



Santa Barbara Cottage Hospital Volunteer Orientation

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Welcome

Santa Barbara Cottage Hospital's physicians, nurses, technicians and staff are not the only ones who promote healing and wellness for the whole person. An important part of our team are the more than 600 volunteers who collectively contribute thousands of hours annually in nearly every department of the medical center.

As a volunteer, your talents and commitment will compliment our professional staff, ensuring every patient's stay is a pleasant one. Whether it be in assisting with transporting a patient from one area to another, greeting visitors or working behind the scenes in our business offices, you can be assured that your time will be well spent and appreciated.

Volunteers are an integral part of Santa Barbara Cottage Hospital's professional team. We strive to make assignments that balance the needs of the hospital with your areas of interest. Understanding the need for flexible scheduling, volunteers are assigned during the day, evening, or weekend.

On behalf of the patients, their families, and the medical center staff for the commitment you are making today, may your experience at SBCH be both gratifying and personally rewarding.

We ask that all prospective volunteers view this Orientation before you complete your volunteer application.

If you have questions about being a volunteer, please contact me by e-mail (pdooley@sbch.org) or at (805) 569-7357.



Pat Dooley
Director, Volunteer Services Department

Our History

Santa Barbara Cottage Hospital (SBCH)

Today a 407-bed acute care teaching hospital and level II trauma center, the largest of its kind between Los Angeles and the San Francisco Bay Area, the hospital was founded in 1888 by 50 women determined to provide a healthcare facility for the growing community of Santa Barbara.

With annual admissions of 18,000 patients, 38,000 emergency department visits, and 2,400 births, the hospital is renowned for its comprehensive maternal-child and pediatric services (Cottage Children's Hospital), cardiac, neurosurgical and oncology programs, emergency and trauma services, modern operating rooms, sophisticated diagnostic radiology equipment, out patient surgery, eye center, and psychiatric and chemical dependency services.

Its medical staff of more than 600 includes specialists in all major clinical areas, many of whom are involved in the training and education of new physicians in the hospital's internal medicine, general surgery and radiology departments.

Mission

To provide superior health care through a commitment to our communities and to our core values of excellence, integrity, and compassion.

Vision

A leading healthcare system in quality, patient, employee, and physician satisfaction with cost-effective delivery

Core Values

Excellence – What we do

Integrity – How we do it

Compassion – Why we do it



About Volunteering at SBCH

What Is A Volunteer?

A volunteer is a person who contributes personal service to assist an organization in achieving a mission: an unpaid staff member who performs duties consistent with his/her education, experience, or interests. Volunteers do not replace staff; they augment the functions of the paid staff.

Volunteering is also a spiritually rewarding experience. It is the opportunity to share, to learn and to make a commitment to a vision. Volunteers are vital, for without them we would be unable to provide all the services our community enjoys and deserves.



Volunteers work under the direction and supervision of paid staff and do not earn or collect a salary from the hospital, or department where they volunteer.

Volunteer Services at SBCH

Santa Barbara Cottage Hospital welcomes enthusiastic individuals of all backgrounds and abilities. Anyone who meets the minimum requirements may be considered for a volunteer position. We are committed to providing equal opportunity for all applicants who wish to volunteer in the hospital.

The Volunteer Services Department has responsibility to recruit the most qualified volunteers, determine their capabilities, and make assignments accordingly. Individuals about to enter the workforce who wish to gain experience, as well as people who have retired and wish to share their experience, can become valued members of our team.

Volunteers perform tasks as described on their volunteer position description, or for which they have been specifically authorized by a manager, supervisor, or coordinator to perform. However, it is important to note that we do not place individuals in volunteer service to be specifically trained for paid positions. Individuals who are only interested in paid positions should visit the job opportunity page on our official webpage at www.cottagehealthsystem.org.

As a Volunteer, You Have the Right to Expect to...

Be given sufficient information, orientation, and training for your assignment.

In addition to the general orientation information, you will be oriented to your assigned role by designated staff members, or lead volunteers in the departments to which you are assigned.

Periodically, Volunteer Services provides information updates and conducts additional training sessions as needed to continue performing your volunteer work in an appropriate manner.

Be free to discuss problems, suggestions, or changes with staff.

We welcome your thoughts and ideas on how we can better serve your needs as a volunteer, and those of our patients and visitors.

Receive recognition.

We believe that acknowledging the efforts and support of our volunteers is something that should take place on a daily basis. A few of the ways in which we show our appreciation is by providing complimentary parking and bus passes. In addition, we offer our volunteers a discount in our cafeteria and pharmacy. We also host a number of events throughout the year which focus on the highlights, achievements, and special recognition of our volunteers.

The Staff Have the Right to Expect the Volunteer to...

Honor your commitment

Report to your volunteer assignment when scheduled. Please do not invite friends to visit with you while you are “working” (volunteering) without authorization from the Volunteer Services Department. Likewise, please do not visit with other volunteers in the hospital during their scheduled work time.

Additionally, it’s important that you inform your work area as much in advance as possible if you are not going to be able to report for your scheduled assignment.

Behave in a professional manner

This includes treating everyone with respect, taking directions willingly and carefully, and asking questions when assignments are unclear. When working with patients, please avoid discussions involving procedures or techniques used in their treatment or care. Also, do not offer personal medical advice, or discuss your own medical experiences or illnesses.

