

Volunteer Orientation

Maybe it won't work out. Maybe it won't be what you wanted. Or it may just be the adventure of a lifetime. Take some chances.

- J. MIKE FIELDS

Holy Cross Health's Promise:

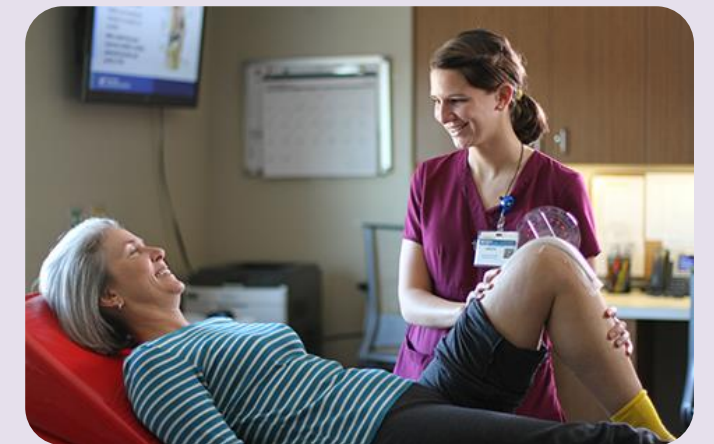


Holy Cross Health is a mission-driven Catholic **health system** serving Montgomery and Prince George's counties and the surrounding region. Embracing the strengths of Trinity Health we will further elevate our market-leading hospital care and **expand innovative and connected care to new locations including the home** resulting in improved health and wellbeing for the individuals and communities we serve.



Holy Cross Health provides care for **all** in body, mind, and spirit demonstrating that:

We Listen
We Partner in Achieving Health Goals
We Make It Easy



Our Culture



Our Mission

We, Trinity Health, serve together in the spirit of the Gospel, as a compassionate and transforming healing presence within our communities.



Our Core Values

- Reverence
- Commitment to Those Who are Poor
- Safety
- Justice
- Stewardship
- Integrity



Our Vision

We will be the most trusted health partner for life.



Our Actions

As a Trinity Health colleague, I will:

- Listen to understand.
- Learn continuously.
- Keep it simple.
- Create Solutions.
- Deliver outstanding service.
- Own and speak up for safety.
- Expect, embrace and initiate change.
- Demonstrate exceptional teamwork.
- Trust and assume goodness of intentions.
- Hold myself and others accountable for results.
- Communicate directly with respect and honesty.
- Serve every person with empathy, dignity and compassion.
- Champion diversity, equity and inclusion.



Our Promise

We Listen.

We Partner.

We Make it Easy.

Our Core Values

- ❖ ***Reverence***: We honor the sacredness and dignity of every person
- ❖ ***Commitment to those who are poor***: We stand with and serve those who are poor, especially those most vulnerable
- ❖ ***Safety***: We embrace a culture that prevents harm and nurtures a healing, safe environment for all.
- ❖ ***Justice***: We foster right relationships to promote the common good, including sustainability of Earth
- ❖ ***Stewardship***: We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care
- ❖ ***Integrity***: We are faithful to who we say we are

Many Gifts



Identity

- List characteristics that indicate your identity below:

1-

4-

2-

5-

3-

Your Mission?

1. My purpose in life is to...
2. Every day I work hard to achieve...
3. One word to describe my relationship with my community is...
4. You can always count on me to do...

What is Holy Cross?

- Mission is...
 1. A purpose
 2. A goal
 3. A relationship
 4. A promise
- Mission flows from identity
 1. Health care provider
 2. Employer
 3. Business
 4. Ministry
 5. Community of people with a single mission

Mission Statement

“We, Holy Cross Health and Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities. We carry out this mission in our commitment to be the most trusted provider of health care services.”

1. A purpose
2. A goal
3. A relationship
4. A promise

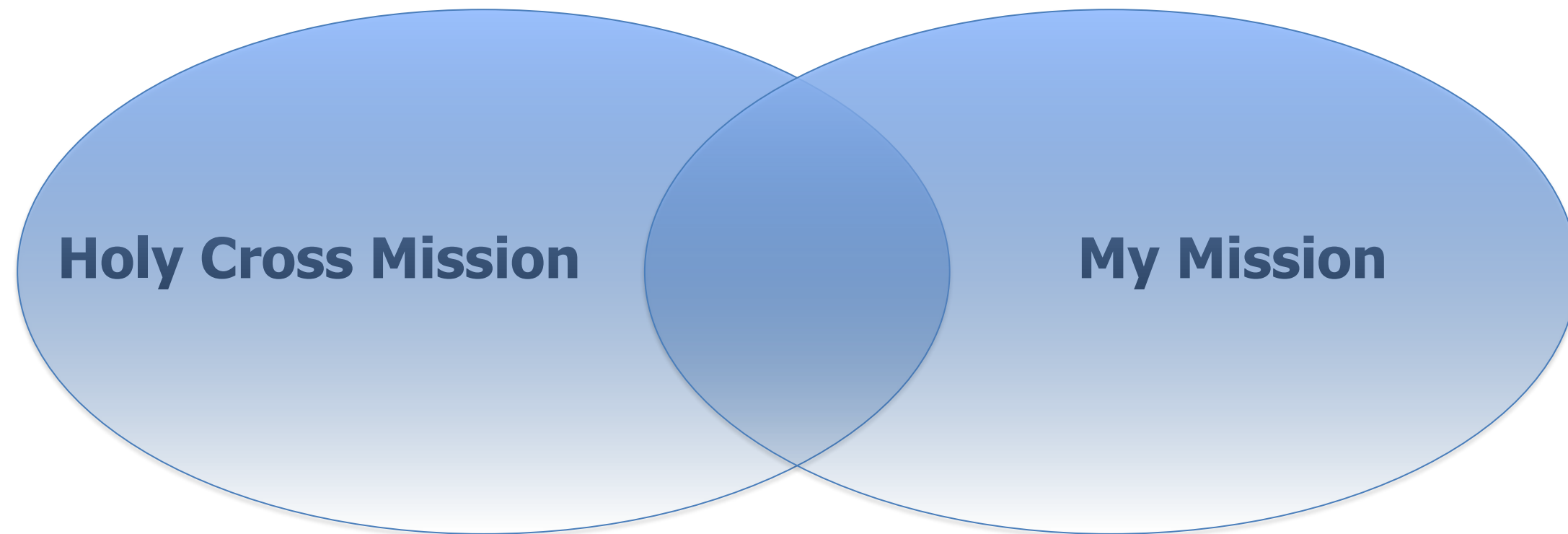
1. Health care provider
2. Employer
3. Business
4. Ministry
5. Community of people with a single mission

My Mission?

- Write a mission statement based on your identity with purpose, goals, relationships, and promises you hope to keep in mind

Should be no more than 2 sentences, using the ideas you already wrote down in the previous exercises.

