

# Volunteer Handbook



## UPMC | CHILDREN'S HOSPITAL OF PITTSBURGH

*Overview of Children's Hospital Volunteer Program guidelines, policies and procedures, including general hospital overview, Patient and Family Centered Care/UPMC Core Values, policies and procedures, infection control, Safety and Security, interacting with patients and families, expectations, benefits and recognition.*

REVISED 7/2020



# VOLUNTEER SERVICES HANDBOOK DIRECTORY

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## ***Welcome New UPMC Children's Volunteer!***

We are thrilled to have you as part of the Volunteer Services team here at Children's to share your time, talents and enthusiasm to support our patients and families.

It's our role to support the hospital in its mission of patient care, teaching and research – and as a volunteer you are a valuable addition to our hospital care team. We are committed to providing volunteers who can serve the hospital with dedication and compassion, within a patient and family centered care model, with the understanding of developmentally appropriate practice for children of all ages and with the flexibility to respond to the changing needs of the hospital.

We want our volunteers to have a rewarding and meaningful experience while supporting Children's Hospital's greatest needs. We are committed to identifying and training dedicated, knowledgeable, compassionate volunteers who align with our organizational mission and values.

Our volunteers come to us with diverse backgrounds and skill sets, all with the common commitment to impacting the hospital experience for our patients and families. Each volunteer has unique talents, and together with the dedicated professionals who work at Children's, create a hospital environment that cares and supports both the patient and the entire family.

We are very excited to welcome you to our team and hope that you have a rewarding experience at Children's.

***Volunteer Services Department staff***

# Hospital Information

## Vision Statement

To be the world leader in children's health

## Mission Statement

UPMC Children's Hospital of Pittsburgh is dedicated to improving the health and well-being of children, teenagers, and young adults through excellence in patient care, teaching, research, and advocacy

## History

For more than 120 years, [UPMC Children's Hospital of Pittsburgh](#) has been a fixture in the Pittsburgh community. What began as a single cot endowed by Kirk LeMoyne to be used for children and infants at a local hospital, has grown since 1890 into a world-renowned children's hospital regularly ranked among the top pediatric hospitals in the nation.

### Important Dates in CHP's historical timeline:

**June 5, 1890** - The 15-bed hospital opened its doors on June 5, 1890. Its mission, as set by the board and staff, was "to try and meet the needs of the community in present day pediatrics and prevention."

In **1907** the hospital's nursing school opened to train women to care for young of the community. In **1909** the hospital's name was officially changed to Children's Hospital of Pittsburgh.

**November 1, 1926** - Marked the new beginning, Moving into a new structure on DeSoto Street in Oakland, Children's became the first member of the Medical Center on the campus of the University of Pittsburgh.

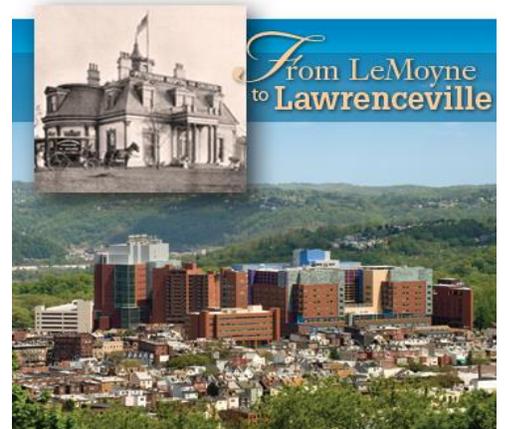
In **1955**, a young investigator, Jonas Salk, testing his ideas in the hallways of Children's freed children and their families from their paralyzing fear. Salk developed the vaccine that would put an end to the ravages of polio. In

**1957**, a \$6 million physical expansion in 1957 Children's now provided 253 beds. North and south additions to the original building were added.

In **1986**, a ten-story tower, later referred to as the Main Tower, was added to the campus.