If patients or families have questions regarding their medical condition or medical care, please suggest that they speak to their nurse or physician.

The Volunteer Services Department Has the Right to Expect the Volunteer to...

Adhere to the policies and procedures of Cottage Health System, as well as those of the Volunteer Services Department.

Wear your volunteer uniform and identification badge while on the hospital campus on scheduled work days. Report for duty only on your scheduled days and times. If you have extra time that you would like to spend as a volunteer, please consult with the Volunteer Services Department.

From time to time you may be asked to attend additional training sessions or an information update. Also, you will be expected to update your health screening requirements annually. The Volunteer Services Department will notify you when your annual screening is due. The screenings are performed here at SBCH at no charge to you.

The recording or posting of volunteer hours is mandatory. If your assignment is within the hospital, you are expected to visit the Volunteer Services office or the surgery waiting room to clock-in and clock-out each day you work. For a SBCH program that is off-site you are expected to mail, e-mail, or fax your hours to the Volunteer Services Department on a weekly basis. If volunteering at the Rehabilitation Center the sign in and out book is located in the main lobby.

Volunteers may not accept compensation for tasks performed as a volunteer, including “tips”. If you are offered a tip by a patient or family member, please thank them for their kindness and let them know that you are happy to help them in any way that you are permitted, but that you may not accept money at any time.

Attendance

The hospital expects consistent and reliable service from its volunteer support team. When you receive your assignment, please report for duty on time and stay for the period that is assigned. Volunteer dependability is essential to effective performance.

Illness/Emergencies: In case of necessary absence due to illness or emergencies, volunteers should notify their assigned work area as far in advance as possible. It is your responsibility to also notify the Volunteer Services Department so they can make a notation in your file. If you are seriously ill, please do not come to volunteer. After a serious illness or disability, a written statement from your private physician is required upon returning to your regular duties.

Vacation: Please provide sufficient advance notice of planned vacations to your work area, as well as to the Volunteer Services Department. It is often difficult to find a replacement for a last minute cancellation.

Volunteer Services office Hours and Holidays: While the hospital remains in operation 24 hours a day, 7 days a week, the Volunteer Services office is open Monday through Friday from 8:00 a.m. to 4:30 p.m. We are closed on Saturday and Sunday as well as on the following holidays:

New Year's Day	Labor Day
Presidents' Day	Thanksgiving Day
Memorial Day	Christmas Day
Independence Day	

Volunteer Records

Volunteer applications and other information regarding volunteers is maintained in the volunteer's personnel file in the Volunteer Services Department. Volunteers should notify Volunteer Services of any changes in personal information such as addresses or telephone numbers by calling 805-569-7357, or via e-mail at pdooley@sbch.org.

Volunteers are required to clock-in when reporting for duty and clock-out when leaving the hospital, via the Volunteer Information Center (VIC) located in the Volunteer Services office or in the Surgical Waiting Room on the 2nd Floor. Please be observant of the policy regarding this procedure. Volunteer hours demonstrate the hospital's use of volunteers and reflect the degree to which SBCH involves and interacts with the community. During those times that the Volunteer Services office is closed, the volunteer sign-in form should be used to record volunteer hours worked. These forms are located next to the computers in both Surgery Waiting and Volunteer Services office and may be completed during following volunteer visit.

Complete and accurate attendance records are essential for security purposes and are necessary for the protection of the volunteers in case of emergency. Attendance records also support claims for income tax deductions, provide verification of unpaid work experience and the necessary data for annual volunteer service awards, and eligibility for specific benefits.

The Volunteer Information Center (VIC)

The Volunteer Information Center (VIC) is computer software that permits volunteers to record hours worked, view a record of hours, receive v-mail from the Director of Volunteer Services, and get information

on upcoming opportunities and events, via a touch screen computer monitor. To enter hours simply touch the box or window on the computer screen, enter your volunteer ID number and work area to clock-in, and when you leave for the day, do the same again. It's as simple as that. We will be happy to lead you through this process when you begin.

Benefits of Volunteering At SBCH

Volunteering provides benefits in so many ways, in addition to the personal satisfaction that is derived. High school and college students may gain valuable work experience for college, résumés, and employment applications, and accrue needed hours to meet school course requirements. Adult participants, have the opportunity for personal and professional growth, and to explore career changes. All volunteers have the opportunity to make new friends with people who share their interests and talents, and to attend various lectures, seminars and workshops designed specifically for healthy lifestyles.

Volunteering at Santa Barbara Cottage Hospital also provides other incentives such as:

- Initial and annual TB screening
- Annual flu shots
- Cafeteria discount
- Pharmacy discount
- Discounted recreation tickets
- Earning hours or school credit for community service
- Inclusion in hospital social functions such as holiday party and summer picnic
- Free bus passes
- Free parking
- Invitations to special events
- Eligibility for physical therapy health club membership
- Use of Reeves' Medical Library
- Volunteer uniforms at cost

Volunteer Opportunities

Whatever the interests and skill level of a volunteer or the degree of social interaction desired, there is a good chance that a volunteer can find a place at SBCH. Volunteers currently provide assistance in most areas of the medical center which require skills ranging from basic to specialized. Some of these areas/departments are:

