



# **VOLUNTEER HANDBOOK**

## **Our Mission**

Grady improves the health of the community by providing quality, comprehensive healthcare in a compassionate, culturally competent, ethical and fiscally responsible manner. Grady maintains its commitment to the underserved of Fulton and DeKalb counties, while also providing care for residents of metro Atlanta and Georgia. Grady leads through its clinical excellence, innovative research and progressive medical education and training.

## **Our Vision**

Grady Health System will become the leading public healthcare system in the United States.

## **Our Values**

### *Excellence:*

Grady Health System strives for the highest quality in all that we do. The art and science of healing require a commitment to lifelong learning and professionalism.

### *Customer Service:*

Grady Health System is motivated by a sincere concern for the well-being of all people, and we will strive to serve everyone with dignity, respect and compassion.

### *Ethics:*

Grady Health System will maintain the highest ethical standards through its actions and decisions.

### *Teamwork:*

Grady Health System cultivates an environment of communication, respect, trust and collaboration.

### *Commitment:*

Grady Health System is motivated by pride and dedication, determined to achieve the goals of the organization and willing to give our best efforts at all times.

# **VOLUNTEER POLICIES AND PROCEDURES**

## **Volunteer Benefits**

As a valued member of Grady Health System's volunteer program, you are offered special services and benefits provided by the hospital and our community:

- Complimentary parking in a designated parking deck while volunteering
- Complimentary volunteer uniforms to wear while in the hospital
- 20 percent discount on most items in the hospital gift shop
- Free flu shots
- Invitations to special events

## **Attendance**

Dependable, scheduled attendance is vital to the success of the Grady volunteer program. Please let Volunteer Services know if you are unable to work your shift or are running late. Volunteers are expected to volunteer for a minimum of 3 months.

Volunteers are expected to have regular attendance unless ill, out of town, or unexpected circumstances arise. Area supervisors should be notified regarding any necessary absences.

Volunteers are asked not to report to duty if they are sick, have a contagious disease or an open sore or wound. Should an extended illness or one which requires hospitalization causes interruption of your volunteer activities, we ask you to submit a physician's statement verifying your ability to return as a volunteer before you resume your duties.

## **Volunteer Assignments**

Volunteer assignments are usually made on a weekly basis, with a minimum of three hours per assignment for a minimum of three months. Adult volunteers (18 years of age +) may be given an assignment any day of the week, at any time of day or night, according to the need for volunteers. When selecting a volunteer assignment, please select an assignment you will be able to fulfill as people will be depending upon you to do so.

## **Badges**

All volunteers must wear Grady Health System identification badges above the waist while working in the hospital. No person may borrow or loan an identification badge. The badge also is used to lock in and out at the beginning and end of a shift. This will allow the Grady Volunteer Office to report volunteer time as well as allowing patients, families and staff to recognize you as a volunteer.

## **Signing In and Out**

Remember to sign in on the computer touch screen in the Grady Volunteer Sign In room when you arrive for your shift. You must also sign out when your shift is completed.

## **Dress Code**

Volunteers are asked to dress in a comfortable, practical and conservative manner to remain consistent with Grady's standards. A volunteer uniform jacket worn over your clothing is required and will be provided. The dress code is as follows:

- No shorts
- Skirts must be below the knee
- No jeans or denim wear
- No open-toe shoes
- No sleeveless shirts, tank tops or low-cut blouses
- Moderate use of perfume or cologne and jewelry
- No scrubs
- No active wear
- No Hats, caps, or head coverings are not allowed inside unless worn for religious reasons

All volunteers are asked to use common sense with regard to these guidelines. Volunteer jackets owned by the hospital may not be worn home by volunteers. The Grady Volunteer staff reserves the right to ask a volunteer to leave the hospital if their dress is inappropriate.

## **Personal Belongings**

Lockers are available in the Grady Volunteer Sign In Room for your personal belongings. Do not leave personal belongings unattended anywhere in the hospital. We cannot be responsible for lost or stolen items. If you lose belongings while you are here, there is a lost and found in the Security Office.

All cell phones and pagers must be silenced while you are in the hospital. Listening to MP3 players while in the hospital is prohibited.

## **Parking**

Free parking is provided for hospital volunteers while you are at the hospital for hospital-related activities.