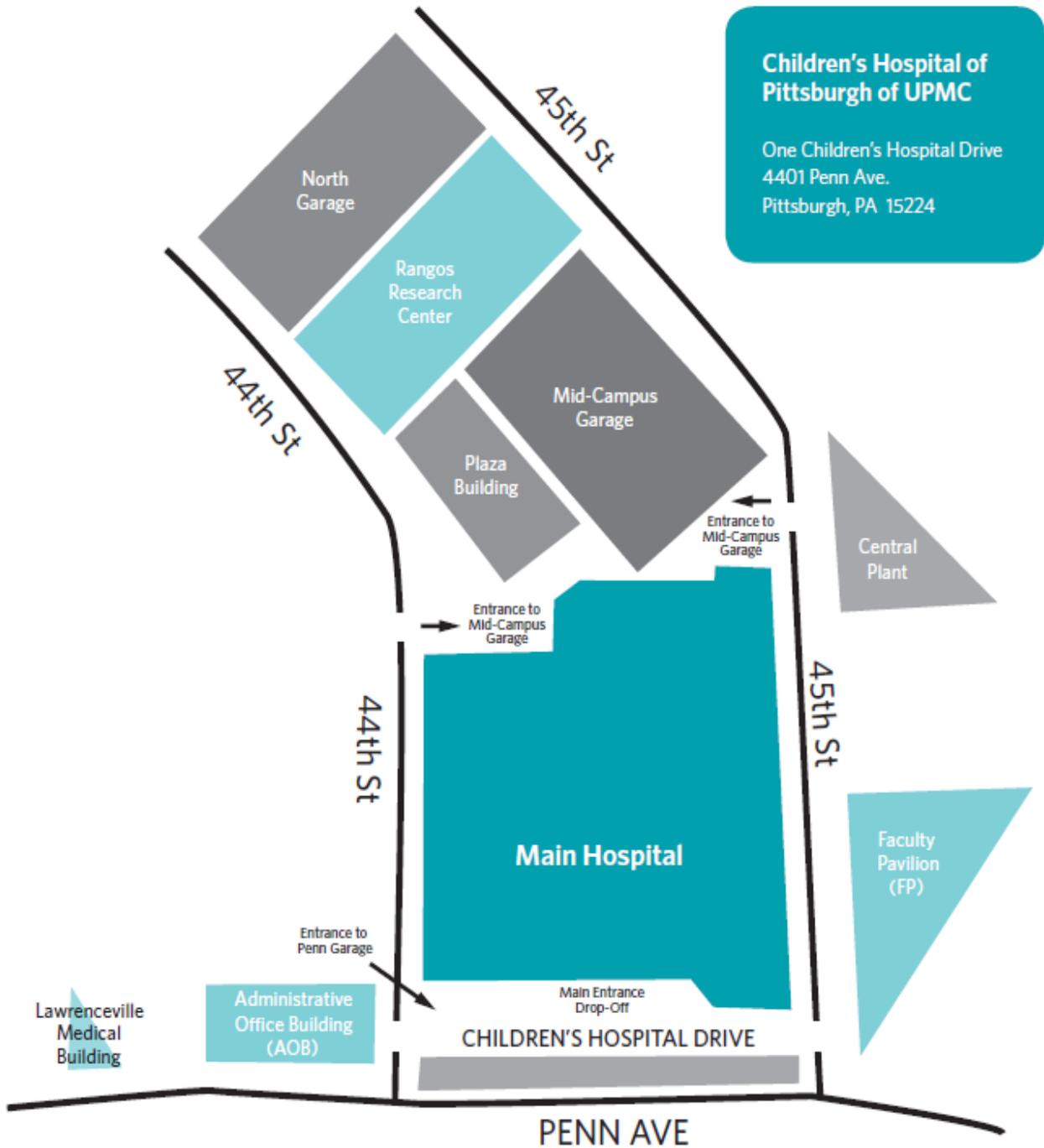
On **April 5, 2001** CHP and University of Pittsburgh Medical Center (UPMC) announced a merger.