- Adventures in Caring
- Caring Hands
- Central Supply
- Clerical
- Compassionate Care
- Emergency Department
- Escort
- Eye Center
- Gift Shop
- Helping Hands
- Healing Harmonies
- Information Desk
- Library – Medical
- Library – Patients
- Lifeline
- Nursing Units
- Outpatient Services
- Patient Menu Assistance
- Pediatrics
- Pet Assisted Therapy
- Pre Surgery
- Project Linus
- Rehabilitation Center
- Spiritual Care
- Stitch & Sew
- Surgery Information
- Translation Services
- Tray Favors
- Volunteer Visitors

ABOUT VOLUNTEERING AT SBCH

Recap

- Volunteers are meant to supplement the work of paid staff, and never to replace paid staff. They work under the direction and supervision of paid staff, and do not earn a salary from the hospital.
- All volunteers are required to post their hours regularly either by signing in and out daily; or by faxing their hours if their work location is off-site.
- Volunteers should come to the hospital to volunteer only on their scheduled days. Volunteering on unscheduled days should be authorized by the Volunteer Services office.
- Volunteers are required to wear the volunteer ID badge at all times while on the hospital campus.
- Volunteers may only perform tasks that they have been specifically authorized to perform.
- The required health screening for volunteers includes a TB skin test and chest X-ray if necessary.



PERSONAL SAFETY IN THE WORKPLACE

Infection Control

All employees and volunteers play a vital role in preventing and controlling the spread of infections in the hospital. This is accomplished through education and training, good work practices such as good hand washing, and following policies for universal standard precautions and other isolation and precaution policies.



Handwashing

Removing germs through hand washing is vital protection against many types of infection. Always wash your hands before and after you have contact with a patient or anything a patient has touched. Remember: Hand washing is the oldest and most consistent defense against the spread of infection from one person to another; there is no substitute for it. Wearing gloves does not replace hand washing. In order to provide a safe hospital environment, hand washing must be practiced faithfully by all hospital personnel, including volunteers, without exception:

- When you arrive at SBCH.
- Before and after touching a patient or a patient's belongings.
- Before you eat, apply cosmetics, handle contact lenses.
- Before and after using the restroom.
- After coughing or sneezing.
- After handling possibly contaminated articles such as blood tubes, culture plates, and trash.
- After removing personal protective equipment such as gloves, gowns, etc.
- Before you leave the hospital.

Time and Technique

The Centers for Disease Control (CDC) tell us that proper hand washing can reduce the number of health-care associated infection (a health-care associated infection is an infection that was not present in the patient at the time of admission, but was acquired during their hospital stay) by 33%. The two most important things to remember about hand washing are time and technique. Nails should be kept to ¼" in length. Acrylics are not allowed on anyone who has patient contact. Keep jewelry to a minimum. Refer to the Dress Code Policy.

- Wet hands and apply soap.
- Rub soap and hands together vigorously under running water, to work up a good lather and to create friction. Make sure to include all surfaces: between your fingers, under and around your fingernails, keeping hands lower than the elbow wash carefully around jewelry.
- Wash hands for 15 seconds; this should be increased to 20 seconds when caring for patients in isolation.
- Rinse thoroughly and dry.
- Turn off faucet with a paper towel.

- Use the same paper towel to open the door (if you are in a restroom).
- Dispose of paper towels properly.
- Alcohol hand rub is located throughout CHS. Apply a nickel size amount to palm and rub until dry. The only time you can not use the alcohol hand rub is when your hands are visibly soiled or your patient has *C. Difficile*.
- Also remember to cover your cough. Cough or sneeze into your upper sleeve in order to keep your hands clean.

Pathogens

There are four types of pathogens (disease-causing germs) of major concern in the hospital environment that if left unchecked pose a threat to our patients and to us:

- Blood-borne pathogens
- Contact pathogens
- Droplet pathogens
- Airborne pathogens

Blood-borne pathogens include such microorganisms (germs) as the AIDS virus (HIV), the hepatitis B virus, and the hepatitis C virus (HCV). They are transmitted via the blood and other potentially infectious materials (OPIM) such as semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any body fluid that is visibly contaminated with blood, and all body fluids where it is difficult or impossible to differentiate between fluids.

Since we are not always able to identify patients infected with blood-borne diseases, the blood and body fluids, excretions, secretions, non-intact skin and mucous membranes of all patients will be treated as though they are infected, whether or not they are. This is known as standard precautions.

Droplet pathogens (disease-causing germs) are transmitted by large particle droplets that can be generated by the patient during coughing, sneezing, talking, or the performance of procedures that cause coughing (cough inducing). Examples: influenza and pertussis

Contact pathogens (germs) are transmitted by direct or indirect contact with the patient, patient care items or the patient environment.

Examples of a contact pathogen include MSRA (methicillin-resistant *Staphylococcus aureus*), VRE (vancomycin-resistant *Enterococcus*) and *Clostridium difficile* diarrhea.

Airborne pathogens are spread by very small particles called “droplet nuclei” that remain in and infect the air. They can be carried by air currents over long distances.

Examples of an airborne pathogen include tuberculosis (TB), measles, and varicella (chickenpox or shingles).

Personal Protective Equipment

Personal Protective Equipment (PPEs) such as gloves, masks, goggles, and sterile gowns, help protect you from the spread of infection by imposing a barrier between you and a potentially infectious substance.