You may park in the visitor's parking deck on Jesse Hill Jr. Drive, just south of the hospital. Bring your parking ticket into the hospital with you and validate it at Guest Services. Guest Services is open Sunday-Saturday 7:30 a.m. – 8:00 p.m.

## **Parking Continued**

\*You will not be charged when you present your validated ticket to the cashier. If the parking deck is indicated "Full," drive up to the guard and present your ID badge for entrance. A number of spaces area saved for those who have special business at the hospital. In some cases, you may be directed by the guard to other hospital parking facilities. If, for some reason, you are unable to obtain parking please report this to Volunteer Services at once.

Night volunteers - remember to get a security officer to escort you to your car. If you volunteer during the hours of 8:00 p.m.-7:00 a.m. your parking cannot be validated. You will have to pay \$5.00 for your parking.

## **Shuttle Bus Transportation**

Free shuttle bus service runs between Grady Memorial Hospital and Emory University Hospital on weekdays from 6:00 a.m. to 9:00 p.m., departing from each location every half-hour. The bus leaves Grady at a designated location near the hospital, and leaves from the front of Emory University Hospital on Clifton Road.

## **Visitors**

Friends and relatives may not accompany you while you are on duty. When visiting a patient or family member, do so before or after your volunteer shift while not in uniform.

## **Smoking Policy**

We value the health of our patients, employees, volunteers and visitors. Smoking is not permitted in the hospital. If you need to smoke, you must smoke outside the building. No tobacco or tobacco products will be sold on hospital property.

## **Intoxication and use of drugs**

Lives of patients are entrusted to the care of members of the hospital's organization. Alertness and clear thinking are required at all times. Any person who reports to work in an intoxicated condition, or who is unable to meet his responsibilities because of previous indulgence in liquor or drugs, is subject to prompt dismissal.

## **The Joint Commission**

The Joint Commission mission is to improve the quality of care provided by hospitals. Periodically, The Joint Commission conducts a survey at Grady Health System for accreditation purposes. As a volunteer, you are required to stay current with Grady Health System's infection control and safety procedures.

## **Change of Name and Address**

It is important to keep our records accurate to contact you and make sure you receive Grady mailings. Notify a member of Grady Volunteer Services staff with any changes to personal information, such as address, e-mail address, telephone number or name.

## **Exit Procedure**

We expect your volunteer service to be mutually satisfying and beneficial. If you wish to end your service with us, please give your staff supervisor and Grady Volunteer Services staff as much notice as possible. Be aware that violation of Grady Health System's policies and procedures may result in disciplinary action ranging from verbal warning to termination. Serious violations may result in termination without prior verbal warning.

## **Press and other Media**

Hospital policy prohibits the discussion or release of information regarding the hospital operations to representatives of the press or media without the specific knowledge and permission of the hospital's Public Affairs Division.

## **Harassment**

At Grady, harassment, whether sexual, verbal, or physical, is unacceptable and will not be tolerated. Harassment may be based on race, sex, age, color, religion or national origin or other impermissible characteristics. Sexual harassment is defined as any unwelcome or unwanted advances, request for sexual favors, or any other verbal, visual or physical conduct of a sexual nature. If you ever believe that you have been harassed based upon sex or any other prohibited basis, report the incident immediately to your supervisor, or to Volunteer Services.

## **Switching Volunteer Assignments**

If you would like to change areas, please send a written request via email to <mailto:rshannon@gmh.edu>. You must complete a minimum of 3 months and volunteer a minimum of 3 hours per week before your request will be approved. A confirmation email will be sent to you if approved.

## **Serving our Patients**

All patients, family, visitors and employees are customers of Grady Health System and should be treated that way. You, as a volunteer, are an ambassador for our healthcare system, and it is important that you positively support our values and mission.

## **Healthcare Insurance Portability and Accountability Act (HIPAA)**

It is every volunteer's role at Grady Health System to protect the privacy of the patients who receive care at Grady. HIPAA is designed to protect private health information from prying eyes. This health information is called protected health information (PHI). If you can tell who a patient is by looking at the information, it is PHI. If you should observe privacy violations in the Health System, report them to the Grady Volunteer Office or to Grady's Privacy Officer.