On **May 1, 2009**, Children's moved from its long-time Oakland location, into its new campus in the Lawrenceville section of the City of Pittsburgh.



# Our Facilities

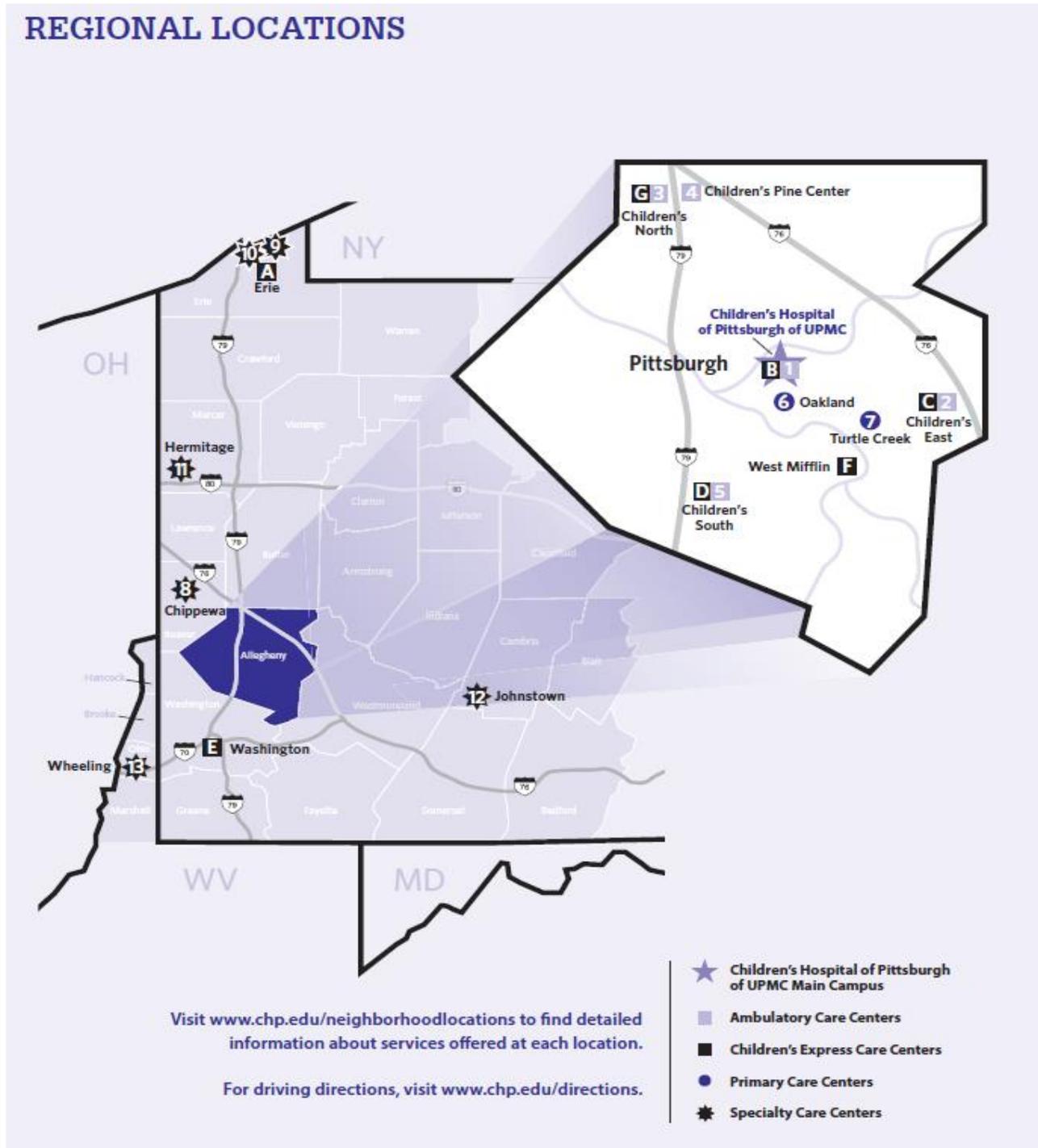
## Main Hospital Campus



# Satellite Locations

Volunteers currently serve at the following locations:

