



Volunteer Orientation Handbook

Welcome

Thank you for your interest in volunteering at Ephraim McDowell Regional Medical Center. We are pleased that you want to share your time, talents and touch with our patients, visitors and other customers. We are confident that your volunteer experience will be very rewarding.

This Volunteer Orientation Handbook includes important information about Ephraim McDowell Regional Medical Center and its key safety policies.

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A History of Ephraim McDowell Regional Medical Center

Dr. Ephraim McDowell performed the world's first successful abdominal surgery in 1809 in Danville, Kentucky. Continuing in his tradition of innovation and excellence, Ephraim McDowell Regional Medical Center provides progressive and quality health care to residents of Boyle and surrounding counties.

According to records, the first community hospital was established in 1887 on West Main Street in Danville. It was replaced in 1912 by a larger facility on North Fifth Street. This facility, too, became inadequate and construction was completed in 1918 for a larger facility at the hospital's present location at 217 South Third Street.

Physical expansion has been accompanied by technological and staff development. The medical staff is comprised of more than 100 physicians representing 29 specialties. Nearly 1,500 Associates are currently employed by Ephraim McDowell Health, which was created in 1998 as the umbrella company for the variety of health services offered.

Services of Ephraim McDowell Health include:

- Family medical centers in Boyle, Casey, Garrard, Lincoln, Mercer and Washington counties
- McDowell Wellness Center, which offers outpatient rehabilitation, wellness and fitness programs and community education classes
- Ephraim McDowell Diagnostic Center (formerly Southtown Center), which provides X-ray and laboratory services as well as mammography
- MedSource, which provides home medical equipment
- A Children's Place in Danville, a child care and learning center that serves children from six weeks to 10 years of age
- McDowell Place of Danville, a 98-unit independent and assisted living facility
- Wound Healing Center at Ephraim McDowell Regional Medical Center
- Pain Management Center at Ephraim McDowell Regional Medical Center
- Sleep Disorders Center
- Diabetes and Endocrinology Center
- Kids Can Do Pediatric Therapy Center

The Ephraim McDowell Health system also includes Ephraim McDowell Fort Logan Hospital in Stanford, which opened a new facility in April 2008. The new hospital is also home to Immediate Care at Stanford Medical Park, MedSource of Stanford and Lincoln Physical Therapy.

In 2009, a new expansion of Ephraim McDowell Regional Medical Center opened with a new location for the Auxiliary Gift Shop, Volunteer Services and Chapel as well as an expanded Critical Care Unit and expanded Women's Health Services, all of which offer private rooms.

History of the Ephraim McDowell

Regional Medical Center Auxiliary

On October 20, 1955, the Board of Trustees of Ephraim McDowell Hospital requested the formation of a Woman's Auxiliary. Several meetings were held with Board Members and J.D. Erskine, Hospital Administrator, to discuss and plan the Auxiliary. The purpose of the Auxiliary was threefold: to improve public relations, to do volunteer work in the hospital and to raise funds for various projects pertaining to the hospital.

A representative group of Danville and Boyle County women met with Mrs. Columbus Canboy from the State Advisory Council for Hospital Auxiliaries. As a result of the meeting, the Women's Auxiliary of the Ephraim McDowell Hospital was formed. There were 203 members.

On December 9, 1955, the first meeting was held to elect officers and to ratify the Constitution. The first Auxiliary Bazaar was held on November 16, 1956 at the Episcopal Church. Subsequent bazaars were held until this fund-raiser was discontinued in the mid-1990s. The Auxiliary Luncheon continues to be held annually as a community event on the second Friday of November.

Since 1971, a handmade quilt has been donated for a raffle at the Luncheon. Affectionately known as the "Nannie Rankin Quilt", it was made for a number of years by Mrs. Nannie Rankin. When she passed away in 1984, her daughter, Geneva Shows, continued to donate a quilt in her mother's honor using the Dresden plate pattern. Over the years, the raffle has raised thousands of dollars toward our annual donations.

The Auxiliary funds scholarships to qualified graduating seniors of the three local high schools who are interested in a career in health care. In addition, the Auxiliary offers the Sherry Colleen Durbin Memorial Scholarship Fund for students interested in nursing, physical therapy and occupational therapy.

