

The logo consists of two overlapping purple rectangular bars. The top bar is slightly longer and positioned to the left of the bottom bar. The word "HONORHEALTH" is written in white, uppercase, sans-serif font across the top bar, with a registered trademark symbol (®) at the end.

HONORHEALTH®

HONORHEALTH VOLUNTEER HANDBOOK

NOVEMBER 2018

THE CONTENTS OF THIS EDITION SUPERSEDE ALL PREVIOUS EDITIONS
OF THE VOLUNTEER HANDBOOK

Dear Prospective Volunteer:

Welcome to HonorHealth and thank you for offering your time and talents to help us better serve our patients, their families, and our community.

Volunteers extend care and service to patients, empathy for families and visitors, and supportive services for the staff. During the past year, our 1,500-plus dedicated volunteers contributed approximately 279,586 hours of service both within the healthcare system and in community outreach activities. We are proud of these traditions and know you will be quickly caught up in the enthusiasm that drives our volunteer program.

As you will learn in orientation, our volunteers serve in many departments and areas throughout HonorHealth. As you begin your service under the direction of the HonorHealth Volunteer Services Department staff, it is our hope you will find a position compatible with your talents and personal desires while meeting the needs of the health system.

All new volunteers are encouraged to become familiar with this *VOLUNTEER HANDBOOK*, especially the sections covering the HonorHealth Mission, Vision, and Values statements, confidentiality and the HIPAA Privacy Rule, emergency codes, and infection control. In studying this material, you will also quickly note that at HonorHealth, our patients and their families are always our first priority. Enhancing and enriching the patient and family experience is our driving principle and you will hear it, see it, and feel it throughout your volunteer experience.

Before embarking on your healthcare volunteer journey, to ensure your own peace of mind and to maintain HonorHealth high standards of performance, you will receive training covering all the specifics of your assignment and how we deliver exceptional service within HonorHealth standards. Only when both you and your trainer feel comfortable with your level of expertise will you be expected to perform any activities on your own.

During your forthcoming volunteer adventure, you will have many new and interesting experiences and will meet new and interesting people each shift. Above all, you will experience the satisfaction—that warm feeling inside – of knowing your unselfish service made a difference in someone’s day.

Again, thank you for choosing to give back to your community and selecting HonorHealth as your place of service. On behalf of the Volunteer Department staff we welcome you into the exciting world of volunteering at HonorHealth and look forward to working with you in the near future.

A handwritten signature in black ink, appearing to read "Liz Hyatt".

Liz Hyatt
Network Director
Volunteer and Retail Services

HONORHEALTH VOLUNTEER SERVICES DEPARTMENT

PAID STAFF CONTACTS

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DESERT MISSION CAMPUS VOLUNTEER SERVICES

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JOHN C. LINCOLN CAMPUS VOLUNTEER SERVICES

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OSBORN CAMPUS VOLUNTEER SERVICES

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SHEA CAMPUS VOLUNTEER SERVICES

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HONORHEALTH HISTORY

In 2014, one year after affiliating, John C. Lincoln Health Network and Scottsdale Healthcare officially merged. In March 2015 came a new brand — HonorHealth — to signify our unity as a single company.

Drawing on two rich legacies, HonorHealth continues to be a locally owned, nonprofit, integrated health system. Our commitment is to provide our communities with:

- Personalized, connected, quality care with a focus on improving the health and well-being of those we serve.
- More convenient access to healthcare.
- Increased coordination of medical care.
- An expanded network of high-quality primary care and specialty physicians.

John C. Lincoln Health Network

- In the 1920s, people from other parts of the country migrated to Phoenix, hoping for a cure for respiratory ills, including tuberculosis. Some individuals and families, having spent all their money to reach their destination, camped in the desert north of the city limits. They needed food and medical care, and in 1927, Desert Mission formed to help them. Its services continue today as part of HonorHealth to help the vulnerable in the community.
- In 1931, John C. and Helen Lincoln headed west from Ohio in hopes of curing Helen's tuberculosis. They stayed in Phoenix, Helen recovered, and she and John C. — an entrepreneur and millionaire — became actively involved in Desert Mission's work and its expansion into the area's first medical clinic and emergency station.

Eventually, a hospital was built at Dunlap and Central avenues and in 1954 was named John C. Lincoln North Mountain Hospital. John C. Lincoln Medical Center stands there today with 226 beds and one of the first Level I Trauma Centers in the Valley. The Lincoln family remains actively involved in HonorHealth, supporting initiatives and offering guidance.

- In 1997, John C. Lincoln merged with Phoenix General Hospital to become a two hospital system as John C. Lincoln Health Network. Located near Interstate 17 and Loop 101, Deer Valley Medical Center offers comprehensive medical services and has 204 beds.
- As communities continued to expand north into Cave Creek, Anthem and beyond, the Sonoran Health and Emergency Center opened in 2013 to help meet their residents' healthcare needs. The facility is just east of Interstate 17, between Dove Valley Boulevard and Carefree Highway.
- Over the years, a network of primary and specialty physician practices joined the network, providing expert, convenient care for patients.

Scottsdale Healthcare

- In 1962, the one-story City Hospital of Scottsdale opened at 7400 E. Osborn Road to serve the growing needs of the community of 10,000. Today, Scottsdale Osborn Medical Center's campus encompasses 337 beds, comprehensive medical services, a Level I Trauma Center and one of the nation's largest military trauma training programs based at a civilian hospital.
- In 1984, Scottsdale Shea Medical Center opened to serve north Scottsdale. With 433 beds, the center is easily accessed from Loop 101 and Shea Boulevard and offers a wide range of comprehensive services.

- In 2001, the Virginia G. Piper Cancer Center opened on the Shea campus. The center is known throughout the Southwest and the United States for its commitment to providing personalized cancer care.
- In 2007, Scottsdale Thompson Peak Medical Center opened north of Loop 101. Each medical center in Scottsdale is about 10 miles apart to offer convenient care for the southern, central and northern parts of Scottsdale and its neighboring communities.

Over a combined history spanning 150-plus years, HonorHealth continually invested in new and better ways to serve our community and its healthcare needs. One key factor remains the same in the 21st century: We always will be honored to be a part of your community.

Each hospital in our health system is also a Magnet Nursing Hospital. Magnet status is based on the 14 Forces of Magnetism, which are measurable criteria for patient care. Magnet designation is considered the nation's gold standard for nursing quality. Only about 4 percent of the nation's 6,000-plus hospitals have earned Magnet status. Less than half that group have earned redesignation.



Deer Valley Campus (est. 1987)
Comprehensive Level 1 Trauma Services
Intermediate Oncology Services
Intermediate Heart & Vascular Services

Osborn campus – (est.1962) 377 beds
Comprehensive Level 1 Trauma Services
Comprehensive Neuroscience Services
Comprehensive Vascular Services
Military Training program

Desert Mission Campus (est. 1927)
Adult Day Care
Food Bank
Lincoln Learning Center
North Mountain Community Thrift Shop
Job Placement and Neighborhood
Renewal

Shea campus (est.1984) 433 beds
Comprehensive Women's & Children's
Comprehensive Cardiac Services
Comprehensive Oncology Services
Comprehensive Surgery
Comprehensive GI Services
Bariatric Services

John C. Lincoln (est. 1911)
Comprehensive Level 1 Trauma Services
Intermediate Neuroscience Services
Intermediate Heart & Vascular Services
Intermediate Oncology Services

Thompson Peak (est.2007) 120 beds
Comprehensive Orthopedic Specialty
Services
Intermediate Surgical Services
Peripheral Endovascular Services

MISSION, VISION, VALUES, BRAND PROMISE

HonorHealth is both a name and call to action. It emphasizes trustworthiness and integrity while demonstrating respect and dedication to delivering the highest quality care in a personal and easy manner.

Our Mission: To improve the health and well-being of those we serve.