## **Standards of Conduct**

The Grady Health System Compliance program focuses on the prevention of fraud and abuse in federal, state and private healthcare plans. All volunteers are expected to report any perceived or potential violation of the law.

## **Patient Confidentiality**

As a volunteer, you may have access to confidential patient information or confidential information about the family of the patient. All information about a patient is confidential, and this information cannot be disclosed to anyone. The law provides for possible civil and criminal penalties for disclosure of confidential patient information.

All volunteers are required to sign and return the Confidentially Agreement stating they understand that every patient and their family are entitled to privacy and protection of their personal information. By signing this agreement, you are not to:

- Reveal (to anyone) the name or identity of a patient
- Repeat (to anyone) any statements or communications made by or about the patient
- Reveal (to anyone) any information that you can learn about the patient as a result of discussions with others providing care to the patient
- Stay in a patient's room while a procedure is being performed or discussed by a clinician.
- Write or publish any articles, papers, stories or other written materials which will contain the names of any patients or information from which the names or identities of any patient can be discerned. If a paper is written about your volunteer experience here, you agree you will submit the paper to the Grady Volunteer Services office for approval.
- Photograph a patient
- Log in to Grady Health System's computers with any user name other than your own. Grady's Computer Workstation policy requires that all employees keep their computer passwords private. Employees are liable if PHI is inappropriately disclosed.

## **Patient Rights**

Every patient has the right to be treated with respect and to be given quality care while at Grady Health System. Information concerning patients' rights can be found in the patient admissions area and framed in all inpatient and outpatient areas.

## **Risk Management**

Everyone is a risk manager for identifying concerns, as we strive to provide a warm, caring and safe environment for our patients, visitors and employees. If during your volunteer shift you encounter a situation involving: a patient or visitor complaining or any activity that is a potential risk to the hospital or person- contact your immediate supervisor or Grady's Volunteer Services Office.

## **Corporate Compliance and Ethics**

Grady Health System has implemented a Corporate Compliance Program to ensure that high legal and ethical standards will be followed in the delivery of health care services. These Standards of Conduct apply to Grady trustees, employees, volunteers, contractors, and medical staff. It is expected that all will conduct their business with a high level of integrity and honesty, and act in accordance with health care regulatory laws and other legal guidelines affecting Grady's day-to-day activities.

Some examples of these Standards of Conduct include:

- Negotiating contracts fairly and impartially
- Not accepting gifts or favors that might influence business decisions
- Not making payments or giving gifts in order to influence government officials
- Ensuring that all bills are for services actually rendered
- Prohibiting payments of any kind in exchange for patient referrals

If you have reason to suspect a violation of the Standards of Conduct, tell your supervisor, or call the Compliance Alertline at 1-800-349-4098. Violations will result in disciplinary action, up to and including termination.

## **Customer Service**

Always address customers in a warm and sincere manner, making them feel comfortable.

Knock on a patient's door before entering and identify yourself as a volunteer. Use a patient's first name when possible and maintain positive eye contact when speaking to a patient and his family. Escorting rather than pointing patients and visitors to various areas in the hospital is an excellent way to show our customers how much we care.



## **Diversity**

Grady Health System is a culturally diverse organization, so please be respectful of people who may be a different race, age or religion than you. If you have trouble communicating with a patient or family due to language barriers, ask a staff member to help you contact an interpreter. Remember that your religious beliefs may not be the same as the patient or his family. If a patient or family member begins a conversation with you about religion, refer them to a chaplain, who is available 24 hours a day, seven days a week.

## **INFECTION CONTROL**

### **Hand Washing**

Hand washing is the single most important way to prevent infection for yourself as well as the patients.

Wet your hands in warm water. Apply soap and rub hands vigorously for 15 seconds. Do not forget to remove your watch and rings while washing between fingers, under nails and the back of your hands. Rinse well, dry hands and use a paper towel to turn the water off.

Hand sanitizer is 99.9 percent effective and is provided outside each patient's room and throughout the hospital.

You are expected to wash your hands or use hand sanitizer during the following times:

- When starting your volunteer shift
- Before and after any patient contact
- Before and after eating and drinking
- After using the restroom
- After removing gloves
- After sneezing and coughing
- Before going home

### **Universal Precautions**

Universal Precautions help protect persons in healthcare settings from coming in direct contact with blood or body fluids. To be effective, precautions must be consistently used for all body fluids of all patients. If you discover a spill that contains blood or body fluids, notify a hospital employee to have it cleaned up safely.