- Primary Care Center (Oakland)
- Children's East, Children's North, Children's South Fayette
- Wexford Surgery Center



# Patient Information

## Inpatient Units

Floor	Unit	Bed and Room Count	Additional Detail
1	Observation (Obs)	10 rooms / 10 beds	24-hour observation
4	Cardiac Intensive Care Unit (CICU)	12 rooms/12 beds	
5	5A - Pediatric Intensive Care Unit (PICU)	36 rooms/36 beds	
6	6A - Trauma/Orthopedic/Neurology	21 rooms/24 beds	
6	6B - Pediatric & Thoracic Surgery	21 rooms/23 beds	
6	6E - Epilepsy	8 rooms/8 beds	
7	7A - CICU/Cardiac	21 rooms/21 beds	
7	7B - Transplant 7 icare	21 rooms/23 beds	
7	7C - General Medical	26 rooms/26 beds	
8	8A & 8C - Neonatal Intensive Care Units	8A: 21 rooms/24 beds 8C: 28 rooms/31 beds	
8	8B - Gastroenterology & Pulmonology	21 rooms/23 beds	
9	9A - Adolescent / Endocrinology / Behavioral	21 rooms / 24 beds	
9	9B - Oncology & Bone Marrow Transplant	19 rooms / 19 beds	
The Children's Home	CHRU - Children's Rehabilitation Unit	6 rooms / 8 beds	The <a href="#">Children's Home is located at 5324 Penn Avenue, Pittsburgh, PA 15224</a>

# Outpatient & Family Support

## 1<sup>st</sup> Floor - Emergency Room

2 <sup>nd</sup> Floor	3 <sup>rd</sup> Floor		4 <sup>th</sup> Floor
<p><b>KANGAROO</b> Occupational and Physical Therapy</p>	<p><b>ALLIGATOR</b> Audiology ENT Speech Pathology Feeding</p>		<p>Cath Lab Dialysis Center Infusion Center Operating Room PACU Procedure Center</p>
<p><b>MOUSE</b> Child Advocacy (Arch Clinic) Neurology Neurosurgery Medical Genetics PM&amp;R Child Advocacy Spina Bifida Clinic Complex Care</p>	<p><b>BEAR</b> Plastic/Cleft Dental Orthodontics</p> <p><b>COW</b> Allergy Asthma Behavioral Health Nutrition Pulmonology</p> <p><b>EXPRESS CARE</b> 2-10 PM (7 days per week)</p>		<p>SDS (Same Day Surgery)</p>
<p><b>LION</b> Orthopaedics</p> <p><b>RADIOLOGY</b> Imaging (Xray) Barium Enema CT Scan Ultrasound</p> <p><u>Also on 2<sup>nd</sup> floor:</u> Cerebral Palsy EMG Nuclear Medicine Training &amp; Education</p>	<p><b>DOG</b> Adolescent Medicine Endocrinology / Diabetes Endocrine Wellness / Weight Management Rheumatology</p> <p><b>ELEPHANT</b> Urology Pain Clinic Peds Surgery</p>		<p><u>Also on 3<sup>rd</sup> floor:</u> Coping Clinic Conference Center Cystic Fibrosis Diagnostic Referral Down Syndrome Clinic NDRD Surgery Clinic Transplant Surgery</p>
	<p><b>FROG</b> Lab Phlebotomy Sweat Test</p>		
	<p><b>GIRAFFE</b> Gastroenterology / Intestinal Care Nephrology Infectious Disease Transplant</p>		
	<p><b>HIPPO</b> Cardiology Cardiothoracic Surgery EKG-Stress test Heart Center</p>		
	<p><b>OWL</b> Eye Center</p>		
	<p><b>PENGUIN</b> Ophthalmology</p>		
	<p><b>RABBIT</b> PCTRC - Pediatric Clinical and Translational Research Center</p>		