Vision: To be a partner of choice as we transform healthcare for our communities.

Values:

INTEGRITY: We are committed to doing what is right.

CARING: We show genuine concern for the well-being of others.

ACCOUNTABILITY: We take personal responsibility for ensuring individual and team goals are achieved.

STEWARDSHIP: We enable our mission by ensuring the best use of our talent, finances, and resources.

EXCELLENCE: We deliver the highest standards of performance through collaboration, innovation, and unrelenting commitments to quality.

RESPECT: We recognize each person's inherent value and worth by treating them with dignity.

Brand Promise: Making healthy personal.

HonorHealth focuses on the patient, "making healthy personal" by:

- Taking the time to understand each patient's unique needs.
- Engaging the patient in conversations about his/her health because that input is valuable.
- Never being too busy to go beyond what's expected to offer a helping hand.

HonorHealth engages its communities in wellness by:

- Focusing on wellness to help individuals live their best life.
- Being proactive about an individual's health.
- Offering support and guidance regardless of where each person is on their health journey.

HonorHealth continues to strengthen its communities, making sure that everyone has access to quality healthcare:

- Many thousands of donors have supported HonorHealth programs and projects.
- The health system serves our communities through outreach programs and the HonorHealth Foundation.

Service Behaviors

- I put the patient/customer at the center of everything I do.
- I am open, honest, and genuine.
- I empathize by listening first.
- I partner with you to ease your way.
- I practice excellence with every encounter, every day.

What does this look like in action?

- Using the 10-5 Rule (Within 10 feet of a guest, make eye contact and smile. Within 5 feet of a guest, give a warm, sincere, courteous greeting.)
- Addressing the patient by their preferred name.
- Remembering proper hand hygiene. Wash in, wash out.
- Using your name and asking open-ended questions.
Looking for non-verbal cues and tone and listening to our guests.
- Acknowledge emotion and show compassion.
- Ask, "Is there anything else I may help you with today? I have the time."

PATIENT EXPERIENCE

HonorHealth has adopted the Beryl Institute definition: The Patient Experience is the sum of all **interactions**, shaped by an organizations **culture**, that influence patient **perceptions** across the **continuum** of care.

Don't mistakenly believe that only clinical skills matter. Clinical skills are essential and are expected at all levels of care, but in today's health care environment, it is assumed that health care organizations will meet basic quality and safety standards and requiem at every level of contact. To provide the best patient experience in the nation, we must be outstanding in the way we treat patients and the people around us every day. **Every day**. Little things do matter!!

What do patients want?

- To be treated with courtesy and respect.
- To be acknowledged with eye contact and a smile.
- For you to listen carefully to their questions and concerns.
- Answers to their questions or, "I don't know, but I'll find out and get back to you with an answer."
- Explanations in a way they can understand.
- Follow up. Do what you say you will do.
- A quiet, clean and safe and healing environment.

HonorHealth provides the right care at the right time at the right place by:

- Communicating and collaborating across the health system to ensure that the patient always gets the best care.
- Working efficiently to provide care and reduce repeated questions and procedures.
- Explaining what we're doing and clearly defining steps to take to get healthier.
- Earning Magnet status for nursing care at all five hospitals. This prestigious designation ensures you receive the gold standard for nursing care, an honor earned by only 6 percent of the nation's hospitals.

Please remember that words are just a small part of face to face communications! Your message is conveyed through your tone of voice and by your body language too.

CUSTOMER SERVICE

A Volunteer's greeting, helpfulness, smile and going the extra mile leave a lasting positive impression on our customers today, tomorrow and into the future. HonorHealth's most effective and least expensive form of advertising is the satisfied guest in the community.

LISTEN ACTIVELY.

Listen more than you speak. Agree when you can and avoid arguing when you cannot agree. Be aware of body language and verbal and nonverbal communications.

SPEAK POSITIVELY.

If you don't know the answer to a question, respond with "I'll find out". Concerns should be communicated to Volunteer Services Department.

BE AWARE OF THE LEVEL OF YOUR VOICE.

Look directly at the person and speak directly, distinctly and quietly.

HOSPITALITY ZONE.

Be aware of the person in your 10-foot hospitality zone. Offer assistance, smile and make eye contact.

PERSONAL PROBLEMS – LEAVE THEM AT HOME!

Put your problems on hold and concentrate on the moment.

BE A TEAM PLAYER.

Be as cooperative as possible with staff members and fellow volunteers – for the benefit of the patient and their family.

TELEPHONE MANNERS.

Identify yourself with name and area of service. Speak slowly and distinctly, take notes to help give clear and appropriate directions and answers. Smile, be cheerful, and be helpful.

PERSONALIZE YOUR SERVICE.

Address patient with Mr. /Miss/Mrs. and surname if possible unless the patient asks you to use their first name. Endearment terms are not appropriate, e.g. honey, sweetie, dear.

DOCTORING IS FOR THE DOCTORS.

Avoid playing doctor, when guests have medically related questions refer them to the appropriate clinician.

PRIVACY. Respect privacy. Knock on patient's door and step away when staff is with the patient.

SAFETY AND INFECTION.

In patient areas, always check patient requests with patient's nurse before responding. Only accept roles you have been trained and are comfortable doing. Infection control - wash your hands.

VOLUNTEER CODE OF CONDUCT

HonorHealth is committed to the practice and promotion of ethical conduct and integrity. HonorHealth's Board of Directors and leadership are committed to compliance with all laws and regulations that govern our organization. This Code of Conduct sets forth the standards by which HonorHealth conducts itself as a leader in the healthcare industry. Our Code of Conduct is designed to be a guide for employees and volunteers individually and for the organization as a whole, but it's not intended to be a comprehensive rulebook and cannot address every situation.

HonorHealth has numerous internal policies that support the overall Code of Conduct and provide guidance on a more detailed level. Although this Code of Conduct is directed to employees, the principles, practices and ethical standards apply to all who work with or for HonorHealth including physicians, volunteers, researchers, contractors and suppliers. All individuals who work with or for HonorHealth should uphold these ethical standards.

Volunteerism is based on humanitarian ideals. Volunteering is a public trust that requires integrity, compassion, belief in the dignity and worth of human beings, respect for individual differences and a commitment to service.

Volunteers must comply with the Code of Conduct during their affiliation with HonorHealth. Compliance is a condition of involvement and violation of the following standards will be regarded as unethical behavior and grounds for immediate termination of roles and responsibilities.

As a HonorHealth Volunteer:

- I regard as my primary obligation the welfare of the HonorHealth patients.

- I will not discriminate because of race, color, national origin, religion, age, sex, or disability.
- I respect the privacy of the people whom I serve.
- I accept responsibility to help protect the patient against unethical practices.
- I contribute my knowledge, skills, and support to my volunteer position.

VOLUNTEER RESPONSIBILITIES

TO THE PATIENT

HonorHealth staff members strive for excellence when treating and caring for patients. This means their safety, privacy and dignity are our top priorities. Remember patients are also your first concern. Every volunteer's service directly or indirectly influences patient care. In assisting professional staff members, you allow them to devote more time and give better care to patients.

Quality Patient Care: We're committed to providing quality care that's convenient, cost-effective and accessible. We treat everyone we serve with compassion and honor the privilege of serving them. Our commitment to quality healthcare involves making sure that all services are medically necessary, safely delivered and provided by appropriate licensed professionals. Keeping our patients safe is a top priority. We strive to maintain standards of excellence that ensure the safety of our patients.

TO YOUR TEAMMATES: STAFF AND VOLUNTEERS

You are an important member of the team in the department in which you serve. It is your obligation to cooperate with your teammates and contribute to the team effort. We honor our employees and volunteers by providing an engaging, productive, safe and drug and alcohol-free work environment.

Teamwork: A team is quite simply a group of people who, *individually*, go out of their way to make the other people on their team look good. Working together makes everyone's job easier.