All volunteers should:

- Be observant of precautionary signs posted outside patient rooms.
- Wear gloves when it is likely that hands will be in contact with wet body substances (blood, urine,

- feces, wound drainage, oral secretions, sputum, vomitus).
- Change gloves and wash hands between each patient contact.
- Wear a personal protective gown when it is likely that clothing will be soiled with body substance.
- Wear masks and/or eye protection if there is a chance that body substances might be splashed or inhaled in to the mouth, nose, or eyes.
- Wash hands for 15 seconds after patient contact paying particular attention to the area around fingernails and between fingers.

When to Stay Home

If you are feeling ill, or have symptoms of respiratory or gastrointestinal infections, such as coughing, sneezing, heavy nasal discharge, diarrhea, flu symptoms, or a rash, please stay home.

If you or another member of your household has a communicable disease such as measles, mumps, chicken pox, German measles, shingles, hepatitis, mononucleosis, salmonella, tuberculosis, or a disease that you are not sure is communicable, please inform the Director of Volunteer Services or the Employee Health Department.

Body Mechanics

Body mechanics refers to the way that one can maintain the spine in a neutral position. This position can safely support the combined weight of one's own body and the weight of whatever is being lifted (e.g., patient, object). Most back injuries result from improper lifting. Back injuries can affect more than job performance. There may be an impact on every part of a person's life – physical, social, and psychological. So it makes sense to learn about and use techniques that can protect your back.

- Plan your route and make sure it is clear of obstacles.
- Get a firm footing. Spread your feet to shoulder width apart for a wide base of support and to improve balance, pointing your toes outward. This allows your body to compensate for any shifts in weight.
- Bend your knees to allow the stronger leg muscles to participate in lifting, more than the weaker back muscles. Do not bend at the waist.
- Maintain a curve in your lower back to keep the spine in a optimal (neutral) position. Don't round your back.
- Keep the load close to your body. This improves balance and requires less muscle force for the lift. It also decreases the stress to your spine.
- Never twist and lift. Turn with your feet first, rather than with your back. By twisting the spine, you place an enormous stress on your lower back. Twisting injuries are a leading cause of herniated discs.

Sexual Harassment

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior that may include but are not limited to:

- Unwanted sexual advances.
- Offering benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.

- Visual conduct: leering, making sexual gestures, and displaying of sexually suggestive objects for pictures, cartoons, or posters.
- Verbal conduct: making or using derogatory comments, epithets, slurs, and jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes or invitations.
- Physical conduct: touching, assault, impeding, or blocking movement.

Cottage Health System does not tolerate sexual harassment. In the case of harassment, corrective action cannot be taken unless the proper people have been informed. Any volunteer who feels mistreated in this manner is urged to contact the Director of Volunteer Services immediately for assistance. Any volunteer who sexually harasses others will be dismissed, and may be subject to legal action.

PERSONAL SAFETY IN THE WORKPLACE

Recap

- The most important way to prevent the spread of infection is handwashing
- Blood-borne pathogens, droplet pathogens, contact pathogens, and airborne pathogens are disease causing germs that can be of major concern in hospital environment if left unchecked.
- A nosocomial infection is a hospital acquired infection.
- Personal Protective Equipment (PPEs) should be used when it's likely that your hands will be in contact with wet body substances, when it's likely that your clothing may be soiled with wet body substances, and when there is a chance that body substances might be splashed or inhaled in to the mouth, nose, or eyes.
- Body mechanics is the term we use when referring to an appropriate way to protect us from injury.
- Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature.

PATIENT SAFETY FOR VOLUNTEERS

Patients In Bed

Some patients are positioned in a bed for a specific reason. If they ask you to rearrange the pillows or raise or lower the bed, check with the nurse first.

Please do not sit on, lean against, or jostle a patient's bed. Many patients have incisions or dressings, are positioned in a special way, or have equipment attached below or over the bed.

Transporting Patients

When directed to do so, volunteers may transport patients by wheelchair as long as they do not have IVs. Volunteers may only transport patients by bed or gurney if they are assisting a nurse or a designated hospital employee. Volunteers may never transport patients by bed or gurney on their own at any time.



Wheelchairs

Wheelchairs come in different styles; there is one type with large wheels useful for people to propel themselves and there is the type which has to be pushed by someone. All chairs have front wheels, which swivel, brakes, and should always have footrests. It is not difficult to handle a wheelchair. They roll easily and anyone who is able to walk with ease and has normal strength can handle a wheelchair.

It is of vital importance that the brakes be set before anyone sits down in the chair. They roll easily and could slide out from beneath the person trying to sit. Use of the brakes is the most important part of learning to operate a wheelchair.

Footrests are used to keep the patient comfortable and to keep their feet out of the way. Footrests are removable if you are working in crowded spaces or have to fold the chair for car transport.

There are a number of techniques used in helping patients:

- Have a patient place arms in lap when being transported.
- Push wheelchair from behind, stay close, and put your weight into pushing.
- Avoid slippery surfaces when propelling chair.
- Open doors then back wheelchair through.
- Always take the wheelchair in and out of the elevators correctly and carefully, i.e., back the patient on to the elevator so they face the doors upon exiting.
- Use caution at corners and doorways.