VISION, MISSION AND VALUES

The vision for Ephraim McDowell Health is to be the preeminent health care system for Central and South Central Kentucky.

VISION, MISSION AND VALUES

The mission of Ephraim McDowell Health is to be a system committed to creating a healing environment, built on a legacy of best people, practices and performance as seen through the eyes of our patients, healthcare providers and communities.

VISION, MISSION AND VALUES

The values of Ephraim McDowell Health are:

- Friendliness:** An environment filled with compassion, care and concern
- Innovation:** The freedom and challenge to seek and apply new knowledge
- Respect:** The recognition of each person as a valued, unique individual
- Service:** A commitment to excellence in everything we do
- Trust:** Adhering to principles that foster honesty, integrity, confidence and safety

Pillars of Excellence

Relationships – build a bond with others by living the FIRST values and being responsive

Operational Effectiveness – create value through efficient use of time and money resources

Clinical Effectiveness – maximize patient outcome through best people, practice and performance

Safety – “Do No Harm” through confidentiality, hand hygiene, a safe and clean environment

EMRMC AUXILIARY CONSTITUTION AND BYLAWS

(Revised January 2007)

ARTICLE I

Section 1

The name of this organization will be the **EPHRAIM McDOWELL REGIONAL MEDICAL CENTER AUXILIARY**.

Section 2

The purpose of this organization will be to promote and advance the welfare of the Ephraim McDowell Regional Medical Center (the "Medical Center") in any manner approved by the Medical Center Board of Directors and its President; to sponsor volunteer activities within the Medical Center and to endeavor to raise money for its benefit. The Auxiliary books will be reviewed at the end of the year before filing the not-for-profit tax forms.

Said organization is organized exclusively for charitable, religious, educational and scientific purposes, including, for such purposes, the making of distributions to organizations that qualify as exempt organizations under Section 501(c)(3) of the Internal Revenue Code of 1986 (or corresponding provisions of any later federal tax laws).

Upon the dissolution of the organization, the Auxiliary Executive Committee will, after paying or making provision for the payment of all of the liabilities of the organization, dispose of all of the assets of the organization exclusively for the purposes of the organization in such manner, or to such organization or organizations organized and operated exclusively for charitable, educational, religious, or scientific purposes as will at the time qualify as an exempt organization or organizations under Section 501(c)(3) of the Internal Revenue Code of 1986 (or corresponding provisions of any later federal tax laws).

ARTICLE II

Section 1

The membership of the Auxiliary is not limited. It will be open to anyone who is interested in the welfare of the Medical Center.

Section 2

There will be the following types of members:

- A. **ACTIVE MEMBERS** who will pay annual dues established by the Auxiliary Board and who will participate in the active service program of the Auxiliary.
- B. **ASSOCIATE MEMBERS** who will pay annual dues established by the Auxiliary Board and are not required to participate in the active service program of the Auxiliary.
- C. **LIFE MEMBERS** who will pay \$100.00 in dues and will, thereafter, be exempt from further payment of dues.
- D. **ANCILLARY MEMBERS** will be those who volunteer within the hospital in areas not limited to existing services of the Auxiliary.

ARTICLE III

Section 1

The officers of the Auxiliary will be: President, President-Elect, Past President, Vice President of Volunteer Services, Recording Secretary, Communications Secretary, Treasurer, Ways and Means Chair, and Gift Shop Chair. These officers will constitute the Executive Committee of the Auxiliary Board of Directors. A majority of the Executive Committee will constitute a quorum.

Section 2

After having been duly elected at the July general meeting and installed at the October general meeting of the Auxiliary, the Officers will assume their duties immediately.

Section 3

A Nominating Committee, which will be appointed by the President and chaired by the Past President, will be announced at the April Meeting. The Nominating Committee will present for information its slate of officers as named in Article III, Section 1, at the July meeting of the Board of Directors. At the July general meeting of the Auxiliary, the nominated slate of officers will be elected.

The Nominating Committee will recruit members to serve on the Ways & Means Committee and the Gift Shop Committee. Members for the Gift Shop Committee will be recommended by the Gift Shop Manager. Members of these Committees will be approved by the Board of Directors and presented at the July general meeting of the Auxiliary.