Maintaining a Respectful Environment: You have the right to serve in an environment that is productive and free from harassment, violence or extreme interpersonal behavior. HonorHealth does not tolerate violence or threats of violence in any form. Behavior that creates an intimidating, hostile or offensive environment or that is harassing — including comments or actions of a sexual nature — are not acceptable. For more information related to maintaining a respectful work environment, please see HonorHealth's "Harassment in the Workplace" (HR1326) policy and procedure.

Maintaining a Safe Work Environment: HonorHealth strives to promote a work environment free from health or safety hazards. This includes providing you with training, education and information to prevent injury or illness. You should immediately notify your supervisor and complete the appropriate reports about any workplace injury, or risk of injury, so that timely action may be taken to resolve the issue. For more information related to maintaining a safe work environment, please refer to HonorHealth's "Safety Management System" (SP1001) policy and procedure.

TO THE VOLUNTEER SERVICES PROGRAM

You serve within specific guidelines that have been established by staff and volunteers working together. HonorHealth is committed to honoring the promises we make to those we serve. We uphold our non-profit status by giving back to the community and strive to be a leader in healthcare within the community we serve. You and your volunteer colleagues must adjust to the organizational structure of HonorHealth.

Commitment: One of the primary reasons we come here each week is to give back to the community and make a positive difference in people's lives.

Attitude and Consistency: Attitude and consistency are the most important elements of our interactions with patients, their families, visitors, and others within HonorHealth.

Use and Management of Controlled Substances: HonorHealth is a drug and alcohol-free workplace. The use of illegal drugs and abuse of controlled substances in the workplace is not allowed. As a condition of volunteer service, any involvement in the unlawful use, sale, manufacture, distribution or possession of controlled substances, illicit drugs or use of alcohol in the workplace, or working under the influence of such substances, is not allowed and may result in disciplinary action including termination of service.

Tax Exempt Status: HonorHealth is a tax-exempt, non-profit organization according to the Internal Revenue Code. HonorHealth is not organized or operated for the benefit of private interests. HonorHealth must comply with all state and federal laws regarding tax-exempt status and engage in activities that further its charitable tax-exempt purpose.

TO YOURSELF

Volunteering gives you the opportunity to make your time and effort count. It offers you training, experience, and recognition, but also demands commitment to your service and the inner discipline that holds you faithful to that commitment.

Use of Social Media: When using social media sites such as Facebook, Twitter, and LinkedIn, during non-service hours, HonorHealth expects volunteers to behave responsibly. Volunteers may not post proprietary, patient or confidential information on social media sites. It is inappropriate to associate HonorHealth in social media posts to solicit or endorse a personal business venture, political candidate or religious cause. For more information on guidelines around social media use, please see HonorHealth's "Social Media" (HR1332) policy and procedure.

TO BE OPEN TO CHANGE

You will find your volunteer service very rewarding if you are open to new ideas and remember *the patient's needs come first* and *we must be flexible to the changing priorities surrounding us*. Manage change through flexibility, a sense of humor, and the knowledge that you are here to serve others in a manner of excellence.

Never hesitate to contact Volunteer Services if you have questions about policies and procedures.

TO DO ORDINARY THINGS EXTRAORDINARILY WELL

The purpose of utilizing volunteers in the HonorHealth Network is to provide supplemental support to the staff; to enhance services provided to patients, clients and their families; to promote community support of HonorHealth; and to enable the organization to offer extra services in a cost-effective, quality manner.

The volunteers of HonorHealth assist the organization in fostering a positive, professional work environment through their philosophy of volunteerism and community service. Moreover, their positive "we always care" attitude promotes the spirit of service orientation and quality guest relations. To become a volunteer at HonorHealth applicants following these steps:

APPLICATION: Complete HonorHealth online application form at HonorHealth.com/volunteers.

INTERVIEW: Interview with the Volunteer Services Supervisor or Coordinator at the Campus where you would like to serve to match volunteer skills with hospital and clinic opportunities.

COMPLETE ALL DOCUMENTS: Documents received at with the interview confirmation and/or at the interview are to be completed and turned in prior to starting service.

ORIENTATION: All volunteers are required to attend an orientation. Orientations occurs two (2) to three (3) times per month. A schedule of Orientation dates will be provided to you with your interview. Please allow 3-hours for the orientation.

OCCUPATIONAL HEALTH REQUIREMENT: 2 negative TB skin tests completed 7 days apart with each read by our Occupational Health Department. TB test must be completed prior to training. There is no charge for these tests. TB test is done annually thereafter on the anniversary date of the start of your volunteer service.

Immunizations are required for all volunteers by Occupational Health to verify vaccinations. This may include: MMR (measles, mumps, rubella), Tdap (tetanus/diphtheria/pertussis), Varicella (chicken pox)

Seasonal Flu Shot is required for all volunteers unless there is a medical or religious exception. If you elect not to receive a flu shot for personal reasons you may not volunteer during flu season.

BACKGROUND CHECK: Criminal background check conducted without financial and educational information.

PLACEMENT and TRAINING: Placement options will be provided upon completion of the above requirements. Training will be arranged after a service selection has been made by the supervisor of volunteer services at your campus of choice. Please note that training may need to take place on a day/time other than your regularly assigned service.

IDENTIFICATION BADGE and PARKING PERMIT: The volunteer office will arrange for your ID Badge and Parking permit. Your Badge is a part of your uniform and must be worn for all service activities. Your parking permit will be placed on your vehicle and parking in the designated staff parking areas is required on days you are on campus for service activities.

UNIFORM: You will receive a uniform polo shirt at no charge when you begin your volunteer service in our hospitals or clinics. If you would like, you can purchase additional polo shirts or a smock at the hospital Gift Shops.

TRAINING AND POSITION PLACEMENT: Training in your selected service area will be conducted by either a qualified and trained volunteer, or by a staff member. Training will consist of a minimum two (2) four-hour shifts; however, additional training is available and may be required if either you, or your trainer, feel it is needed. While in training, volunteers wear the official uniform.

Volunteer Services is seeking an ongoing relationship with its volunteers but is willing to be flexible to merge each volunteer's needs with those of the HonorHealth. When volunteers contribute regular weekly service for a definite length of time, patients, staff, and volunteers come to know each other better and build a foundation of trust. Except for those in special school or community service programs, each volunteer is expected to serve a minimum of one (1) four-hour shift per week unless otherwise agreed upon with the Volunteer Services Staff.

BENEFITS FOR HONORHEALTH VOLUNTEERS

Cafeteria: Volunteers enjoy menu items at staff prices. You may enjoy a beverage at no charge during your shift, includes: regular coffee (no gourmet), 20oz cup of soda, lemonade or iced tea.

Cardiac Rehab and Fitness Center: On the campuses where this service is provided, a discounted supervised regular (non-cardiac) exercise program for volunteers and staff is available.

Chaplaincy: Hospital chaplains are available on all campuses. Chaplains are trained in pastoral care and counseling as well as crises intervention.

Continuing Education: Many educational classes are open to volunteers. Watch the Volunteer Office bulletin boards for announcements.

Credit Union: The Desert Medical Federal Credit Union is available for all staff and volunteers.

Employee Health: Most immunization shots given to staff and volunteers without charge. Travel medicine and consultation available. Please make an appointment for your personal visit.

Gift Shops: Staff and volunteers are offered a 10% discount, and there is no sales tax, on many items in the Gift Shops. The North Mountain Community Thrift Shop is also available to serve our HonorHealth family and community.

Human Resources: Human Resources may be able to provide you with discount coupons that are available for many California and Arizona attractions.

Security Department: After dark, security will escort you to/from your car. Limited assistance with some automotive problems is also available.

Tax Deductions: Some volunteer expenses are tax-deductible incidental to volunteering. Check with your tax service.