Feeding Patients

Food and drink become very important in the hospital. Measurements of intake and output are essential for diagnostic study. NEVER GIVE A PATIENT ANYTHING TO EAT OR DRINK WITHOUT PERMISSION FROM THE NURSE. Do not accept the patient's word.

NEVER GIVE ANY SORT OF MEDICATION TO A PATIENT.

Always ask questions when in doubt: never assume. You learn by asking questions. Call when help is needed. If in the room, push the patient's call button. If you cannot reach the call button, and it is an emergency situation call for assistance.

PATIENT SAFETY FOR VOLUNTEERS

Recap

- Do not sit on, lean against, or jostle a patient's bed.
- Volunteers may transport patients by bed/gurney only if they are assisting a nurse or other designated employee, but never alone.
- Whenever using a wheelchair, it is of vital importance that the brakes be set before anyone sits down in the chair.
- If a patient asks you give them something to eat or drink you should check with their nurse first.

EMERGENCY CODES AND PROCEDURES

Code Triage–Disaster (silent page # 700)

Code Triage is called in the event of an internal or external disaster (i.e., bomb threat, earthquake, power outage, chemical leak, riot, etc.) Dial 599 to report location of the disaster. All available personnel, including volunteers will report to the Command Center for instructions on how to be of assistance in the event of a true disaster. A silent page # 700 will be called to notify staff of disaster in progress.

Code Red–Fire

A Code Red is called when there is a fire, and/or during a fire drill. Remember R.A.C.E.:

- **R**escue anyone from immediate fire area.
- **A**ctivate fire alarm, and dial 599.
- **C**ontain the fire, close doors and windows.
- **E**xtinguish fire if safe to do so or Evacuate



Avoid delay and panic, the greatest dangers in most fires. Be calm and move with assurance

Code Pink–Infant Abduction (silent page # 702)

Code Purple–Child Abduction (silent page # 701)

These codes are called when there is suspicion of infant or child abduction. Staff is required to stand near the closest exit and detain anyone leaving the hospital that is either carrying a child, a large bag, or anything that looks as though a child could be hidden inside. Volunteers are required to be observant of any suspicious looking individuals and contact security with this information.

Code Blue–Cardiac Arrest (dial ext. 599)

A Code Blue is called whenever there is an actual or impending cardiopulmonary arrest. If the Code Blue is called in the immediate area of where you are working, you should quickly and quietly remove yourself from the general area to permit medical personnel to attend to the patient. Be sure to check in with your supervisor for further instructions. Volunteers may assist with leading family members or others away from the area if asked to do so. Volunteers should not rush to bedside of the patient to watch.

Code Gray–Security (silent page # 703)

Code Silver–Assault (silent page # 704)

A Code Gray is a security problem, such as someone who harasses, threatens, or intimidates you or others. Need of Security assistance immediately for potentially violent or combative situation. A Code Silver is an assault with a weapon. Call the PBX operator at 599 for a Code Gray or Silver and give the floor and exact location.

Code Orange–Hazardous Materials (silent page # 706)

A Code Orange is reported by calling 599 and informing the operator of the location. The operator will contact Environmental Services.

DURING AN EMERGENCY EVENT DO NOT USE THE ELEVATOR AND KEEP ALL PERSONS FROM USING THE ELEVATOR DURING A CODE RED.

Life and Fire Safety

It is the responsibility of every employee and volunteer to be constantly aware of conditions that can lead to or cause a fire or explosion. When fire strikes, the actions taken during the first few minutes can make the difference.

Fire is a chemical reaction involving rapid oxidation or burning of a fuel. It needs three elements to occur: fuel, oxygen, and heat:

- Fuel can be any combustible material: solid, liquid or gas. Most solids and liquids become a vapor or gas before they will burn.
- The air we breathe is about 21 percent oxygen. Fire only needs an atmosphere with at least 16 percent oxygen.
- Heat is the energy necessary to increase the temperature of the fuel to a point where sufficient vapors are given off for ignition to occur.

Chemical Reaction: A chain reaction can occur when the three elements of fire are present in the proper conditions and proportions. Fire occurs when this rapid oxidation, or burning takes place. Take any one of these factors away, and the fire cannot occur or will be extinguished if it was already burning.

All fires, including suspected or non-locatable or smoke must be reported immediately without any need for authorization from your supervisor or anyone else.

Prevent Fires. Make it a habit to watch for fire hazards.

Fire Extinguishers

Fire extinguishers are classified in accordance with fire type. The most common types are rated A, B, and C. GAMC uses type A B C fire extinguishers, which can be used on the majority of fire types.

- Class A: For common combustibles fires, such as wood, cloth, paper, trash, rubber, and many plastics. Extinguisher contains pressurized water, multi-purpose dry chemical, halon
- Class B: For liquid fires: gasoline, grease, oil, acetone, tar, oil-based paint, lacquer, flammable gasses. Extinguisher contains dry chemical, carbon dioxide, halon
- Class C: For electrical fires, i.e., energized electrical equipment, motors, switchboards, etc. Extinguisher contains dry chemical, carbon dioxide, halon

To Use A Fire Extinguisher: P.A.S.S.