**6<sup>th</sup> Floor - EEG and Pulmonary Function Testing** (Scheduled routine diagnostics and procedures)

**9<sup>th</sup> Floor – Hematology/Oncology Clinic** (Scheduled routine diagnostics and procedures)

## UPMC Children's Hospital (by the numbers: 2019)

- 12,707 inpatient stays
- 9,708 observation stays
- 176,926 emergency & Express Care visits
- 24,135 surgical procedures
- More than 1 million outpatient visits

## Getting Around Children's: A Quick Reference Guide

<b>ATM</b>	1 <sup>st</sup> Floor by Grape Elevators (PNC) / 3 <sup>rd</sup> Floor (Citizens)
<b>Cafeteria / Koala Café</b>	3 <sup>rd</sup> Floor
<b>Emergency Department</b>	1 <sup>st</sup> Floor – Entrance via Penn Garage / Public Safety Station
<b>Family Resource Center &amp; Volunteer Sign-In / Locker Room</b>	6 <sup>th</sup> Floor (Take Orange Elevators)
<b>Lori's Gift Shop</b>	1 <sup>st</sup> Floor next to Pharmacy
<b>Inpatient Unit Access</b>	Must check in Welcome Center first (have patient PIN #)
<b>Outpatient Clinics</b>	Primarily on 2 <sup>nd</sup> /3 <sup>rd</sup> Floors (access via Grape Elevator). Exceptions include Radiation Oncology (Basement) & Outpatient Oncology (9 <sup>th</sup> Floor), must check in at Welcome Center and take Orange Elevators for those two clinics.
<b>Outpatient Pharmacy</b>	1 <sup>st</sup> Floor - across from Sibling Center
<b>Parking Questions / Garages</b>	<u>Mid-Campus</u> : Use parking pay station in mid-campus lobby. <u>Penn</u> : Use pay stations on parking floors. <u>North</u> : Only selected staff and volunteers. Any other questions, proceed to Welcome Center
<b>Public Safety / Security (692-5191)</b>	On 1 <sup>st</sup> Floor, in front of Orange Elevators, one officer is always stationed. OR go across Lobby toward Grape Elevator, turn right, officers will be at Public Safety Station at entrance to ED.
<b>Rangos Research Center &amp; Conference Center &amp; Plaza Building</b>	Exit Mid Campus entrance to garage, turn left, exit garage and walk along brick wall. Entrance to Plaza Building & Rangos on the right. Can also enter Rangos from North Garage.
<b>Rest Rooms (1<sup>st</sup> Floor)</b>	Located in hallway by Starbucks / Admissions office (across from the Pharmacy)
<b>Same Day Surgery</b>	4 <sup>th</sup> floor. Access via Grape Elevators, take elevator to 4, waiting area is straight ahead
<b>Starbucks</b>	1 <sup>st</sup> Floor by Main Lobby / Across from Outpatient Pharmacy

# Our Expectations of You

## Your Role as a Volunteer

Volunteers serve in a variety of roles, all of which are instrumental in delivering quality care and services to the patients and families that we serve at UPMC Children's Hospital of Pittsburgh. Thank you for choosing to make this rewarding commitment!

## Commitment

Adult candidates will be asked to commit to a minimum of one shift (usually 3-4 hours) per week, with an initial commitment period of 12 months (one year). Teen and College volunteer candidates are asked to make varying levels of commitment, either during the school year (if applicable) or during Summer/break periods.

We carefully consider the needs of the hospital to make sure volunteers are scheduled at times they are needed and to ensure we do not have too many or too few volunteers. Staff, patients, and families in the area where you help rely on you to meet your commitment.

While prior hospital experience is always useful and may be helpful in terms of placement of your assignment, it is not required. In addition, essential skills include: Professional communication, reliability, punctuality responsibility, flexibility, ability to work as part a team and with a diverse group of people.