VOLUNTEER UNIFORM REQUIREMENTS

HonorHealth requires a consistent, professional appearance of all who wear the HonorHealth badge. **A VOLUNTEER CAN BE SENT HOME IF OUT OF UNIFORM.**

The HonorHealth Volunteer Uniform will consist of:

1. Volunteer ID Badge worn above the waist on a badge clip or reel. No Lanyards.
The Volunteer ID badge is property of HonorHealth and is to be returned to Volunteer Services upon completion, resignation, or leave of absence from your volunteer work.
2. A Purple or Berry Polo is available for all at no cost. A Purple Apron is available for Food Bank Volunteers at no cost. A Grey Jacket Top may be purchased in our Gift Shops.
 - a. Your first polo shirt is provided to you at no cost. There is a fee for additional uniforms.
 - b. Your volunteer shirt should always be the top layer of clothing, Please do not put a sweater, cardigan or jacket over your uniform. If wearing a shirt underneath, it should be a solid color; white or black are strongly preferred.
3. Solid white, khaki, stone, tan or black colored full-length pants. The following pant types are never permitted: denim/jeans, "skinny's," shorts, capris, leggings, yoga pants
4. Flat, rubber-soled, closed-toe shoes (tennis shoes are great!) with socks.

5. Hair should be clean and neat. Artificial nails are not permitted in clinical service areas. Tattoos and piercings (other than ear piercings) should be covered.
6. Keep jewelry simple and to a minimum as not to be a distraction from your service. No long earrings or chains as these may present a safety risk.
7. Perfumes, colognes, and/or scented hand lotions, and other body scents should be kept to a minimum.

Identification Badge Policy:

- Our patients have the right to know who you are and your role in the healthcare system. Badge is to be worn with the picture visible and attached to your collar.
- You will need your badge to receive discounts in the cafeteria or gift shops.
- Inform your supervisor if you need a badge replacement. There is a fee for replacement of lost or damaged badges.
- It is the responsibility of the volunteer to return his/her ID badge to the supervisor upon resignation or termination.

GENERAL POLICIES AND PROCEDURES

GRATUITIES

Volunteers may NOT accept gratuities. If someone would like to give you a gratuity, please decline and suggest a donation to the HonorHealth Foundation.

HONORHEALTH FOUNDATION

The HonorHealth Foundation is the philanthropic and fundraising arm which supports the organization's charitable mission.

VALUABLES

Volunteers do NOT handle valuables of patients, visitors or vendors. HonorHealth is not responsible for personal items volunteers bring in during their service, such as cell phones, laptops, etc.

WITNESSING OF DOCUMENTS

Volunteers must not serve as a witness of any documents.

EMPLOYEES AS VOLUNTEERS

An employee of HonorHealth may not serve as a volunteer in the same department in which he or she is employed or have a service assignment that is similar to the paid role. Employees who wish to volunteer must be:

- In good standing in their employed position
- Current on all Employee Health requirements
- Current on all Healthstream requires

CONCURRENT EMPLOYMENT/VOLUNTEERING In order to assist our employees with work/life balance we do not allow volunteer department staff to volunteer at our facilities. Employees from other departments may volunteer in departments other than those they are employed in.

In general, being a volunteer does not give preferential treatment for employment opportunities within the system. You may apply for openings, and you will be evaluated based on the basic qualifications listed in the job posting. If you have been a volunteer, and you apply for and are hired for a position within volunteer services or the gift shop, you must surrender your volunteer position.

EMPLOYEE RELATIONSHIP / VOLUNTEER SERVICE ASSIGNMENT

A volunteer may not serve in an area where a relative or significant other person is employed.

SERVICE ASSIGNMENT

A minimum of one shift per week in the assigned service area is the recommended service. In lieu of a weekly commitment, some areas allow volunteers to serve a minimum of 4 shifts per month to stay in good standing.

- Cross-training is encouraged! If you are interested in learning and helping in other service areas, please work with your campus supervisor to coordinate your training.
- Substituting for other volunteers in your assigned service area(s) is encouraged and appreciated. This will provide seamless service and reliability to our patients and staff.
- If you have an illness or injury that prevents you from volunteering for a minimum of two weeks, notify the supervisor of Volunteer Services. Once you are ready to return to volunteer, you must follow the procedures listed in the “Returning to volunteer from injury or illness” section.
- To uphold the highest customer service standards, the Volunteer Services Department reserves the right to replace any volunteer who is absent two (2) weeks in a row without contacting their supervisor of Volunteer Services.
- Please notify the supervisor of Volunteer Services if you plan to take a **leave of absence**. You may request and complete a Leave of Absence form and return it directly to the supervisor/coordinator of Volunteer Services. When a volunteer takes a leave from their service for two (2) weeks or more their assigned shift may not be held for them.
 - Notify your supervisor of Volunteer Services in writing using the **Leave of Absence Form**. We ask that you provide notice of your absence a minimum of two (2) weeks in advance and return his/her HonorHealth photo ID badge to Volunteer Services at the end of your last shift before the leave.
 - You must contact Volunteer Services upon your return to schedule an appointment. If your leave was for medical reasons, you must also follow the procedures listed in the “Returning to volunteer from injury or illness” section.
 - Volunteers must update any annual requirements that may have lapsed during their leave before they return to service. This may include TB tests, seasonal flu shot, education requirements, etc.
 - Unfortunately, we cannot guarantee your position upon your return. Every effort will be made to reassign you. If a new volunteer is assigned to your former shift, s/he will remain in that shift position and Volunteer Services will work with you to reassign you to a new shift position.
 - If your leave is for six (6) months or more, a returning volunteer may be required to repeat the orientation and service area training.
 - A volunteer unable to continue to serve in a volunteer capacity must notify of their resignation.
- **To Change a Service Area Assignment:** If you would like to request another volunteer service area, please make an appointment with your volunteer supervisor to discuss your options. Service area

assignments are made by the coordinator or supervisor of Volunteer Services at each campus. Assignments are based on:

- service performance in the primary placement;
- the availability for service by an individual;
- the individuals talents and abilities; and,
- the campus needs.

Available service positions matching the above will be discussed to assist you in selecting a new service area. You may serve in a new position only after being properly trained.

- The Volunteer Services Department reserves the right to change your service assignment if it is felt that a more appropriate position exists in another area.

HOURS FOR VOLUNTEERS

- **Arrival for Duty :** Please arrive on time for your shift. If you anticipate arriving late, please call and notify the Volunteer Services Department.
- **Sign-in and Sign-out:** Each volunteer is required to check in at the beginning of the assigned shift of duty and check out when the shift is completed. This is legal documentation of your attendance in our facilities as well as a way to track volunteers in the event of an emergency. During the interview and training process you will be instructed how to login to the kiosk at each campus. You will receive a volunteer number on your first day of volunteering.
- **Recording Your Volunteer Service Hours Away from a Kiosk:** You are responsible for recording your service hours however, wherever, and whenever they occur. Hours that cannot be logged at a kiosk should be entered through your personal Volgistics account as soon as the service occurs. If this is not possible, your campus supervisor should be notified of the service activities.
- **Recognition:** HonorHealth awards “hour’s pins” in 100 hour increments, and “year’s pins” of volunteer service. Reinstated volunteers from prior years may receive credit for hours served during previous active service if records can be verified through the Volunteer Services Department (typically held for the previous 7-years).
 - Hours pins can be picked up from the Volunteer Office as they are earned. Only one Hours pin should be worn at a time.
 - Years of Service pins are awarded annually at the Volunteer Recognition event which is generally held in April.

The Volunteer Services Department reports total cumulative volunteer service hours monthly and annually to various government agencies to verify community support within HonorHealth. Volunteers receive pins from their campus Volunteer Service office.

ABSENCES

Please notify your volunteer supervisor or volunteer staff when you are unable to fulfill your volunteer shift as soon as possible. The volunteer supervisor will attempt to find a substitute.