- Pull the pin
- Aim the hose/nozzle
- Squeeze the handle
- Sweep from side to side

Disaster Evacuation And Patient Evacuation Priorities

After removing all persons from immediate danger, evacuate in the following order:

- Ambulatory patients and guests
- Wheelchair or minimally disabled
- Non-ambulatory bedridden
- Medical records: only if it is safe to do so



EMERGENCY CODES AND PROCEDURES

Recap

- Code Triage: internal or external disaster
- Code Red: fire or a fire drill
- Code Pink / Purple: suspicion of a infant or child abduction.
- Code Blue: medical emergency
- Code Silver / Gray: security problem
- Code Orange: hazardous spill

- In the event of a fire, remember R.A.C.E.:
 - R - rescue
 - A - alarm
 - C - contain
 - E - extinguish/evacuate
- To use a fire extinguisher, remember P.A.S.S.:
 - P - pull the pin
 - A - aim the hose/nozzle
 - S - squeeze the handle
 - S - sweep from side to side

CUSTOMER SERVICE

Customer Service Standards

"I'm H.E.R.E. for you..."

Heart putting our heart into our work

We will...

- Be caring and compassionate.
- Treat all with respect and dignity.
- Empathize.
- Be aware and sensitive of cultural diversity.
- Smile and be friendly.

Energy sparing no energy in order to provide excellent customer service

We will...

- Actively listen and communicate clearly.
- Anticipate needs.
- Ensure satisfaction.
- Communicate continuously.
- Be eager to help.
- Respect confidentiality.
- Be enthusiastic.

Response always responding quickly to customer issues

We will...

- Provide competent assistance.
- Take ownership and accountability.
- Do it, or find someone who can.
- Be part of the solution.
- Provide prompt response.

Excellence earning our customers' respect and loyalty

We will...

- Exceed expectations.
- Continuously seek opportunities for improvement.
- Conduct ourselves in a professional manner that promotes confidence.
- Be team players.
- Provide exemplary service.
- Nurture a positive atmosphere.



Assisting Visitors

People visit SBCH for a variety of reasons. Some are here to visit hospitalized friends and family, some are here to receive medical services, and others come to conduct business. Whatever the reason for the visit, these visitors are our guests and expect to be treated with respect and courtesy, and to receive assistance in an efficient and appropriate manner. All visitors should be treated with respect. Listen with compassion and understanding. Answer their questions professionally and with competence. Treat visitors, as you would like to be treated. Treat everyone the same, regardless of age, race, color, creed, financial condition, appearance, or disability.

Visitors are usually unfamiliar with the hospital surroundings. Make a personal effort to assist them in locating elevators, rooms, departments, the cafeteria, or the Gift Shop. Keep in mind the “two turn” concept: If you need to explain to visitors more than two things they have to do to get where they are going, take them at least to the first turn if you are able to do so.

For example: A visitor needs to go to an elevator which can be found only after making a right turn and a left turn down a hallway. Treat the visitor as a special guest by walking with the visitor to the first right turn. This simple courtesy can avoid confusion and lessen the visitor’s anxiety.

In order for you to provide this type of service, it’s necessary for you to know the layout of the hospital, and the location of the various departments, etc. Take time to learn about the location of the various programs and departments in the hospital and other buildings on campus, and you will feel more at ease when giving visitors directions and assistance.

Responding To Guests’ Concerns

If a visitor becomes upset or complains, don’t take it personally. When you raise your voice, or respond emotionally with anger, sarcasm or tears, you can’t respond rationally and you may lose control of the situation. Respond by keeping a calm tone of voice, and by being reasonable, firm, pleasant, mature and professional to show the visitor that you’re going to do what you think is right and help them in any way possible. Here are some tips for dealing with upset or difficult guests and visitors:

Try not to use words or phrases that will upset or irritate the guest any more than they may already be. These include:

- Don’t say: I can’t help you; it’s company policy; I can’t...
Instead, concentrate on what you can do.
- Don’t say: I won’t
Instead, concentrate on what you will do
- Don’t say: I shouldn’t....
This implies that what you’re doing isn’t proper, and that you are working against the hospital, or that the patient/visitor doesn’t deserve the solution you’re giving.

Try using soothing words and courtesy to help calm the guests’ emotions. For example, ask what they want:

“What would you like me to do for you?”

“What would work best for you?”

Be courteous and caring:

“Let me take care of that for you.”

“Would you like to use our telephone?”

“Please forgive me, but I must ask again.”

Take responsibility:

“Give me a few minutes, and I will take care of this.”

“I apologize for the misinformation, here’s what I can do....”

Take action:

“I want to make sure I get down every word you say.”

“Let’s take care of this right now.”

When in doubt of how to handle any situation, contact your supervisor immediately.

What Is Your Body Language Saying?

In-person communication relies heavily on gestures, and your body language may send the wrong message if you...

- stand or sit with your arms crossed while speaking with a visitor or patient
- sigh loudly or deeply
- roll your eyes
- slouch
- frown
- cover your mouth
- lean away from the person you’re addressing
- avoid eye contact

CUSTOMER SERVICE

Recap

- All visitors, guests, patients and their families should be treated with respect at all times.
- If a visitor or patient asks you a question that you are unable to answer, tell them that you don’t have that information, but you know where you can find someone who can help them.
- If a visitor asks for directions to the other side of the hospital campus, you should walk with them at least part of the way, if not all of the way.
- The best way to deal with an upset or difficult visitor is to keep a calm tone of voice and let them you are going to try your best to help them.
- In a situation with an upset visitor, a positive response or comment from you will be more effective than a negative response, i.e., “I apologize for the misinformation, here’s what I can do...” instead of “I can’t help you, it’s company policy...”
- Be aware of your body language. Smile, and be friendly!