Mission Alignment



**How much does your mission align with the Holy Cross Health mission?
If not much then that's okay,
you contribute to our diversity!**

Key Legal Concepts and Medicine

Agenda:

- Integrity & Compliance
- Confidentiality and HIPAA
- Cell Phones
- Reporting
- Protect yourself and others

Integrity and Compliance



Holy Cross Health has a robust Integrity and Compliance Program

- **Integrity**
 - The program fosters ethical behaviors and choices to best serve our Mission and Core Values
 - Compliance with laws and regulations is a minimum expectation
 - Ask yourself: "Should I do this?"
- **Compliance**
 - The program prevents and detects legal and regulatory risk and resolves known risk
 - Ask yourself: "Can I do this?"



HEALTHCARE REGULATIONS

Regulations on healthcare abound, covering inpatient admits, patient safety, reimbursement methods after discharge, and everything in-between.

There were no regulations for the first hospitals, and patient outcomes varied greatly. This is when licensure first started to establish safety regulations and organizations to watch over patient care. By the 20th century, there were regulations that established the curriculum at the nation's medical colleges.

As healthcare has grown, so have the regulations. The Health Insurance Portability and Accountability Act (HIPAA) attempts to protect the privacy of patient information. Medicare and Medicaid, federally run programs, have many regulations regarding who can be providers, the way the patients are treated, and how providers will be reimbursed.



Key Components of the Program





You are expected to:

- Act with honesty and integrity
- Follow all laws, regulations and Trinity Health policies
- Follow all requirements of Medicare, Medicaid and other federal, state and commercial insurance programs
- Participate in training and education programs on laws, regulations and policies that apply to your work

Confidentiality

- HIPPA compliance means that conversations about patients should be limited to the professional care providers, be avoided in public places and restricted to a “need to know” basis.
- HIPPA applies to everyone in the workforce, including volunteers.
- Protected Health Information (PHI) is information related to a person’s health care treatment that must be kept confidential.
- All volunteers must sign a statement of confidentiality before they may actively start volunteering, and annually thereafter.



- **Do not disclose patient information** except while onsite and in furtherance of patient care, and even then share only the minimum necessary
 - Do not share business confidential information either!
- Maintain right relationships with business partners
 - A conflict of interest exists whenever your outside activities or relationships influence, or could appear to influence, your judgment or decision-making
 - In addition to gifts, entertainment, and meals, there are a few other areas which you should be aware of that can create potential conflicts of interest, including outside employment, endorsements and testimonials, and financial interests
 - Consider all the facts & circumstances when accepting or refusing gifts of any kind and discuss questions with your manager or Integrity & Compliance Director



Cell Phones in the Hospital

- Privacy and security provisions for safeguarding medical information are of the utmost importance in the hospital.
- Cell phones may not be visible or used while on your shift. Please wait for a break or step into a private area when there is an emergency need to use your cell phone.
- Cell phones must never be used for social media posting or taking pictures while in the hospital.



SELFIE!!

Protecting Yourself & Other Colleagues

- Best practices to make smart choices:
 - Don't close the door leaving you & a patient or you & an employee alone in the room
 - Don't give your personal contact information to patients or employees, contact must be limited to time in the hospital
 - Don't take or try to relay medical information over the phone

- If you see something, say something:
 - Talk to those directly involved with an issue or, as appropriate, the Manager of Volunteer Services
 - Report through the Integrity Alert Line at 1-866-477-4661 or online at <https://www.mycompliancereport.com/> (access code THO)
 - Contact the Integrity and Compliance Director:
Kyle Anthony
301-754-8611
Kyle.Anthony@holycrosshealth.org



EMERGENCY CODES

CODE 100	Regulatory Body Onsite / Unannounced Survey	FIRE
CODE A	Nurse Call System / Code Blue Button Inoperable	EVENT
● CODE BLUE	Cardiopulmonary Arrest: Adult / Child / Maternal	Rescue
CODE DELIVERY	Delivery Alert Outside Labor and Delivery	Alarm
● CODE GOLD	Bomb Threat	Contain
● CODE GRAY	Missing or Lost Vulnerable Adult	Extinguish
● CODE GREEN	Disruptive Patient / Visitor / Staff	
● CODE PINK	Child / Infant Security Alert	
● CODE SILVER	Armed Assailant	EXTINGUISHER
● CODE RED	Fire	USE
CODE SEPSIS	Sepsis Alert in the Emergency Department	Pull the pin
CODE STEMI	ST Elevation, Myocardial Infarction	Aim the nozzle
● CODE YELLOW	Disaster	Squeeze handle
RESP ALERT	Respiratory Alert in the Emergency Department	Sweep at the base of fire
STAT TEAM H	Patient / Visitor Activation of STAT Team	
STAT TEAM	Employee Activation of STAT Team	
STROKE TEAM	Activation of Stroke Team	Rev. 2/21

Badge Buddy Basics

ACUTE RESPONSE / CODES AND ALL EMERGENCIES: Hospital Locations: 2-2222.

Non-Hospital Locations: 911.

BLOOD OR BODY FLUID EXPOSURE:

- Mon.-Fri., 7 a.m. - 3 p.m.: Colleague Health Services 2-7481
- Mon.-Thu., 3 p.m. - 7 a.m.; Fri. at 3 p.m. to Mon. at 7 a.m.: **Administrative Coordinator** (HCH: 2-4190 / 301-592-4190, Pager 1187; HCGH: 2-6104 / 301-557-6104 / Pager 4600).

CHEMICAL/HAZARDOUS SPILLS: Isolate the area. Hospitals: Call 2-2222.

Non-Hospital Locations: Call 911.

COLLEAGUE INFORMATION LINE (Weather / Emergency Information): 301-557-8887.

PROTECTIVE SERVICES: HCH: 2-7070 / HCGH: 2-6060

SAFETY OFFICER: HCH: 2-7248 / HCGH: 2-6702

SAFETY DATA SHEET (S.D.S.): Call 888-362-7416 (24 hours a day).

Provide product name and your fax number.

STROKE: Hospitals: Call 2-2222 to activate the **STAT Team**. Non-Hospital Locations: Call 911.

Remember **BEFAST**: **B**alance, **E**yes, **F**ace, **A**rm, **S**peech, **T**ime.

