jacksonville Volunteer Training Manual.

Check One:

- ☐ I have reviewed and understand the policies as detailed in the Volunteer orientation manual, the Code of Conduct, and the Hospitality & Service Standard behaviors; or
- ☐ I have reviewed the policies and am requesting additional training

To demonstrate your understanding of the orientation material, please **circle** the correct answer below:

**Test Questions**

1. *All of the following statements demonstrate how we plan to achieve our vision except:*
  - a. *Creating clinics in outlying towns*
  - b. *Developing partnerships that join our work to the well-being of the community*
  - c. *Delivering patient-centered care that exceeds expectations of patients and families*
  - d. *Providing unrivaled medical education and research*
2. *Which of the following items best describes our mission?*
  - a. *Heal, Comfort, Medicate, Teach*
  - b. *Treat, Educate, Service, Hospitality*
  - c. *Comfort, Heal, Resuscitate, Respect*
  - d. *Heal, Comfort, Educate, Discover*
3. *Which of the following items best describes our core values?*
  - a. *Respect, Integrity, Compassion, Trust*
  - b. *Stewardship, Excellence, Trust, Loyalty*
  - c. *Research, Community, Volunteerism, Compassion*
  - d. *Excellence, Compassion, Respect, Stewardship*
4. *You are in a meeting with your colleagues and you notice one of your co-workers rolling their eyes, making snide comments about the meeting and generally being uncooperative. What will you do?*
  - a. *Do nothing*
  - b. *Join in and be buddies*
  - c. *Help that person succeed by sharing information regarding the benefits of hospitality*
  - d. *Ridicule them in the meeting for being offensive and rude*

5. *You are preparing to get into the elevator when you notice someone is coming down the hall, they are a bit far but you can tell they will need an elevator too. What will you do?*
  - a. *Wave, get in and wait*
  - b. *Wave, smile and jump into the elevator just as the doors close*
  - c. *Wave, smile and hold the door until they get there*
  - d. *Do nothing, stand there, greet your friend, and wait for the next elevator*
6. *While walking on campus, you find a document with a patient's name, address and many other private details about one of our patients/customers. What will you do?*
  - a. *Rip it up and toss it into the nearest trash can*
  - b. *Read it and show your friends what you found*
  - c. *Put it in your pocket for later*
  - d. *Give it to your volunteer coordinator for proper handling*
7. *It's OK to vent about your day or talk about a patient while in the elevator or other public areas:*
  - a. *True*
  - b. *False*
8. *If you are unfamiliar with an area and a visitor asks for directions, you should:*
  - a. *Tell them you don't know either*
  - b. *Give them directions as best you can*
  - c. *Take them to the general area and leave them to find the exact area themselves*
  - d. *Take them to someone who can help them*
9. *The preferred type of communication to use when solving problems, especially complex issues, is:*
  - a. *verbal, face-to-face*
  - b. *verbal, by phone*
  - c. *written, by email*
10. *The Patient's Bill of Rights is normally posted in or beside the following area:*
  - a. *Information Desk*
  - b. *Elevators*
  - c. *Parking Garage*
  - d. *Media Center*
11. *Sharing protected health information inappropriately is wrong because:*
  - a. *It hurts the patient's feelings*
  - b. *It violates ethical, legal, and regulatory rules about patient confidentiality*
  - c. *It makes you look like a gossip*
  - d. *It is not wrong, as long as nobody finds out*
12. *Do you, as a user of UF Health Jacksonville Information Systems, have an absolute right to look up your child's record?*
  - a. *Yes*
  - b. *No*

13. If you suspect a breach of confidentiality or security, you should:
- Activate the RACE plan
  - Do nothing and hope that things get better
  - Tell your supervisor or the Privacy Office
14. Maintaining privacy and security is the responsibility of:
- My manager
  - The Medical staff
  - Me personally
  - All of the above (EVERYBODY)!
15. All of the following actions can be taken when responding to a fire, **except**:
- Open all doors and windows
  - Sound alarm
  - Rescue patients
  - Extinguish or Evacuate
16. The UF Health Jacksonville Emergency Code for fire is:
- Dr. Fire
  - Code Red
  - Dr. Red
  - Code Blue
17. The single most effective way to prevent the spread of bacteria or germs is:
- Standard Precautions
  - Wearing gloves
  - Hand Hygiene
  - Not touching any surface
18. In order for Hand Hygiene to be effective, the CDC recommends to wash your hands vigorously for at least:
- 45 seconds
  - 20 seconds
  - 5 minutes
  - 15 minutes
19. Standard Precautions means that all patients are considered **potentially** infectious whether they are infectious or not. Protective measures such as wearing gloves should be taken whenever there is anticipated contact with blood or other body fluids.
- True
  - False
20. If I observe someone having a stroke or a heart attack, I should **(select all that apply)**:
- Call 911 if I am outside the hospital
  - Call 42222 to get help if I am at UF Health Jacksonville (a Chest Pain Center and Stroke Center of Excellence)
  - Sit with them until the symptoms go away
  - Tell them to drive to the emergency room and walk them to their car

21. *Signs of a heart attack are:*
- Chest pain or pressure*
  - Jaw pain*
  - Shortness of breath*
  - All of the above*
22. *Signs of a stroke are:*
- Face drooping*
  - Arm weakness*
  - Speech difficulty*
  - All of the above*
23. *Security may be contacted by dialing x\_\_\_\_\_ from any in-house phone:*
- 42411*
  - 44211*
  - 44112*
  - 41124*
24. *Which of the following are safety tips for volunteers:*
- Use lockers for personal belonging whenever available*
  - Walk out with a "buddy" or call security for an escort to your car during non-business hours*
  - Report suspicious behavior*
  - All of the above*
25. *If asked how volunteers receive training, your response should be:*
- New volunteer orientation*
  - Department specific training/orientation*
  - Annual volunteer training*
  - All of the above*
26. *Volunteers who sustain an on the job injury must notify their manager and the Volunteer Office immediately and Employee Health within 24 hours.*
- True*
  - False*
27. *Volunteer may perform the following **except**:*
- Escort a customer from the lobby to their destination in a wheelchair*
  - Assist a staff person getting a patient in or out of bed*
  - Help a patient get out of bed to go to the restroom*
  - Assist a staff person pushing a patient on a stretcher*
28. *Volunteers are asked to lend assistance whenever and wherever needed. However, if asked to do something that does not fall within their realm of responsibility they should respectfully decline and indicate that, to their knowledge, volunteers have not been approved to perform that specific duty.*
- True*
  - False*