PERSONAL GUESTS AND VISITORS

Your service is critical to serving our clients, patients and families, and staff. Please do not bring guests, friends or family members (including children) when you are scheduled to volunteer. They will not be allowed to accompany you during your volunteer shift.

PARKING

Please ask your Volunteer Services Office for information on the proper locations to park your vehicle. You are required to obtain a parking sticker from our Security office for your vehicle. The Parking sticker must be visible on your vehicle on the days of your service.

BREAKS / MEALS / BEVERAGES

A 15-minute break is permitted during your four (4) hour shift assignment. You may use your volunteer services office or the cafeteria for your break. Food should **never be eaten** in your public service area.

- Volunteers on duty in the same service area and on the same shift are asked to stagger their break times.
- During a shift of duty and with his/her HonorHealth photo ID badge, a volunteer will be provided with **one** serving of coffee or tea (regular, not gourmet), lemonade (20-oz) or soda (20-oz.). Drinks are recorded by the cafeteria staff; please remember to go through the service line to have your drink scanned.
- A volunteer, with his/her HonorHealth photo ID badge, may purchase certain food items at the staff rates in the hospital cafeterias, but only before or after an assigned shift.

VENDORS

No staff members or volunteers or their families may consign or sell to the HonorHealth Gift Shops. Volunteers must disclose their relationship with HonorHealth vendors, if one exists.

SOLICITATION

A volunteer may not solicit or distribute literature for any purpose within any HonorHealth facility or site or at any HonorHealth activity. Examples may include but are not limited to:

- Promoting outside business interests.
- Distributing literature promoting business or personal interests.
- Promoting or distributing religious or political material

CONFLICT OF INTEREST

A conflict of interest can arise any time an employee or volunteer's personal interests conflict, or may appear to conflict, with the best interests of HonorHealth. As HonorHealth employees and volunteers, each of us has a duty and obligation to be loyal to HonorHealth. Because our primary focus is our patients' care and well-being, HonorHealth employees and volunteers, must be able to make decisions that are free from bias, personal interests, and actual or perceived conflicts of interest. Following are some examples of potential conflicts of interest:

You should avoid accepting marketing items such as pens, sticky notes, calendars, mugs or other items that contain a vendor's logo or information. Such items are designed to market the vendor's products or services and should not be used or displayed in a HonorHealth setting. Most vendors are for-profit organizations, and using or displaying such items is inappropriate in HonorHealth's non-profit environment.

An ambulance company representative dropped off a number of calendars with its name and logo on them. Can we accept these? No, you should not accept items that are designed to market an outside organization's business in HonorHealth's non-profit environment.

A representative from a home health company dropped off lunch for our department as an expression of gratitude for referring patients to their service. Can we accept this? No, employees should not accept gifts from healthcare providers to whom HonorHealth refers patients as it could

create a conflict of interest. Politely thank the home health representative but ask them not to give lunch to the department.

Some employees/volunteers may be involved in personal outside business ventures such as acting as a sales representative for a consumable product, selling items as part of a hobby, or involvement in civic or political groups. You should make sure that your non-service activities do not conflict with your role at HonorHealth. You should never spend time in your role at HonorHealth or use HonorHealth resources engaging in activities that support your personal outside business ventures or interests.

I volunteer on a patient unit at a HonorHealth hospital. I also work as a sales representative for a health food company. Can I share information about the health products I sell at HonorHealth? No, you may not conduct personal business on HonorHealth time or in HonorHealth locations.

HonorHealth ensures that patients are treated fairly, equitably and with the highest quality of care. Employees and volunteers, must ensure their relationship with a patient or their family member is maintained at an appropriate distance. On occasion, patients or their family members may want to express their appreciation by giving gifts. You must not accept gifts that may create a conflict in the manner in which you fairly and equitably provide service to all patients. You must never accept monetary gifts (including gift cards) from patients or their family members. Gifts that are of low dollar value, perishable and are shared with the entire department, such as food items or flowers, are acceptable.

A patient gave me a box of chocolates as an expression of thanks for the service I provided. Can I accept this gift? Yes, it can be accepted if the gift has a low dollar value, is perishable, and you share it with the entire department.

If you have any questions as to whether an outside activity or private interest might create a conflict of interest, contact your campus volunteer supervisor or the Compliance Services Department for guidance.

SEXUAL HARASSMENT

Sexual harassment is against the law. Harassment on the basis of sex is a violation of federal law. Unwelcome sexual advances, requests for sexual favors and other verbal or physical contact of a sexual nature (explicit or implicit that creates an intimidating, hostile or offensive working environment) constitutes sexual harassment. While volunteering at HonorHealth, refrain from:

- Sexual jokes, Race, Ethics
- Innuendo
- Unwanted pursuit for dates
- Remarks to colleagues about an individual's appearance
- Words such as "*honey, gorgeous, sweetheart, darling, dear ...*"
- "Actions" that speak louder than words

SMOKING

The Smoke-Free Arizona Act makes all public buildings and places of employment smoke-free and tobacco-free. By being 100% tobacco-free, we not only comply with the law, we encourage a healthy environment.

SUBSTANCE ABUSE

Alcohol and/or illegal drugs are not to be consumed prior to or during volunteer service.

HANDLING OF CONTROLLED SUBSTANCES

A volunteer must never handle or transport any controlled substance (narcotic) while at a HonorHealth.

VOLUNTEER DISCIPLINE POLICY AND PROCEDURE

This is a multi-step corrective action procedure and will be implemented to improve volunteers' behavior or performance. The multi-steps include a, **Verbal Warning, Written Performance Improvement Recommendation, Formal Reprimand and Volunteer Notice of Dismissal.**

Purpose: Opportunity for volunteer to improve their behavior or performance. Explanation of problems or issues and clarification of corrective behavior. Clarification of expectation and steps to improve or remedy issues. Acknowledgement that further corrective actions will be taken up to and including termination, should there be no improvement of policies, procedures, team norms, code of ethics and organizational values.

Grounds for immediate termination: There are some actions, which by their very nature will be cause for immediate release of the volunteer from service. Following are some examples of this type of action:

- Failure to adhere to team norms.
- Verbal or physical abuse and/or inappropriate treatment of patients, staff members, visitors or volunteers.
- Inability to comply with organization values: Integrity, Caring, Accountability, Stewardship, Respect and Excellence.
- Inability to perform duties.
- Breach of confidentiality.
- Immoral or indecent conduct.
- Alcohol or illegal drug consumption and/or being under the influence while on duty.
- Theft or destruction of property, whether belonging to the hospital, a staff member, patient or visitor.

Volunteer Discipline Procedure Process Flow: The volunteer supervisory staff will determine and initiate the disciplinary process. The supervisory staff may make exceptions from this multi-step process. All terminations may be appealed to the Director of Volunteer Services

- **Verbal Warning / Coaching for Improvement**
- **Written Performance Improvement Recommendation:** Supervisor will meet with volunteer and present a plan of correction. Following the meeting, a summary of the meeting will be provided to the volunteer and both will sign the written documentation of correction.
- **Formal Reprimand:** Director and supervisor of volunteer services will schedule a meeting with the volunteer. The progression to Formal Reprimand follows the lack of improvement and persistent problem of aforementioned counseling. Written performance improvement recommendation and plan for improvement with timeline will be presented to the volunteer to agree to and sign. Documentation will be submitted to volunteer file.
- **Notice of Dismissal:** The volunteer may be dismissed by their volunteer supervisor should there be a lack of improvement or continuation of issues and problems.
- **Appeal.** The volunteer may request a meeting with the Director of Volunteer Services. An investigation or review of the situation may be conducted. During the investigation, the volunteer may not return to volunteering. The volunteer will meet with the volunteer director and will be presented with the results of the investigation and informed of what actions will be taken.