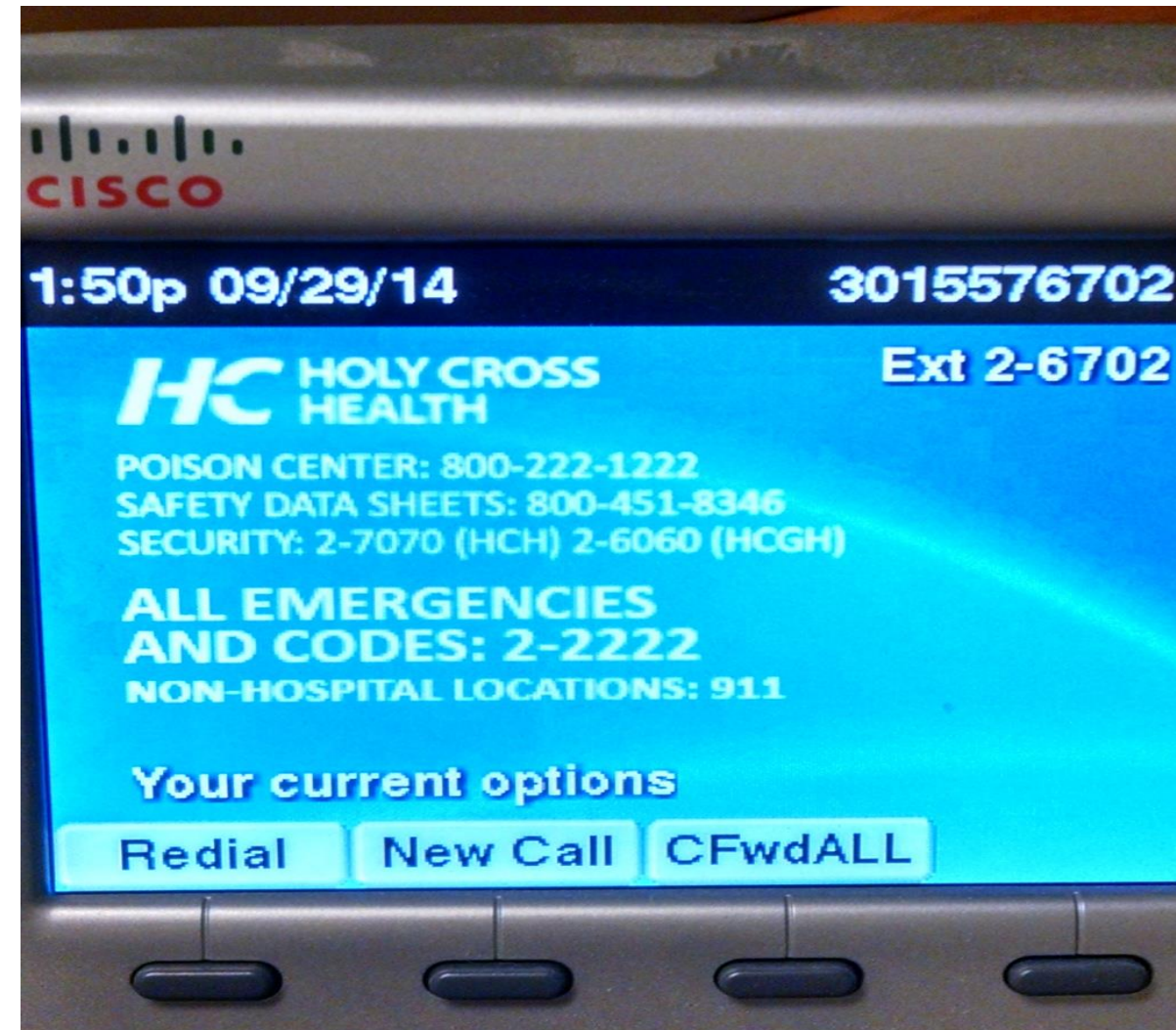


A Member of Trinity Health

*Moving Life Ahead*SM

Emergency Numbers

- Emergency Operator
 - **2-2222**
- Protective Services
 - **2-6060 for Germantown**
 - **2-7070 for Silver Spring**



Fire Safety

- What we should know
 - Emergency number
 - RACE & PASS
 - Types of fire extinguishers
 - Location & type of extinguishers in your work area
 - Location of fire alarm pull stations
 - Alarm response



Fire Prevention Goals

- **Life Safety**
 - The primary goal of fire safety efforts is to protect patients, visitors, and staff from injury and to prevent loss of life.
- **Property Protection**
 - The secondary goal of fire safety is to prevent property damage.
- **Protection of Operations**
 - By preventing fires and limiting damage we can assure that work operations will continue.

In Case Of Fire

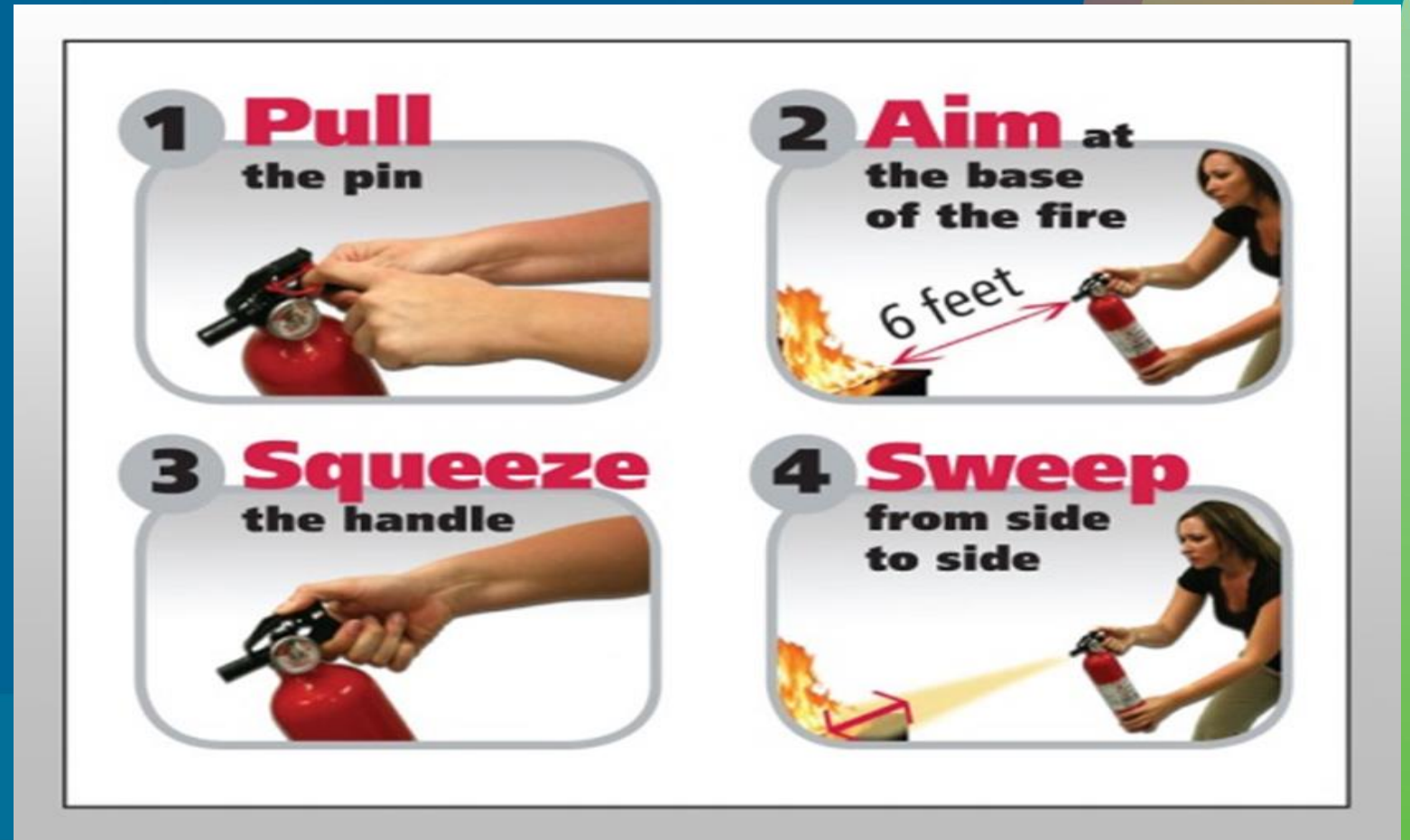
➤ RACE

- Rescue – remove people
- Alarm – pull alarm, call 2-2222 to confirm location
- Contain – close the door
- Extinguish