Section 4

The President-Elect will be elected and installed during the second year of the President's term and will serve for one year.

The following year, the President-Elect will automatically assume the position of President and will serve for two years. In this same year, the Vice President of Volunteer Services and the Treasurer will be elected and installed and will serve for two years.

In the alternate year, the Recording Secretary and the Communications Secretary will be elected and installed and will serve for two years.

The Chair of the Ways & Means Committee and the Chair of the Gift Shop Committee will be elected and installed annually and will serve for one year.

Section 5

Should a vacancy occur among the officers, the Executive Committee will appoint an Auxiliary member to fill the unexpired term.

ARTICLE IV

Section 1

There will be an Auxiliary Board of Directors whose membership will consist of: The Officers of the Executive Committee, Chairs of the Standing Committees, Director of Volunteer Services (non-voting member), and the President of the Medical Center or his/her designee (non-voting member). A majority of the Board will constitute a quorum.

ARTICLE V

Section 1

The Auxiliary Board of Directors will meet quarterly on the first Monday of the month in October, January, April and July subject to change of date by the Auxiliary Board of Directors.

The general meetings of the Auxiliary will be held quarterly. These meetings will be on the second Monday of the month in October, January, April and July subject to change of date.

Section 2

The Auxiliary will make its annual donation to the Medical Center at the October general meeting.

Section 3

The President may call special meetings of the Auxiliary Executive Committee, Auxiliary Board of Directors and the Auxiliary any time he/she deems necessary.

ARTICLE VI

Section 1

The Constitution and Bylaws of this organization may be amended by a majority affirmative vote of those present at any general meeting of the Auxiliary, provided that the amendment has been approved by the Auxiliary Board of Directors, and that notice has been given to the entire membership at a previous meeting, or by mail, at least two weeks prior to the date set for the meeting at which the amendment is to be presented. All amendments, after approval by the Auxiliary Board and the membership, will be forwarded to the Board of Directors of the Medical Center for their review and approval.

Section 2

Amendments will become effective immediately upon approval by the Auxiliary Board of Directors and the general membership of the Auxiliary.

ARTICLE VII

Section 1

Robert's Rules of Order will govern in all cases not otherwise noted.

**Approved by Board of Directors of Ephraim McDowell Regional
Medical Center**

Date: 1/24/07

Chairman of Board of Directors (EMRMC): Greg Caudill
Secretary (EMRMC Board): Barton Ramsey, M.D.

Adopted by the EMRMC Auxiliary

Date: 2/20/07

Auxiliary President: Jackie Stigall

Auxiliary Secretary: Geri Wells

EMRMC AUXILIARY MANUAL OF PROCEDURE

DUTIES OF OFFICERS

PRESIDENT: The President will preside at meetings of the Auxiliary Board of Directors, the Executive Committee and the General Meetings. The President will appoint the Chairs of the Standing Committees and will serve as an ex-officio member on all committees except the Nominating Committee.

PAST-PRESIDENT: The Past-President will preside at meetings during the absence of the President. He/She will also serve as Chair of the Nominating Committee.

PRESIDENT-ELECT: The President-Elect will work closely with the President during his/her one-year term.

VICE PRESIDENT OF VOLUNTEER SERVICES: The Vice President of Volunteer Services will serve as coordinator of all EMRMC Auxiliary Services. He/She will oversee all services by working with the Service Chairs to assess needs and problems. He/She will report to the Auxiliary Board for all Services.

RECORDING SECRETARY: The Recording Secretary will record and maintain the minutes of all Auxiliary Board meetings, Executive Committee meetings and the General Meetings of the Auxiliary. He/She will assume such other duties as the President may request.

COMMUNICATIONS SECRETARY: The Communications Secretary will serve as chair of the Communications Committee. This committee will be responsible for contacting the general membership as necessary. The Chair will oversee the sending of cards to Auxiliary members who are ill, etc.

TREASURER: The Treasurer will have custody of all monies of the Auxiliary. He/She will collect dues, pay all bills, maintain financial records and give a financial report at all meetings. He/She will serve as treasurer of the annual Auxiliary luncheon.