Protective gloves, gowns and masks are available for you in patient rooms and other patient care areas. Hands always should be washed or sanitized after removing gloves. If your hands become soiled with blood or body fluids and you are not wear

## **Universal Precautions Continued**

ing gloves, prompt hand washing is required. Always consult the staff member you are assisting regarding these and other measures that might be necessary. Although volunteers have very limited possible exposure to blood and bodily fluids, it is important to be aware.

Though it is highly unlikely, if you ever think you have been exposed to a patient's blood or body fluids, wash out the affected area immediately, tell your supervisor, and call the exposure hotline, 5-STIX or 5-7849 (inside Grady), or 404-616-7849 (outside Grady).

## **Isolation**

Because isolation techniques involve special instruction, volunteers are allowed to enter isolation rooms if trained properly. Patients in isolation rooms will have a sign posted on their door. Always check with a nurse before entering a patient's room with an isolation sign on it. Volunteers are never permitted to enter a room marked: Airborne Precautions.

## **Volunteer Illness**

In order to protect our patients from possible exposure to any infectious disease, please do not come to volunteer if you have any of the following:

- Fever
- Vomiting
- Diarrhea
- Rash
- Upper respiratory infection
- Persistent cough
- Draining sore
- Chickenpox
- Shingles
- Measles
- Flu

If you are not feeling well, please stay home and notify Grady Volunteer Services of your absence.

Grady Volunteer Services are responsible for screening all volunteers for immunity to measles, mumps, rubella and chickenpox. In addition, all volunteers are required to receive an annual tuberculosis (TB) test.

## **Volunteer Injury**

If you are injured while volunteering, you must report it immediately to the area supervisor. Together, you and the supervisor should complete a Special Incident Report.

We encourage you to seek medical care at the provider of your choice. If you choose to obtain medical care at Grady, the supervisor, or designee, will escort you either to the Occupational Health Services Clinic or to the Emergency Care Center. Take the Special Incident Report with you. Ask to see the Registration Supervisor, give them the Special Incident Report and tell them you are a volunteer. The Supervisor will then handle the processing of the paperwork associated with your visit. If you have any questions about what to do, contact Volunteer Services.

If you are under the age of 18, the general rule is that your parents will have to give permission for the doctor or staff member to treat you. Even if you don't think you need to see a doctor, we encourage you to contact your parents promptly and tell them about the accident.

You (or your parents, if you are a minor) will be responsible for costs incurred for the evaluation and treatment of the injury. Volunteers injured while volunteering are not eligible for Workman's Compensation because they are not employees as provided by the law. Do not avoid reporting your injury or decline to get medical care because you are uncertain of your ability to pay.

## **Liability**

Volunteers while on duty, acting within the scope of assigned duties, are included in the Health System's Contingency Reserve Fund to provide general and professional liability coverage.

## **SAFETY GUIDELINES**

### **Safety Guidelines**

Grady Health System uses a code system to alert staff and volunteers of emergencies throughout the facility. To notify an operator of an emergency situation, dial 911. If you are in the hospital, be sure to give the location and type of emergency.

Every department has a policy and procedure manual containing instructions for staff and volunteers to follow in a variety of emergency situations. You may check with the supervisor for each area you are assigned for emergency procedures. It is important for you to familiarize yourself with the different codes and the appropriate way to respond to each.

## **Code Red- Fire**

When a fire alarm is activated, the operator announces a Code Red. This is followed by the location of the alarm. If the fire is not in your area, move to the nearest hallway and await further instructions from the staff. When the alarm stops and the “all clear” announcement is made, you may return to your regular activity. If you discover a fire, please follow the procedures below:

- R Rescue anyone in danger
- A Active the fire alarm at a pull station and dial 911
- C Contain the smoke and fire by closing the doors
- E Extinguish the fire if possible. If not, evacuate the area.

Fire alarm boxes are located next to every fire exit and the stairwell. Fire extinguishers are located in hallway cabinets, fire hose cabinets and in some offices. Know the location of the nearest fire alarm to your work area.