Remember The PASS-Word

- Keep your back to a clear escape route
- Stand back 6 to 8 feet from the fire



Code Red

- Listen for the location!
- Know your smoke compartment
- Close all doors
- Clear hallways
- Move patients only if in danger

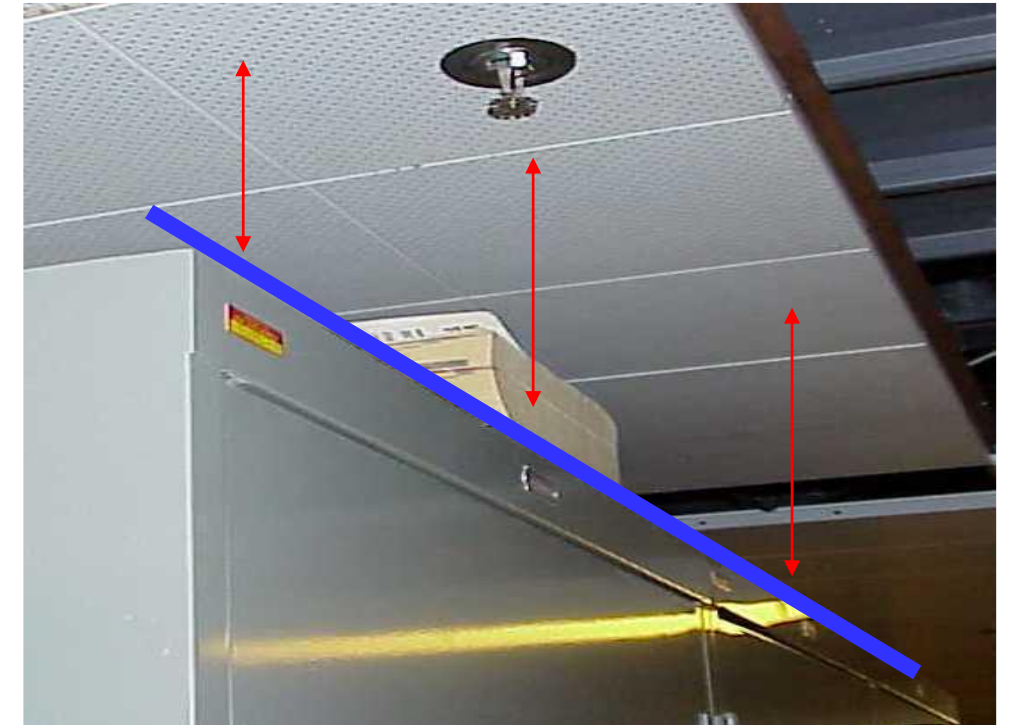


Code F Watch

- The fire alarm system is inoperable
- Call 2-2222
- Hourly rounding

STORAGE GUIDELINES

- No storage is allowed in corridors and stairwells.
- Storage cannot be within 18" of the sprinkler head. Safe rule is to not store anything within 18" of the ceiling.
- Storage within 18" can slow down the spread of water when sprinklers are activated.
- Safe storage prevents fire and keeps you, your patients, and visitors safe.



Code Yellow - Severe Weather

- Shelter in Place
 - Tornado
 - Earthquake
 - Hurricane
 - Flooding

Code Gold – Bomb Threat

- NO CELL PHONES
- NO WIRELESS PHONES
- NO RADIOS

Code Delivery

- What do you do?
 - Call WIS & 2-2222 “Code Delivery”
 - Provide as much privacy for mom and baby as possible



CODE GREEN

- May be called whenever you feel that you or someone near you is in physical danger
- Call 2-2222
- Isolate the person as soon as possible
- Move away from scene as quickly as practical
- **Do not respond to the area**
- **Only Protective Services will respond**



CODE PINK

- Activated when the “HUGS” Infant Security System is activated
- Staff in the Women & Children’s Department have specific duties, outlined in the Emergency Operations Guide
- All routine activity stops
- Monitor all exits on your unit
- Check EVERYONE for possibly concealed baby, including bags, carts, boxes, etc.
- Yell for help if anyone tries to give you a hard time about stopping them
- All other Colleagues have specific areas, based on their work assignment (Detailed in Emergency Operations Guide)
- All exits are shut down
- Bags and food carts are checked

Code Silver – Armed Assailant

- What are your options?

- Run
- Hide
- Fight

- **Active shooter incidents tend to unfold very rapidly and are usually over within 2-5 minutes**

- **Initially active shooter situation typically carries great uncertainty over the exact location of the threat within the facility and its exact nature**

- **Some active shooter incidents unfold in a stationary fashion while others can move rapidly and unpredictably throughout a facility**

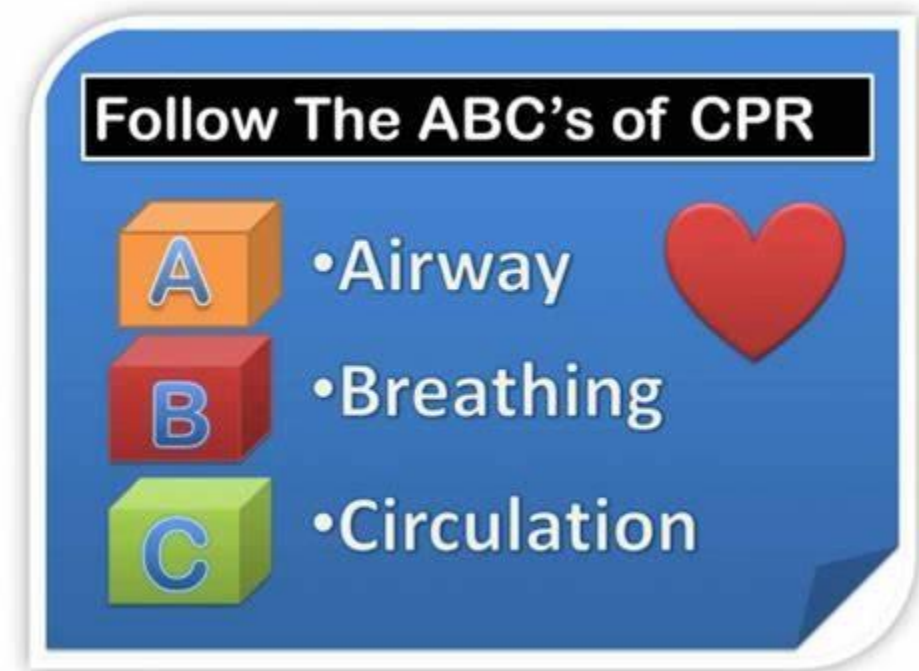
- Do not confuse with Code Gray

- Protective Services is the only department to respond

- <https://www.alicetraining.com/our-program/alice-training/>

Code Blue – Cardiopulmonary Arrest

- Patient is non-responsive
- Multidisciplinary response team
- Sounds cool, but is life or death



Why Have STAT (Rapid Response) Team?