## Attendance

Regular attendance is essential for all volunteers to remain in active status. However, do not report for your volunteer assignment if you are ill. This is particularly important if you have a viral infection such as a cold, sinus infection, sore throat or stomach virus. **If you anticipate an absence, please notify the Volunteer Services Office at 412-692-5185 or email [volunteercoordinator@chp.edu](mailto:volunteercoordinator@chp.edu).** Once you have your supervisor(s) contact information, we encourage you to contact them regarding attendance. With some assignments, this will be required. In the case of an emergency, call or have someone call our office on your behalf. If you have more than two unexcused absences, your assignment could be revoked. For long-term or extended absences, please complete and turn in an Extended Absence Form to Volunteer Coordinator. Extra copies of the Absence forms are located in the Volunteer locker room.

## Assignments

Every effort will be made to assign you to an area in which you have expressed an interest, however, hospital's needs, priorities and schedule availability will take precedence.

If at some point you find you would like to change your area of service, or would like to become involved in additional service, please contact the Volunteer Services Department.

During the interview phase, please indicate to us your assignment interests/availability (by filling out schedule availability form) and we will determine if we have any matches based on availability. Start dates will be finalized after your complete the Orientation session.

## Notification of Absence

Scheduled Absence (more than 24 hours in advance) - If you cannot work your scheduled shift on the main campus, please notify the volunteer office at as soon as possible so we can make alternative arrangements if necessary. If you know ahead of time that you will be unable to volunteer at your scheduled time, please notify both your supervisor and your volunteer coordinator.

If you are unable to work your scheduled shift and you have not been able to give advance notice, please call your area as soon as possible to let staff know. The phone number of your area may be located on the assignment sheet you received at orientation, or you will be given the number during your role specific training.

Volunteers are not required to make up missed shifts. Do not come in for an extra shift without contacting us first; we need time to confirm that there will be work for you to do. If your assigned area has specific attendance requirements, you will be educated during your assignment specific training. Poor attendance is a reason for dismissal from the volunteer program. Repeated absences, especially without notification, have a negative impact on the volunteer program and the areas that rely on volunteers. If you miss several scheduled shifts without calling in, Volunteer Services staff will try to contact you. If we cannot reach you and you have not contacted us to request a leave of absence, you will be terminated from the program.

## Service Descriptions and Role Specific Training Checklists

Assignment descriptions outlining responsibilities, qualifications and training are developed for each volunteer position. Please be sure that you complete only the tasks which are outlined in the description. Never attempt to perform any tasks for which you have not been properly trained. If you have questions or concerns about your assignment or are uncertain of your duties, please ask your immediate supervisor for clarification. On your first day of volunteering you will be oriented to and trained on your specific volunteer tasks. At the end of your training, both you and your assignment supervisor will sign your training checklist. This checklist must be returned to the volunteer program office after your training is complete.

## Health Requirements

In order to follow Hospital regulations, volunteers are required to provide and/or obtain updated documentation for the following immunizations. You must complete these requirements in order to be invited to the next step – to attend a New Volunteer Orientation. Children’s Hospital’s MyHealth@Work clinic can provide immunizations (TB, Tdap and seasonal Flu Shot) for volunteer applicants at no cost.

- **Tuberculosis** – can be either a completed 2-Step TB skin test, a Quantiferon Gold blood test or documentation of a recent chest x-ray if you’ve ever tested positive for TB
- **Tdap** - If turning in documentation, must be from the past 10 years
- **Annual Flu Shot** - Mandatory requirement for volunteers during Flu season (November 15 through the end of flu season)

In addition, Volunteers are required to complete a pre-assignment health questionnaire. This information is utilized, so we can place you in an assignment that is safe for you. **Please be aware that you must be evaluated by the MyHealth@Work clinic (or the Emergency Room if after hours) in the event of an exposure.** Volunteers who are ill are not permitted to volunteer. Please notify the Volunteer Services Department and your direct supervisor of any absence due to illness.