CONFIDENTIALITY

The Health Insurance Portability and Accountability Act (HIPAA) Protected Healthcare Information

As employees and volunteers of Santa Barbara Cottage Hospital our first responsibility is to the welfare of our patients. This includes maintaining confidentiality of patient information and respecting our patients' right to privacy. While this is not new to SBCH (confidentiality and respect of the patient's right to privacy have always been a part of the hospital's culture) a new privacy regulation of the Health Insurance Portability and Accountability Act (HIPAA) went into effect across the nation in April 2003 to legally protect healthcare information.

The law requiring confidentiality and security of Protected Healthcare Information (PHI) applies to all health care professionals, physicians, hospital departments/units, employees, staff, volunteers, and other designated personnel (such as interns/students and contracted agency staff). Volunteers must exercise diligent confidentiality practices in order to avoid unintentionally revealing confidential and protected patient healthcare information. Be aware of how to protect patient information, and ask questions of your supervisor whenever in doubt.

The Privacy Rule for the first time creates national standards to protect individuals' medical records and other personal health information.

- It gives patients more control over their health information.
- It sets boundaries on the use and release of health records.
- It establishes appropriate safeguards that health care providers and others must achieve to protect the privacy of health information.
- It holds violators accountable, with civil and criminal penalties that can be imposed if they violate patients' privacy rights.
- And it strikes a balance when public responsibility requires disclosure of some forms of data - for example, to protect public health.
- For patients - it means being able to make informed choices when seeking care and reimbursement for care based on how personal health information may be used.
- It enables patients to find out how their information may be used and what disclosures of their information have been made.
- It generally limits release of information to the minimum reasonably needed for the purpose of the disclosure.
- It gives patients the right to examine and obtain a copy of their own health records and request corrections.

Volunteers who work at the information desk, who deliver patient menus, who assist in transporting patients or assist in any patient care area have something in common with all other volunteers : they all have the opportunity to inadvertently disclose private patient information either through conversation, by mislaid paperwork, by not protecting information on a computer screen, or by reading or allowing others to read unauthorized confidential information, and more. Volunteers, just as physicians, health care departments/units, all employees, staff, and other designated personnel (such as interns or students and contracted agency staff), who are authorized to practice or conduct services in our facilities are responsible for appropriately safeguarding the healthcare information of patients.

What Identifies a Patient?

Protected Health Information (PHI) is information that can be used to identify a patient. PHI includes:

- Names
- Addresses
- Dates (birth, death dates)
- Telephone number
- Fax number
- Electronic E-mail address
- Social security number
- Medical record number
- Health plan beneficiary number
- Account numbers
- Certificate/license numbers
- Vehicle identifiers and serial numbers
- Internet Addresses
- Finger or voice prints
- Full face photographs or other images
- Device identifiers and serial numbers (medical equipment)

This information is referred to as individually identifiable health information (IIHI). Removing a patient name from a chart is not longer sufficient to de-identify the patient. HIPAA refers to this information as protected health information or PHI. Any health information that identifies someone or can be used to identify someone **MUST BE PROTECTED**.

Sharing Patient Information

Under the Consent Rule, HIPAA allows for the provider of care to use health information for Treatment, Payment, and Healthcare Operations (TPO). Before HIPAA, it was common to use patient information for other purposes and to share more than the minimum necessary information. Now patients need to give prior authorization for the use of their health information for non-TPO purposes. Under the Minimum Necessary Rule, volunteers should only have access to the information they need to fulfill their assigned duties. HIPAA allows us to share patient information for:

Treatment: Providing care to patients

Payment: Getting paid to care for patients

Operations: Normal business activities such as quality improvement, training, auditing, customer service and resolution of grievances.

If use of the information does not fall under one of these categories you must have the patient's signed authorization, before sharing that information with anyone. When in doubt, ask your supervisor.

At Santa Barbara Cottage Hospital, it has always been against hospital policy to share, use, or dispose of patient information in an improper manner. Under HIPAA, there are now fines and penalties for this. Because we have always taken privacy seriously, SBCH volunteers have always received education regarding the confidentiality and privacy of patient information, as part of their orientation, and have also been required to sign and date a volunteer confidentiality statement and agreement.

A breach of privacy may result in termination from our program. Wrongful and willful disclosure of health information carries fines and involves jail time.

We all bear responsibility to protect our right to privacy. Under HIPAA, patients have a right to know how their health information may be used or disclosed, and that they have certain privacy rights. These rights, some new and some revised, are communicated to our patients through a document called the Notice of Privacy Practices (NPP).

NEW rights allow patients to:

- Obtain a list of who we have shared their health information with for the past six years.
- Request to amend their medical record.
- Request other communications such as asking to be notified of lab results only at work and not at home.

REVISED rights allow patients to:

- Review and copy their medical record.
- Request restrictions on the use or sharing of their information, such as opting out of the hospital directory.

Before HIPAA, it was not uncommon for some organizations to provide patient's private information to other companies for the purposes of marketing products or services. Now, HIPAA states you must get the patient's signed authorization before doing this.

Computers

We have to make sure all health information, no matter where it is, is secure. This includes information stored on computers. Everyone who uses a computer has a duty to keep health information secure.