- ✓ National initiative to improve patient safety and lives
- ✓ The Institute for Healthcare Improvement 5 Million Lives Campaign
- ✓ A Joint Commission National Patient Safety Goal

Cardiac arrest or shock occurs in
0.6% of hospitalized medical patients



Risk of death after cardiac arrest is 50 to 85%

Most people who suffer cardiac arrest had identifiable signs of deterioration 6 to 8 hours prior to arrest!!!

When Do I Call the STAT Team?

When you are concerned about a patient or visitor:

- Acute, clinically change
- Concerned about patient despite treatment plan

Such As:

- Trouble breathing
- Awake, but not responding to you
- Acute change in level of consciousness
- Seizure like activity
- Severe bleeding
- Fall; looks like going to fall
- Injury occurs
- Pale; looks like going to pass out

The State of Maryland Requires all Employees, Volunteers and Students to:



Wear your badge at chest height so it is easy for others to see who you are

Patient Care Experience



Patient & Customer Expectations

Our patients & customers expect that we know and embrace our mission, vision and values, and that we will demonstrate those principles during our interactions with them.



Holy Cross Germantown Hospital



Holy Cross Hospital

Patients typically judge their experience by the way they were treated as a person, not by the way they were treated for their disease. Their perceptions are based on what is said and done by each and every person.



*Moving Life Ahead*SM

What is the hospital like?

Holy Cross Germantown Hospital



Holy Cross Hospital – Silver Spring



What you'll see in the room



**It is the patient's perception
of how well we met their:**

Quality needs

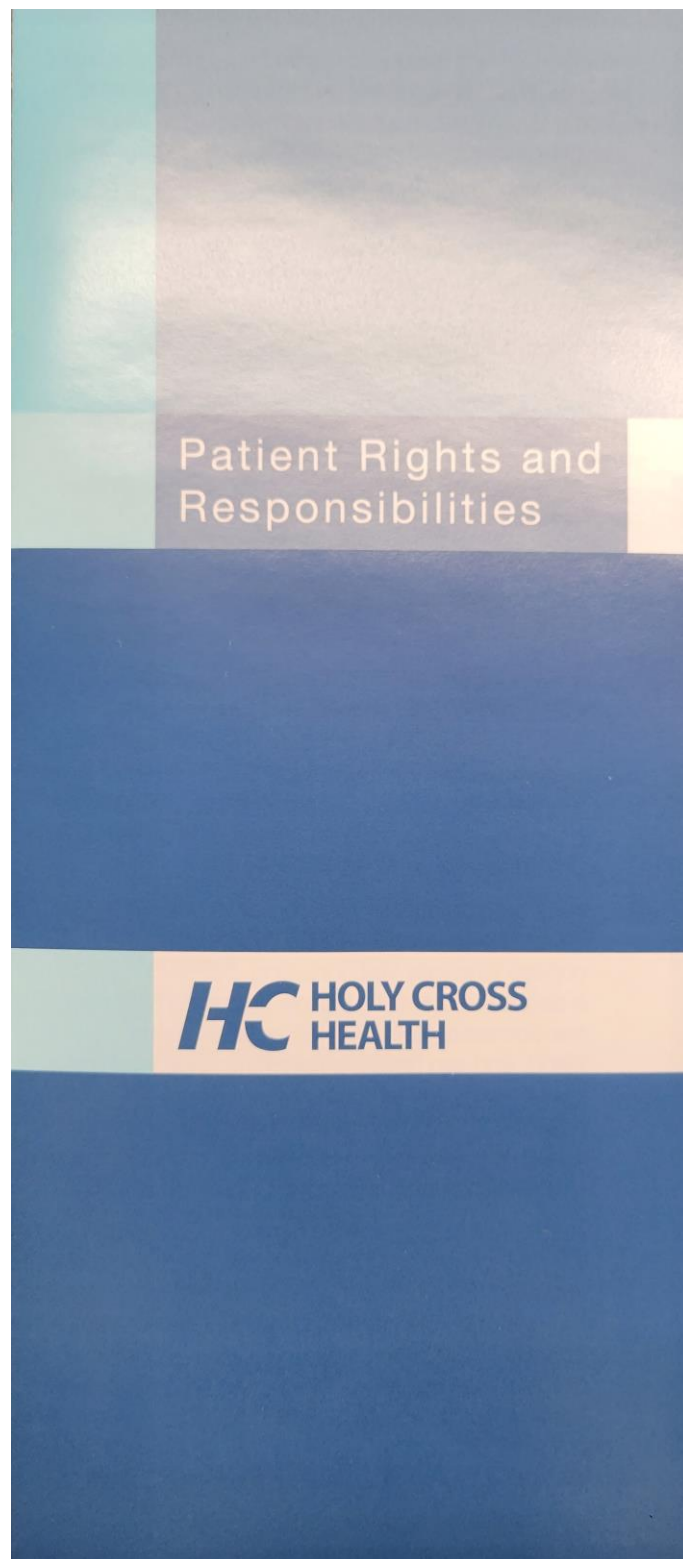
Safety needs

Communication needs



Quality

- Accuracy of patient information
- Accuracy of directions and information
- Patient's Rights and Responsibilities
- Language interpretation assistance



Safety

- Hand hygiene
- HIPAA
- Falls prevention
- Infection prevention
- Wheelchair safety
- Prompt responses to emergency situations
- Prompt responses to call lights and alarms



Communication

Communication with nurses

- Nurse manager rounds
- AIDET +10 Best PCX Practices
- Bedside hand-offs of care with Managing Up
- **White Boards**

Communication with doctors

- Color-coded job scrubs and Role badge buddies
- Business cards

Responsiveness of hospital staff

- Hourly Rounding and Rounding Clocks
- **"Do Not Pass" Teamwork**
- Identify high, medium and low performers and coach
- Coach unit specific critical encounters using AIDET

Nursing Boards:

- Please look at these boards as you enter the room.
- Be aware of who the patient's nurse is so that you can be well informed if the patient asks for something.

Today is... _____ DAY *Día* _____ DATE *Fecha* _____

I Like to be Called: _____
Me gusta que se me llame

My Room #: **5330** **(301) 557-2499**
de cuarto

Call... Don't Fall!
AVISE ... ¡NO SE CAIGA!

My Care Team

Nurse: *Enfermera*

Assistant: *Auxiliar*

Doctor: *Médico*

Nurse Leader: *Enfermera dirigente*

My Plan of Care

Pain Management *Control del dolor*

Mild

0

No Pain

Moderate

1 2 3

Pain Can be Ignored

Severe

4 5 6 7 8 9 10

Interferes with Tasks
Interferes with Thinking
Interferes with Basic Needs
Unbearable

Pain Goal
Objetivo

Plan for Me Today *(My Goals, Tests, Treatments)*

El plan para el día de hoy

Questions/Concerns I Have:
Preguntas

Discharge Date Goal:
Fecha de alta

DATE Fecha

ALERTS

- Call nurse for labs
- No labs/BP ____ arm
- Aspiration precautions
- Seizure precautions
- Bleeding precautions

- Vision difficulty
- Hearing difficulty
- Interpreter _____ language
- Assist with _____
- _____

HOLY CROSS HEALTH

Moving Life Ahead.