GENERAL SAFETY RULES

The following practices assure safety for you, your volunteer colleagues and the patients you serve. Observe them carefully. **Most Important...** Volunteers may not lift a patient or move a patient from bed to stretcher, from stretcher to bed, or to/from wheelchair to/from bed or car. Your training as a volunteer does not include the necessary skills to perform this safely. You may do harm to yourself or to the patient.

- You have the right to refuse to transport, lift, or carry any item or patient. Refrain from transporting any patient whose weight exceeds (250 pounds) as per safe transport guidelines. Apologize and explain, “For your safety and mine I am going to work with our clinical staff to have you safely transported.”
- You may decline to enter or provide service if you feel uncomfortable or feel unsure of the situation.
- Never attempt to operate any piece of equipment unless you have been properly trained in its use and are comfortable using it.
- Patients in wheelchairs may not be transported past curbs surrounding the main hospital or outpatient surgery facility.
- At our Food Bank, carry-out service (assistance with loading food into a car) cannot extend past our curbside surrounding the main facility.

Safety Guidelines

- Safety is everyone’s business. Immediately report any unsafe conditions to your supervisor. Call environmental services to clean or barrier any unsafe areas.
- It is never appropriate to be involved in horseplay or practical jokes while volunteering.
- Use every safeguard provided—your own health and safety are important.
- Concentrate on what you are doing and how you are doing it. If you are in doubt about the safest way to perform a duty, ask your department supervisor. **The safe way is the right way.**

Safety Data Sheets (SDS)

- All departments are mandated to have **hazardous materials** clearly labeled and have the “*Safety Data Sheets*” (SDS) available in the department. These reference sheets describe all chemicals used in your department area. You should know where the SDS sheets are kept in the department that you are assigned to as a volunteer.

Basic Body Mechanics for Lifting

It takes no more time to do a safe lift than it does to do an unsafe lift, so why not play it safe and lift it right by following these basic steps.

- Stand close to the object, with your feet shoulder-width apart and your toes naturally pointed outward.
- Squat down next to the object by bending at your knees and hips. Maintain your back’s natural curves.
- Pull the load close to you and grasp it firmly; hug it.
- Tighten your stomach muscles; they will act as a back support. Raising your head will help you lift with your legs rather than your back.
- As you rise with the load, lift with your legs. Use your strong leg muscles, not your back muscles, to power the lift. While lifting, keep your back straight. Raising your chin while lifting will help your back maintain its natural curves. Avoid twisting as it can overload your spine and lead to serious injury. Make sure your feet, knees, and torso are pointed in the same direction when lifting.

- Ask for help when you need to lift a load beyond your physical capacity. Be willing to help others with heavy loads.

In addition to these techniques, remember to make sure that your footing is firm when lifting and that your path is clear. Be sure to use the same safe techniques when you set your load down.

WHEELCHAIR GUIDELINES

Everyone working in a HonorHealth care facility may, at some time, be called upon to use a wheelchair for transport purposes. To facilitate your proper use of a wheelchair, please observe the following guidelines.

Always:

1. Check the style of wheelchair you are using and familiarize yourself with its mechanisms before transporting patients.
2. Always set the brakes on the chair before allowing a patient to get in or out of it.
3. Place the wheelchair parallel to the foot of the bed, with the seat towards the patient. Turn up the foot rests and lock the wheels. Adjust the foot rests and ascertain whether the patient is comfortable.
4. For additional privacy, place a blanket or an extra cover over the patient's lap, if one is necessary, and tuck it around his/her feet and legs.
5. Back the wheelchair into an elevator so the patient faces forward.
6. When transporting a patient, keep to the center of a hallway, proceed slowly and make wide turns. Be aware of bumps etc. on the floor; the smallest bump can cause a patient pain.
7. Caution the patient to wait until you have set the brakes on the chair and raised the foot rests out of the way before s/he stands to walk to a vehicle.
8. Always park the wheelchair parallel to the side of a vehicle.
9. Return wheelchairs to their designated departments.

VOLUNTEER ACCIDENTS, INCIDENTS, OR ILLNESS

All accidents must be reported immediately to your volunteer supervisor **and** to Security. A seemingly insignificant injury may develop into a major health issue. You may choose to refuse treatment, but we ask that you notify us of the injury. A report must be completed by the staff to prevent further incidents.

If an injury occurs during volunteer office hours:

- The volunteer supervisor and Security should be immediately notified that there has been an accident (injury to you) or incident (an accident where you were the witness).
- The volunteer supervisor will work with the volunteer to notify the Employee Health Department or the Emergency Department for care to be provided.
- The volunteer supervisor and/or Security will complete the incident report form with the volunteer.

If an accident or incident occurs during evening hours or weekends:

- Immediately call the operator and ask for the Administrative Representative and or Security.
- Explain to the Administrative Representative and/or Security the accident or incident and follow their instructions.

Returning to volunteer from injury or illness

Your physician must issue a release for you to return to volunteering regardless of whether the injury or illness is a result of volunteering. Contact your Volunteer Office to obtain the Position Description form **prior** to your doctor visit. Have your doctor review the volunteer service responsibilities listed on the Service Description Form. After your doctor has a good understanding of the physical requirements of the job, he/she can clear you to return to service. Any physical limitations you may have with your return to service must be listed with your doctor's clearance note.

ANIMAL POLICY

Service animals individually trained to perform tasks for people with disabilities, e.g., guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Service animals are working animals. Service animals provide their handler with a disability with enhanced function ability and quality of life, allowing the person to remain integrated in their community in a dignified way. All healthcare workers and ancillary staff must understand and respect the rights of the person with disabilities accompanied by the service animal. **The organization will accept the verbal reassurance of the person that he or she has a disability (and is protected by the ADA) and that the animal is a service animal.** If you have any questions regarding the service animal policy please contact Security on your campus or your Volunteer Office.

INFECTION CONTROL IN THE HOSPITALS

At any given time, about one in every 25 hospitalized patients has a Hospital Associated Infection (HAI) while over 1 million HAIs occur across the U.S. healthcare system every year.

Why do infections occur in hospitals or in home care settings?

- Debilitating illness, injury or surgery reduces a hospital patient's normal resistance to infection; the patient becomes a *target* for invasion from germs and viruses.
- Disease-producing organisms are in our environment and on our bodies at all times. When we are healthy, these organisms do not harm us. When we become ill and our resistance is low, these same organisms become opportunistic and may cause infection.

Who is responsible for infection control?

- **Everyone** has the responsibility to control the spread of infection. Another purpose of the infection control program is to protect the healthcare workers.
- The best way to protect patients and yourself is to clean your hands frequently. Because hand-hygiene is the single most important practice in preventing infections, we have included the procedures and specific instructions.

INDICATIONS WHEN TO DECONTAMINATE YOUR HANDS

1. At the beginning of each shift, and after entering a patient's room.
2. Before patient care activities and after patient contact.
3. After contact with a patient's equipment/inanimate objects in the immediate vicinity of a patient.
4. After using toilet facilities.
5. Before and after meals.
6. Before handling food.
7. After handling or transporting specimens.
8. After removing gloves.

HAND-HYGIENE TECHNIQUE

When decontaminating hands with a waterless antiseptic agent:

1. Purell is the antiseptic agent currently approved for use within HonorHealth. Dispensers are located outside of patient rooms and also in the Volunteer Services offices.
2. Use the antiseptic agent when entering and leaving a patient room.
3. Apply the antiseptic agent to the palm of one hand and rub hands together, covering all surfaces of hands and fingers, until hands are dry.

4. An antiseptic agent may be used up to five (5) times in a row. Should hands feel gritty or sticky after use, wash hands with soap or water before continuing use with the waterless agent.