WAYS & MEANS COMMITTEE CHAIR: This person will serve as Chair of the Ways and Means Committee. With the Committee, the Chair will oversee the fund-raising projects approved by the Auxiliary Board. He/She will report to the Auxiliary Board.

There will be a Co-Chair selected from the members of the Committee. The committee will consist of a minimum of five (5) and a maximum of ten (10) members.

GIFT SHOP COMMITTEE CHAIR: This person will serve as Chair of the Gift Shop Committee. The Gift Shop Committee will work closely with the Gift Shop Manager to oversee the day-to-day operations of the Gift Shop. The Gift Shop Chair will report to the Auxiliary Board concerning the Gift Shop activities.

The Committee will consist of a minimum of four (4) and a maximum of six (6) members appointed annually.

DUTIES OF THE CHAIRS OF THE STANDING COMMITTEES

HISTORIAN: This person will collect and preserve news articles, pictures and other data pertaining to the Auxiliary and its activities.

LEGISLATIVE: The Legislative Chair will be in communication with the Kentucky Hospital Association (KHA) and will be notified of any legislative agenda of concern to the Auxiliary. He/She will report any information of concern to the Auxiliary Board.

MEMBERSHIP: The Membership Chair will promote membership drives as needed through such activities as special tours, social activities and membership publicity with approval of the Auxiliary Board. He/She introduces new members and guests at the General Meetings of the Auxiliary.

NOMINATING: The Past President will serve as Chair of the Nominating Committee. The President will appoint members of the Committee.

SCHOLARSHIP: The Scholarship Chair will participate on the Ephraim McDowell Health Scholarship Committee in the spring. This committee awards various organizational scholarships, including the Allied Health Scholarship (awarded to a senior at each of the local high schools – Boyle County, Danville and KY School for the Deaf) and the Sherry Colleen Durbin Memorial Scholarship (a one-time award to a senior at each of the local high schools – Boyle County and Danville). The job of the Committee will be to review applications, conduct interviews and select the recipients.

NOTE: *Changes to the Manual of Procedure will be by a vote of the Auxiliary Board.*

EMRMC AUXILIARY VOLUNTEER SERVICES

BINGO: Volunteers organize and conduct Bingo Games for HealthRewards members and residents of McDowell Place. The event is held once a month (on the 4th Friday) at McDowell Place.

CANCER CARE CENTER: Volunteers work in the Cancer Care Unit of the Hospital. Their duties include working in the Resource Center, visiting with patients and their families and offering assistance as needed to patients and/or staff.

CARING HEARTS: Volunteers work in the Surgical Waiting Room. They greet and assist patients, families and visitors and escort them as necessary. They act as a liaison between families and the medical staff. They also assist the staff as needed.

EPHRAIM MCDOWELL DIAGNOSTIC CENTER: Assist staff by registering patients and escorting them to the proper areas.

HELPING HANDS: Volunteers provide clerical assistance for the Volunteer Services Department. Some of the jobs might include computer work, telephoning, preparing and organizing mailings. Volunteers work closely with the administrative assistant for the Volunteer Services Department.

HOPE CLINIC AND PHARMACY: Volunteers provide support to ARNP, physicians and medical clerk in delivery of services to patients at the free clinic.

MCDOWELL PLACE OF DANVILLE: McDowell Place of Danville is an independent and assisted living facility that is part of Ephraim McDowell Health. Volunteers work at the reception desk and perform other duties at the request of the staff.

PATIENT REGISTRATION: Volunteers work in the Registration Area, greeting and escorting outpatients to designated areas of the hospital. They also assist staff by helping patients to sign in, calling them for registration and visiting with patients in the waiting area.

PATIENT RELATIONS: Volunteers work directly with the staff of the Patient Rep Office. They will visit with hospital patients and their families in an effort to make patients' stays as pleasant and comfortable as possible.

GREETER/ESCORT: Volunteers greet and escort patients to all areas of the Medical Center.

PET THERAPY: Volunteers bring their pets (dogs) to the hospital to visit with patients in the Transitional Care and Behavioral Health Units. Pets must be tested and certified by Therapy Dogs Inc.

MCDOWELL WELLNESS CENTER: Duties as assigned.