HIPAA says we must protect all patient information on computers by:

- Properly signing-on with individual ID's and passwords.
- Signing-off of computers if walking away from the desk.
- Keeping ID's and passwords CONFIDENTIAL.
- Protecting computer screens from unwanted viewing.

Faxes and E-Mails

HIPAA also says that we must protect all patient information transmitted electronically. Volunteers involved with these tasks will receive appropriate training. Here at SBCH all fax transmittals, and e-mail communications must include a statement notifying the recipient that the fax or e-mail may contain confidential and private patient health information.

Proper Disposal of PHI

It is very important that we handle and dispose of patient information carefully, such as using a shredder instead of throwing patient information away. The procedure for the proper disposal of health information will be explained to you in the individual areas where you volunteer. There are several "bins" located throughout the campus, where PHI can be deposited for later destruction. Please be aware of their locations, and when you should be using them. Remember, NEVER dispose of patient information in any trash bin. When in doubt, please ask.

CONFIDENTIALITY / HIPAA

Recap

- Protected Health Information (PHI) is anything that identifies or could identify a patient.
- Patients can be identified by several types of information including name, address, social security number, medical record number, phone number, account numbers, date of birth, and more.
- PHI—no matter where it is—must be maintained in a secure and confidential manner.
- When copying any portion of documents containing PHI, the copy machines are not to be left unattended—and documents SHOULD NEVER be left on the glass.
- Refrain from discussing patients in open areas where the discussion may inadvertently be overheard by the public. It is never okay to discuss patients or their care with anyone else, including friends or other volunteers.
- Wrongful disclosure of PHI is subject to a fine and jail time.
- All sensitive and confidential materials containing PHI and intended for disposal must be placed in the locked shredding containers provided throughout the hospital.
- Materials intended for disposal may never be placed in a non-secured recycling container, nor may they be discarded in a wastebasket, even if the wastebasket is behind a desk in a locked office.
- Everyone is responsible for the security of PHI, and everyone is responsible for reporting HIPAA violations.

If you have questions concerning PHI, privacy, and security rules please contact Director of Volunteer Services Pat Doherty at 805-569-7357, or Corporate Compliance Officer Kevin Nelson at 805-569-7339.



Completing the Steps to Become a SBCH Volunteer

Interviews and Health Screening

Upon completion of the required orientation, all volunteer applicants will be interviewed by either the Director of Volunteer Services, the Volunteer Coordinator, or a member of the Santa Barbara Cottage Hospital Auxiliary Membership Team. The interviews, which are conducted much like a job interview, are scheduled to take place Monday through Friday. During the interview process, the desire or reasons to volunteer will be discussed, along with any experience or qualifications you may have. This discussion will help us to determine an appropriate assignment and schedule.

Following the interview, the volunteer applicant will submit to a health screening conducted by the Santa Barbara Cottage Hospital's employee health nurse. The screening may consist of a tuberculosis skin test or a chest x-ray (if TB test results are positive). There is no charge for any of these screenings. If you have an immunization record which documents your immunizations, etc., less than three months old it would be wise to bring it with you to your scheduled interview in order to avoid unnecessary screening tests. Upon successful completion of the health screening your start date will be determined, and you will be issued an identification badge. You will be required at this time to pay your SBCH Auxiliary dues and purchase your uniform at hospital cost.

Uniforms and Identification

Volunteers purchase a uniform and will receive an ID badge on or before their scheduled start date. The volunteer uniform consists of the following:

- SBCH photo identification badge, arranged by Volunteer Services, and obtained in the Facilities Department. The ID badge is to be worn above the waist while on duty. The ID badge must be returned to the Volunteer Services office upon termination of your volunteer status.
- The volunteer uniform jacket, vest, or polo shirt purchased through Volunteer Services at cost. You are responsible for maintaining your uniform which must be clean and pressed each time you volunteer. Beige or tan pants and a plain white blouse or shirt may be worn with the uniform. T-shirts, tank tops, tube tops, halter-tops and sleeveless shirts/blouses are not permitted.
- Jeans and shorts are not permitted.
- Closed-toed (tennis, athletic) shoes . Shoes must be clean. No sandals or open-toed shoes.

Other uniform guidelines:

- Hair should be clean and neat.
- A minimum of makeup may be worn.
- Jewelry should be limited to a watch, small ring, and small earrings.
- Perfume, cologne and aftershave should be as light as possible as fragrances can be offensive to some patients.

What's Next?

You have now completed Part I of our general orientation. Please complete the attached quiz and return it along with your application to Pat Dooley, Director, Volunteer Services Department, by fax to (805) 682-8423, or by mail: SBCH Volunteer Services Department, P.O. Box 689, Santa Barbara, CA 93102

Upon receipt of your completed quiz and application you will be contacted by mail or email regarding part two of the orientation process, which will include scheduling a personal interview to discuss your volunteer interests and availability.

If you have questions, please call us at (805) 569-7357, or contact us by e-mail at pdooley@sbch.org

Thank you.

Santa Barbara Cottage Hospital Volunteer Services Department

P.O. Box 689
Santa Barbara, CA 93102

Phone: (805) 682-8423

Fax: (805) 682-8423

E-Mail: pdooley@sbch.org

Visit CHS's website at www.cottagehealthsystem.org