When washing hands with soap and water:

1. When washing your hands, use continuously running warm water.
2. Wet hands first with warm water, then apply 3 to 5 ml. of detergent to hands.
3. Rub hands together vigorously **for at least 15 seconds** (approximately the time it takes to sing the “happy birthday” song to yourself – twice), while washing all surfaces of your hands and fingers. Give special attention to the areas around and under your fingernails. Keep your hands lower than your elbows so any water runoff will go into the sink and not down your arms. Avoid splashing.
4. Rinse your hands thoroughly with warm water.
5. Dry your hands thoroughly, using paper towels and use a paper towel to turn off the faucet.
6. Discard the paper towels in a wastebasket.

PERSONAL ILLNESS

- **You should stay home when you are ill.** Remember; don’t expose another person to illness.
- Please call, or have a family member call (within 24 hours) to notify your Volunteer Services supervisor or coordinator of your condition if you are hospitalized and/or if you are unable to volunteer on your regularly assigned shift.
- The supervisor of Volunteer Services will attempt to schedule a substitute for you.
- **If you become ill while on duty** (daytime/weekday shifts) contact your supervisor who will assist you to the Occupational Health office for assessment, or (evening/weekend shifts) call the hospital operator and ask for the “Administrative Representative” for direction regarding treatment.
- **Follow the policy on “Returning to Volunteer Duty after Injury or Illness,”** stated on page 23 of this Volunteer Handbook.
- If you are a patient in any of the HonorHealth hospitals, and wish to have HonorHealth “volunteer visitors,” you can call the supervisor of Volunteer Services.

STANDARD/UNIVERSAL PRECAUTIONS

“Standard/Universal Precautions” refers to the use of appropriate barrier precautions to prevent skin and mucous membrane exposures when contact with blood or other body fluid is anticipated. HonorHealth requires Standard/Universal Precautions to be carried out with all patients. **The purpose of these precautions is to:**

1. Protect healthcare workers and volunteers from exposure to potentially infectious blood and body fluids.
2. Provide a safe environment for patients and personnel in order to reduce the risk of infection.
3. Prevent the transmission of community-acquired infections.

Protocol:

1. All patients’ blood and body substance specimens are to be considered biohazards. When a volunteer is exposed to blood and/or body fluids, the same protocol as an employee will be directed and includes contacting Corporate Health with an exposure process.
2. Hands must be sanitized before and after contact with patients. **Hands must be washed when gloves have been used.** If hands come in contact with blood or other body fluid(s), they must be washed with soap and water, and the exposure must be reported **immediately** to the immediate supervisor.

3. Gloves must be worn by healthcare workers and volunteers to prevent contact with blood, other body fluid(s), tissues or contaminated surfaces. Gloves must be removed and discarded upon completion of the procedure. Gloves are not to be worn between patient rooms, or in hallways.
4. Sharp objects must be handled in a manner as to prevent accidental cuts or punctures. All needle-stick accidents, mucous splashes or open wounds contaminated with blood or body fluids must be reported **immediately** to the immediate supervisor and Security.
 - If the exposure occurs during weekday daytime hours, the volunteer must contact their supervisor who will assist them to the Corporate Health Department for assessment.
 - If the exposure occurs after Employee Health business hours, the volunteer must call the hospital operator for the Administrative Representative on duty. The Administrative “Rep” will refer the volunteer to an appropriate location for assessment at that time or on the next normal business day.
 - Following exposure to known HIV/AIDS patients, the volunteer must contact their supervisor who will immediately assist them to the Emergency Department.

PRECAUTIONARY SIGNAGE/PROTOCOL FOR VOLUNTEERS:

DO NOT enter a room that has precautionary signage posted on the door. Always check with nursing staff in that location before entering that room. If you are making a delivery of flowers, mail or another item for a patient whose room is marked with an *isolation* sign, the volunteer must go directly to the nursing station and ask a nurse to make the delivery. (*Reminder to volunteer: Make an appropriate notation in the delivery logbook.*)

HIPAA PRIVACY STANDARDS

Confidentiality: It’s everybody’s job, not everybody’s business.

Each time a patient sees a doctor, is admitted to a hospital, goes to a pharmacist, or sends a claim to a health plan, a record is made of their confidential health information. Congress recognized the need for national patient records privacy standards in 1996 when they enacted the Health Insurance Portability and Accountability Act (HIPAA). The law included opportunities for healthcare businesses to save money by encouraging electronic transactions, but it also required new safeguards to protect the security and confidentiality of that information. New regulations known as Privacy Standards will guarantee patients new rights and protections against the misuse or disclosure of their health records.

Mandatory HIPAA training is included in the HonorHealth volunteer orientation process. Components of this law having the greatest impact on healthcare volunteers are:

- **Privacy Rule: IIHI:** Standards for Privacy of Individually Identifiable Health Information.
- **Security Rule:** Standards to ensure security and integrity of health information that is maintained or transmitted electronically.

WHAT DOES HIPAA APPLY TO?

All medical records and other individually identifiable health information used or disclosed by HonorHealth in any form (whether electronically, on paper, or orally) are covered by the HIPAA Privacy Standards. This includes clinical information about the patient, as well as administrative data such as billing, insurance, and demographic information.

PROVIDING THE MINIMUM AMOUNT OF INFORMATION NECESSARY

The HIPAA Privacy Standards require HonorHealth to make reasonable efforts to protect the use or disclosure of patient information. The minimum amount of protected health information necessary to accomplish the intended purpose is disclosed on a “need to know” basis.

PATIENT RIGHTS UNDER HIPAA

HIPAA gives patients greater control over how a healthcare provider uses and discloses their personal health information. Patient Rights under HIPAA include but are not limited to:

- Right to receive written notice of the healthcare provider’s information practices;
- Right to review and copy their own healthcare information;
- Right to request a correction of protected health information that is inaccurate or incomplete;
- Right to receive an accounting of when information had been disclosed for purposes other than treatment, payment and healthcare operations, or when authorized by the patient;
- Right to request restrictions of uses and disclosures;
- Right to request confidential communications.

WHAT IS PATIENT CONFIDENTIALITY?

Patient confidentiality is a conscious effort by every HonorHealth employee and volunteer to keep private all personal information revealed by the patient while receiving healthcare. It may include the patient’s identity, physical or psychological condition, emotional status, financial information, and any other sensitive information. Examples of confidential information include:

- Patient’s name, address, age, date of birth, social security number, and any other personal information that they are asked to provide.
- Patient’s medical condition, what treatments or medications he or she may be receiving, or past health conditions.

WHO HAS THE RESPONSIBILITY TO MAINTAIN PATIENT CONFIDENTIALITY?

EVERYONE!

WHAT IS A BREACH OF CONFIDENTIALITY?

Communicating confidential patient information inappropriately, carelessly, or negligently (e.g., casual discussion regarding a patient, discussion in public area, and/or unauthorized release of information while on or off campus) is a breach of confidentiality. Breach of confidentiality is a serious violation covered by HonorHealth’s Code of Conduct and related policies. Violation of the Code of Conduct and/or confidentiality-related policies will result in appropriate disciplinary review and action, which may include termination of employee/volunteer associated with HonorHealth.

PENALTIES

Personal health information privacy will be enforced and penalties will be applied when patient privacy is breached. Failure to comply with Federal privacy standards and requirements can result in substantial financial penalties and/or imprisonment.

VOLUNTEER RESPONSIBILITY FOR CONFIDENTIALITY / PATIENT RIGHTS

- Sign HonorHealth’s Volunteer Confidentiality Statement.
- Attend mandatory compliance-related training/educational sessions for volunteers.
- It is your duty to help maintain the privacy of patients and to protect the confidentiality of information that includes, but is not limited to, the patient’s name, medical condition, emotional status, financial situation, or other personal information.