MADE WITH CARE: Volunteers cut, stuff and sew support pillows for surgical and maternity patients. The group meets once a month to work together with some of the prep work being done ahead of time by volunteers in their homes. This service also includes knitting Baby Caps, making hats for cancer patients and making walker bags.

INFORMATION DESK (Two locations): These volunteers work at the Information Desk in the lobbies and are the first people to greet visitors to the hospital. They give appropriate information concerning the location of patients' rooms and other areas of the hospital. They will escort visitors as needed.

SCENT WITH CARE: Volunteers deliver flowers, mail, newspapers and magazines to patients' rooms. They also deliver reading materials to waiting areas in the hospital and offer clerical support to hospital staff as needed.

VOLUNTEERS AND CENTRE CORPS: Teenagers 14 and older assist the hospital staff in providing indirect patient care during the summer. Centre College students assist the staff in providing indirect patient care and clerical support during the school year.

EMRMC AUXILIARY POLICIES

ANNUAL TB-SKIN TEST: An annual TB-skin test will be required for all volunteers participating in active service at EMRMC. New volunteers will initially participate in a two-step test and thereafter, the annual test will be required.

ANNUAL TRAINING: An annual training session will be required of all active volunteers. This will be necessary so that the forms required by JCAHO can be completed and put on file.

AUXILIARY DUES: Active members will pay dues as established by the Auxiliary Board. Members will be notified of delinquent dues. If dues are not paid within a two-year period, that member will be dropped from Auxiliary membership.

CONFIDENTIALITY: Volunteers will be required to sign a Confidentiality of Information Statement during their orientation. Volunteers will observe policies of HIPAA (Health Insurance Portability Accountability Act).

CRIMINAL CHECKS: All new volunteers will be screened through an official criminal check used by the hospital.

DISCOUNTS: A discount is offered on meals in the hospital cafeteria for members of the Auxiliary (uniform/volunteer badge should be worn as identification).

The Gift Shop offers a 10% discount to Auxiliary members on specified items. A Birthday Coupon worth a 20% discount on one item in the Gift Shop is mailed to Auxiliary members in recognition of their birthdays.

FISCAL YEAR: The fiscal year for the Auxiliary will be October 1 through September 30. This is the same as the Medical Center.

FUNDS: Requests for funds for proposed projects and events will be submitted to the Auxiliary Board of Directors for information and approval. These requests would be above and beyond our annual designated donation to the Medical Center.

NEW MEMBER ORIENTATION: All volunteers will be required to attend a hospital-wide orientation that will include a tour of the facility, or to complete an online orientation. The Director of Volunteer Services will introduce each new member to the operating procedures of the Auxiliary.

SERVICE PIN AWARDS: Volunteers will receive recognition of their work at the annual Recognition Dinner. Pins will be awarded for 100, 300, 500 and 1000 hours of service. All hours will be accumulative and retroactive to 1981 (earliest date of recordkeeping). Volunteers achieving 100 hours or more of service in the same calendar year (January – December) will receive a “star” pin. The manner of recognition and/or awards will be adjusted at the discretion of the Auxiliary Board of Directors.

SOLICITATION: The Auxiliary will conform to EMRMC’S policy of NO solicitation. There will be no soliciting of merchants, vendors or individuals by the members.

VOLUNTEER PARKING: A parking permit will be issued at orientation and the tag must be displayed on the car’s rear-view mirror when using one of the designated volunteer parking spaces. **Parking spaces should be used only when serving in your Volunteer capacity.**

VOLUNTEER SERVICES: The Auxiliary Board of Directors must approve all Volunteer Services offered at EMRMC before being presented to the EMH Administration and Board of Directors. The Auxiliary Board of Directors must approve new services requested by the EMH Board before being established.

VOLUNTEER UNIFORMS/BADGES: Volunteers will need to purchase the appropriate uniform that will be worn during any time of service. A picture identification badge for volunteers will be issued by the Medical Center and will be worn on the uniform at all times.

Volunteers reflect the image of the hospital and are expected to use good judgment in their appearance and apparel. They should project a professional appearance.

General Information about EMRMC

Vending Machines

Soft drink and snack machines are located in four areas inside the six-story patient tower – on the ground floor near the Cafeteria entrance, on the first floor outside Admitting/Registration as well as in the Emergency Department waiting area and on the second floor in the surgery waiting area. Vending machines are also available in the new South Wing, on the second floor adjacent to the Women’s Health Services waiting area.