* Use only non-abrasive cleaners. CaviWipes, Expo, Isopropyl alcohol, soap & water and disinfectants are okay with 20 year warranty from www.aluton.com *

Patient Care Experience

The sum of all interactions shaped by an organization's culture that influences the patient perceptions across the continuum of care.

The Beryl Institute

- The patient's care experience with an organization begins well before and after they have left the building
- All things combined make a difference; every person they meet
- How we choose to make patients and guests FEEL matters
- Patient Care Experience is just that.....

Experience: all that is perceived, understood and remembered

One

When coming to a hospital for surgery, a patient is impacted by 30 different departments before, during and after. The patient perceives this as **ONE** experience with HCH.

All it takes is **ONE** bad interaction or experience for the patient to feel unsafe or not cared for.

We lose their trust.



AIDET - the fundamental approach each encounter

A	Acknowledge	(1) Eye contact (2) Acknowledge patient and family (3) Smile
I	Introduce	(1) Name (2) Title (3) Role in care delivery process
D	Duration	(1) How long will the test/procedure/wait be? (2) How long to see the doctor? (3) How long will it take to get the results?
E	Explain	(1) Explain treatment plan (2) Explain what you are doing (3) Ask if they need further explanation
T	Thank You	(1) Thank you for your patience (2) Thank you for choosing Holy Cross Hospital as your care provider

...” I just gave you a lot of information, what are the first questions that come to your mind. I am happy to answer them”

Respond with **H.E.A.R.T.**[®]

H.E.A.R.T. is a service recovery model that was recently adopted by Holy Cross Health. The acronym is used as a resource for compassionate & caring communication. You can practice this model when someone shares an experience with you. See what the acronym means on the next slide...

H.E.A.R.T. Service Recovery Model

- **Hear** - Actively listen, pay attention to verbal and non-verbal cues, & reflect back to the speaker so you can clarify understanding using phrases: "It sounds like..." or "What I'm hearing you say is..."
- **Empathize** - Empathy is the ability to imagine oneself in another's place & understand their perspective/ideas/feelings/desires. Use empathetic phrases to convey your feelings & connect: "I can only imagine how you must feel." or "Anyone would be upset given what you describe."
- **Apologize** - Apologizing is not taking the blame. Apologizing is acknowledging that something happened and expressing regret that it happened: "I am sorry that you had to wait 45 minutes past your appointment." Or "I'm sorry I was not able to assist you earlier."
- **Respond** - Address what you can do to assist the person: "I'd like to do this to help." Then follow up. Take ownership and establish a realistic expectation with the person about what can be done.
- **Thank** – Provide a specific expression of gratitude: "I appreciate you bringing this to my attention so that I can address it. Is there anything else I can do for you?" "Thanks for choosing Holy Cross."

Our Guiding Behaviors

- We support each other in serving our patients and communities
- We communicate openly, honestly, respectfully and directly
- We are fully present
- We are all accountable
- We trust and assume goodness in intentions
- We are continuous learners

We support each other in serving

Nobody works alone. None of us could. We need support and encouragement from each other.

- ❖ Every job is important!



*We communicate openly, honestly,
respectfully and directly*



To allow open, honest, respectful and direct communication, without reprisal, we create an environment that is conducive to expressing our Core Values.

- ❖ Our communication should be delivered with courtesy, clarity and care.
- ❖ Communicate respectfully
 - whether in agreement or not.





We are fully present

We are here now, not only to our clients, patients and our customers, but also to one another and to oneself. To be fully present also means that we are attentive and responsive to the signs of the times.

- ❖ Engage completely in every encounter
- ❖ Set aside distractions

We are all accountable

By creating an environment of love and compassion and respect, we will find that being accountable to each other is not difficult to do.

- ❖ Accept responsibility for your decisions and actions
- ❖ Lead by positive, motivating example
- ❖ Follow through on commitments
- ❖ Focus on finding solutions, not blame
- ❖ Hold yourself accountable for the success of the larger organization



We trust and assume goodness in intentions

We must trust that whatever comes of our discussions, our deliberations, our planning, that only the best of intentions guide us.

- ❖ Accept, respect and value all individuals
- ❖ Assume positive intentions in one another
- ❖ Suspend judgment and ask questions to gain understanding



We are continuous learners

We must be learners not only of technologies and methodologies, but also of each other, so that we know how best to support each other.

- ❖ Display openness and curiosity to learn from anyone, anywhere
- ❖ Demonstrate continuous improvement & willingness to change



We have a stake in your attitude, and in the attitudes of everyone who works here.

Managing our own behavior

- In any patient/customer interaction you **always have to decide how you will behave**. How you behave determines how your patient/customer will respond to you

Remember:

- You can always control your own behavior, regardless of the behavior of others around you.
- If you change your behavior you can influence your patient's/customer's behavior.

Think about how you would like to be treated if you were the patient/customer!



YOU ARE THIS HOSPITAL

- You are what people see when they arrive here.
- Yours are the eyes they look into when they are frightened and lonely.
- Yours are the voices people hear when they ride the elevators, and when they try to sleep, and when they try to forget their problems.
- You are what they hear on their way to appointments which could affect their destinies. And what they hear after they leave those appointments.
- Yours are the comments people hear when you think they can't.
- Yours is the intelligence and caring people hope they'll find here. If you're noisy - so is this hospital. If you're rude - so is this hospital. But if you're wonderful - so is this hospital.
- No visitor, no patient can ever know the real you, the you that you know is there - unless you let them see it. All they can know is what they see and hear and experience. So we have a stake in your attitude and in the attitudes of everyone who works here.
- We are judged by your performance. We are the care that you give, the attention that you pay, the courtesies that you extend.

“Never underestimate the difference **one person can make.”**

-Quint Studer



**“People will forget what you said,
people will forget what you did,
but people will never forget how
you made them **feel.**”** *-Maya Angelou*



“Patient Safety: From Second Thought to **Second Nature”**



-Dr. Yancy Phillips



We are the Patient Care Experience!



Regulatory Facts

In addition to Standard Precautions, there are now five transmission-based isolation precautions practiced at Holy Cross Health:

- **Contact precautions** – used for Multi Drug Resistant (MDR) organisms, rashes of unknown origin
- **Contact Plus precautions** – used for C diff or diarrhea of unknown origin
- **Droplet precautions** – used for big, wet heavy germs that go out 3-6 feet (ex: Meningitis, Influenza, RSV, mumps, rubella, Pertussis). The Health care worker wears a **surgical or procedure** mask for protection
- **Droplet PLUS precautions**-used for COVID pts or persons under investigation (PUIs). Staff to wear a fitted N95 with a procedure mask covering it, face shield, reusable gown, and gloves.
 - Alternatively, a PAPR may be used in place of an N95 and face shield. A procedure mask should still be worn.
- **Airborne precautions** – used for tuberculosis, chicken pox, measles, Ebola. The Health care worker wears a **fitted N95** mask for protection



HC HOLY CROSS HEALTH

A Member of Trinity Health

Moving Life AheadSM

Infection Control

- Use waterless, alcohol-based hand sanitizers to clean hands when they are not visibly soiled.
 - *Foam in, Foam out*



- Wash hands for at least 20 seconds before and after each patient encounter.
- Do not wear artificial nails when in direct contact with patients, their food, medications, and equipment.