- Do not access, use and/or disclose information about patients unless the information is required for you to carry out your assigned volunteer duties.
- When you see or hear information in the course of doing your assigned volunteer duties (even if this is a friend or neighbor), remember that the information is confidential and is not to be repeated or shared with others.
- Be mindful of your surroundings when discussing patient information. Avoid discussing patients in public places (e.g., cafeteria, hallway, elevator, a cubicle near a public area, etc.).
- Recognize that an employee or volunteer receiving medical treatment in any HonorHealth facility is entitled to all the patient rights of privacy and confidentiality. Do not share your knowledge of a fellow volunteers' hospitalization with your peers if you do not have his/her approval.
- Keep confidential papers (lists, reports, computer data, etc.) in a secure place. Never leave information on a desk unattended.
- Keep information concerning HonorHealth's business operations confidential. Access, use, and/or disclose this information only as expressly allowed by HonorHealth policy or by an appropriate HonorHealth administrator.
- It is each volunteer's responsibility to immediately report known or suspected abuses of HonorHealth's privacy and confidentiality-related policies.

Additional Confidentiality Guidelines:

- When a member of the media phones or is in the hospital to inquire about a *patient's* condition, we **DO NOT** share information. We refer all inquiries to the "PR and Marketing" Department.
- When information desk and officer of the day volunteers receive phone calls from the public requesting information in regard to *employees* or *volunteers*, information may **NOT** be shared. Refer all personnel requests to the volunteer supervisor.
- Visitors must check in with the volunteer supervisor or human resources when visiting a volunteer or employee. All process servers must be sent to the Corporate Office at 8125 North Hayden Road, Scottsdale, AZ 85258
- If you know a neighbor or friend is a patient in the hospital **BEFORE** you arrive to do your volunteer service, feel free to visit. If you discerned the information **AFTER** you arrived to do your volunteer service, do **not** visit.

Please remember that a breach of confidentiality is grounds for immediate dismissal from the HonorHealth Volunteer Services Program.

HIPAA AND PHOTOGRAPHY

A HIPAA violation could result from something as simple as taking a picture for a patient. If you are asked to take a photograph by a patient, you must make certain that no other patients, visitors or employees are in the picture. (An employee may give their consent, and then it would be o.k.) Additionally, you must use the patient's own camera. These precautions must be taken to maintain everyone's privacy.

REPORTING A PRIVACY CONCERN

HonorHealth's Confidential **Compliance Hotline:** 844-732-6241

If you are uncertain about an issue or you have a concern, ask! Your supervisor and/or Volunteer Services staff can help educate you on various aspects of our privacy regulations and assist in reporting issues.

- Employees and volunteers of HonorHealth will be subject to disciplinary actions for failing to comply with HonorHealth's privacy and/or confidentiality-related policies or procedures.
- HonorHealth employees/volunteers will not intimidate, threaten, coerce, discriminate against, or take other retaliatory action against an individual who reports a privacy concern.

EMERGENCY PROCEDURES

HonorHealth has implemented the Hospital Emergency Incident Command System (HEICS) to become better prepared to respond in the event of a natural or terrorist related incident or other mass casualty incident, and to be consistent with all hospitals nation-wide. **All Staff and Volunteers must be familiar with the various emergency codes, their meanings and your duties and responsibilities in the event an emergency is announced.**

WHAT NUMBER SHOULD YOU DIAL FOR AN EMERGENCY?

The following numbers can be dialed from *inside* your facility using a HonorHealth phone at each campus.

- Dial 5 5 5 5 at these locations:
Deer Valley Medical Center
Desert Mission Facilities
John C. Lincoln Medical Center
- Dial 4 9 9 9 9 at these locations:
Osborn Medical Center
Shea Medical Center:
Thompson Peak Medical Center

CODE RED: Fire, smoke or burning smells in a specific area.

Volunteer Responsibility: Remain in your area. Report to the supervisor or nursing station and assist as directed. Follow staff instructions for reassuring patients or assisting with their evacuation if necessary. All areas of the hospital have designated evacuation routes. Be familiar with the evacuation plan for your area. Elevators are locked and are not available for use during a Code Red until the “All Clear” is announced. Remember to keep yourself safe as well as the patients and visitors.

<u>In the Event of a Fire</u>	<u>When Using a Fire Extinguisher</u>
R – R escue the Patient A – A ctivate the fire A larm C – C ontain the fire E – E xtinguish or E vacuate the area	P – P ull the Pin A – A im the spray nozzle at base of fire S – S queeze the handle S – S weep the spray side to side at the base of the fire

CODE PINK: Code Pink would be announced in the event of a potential infant/child abduction.

Volunteer Responsibility: Always be aware of your surroundings and persons in your area. If you are in an enclosed area when the code is announced please go to a public area such as a hall or lobby to observe the activities. Report any suspicious activity to the staff supervisor or nursing station in your area. Call for HonorHealth Security to respond to any concern or suspicious persons.

CODE BLUE: Cardiac/Respiratory Arrest

Volunteer Responsibility: Move quickly to the side of the hallway to enable easy access for the Code Team. Do not follow the code team. Do not escort a guest to an area where the code has been called until the code is clear.

CODE ORANGE: A hazardous material incident.

Volunteer Responsibility: Avoid that area until another announcement is made that the Code Orange for that location is clear or canceled

CODE YELLOW: Bomb Threat - In the event of a bomb threat or other threat received by telephone, mail or in person within HonorHealth, call your emergency number to report a Code Yellow. The operator will immediately notify HonorHealth Security.

Volunteer Responsibility: In the event a Code Yellow is announced, volunteers should follow the direction of the staff in their assigned service area. *Volunteers who are serving on a desk that receives telephone calls should stay calm* and try to keep the caller on the line while you use the gather critical information. While you are gathering information, if possible, pass a very brief hand-written note to a staff member or another volunteer to alert HonorHealth Security immediately about a threatening call. **DO NOT PUT THE CALLER ON HOLD, AND DO NOT TRANSFER THE CALL!**

CODE GRAY: Code Gray is announced when Security is needed to respond in safely subduing a person who has lost emotional control and is a physical danger to self, others or property. This includes civil disturbances or a physical fight in a department on hospital grounds and any person who has a known restraining order against trespassing on any HonorHealth property, except for medical treatment.

Volunteer Responsibility: Move quickly to the side of the hallway to enable easy access for the Code Team. Do not follow the code team. Do not escort a guest to an area where the code has been called until the code is clear.

CODE SILVER: This code will be used regarding a person onsite who is combative and has a weapon or enters the facility with a weapon.

Volunteer Responsibility: Move quickly to the side of the hallway to enable easy access for the Code Team. Do not follow the code team. Do not escort a guest to an area where the code has been called until the code is clear.

CODE TRIAGE-INTERNAL: An internal incident that disrupts the daily operations of HonorHealth and can cause harm to staff, patients, visitors and buildings.

Volunteer Responsibility: All volunteers *except those assigned to the Information Desk and the Emergency Services Department* must report to the **labor pool area**. Variations in this procedure may occur between campuses dependent upon need and availability.

CODE TRIAGE-EXTERNAL: An external incident that creates a large number of casualties in a relatively short amount of time (e.g., plane crash, flooding, earthquake, terrorist or biological incident).

Volunteer Responsibility: All volunteers on duty when this is announcement must check with their area supervisor to see if they are needed. If not needed immediately in the assigned service area, volunteers should report to the **labor pool area**. Variations in this procedure may occur between campuses dependent upon need and availability.

Volunteers who are not on duty but wish to come to the facility for service should arrive to the labor pool area dressed in volunteer attire and with their ID badge. Friends and family are not permitted to join you for service.

UTILITY FAILURE

Elevators: In the event of an elevator failure, it is important to remain calm. If you have a patient with you, reassure him/her. Use the phone that is in each elevator and report the situation. Each elevator is also equipped with an emergency stop button and an emergency alarm button.

Electrical Failure: In the event of an electrical failure, remain in your service area and follow the directions of the staff person in charge.