To operate a fire extinguisher, follow the instructions on the label:

- P Pull the retaining pin
- A Aim hose at the source of the flames
- S Squeeze lever
- S Sweep hose side to side and spray

If the fire will not extinguish, evacuate the area and close the door behind you. Security and the fire department personnel will respond to the area. Direct them to the location of the fire.

## **Code Blue- Medical**

Code Blue designates an internal cardiac or respiratory arrest. Grady Health System has a team that will respond to this code. If you encounter anyone experiencing breathing difficulties, please alert the staff immediately. If a Code Blue occurs in your area, please assist the staff by removing yourself from the area.

## **Disaster**

In the event of a local disaster involving care of multiple casualties, the Grady Health System has a disaster plan that would go into effect. Each department has specific functions and duties assigned to it during this time that may not correspond to its regular duties. Security officers are responsible for securing all entrances and unauthorized persons are prevented from entering the restricted area. Entrances to the hospital's parking lots are manned by Security personnel who will allow only persons with proper identification to be admitted to these areas.

## **Disaster Continued**

In the event that volunteers are needed to assist in a disaster, you will be contacted by phone and, if able to come, instructed as to where to enter the hospital and then, where to report for assignment. If you are called to assist in a disaster, please remember to bring your Volunteer ID Badge in order to be allowed to pass through the Security stations.

## **Patient Transport**

There are many ways for patients to get around the hospital- wheelchairs or just walking. If a patient cannot walk, they must be transported by a wheelchair. Before transporting a patient, always ask a nurse for permission and assistance.

## **Intravenous (I.V.) Poles**

I.V. poles should always be positioned on the side of the wheelchair where the I.V. is attached to the patient's body.

More than likely, when you are with a patient you will hear an I.V. monitor beep. If the I.V. display indicates low battery, simply plug the cord into an outlet and allow the patient to sit while the battery recharges. After a few minutes, you can safely take the patient back to his room. Plug the I.V. monitor into the outlet once you are back in the patient's room. If an I.V. display indicates a problem other than low battery, contact a nurse immediately- never try to fix the problem yourself.

## **Patient Safety**

Volunteers always must follow safety rules to protect a patient. Always make the patient's safety your first priority in every situation to help prevent accidents. Following procedures and making simple observations can help avoid accidents.

## **Reporting Accidents**

All accidents, even a slight bump or scrape, should be reported immediately to the patient's nurse. You will be asked to give a description of the incident, which may be used in a written report. An accurate account is essential. Bruises can show up much later, and a patient's doctor needs to be aware of any potential problems.

## Reporting Accidents

All accidents, even a slight bump or scrape, should be reported immediately to the patient's nurse. You will be asked to give a description of the incident, which may be used in a written report. An accurate account is essential. Bruises can show up much later, and a patient's doctor needs to be aware of any potential problems.

## Latex Balloons

Some patients are allergic to latex. Latex balloons are forbidden in the hospital at all times. Mylar balloons, like the ones sold in the Gift Shop, are acceptable. Make sure you notify staff if you see any latex balloons. If you see any visitor enter the hospital with latex balloons, escort him to the information desk where the staff will hold the balloons for him.

When in doubt...ask!

## Volunteer Services

Volunteer Services is located on the first floor of Armstrong Hall. The main office is Room 130 Armstrong Hall. Office hours are 8:00 a.m.-5:00 p.m., Monday-Friday. The office telephone number is (404) 616-4360.

## References

Your volunteer record will be kept on file for five years after you leave your volunteer assignment. In many instances, people who have functioned as volunteers give their volunteer assignment as reference to future employees or educational institutions. Often, this occurs some time after the volunteer has terminated with Volunteer Services and it is very difficult to locate the appropriate person within the hospital to complete an evaluation. For this reason, if you would possibly consider using us as a reference for future employment or school admissions, you must request that an evaluation be kept on file for you for use in such instances. This request should be made no later than the termination of your volunteer assignment. These evaluations will be kept for a period of five years after termination of the volunteer assignment.

**To be eligible for an evaluation, a volunteer must have participated in an assignment a minimum of three consecutive calendar months and a minimum of 25 actual volunteer working hours.**

Written permission must be forwarded to Volunteer Services should you want information released concerning your volunteer service activities for reference purposes. Please specify to who this information should be released.



**THANK YOU**

**FOR BEING A**

**GRADY VOLUNTEER**