A vending machine with floral arrangements is also available inside the Third Street Lobby, offering a variety of floral arrangements for \$15.00 or \$25.00 each.

Restrooms

Public restrooms are available in the hallways on each floor. On the ground floor, the public restroom is located outside the Cafeteria. On the first floor of the Johnson Tower, the public restroom is located near the Registration Area. There is also a public restroom in the hallway outside the Surgery Waiting Room as well as at the Main Hospital Entrance near the Volunteer Office. Patients’ bathrooms are not to be used by the public.

Tobacco-Free Campus

Ephraim McDowell Regional Medical Center and all other facilities within the Ephraim McDowell Health system are tobacco-free campuses. Use of tobacco products is not permitted in buildings, parking lots, vehicles, on the grounds of any Ephraim McDowell Health facility or on the sidewalks adjacent to the properties.

Other Information

- A change machine is located on the first floor next to the vending machines.
- An ATM machine is located on the ground floor next to the entrance of the Cafeteria.
- Pay phones and newspapers are located adjacent to the front lobby on the first floor.

Cell Phones

Cell phones are to be in the OFF position while in the Medical Center. They can be used only in the stairwells, in the front lobby and anywhere on the ground floor near the Cafeteria or Pharmacy.

Cafeteria Hours

Breakfast: 6:30 a.m. to 10:00 a.m.
Lunch: 11:00 a.m. to 1:30 p.m. weekdays
11:30 a.m. to 1:30 p.m. weekends
Afternoon: 2:00 p.m. to 4:00 p.m.
Dinner: 5:00 p.m. to 6:30 p.m.
Third Shift: 1:30 a.m. to 3:00 a.m.

Gift Shop Hours

Monday through Saturday – 9:00 a.m. to 8:30 p.m.
Sunday – 12:30 p.m. to 6:30 p.m.

General Visiting Hours

Daily until 8:30 p.m.

Critical Care: Daily except between 6:30 a.m. and 8:00 a.m. and 6:30 p.m. and 8:00 p.m.

Behavioral Health: Monday through Friday – 4:00 p.m. to 5:00 p.m.; Saturday, Sunday & Holidays – 2:00 p.m. to 4:00 p.m.

Please do not bring glass items or containers, including flower vases, to the Behavioral Health Unit. All items brought in to patients must be submitted to the Nursing Staff for approval.

Emergency Room

Open 24 hours a day, seven days a week with physician coverage

Chapel

Open 24 hours a day, seven days a week to help meet the spiritual needs of patients, visitors and Associates. Located on the ground floor of the new South Wing.

Meditation Rooms

Located on the third floor across from Room 330 and on the fifth floor near the stairwell.

Chaplain

A staff chaplain is available Monday through Friday and can be reached by calling extension 1214. After hours and on the weekends, a volunteer chaplain is on-call at the Medical Center. Dial-A-Prayer can be reached by calling extension 1215 at anytime.

Safety and Security Information

Environment of Care

Hazardous material/waste:

- Always assume a spilled material is dangerous until proven otherwise.
- Report spills as soon as possible for clean-up, to the (spill team) located in the engineering office. Dial “0” for the operator or ext. 1730 (Environmental Services Department).

Fire Response Procedure

R – R is for **Rescue**

A – A is for **Alarm**

C – C is for **Contain**

E – E is for **Extinguish/Evacuate**

Emergency Preparedness:

External Disasters and Codes:

- Code “D” Drill

- Code “D”
- Plan “T” Drill
- Plan “T”

How do Volunteers respond to these codes?

- Report to Volunteer Services Director or Designee in the Third Street Lobby.
- If required to evacuate hospital, report to the parking lot in front of the Human Resources Department.

Internal Disasters and Codes:

- Code S – Bomb threat
- Condition Blue – Cardiac Arrest
- Code Strong – Assistance needed to restrain outbreak
- Code Pink – Infant/Child Abduction
- Dr. Redfield – Fire
- Code Green – Missing person
- Code White – Medical emergency out of the patient care areas
- Code Orange – Chemical Radiation Spill
- Code Purple – Bioterrorism Plan
- Code Gray – Pandemic and Emerging Infectious Diseases

How do Volunteers respond to these codes?