Wearing gloves appropriately includes removing after each patient with hand washing to follow.

Are you cleaning, sanitizing or disinfecting?

Cleaning	Sanitizing	Disinfecting
<p>REMOVES SOIL from a surface but <i>does not kill</i> any organisms.</p>	<p>REDUCES the number of BACTERIA in the environment, significantly.</p>	<p>DESTROYS or irreversibly inactivates BACTERIA AND VIRUSES*</p>
		

ECOLAB®

Wet Time

- Defined: the amount of time disinfectants need to *remain wet* on surfaces to properly disinfect. Is also referred to as 'contact time' or 'dwell time'.
 - You may have to keep wiping the surface to keep it wet.
- Every disinfectant has a different wet time.
- How to find the 'wet time'?
 - On the container
 - In the manufacturer's instructions for use (MIFU)



Wet Time for Super Sani-Cloth=**2**
minutes

Effective against 32 microorganisms in 2 minutes. Fast contact time allows for a quick room turnover.

Know your wipes & their visually wet times

- When disinfecting any equipment or work surface, the surface must remain wet for the time listed by the manufacturer.
- Always wear gloves when using cleaning chemicals, properly remove gloves and dispose of gloves in trash immediately after use



1 minute



2 minutes



4 minutes

Signs of Abuse

- Inappropriate clothing for the weather
- Evidence of prior bone fractures on x-ray
- Poor hygiene and/or poor nutrition

You can Help by:

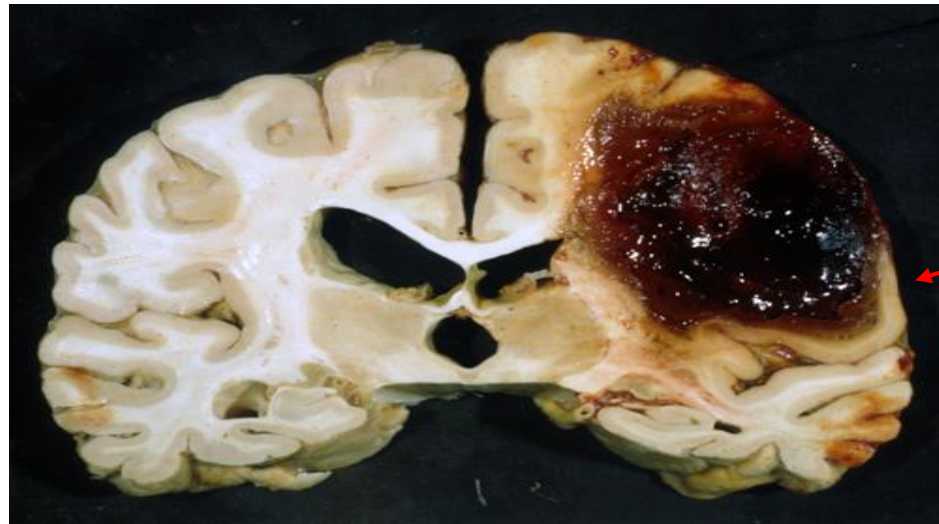
- Providing a safe and secure environment because they have potential for falls
- Presenting opportunities for the patient to share past experience
- Encouraging “life review.”



- **We are all required to recognize when someone is having a stroke.**
- **So let's look at STROKE AWARENESS**

STROKE AWARENESS

- Stroke is defined as a sudden interruption of blood supply in the brain that can lead to rapid neurological damage.



STROKE

STROKE AWARENESS

- Signs and Symptoms of a Stroke includes **SUDDEN**:
 - numbness/weakness one part or side of the body, such as face, arm, or leg
 - confusion, trouble speaking or understanding
 - problems seeing in one or both eyes
 - dizziness, loss of balance or trouble walking
 - severe headache with no known cause
 - decrease in level of consciousness

www.AmericanStrokeAssociation.com

STROKE AWARENESS

BE FAST at the first sign of stroke

- The best quick assessment for testing of symptoms of a stroke is using the **B.E.F.A.S.T.** exam
- The average stroke patient loses 32,000 brain cells every second
- The faster you act when stroke symptoms occur, the faster treatment can be delivered to reduce severe disability or even prevent death

The key term

here is....

Sudden

KNOW THE SIGNS OF STROKE

B E F A S T



BALANCE

Does the person have a sudden loss of balance?



EYES

Has the person lost vision?



FACE

Does the person's face droop?



ARM

Is one arm weak or numb?



SPEECH

Is their speech slurred or strange?



TIME

What time did symptoms start?

TIME IS CRITICAL...

CALL 911!

2-2222 when in the hospital



A Member of Trinity Health

Situational Awareness – Reducing Danger

- Eliminating distractions (Cell phones, earbuds, TV, computers, etc.)
- Scan the room for tripping hazards, spills, things that may cause harm if used against you, and garbage
- Travel together
- Know your patient population
- Know your visitors and family members
- Identify colleagues and peers who may be experiencing personal or work problems

Let's talk expectations about COVID,
everyone's new least favorite topic...

Service Release Form

The purpose of the release is to ensure in writing that you agree to participate in all Holy Cross Health and Trinity Health safety measures to keep yourself and our colleagues, visitors and guests safe while you volunteer. This includes:

1. Checking with your physician before interning
2. Completing all Colleague Health requirements
3. Self-monitoring and taking the recommended actions if you become sick or encounter a COVID positive person
4. Informing you of risks



1500 Forest Glen Road
Silver Spring, MD 20910-1484
301-754-7000
HolyCrossHealth.org

VOLUNTEER SERVICES RELEASE

I _____ am choosing to volunteer
(PRINT NAME)

my services for Holy Cross Health during the COVID-19 pandemic. This Release form must be agreed to and signed, as a condition of my ability to provide volunteer services on the premises. I acknowledge that I must complete all health requirements, education and releases prior to resuming volunteer service.

I acknowledge that Holy Cross Health has put in place preventative measures to limit the spread of COVID-19, however, Holy Cross Health cannot guarantee I will not become infected with COVID-19. Additionally, I acknowledge that COVID-19 is highly contagious through person to person contact. I acknowledge that my service to Holy Cross Health is completely voluntary, and I assume full responsibility for my own welfare and safety while providing volunteer services on behalf of Holy Cross Health.

I acknowledge it is my responsibility to consult a physician prior to, and regarding my volunteer services at Holy Cross Health. I acknowledge that I am required to provide proof of clear tuberculosis screening (documenting 2 negative results within the last 12 months), Influenza vaccination from the most current year, as well as vaccinations of MMR, Varicella, and Hep B or Tdap (when applicable) to Holy Cross Health prior to my return to volunteer service. If available to me, I agree to provide proof of complete COVID-19 vaccination from a community provider or Holy Cross Health clinic. I will comply with mandatory health screening at my own expense, with such documentation and services completed by my personal care team, not Holy Cross Health. I represent and warrant that I am in proper physical health and that I have no medical condition which would put me at an increased risk of serious, potentially fatal, complications, from COVID-19. I understand that Holy Cross Health relies on my representation of health adequate to volunteer for the organization.

I acknowledge that, while providing services to Holy Cross Health, I may be exposed to COVID-19, as well as other risks, which may cause serious injury, the effects of which may include, but are not limited to: personal injury, emotional injury, serious illness, paralysis, disability, death, property loss and damage, and economic losses, including medical bills and lost wages. Personal injury risks include, but are not limited to, infection with COVID-19 leading to life threatening complications. I am fully aware of the potential risks and hazards of agreeing to volunteer at Holy Cross Health during the COVID-19 pandemic and in consideration of being permitted to do so, I voluntarily and knowingly assume full responsibility for any risks, injuries or damages, known or unknown, not limited to infection with COVID-19, which I might incur as a result of volunteering. If I experience any dizziness, unusual pain, fever, cough, difficulty breathing or shortness of breath, chills, muscle pain, sore throat, new loss of taste or smell, gastrointestinal symptoms, or any other discomfort while volunteering, I agree to stop serving as a volunteer until my doctor has evaluated my condition and confirmed that I do not have COVID-19.

Cough & Sneezes

- **Always cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow and do not spit
- **Throw used tissues** in the trash
- Immediately **wash your hands** with soap and water for at least 20 seconds
- If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 70% alcohol

Coronavirus
(COVID-19)

KEEP THAT COUGH UNDER COVER.

Always cough or sneeze into your arm or a tissue and put the tissue in the bin straight away. Wash your hands with soap and water for at least 20 seconds afterwards.

**TOGETHER WE CAN HELP STOP
THE SPREAD AND STAY HEALTHY.**

For more information about **Coronavirus
(COVID-19)** visit [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)



Physical Changes at Holy Cross Health because of COVID-19

- Plexi-Glass Partitions in Cafeterias, Information Desks, Gift Shops
- Waiting Rooms arranged to allow for social distancing
- New visitor policies
- New temperature checking system at the Main Entrances
- We know socialization is a fun and rewarding part of volunteer service, however, gathering in public areas is strictly prohibited.
 - Do not gather!
 - Please remain at your workstation unless on an errand as part of your duties.
 - Remind friends who come too close to please stand 6 feet away.
 - Also notice markings on the floor for distancing and elimination of certain offerings, like the traditional salad bar.

**SOMETHING
NEW
AND A LITTLE DIFFERENT**

Mask Etiquette

Wear a mask correctly at all times while in the hospital

Can I wear my mask like this?



My mask **protects you**, your mask **protects me**.

Let Your Department Know!



Feeling Sick?

Stay home when you are sick!

If you feel unwell or have the following symptoms
please leave the building and contact your health care provider.
Then follow-up with your supervisor.

During Your Shift

- Disinfect your workspace upon arrival and often throughout your shift
- Wear your mask at all times
- Follow social distancing at all times
- Wash your hands often

You may hear a new code... Code Sunshine means a COVID patient is going home 😊

After Your Shift

After Your Shift

You must keep your mask on until you are outside the hospital

Wash your uniform prior to your next shift or have multiple sets of clothing

Place your hospital mask in a bag or envelope



Volunteer Basics



Our dress code is called "Business Casual"



- Nice top, dress pants, Jacket & HC badge
- No jeans
- No pants with rips/stains
- No leggings
- Flat closed-toes shoes only (sneakers are acceptable)
- No visible tattoos or nail polish
- Earrings & nose studs only

Be Scent-Free

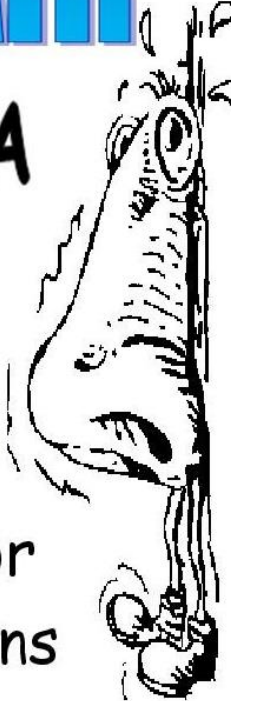
- We are a scent-free hospital
 - No perfumes
 - No scented lotions
 - No strong scents of tobacco or food
 - Our staff and patients are allergic to these and you having them on you when you come to serve can cause an allergic reaction

WE SHARE THE AIR

SOMEONE IN THIS AREA IS SCENT-SITIVE

Scented Products

can aggravate health problems for
some people with medical conditions



Be Sensitive To Others

Please do not wear scented products in this area.

Your cooperation is appreciated

Tracking your service

- Sign In and Out Every Time
- Choose your assignment for the day and the system will track your hours of service
- You can change your schedule with permission from Volunteer Services
- Call your supervisor if you can't make your shift
- Notify Volunteer Services if you change your phone number or address



The screenshot displays the 'Volunteer Information Center' app interface. At the top, the title 'Volunteer Information Center' is centered. Below the title is the 'Sample Organization Name' logo, which consists of a green starburst icon followed by the text 'Sample Organization Name'. To the right of the logo, the text reads: 'Enter your volunteer PIN number. Enter your volunteer ID number using the keypad buttons, and then touch the Continue button.' Below this text is a white rectangular input field. Underneath the input field is a numeric keypad with buttons for digits 1-9, 0, *, and #. To the right of the keypad are three additional buttons: a red 'Cancel' button, an orange 'Backspace' button, and a green 'Continue' button. Below the keypad and buttons, there is a small line of text: 'Welcome. The Volunteer Information Center is where volunteers check-in and out. If you are ready to check-in or out and you have a volunteer PIN number, enter it here to get started. If you are interested in becoming a volunteer please ask us about our volunteer opportunities!'.

Service Impact Cards

Today's Volunteer Experience

Volunteer's Name: _____ Date: _____

- 1. How many people did you help at a reception area?** _____
Greeting at a reception area, registering for a service, answering questions or phone calls, helping with directions, gift shop purchases
- 2. How many donated items did you give to patients/visitors?** _____
Giving blankets, books, magazines, coloring items, activity packets, etc.
- 3. About how much time did you spend engaging with patients/visitors?** _____
 minutes hours (check one)
Spending time in a patient room/bay visiting with patients, including time spent talking, comforting, providing Eucharist, My Station, etc.
- 4. How many items did you check for safety?** _____
Cleaning of handrails/wheelchairs/etc., checking for expired goods, moving unsafe items, making sure things work, etc.
- 5. How many patients did you help in other ways?** _____
Assisting with eating a meal/snack, retrieving water or other hydration, transporting to another department/discharge, deliveries, etc.

My Personal Tally System:

Special stories from my shift that I want to share:

Feedback I want to share with Volunteer Services:

Complete 1 card per shift and return to the secure drop box outside of Volunteer Services.

Non-hospital locations should email a picture of the card.

Our reports need numbers only, so avoid using answers such as "a lot" or "a few"

We look forward to seeing you in the hospital
or around the Network!

Thank you for joining the Holy Cross Health family 😊



*Moving Life Ahead*SM