- Be alert and report any suspicious occurrence.
- Dial 1011 for operator/assistance.

Security

Always practice good habits that will make our facility a safer place to work:

- Always wear your identification badge.
- Always wear your uniform smock.

Corporate Compliance Code of Conduct

- Code of Conduct clarifies expectations and serves as a guideline to ensure that ethical and legal conduct is observed.
- Report any concerns by calling the Corporate Compliance Hotline number: 1-866-913-0280.
- EMH Corporate Compliance Officer is Margaret Young Levi.

Risk Management

Patient Safety

At EMH, the main source of identifying risk is with the Occurrence Report.

What is an Occurrence?

- An Occurrence is any incident, event, or situation that is not consistent with the routine or established standards of care and/or treatment of a patient, visitor, volunteer, or other person on EMH property.
- An Occurrence is any incident that may cause loss, damage, or violation to another's property or rights.

What do you do if you are involved in an occurrence?

Inform the Volunteer Services Director/Designee as soon as possible for the completion of the Occurrence Report.

Basic Customer Service

Do unto others as you would have others do unto you.

Magic Words and Acts of Kindness:

Hello	May I help you?	Smile
Relax	My name is!	Focus
Be alert	Explain delays	Flexible
Privacy	Pleasing attitude	Listen

Knock before entering

Patient Rights Under HIPAA

Patients have certain rights and responsibilities.

- Ephraim McDowell Health feels that if you understand them, you can contribute to the effectiveness of the patient's treatment and quality of care.
- Patient Rights and Responsibilities are given to all patients upon admission.
- Patient Rights and Responsibilities are posted throughout the facility.

Infection Control

We are all responsible to participate in the infection control program, which includes:

- Standard Precautions are used on all persons in health care regardless of their diagnosis. Everyone is presumed to be infectious.
- Standard Precautions apply to blood, body fluids, non-intact skin, and mucous membrane.

Infection Control Guidelines to be utilized by all Volunteers are:

- HANDWASHING should be performed for 15 seconds to prevent the spread of germs. HANDWASHING prevents infection. Wash your hands with soap and water before eating, after using the bathroom and when your hands are dirty. Alcohol gel may be used in place of soap and water unless hands are visibly soiled. Alcohol gel dispensers are placed throughout the hospital, including in the Volunteer Services

Office. Place one dispensed amount in the palm of your hand; rub your hands together until dry.

- Gloves must be worn when anticipating contact with moist substances from the body of all patients.
- Do not enter areas labeled “Isolation”. All items delivered to patients in isolation should be taken to the nurses station.

Confidentiality

- EMH Volunteers shall strive to maintain the confidentiality of all patients.
- Breaking of confidentiality could be injurious to the individuals and the organization.

Wheelchairs

DO:

- Take a quick glance and inspect the wheelchair. Make sure the wheels, feet and locks look intact.
- Help the person using their stronger side first.
- Remember to lock the wheels prior to the person sitting down and unlocking before you move.
- Make sure the person keeps their elbows in.
- Enter the elevator backwards if possible.
- Communicate with the person. Try to explain where you are going.
- Always report to the staff that the person has arrived.

DON'T:

- Leave the person unattended.

Cultural Diversity

Everyone is part of a culture. It shapes how we see the world, ourselves and others.

How would you define your culture?

Diversity is a situation that includes representation of multiple groups within a prescribed environment, such as a workplace.

Culture is like an iceberg.

- **Above the surface of the water** represents the surface culture: holiday customs, dress, foods, music, religious rituals and gestures.
- **Below the water** represents the deep culture: values, concept of beauty, concept of fairness, religious beliefs, importance of time, concept of self, work ethics, rules of social etiquette, concept of personal space and notion of modesty.

Growth and Development

Patients have the right to be treated the same but yet differently.

Examples: Explanations should be very simple/brief for a 5-year-old. Provide support for coping with any impairments for an older adult (65- to 79-year-old).

Question you may ask your patient:

Is there anything I need to know about your culture that will help me in providing care for you?

Congratulations

You have successfully completed your Volunteer Orientation/Review.

Thank you for your commitment to EMRMC!