## Retraining

Volunteers are retrained every year, typically in the fall. Retraining consists of educational handouts and a test on the information.

## Evaluation

At a minimum, you will be evaluated by your supervisor and Volunteer Services once per year to ensure that all volunteers meet the standards for their assignment.

## Updating Personal Information

If your address, phone number or email should change, please give the new information to the Volunteer Services Department so that your records can be kept current. We send regular information via email, including the CHP Volunteer Wrap-Around (typically once per week), so make sure we have the best possible email address for you in our records.

## Record-Keeping / Signing In & Out

A record of your hours is important, as volunteer hours serve as the basis for volunteer recognition and for volunteer reports issued to the Children's Hospital and UPMC Administrations. Please be sure to sign in and out each time you come in to volunteer. All volunteers must report to the 6th floor sign-in area in the Main Hospital building (right inside Family Resource Center/Library entrance) before and after their shift to sign in and out. All off-site volunteers will be provided a link to upload on phone or local computer to sign in from locations that are not at the main hospital.

## Locker Room / Meal Tickets

The volunteer locker room area is located on the 6th floor of the Main Hospital to secure personal belongings (coats, bags, cell phones, etc). Locks (with keys) are provided. Meal vouchers (\$6 value) are available in the locker area to use after or during break times if you are volunteering more than three hours. Meal vouchers are good for use in both the Cafeteria and Koala Café, both located on the third floor of the Main Hospital.

## Parking / Shuttle

Volunteers who are driving can park in the North Garage. A parking hang tag and parking lease are required. Your Volunteer ID badge will allow you access to the North Garage.

Parking is free for volunteers in the North Garage only. You may only use the North Garage while you are volunteering or attending a volunteer related meeting or event. To register your car, please provide your badge number, make/model of your car, and your license plate number. A car hang tag will be issued to you. Your volunteer name badge will provide access in and out of the garage.

There is a Children's Loop shuttle provided for those who are going to and from Children's and Oakland area where the University of Pittsburgh and other UPMC hospitals are located. We can provide the shuttle schedule and map, which runs between 7 a.m. and 7 p.m. Monday through Friday.

## Cell Phone Usage / Text Paging System

We ask that you come prepared to give your undivided attention to the staff, patients and families while you are volunteering. You can keep your cell phone with you, but please do not use when volunteering in areas where you are interacting with patients, families and guests. Please also be aware that we have a text messaging/paging system in place to alert volunteers of any immediate needs or tasks. If you are paged (via text message) you will be prompted to call one of the volunteer coordinators or CHP staff number to get further instruction.

You are not allowed to take any photos on your cell phones or any device while volunteering.

## Dress Code / Badges

- CHP Volunteer Identification badge must be worn at all times above the waist
- Volunteers will be issued a CHP Purple smock, polo or t-shirt
  - Cost of Attire: Smock \$20 | Polo \$10 | t-shirts Free for all teen participants
  - We accept cash or check (payable to UPMC Children's Hospital of Pittsburgh, memo: Volunteer Fund)
- Black/Khaki pants- No jeans, capris, shorts, track pants, sweatpants or scrubs
- White shirt - Tee, polo, turtleneck or collared. Any solid colored shirt is acceptable under smock or polo.
- Footwear - Socks or stockings must always be worn.
  - Flat shoes, clean tennis shoes and closed toed shoes are acceptable.
  - The following are NOT permitted: open toed shoes, sandals, high heels, platform shoes, mules, Crocs or flip flops.
- Excessive or "large" jewelry, hoop or dangle earrings are NOT permitted.
- No perfumes, colognes or scented lotions are permitted. Also, no facial piercings and no hats.

All volunteer badges will be processed shortly after Orientation. It's our goal to have your badge prepared and ready for you on your first day of volunteering.

## Leave of Absence / Resignation

If you are unable to volunteer for an extended period (at least a month or longer), you will need to take a leave of absence. You can arrange a leave of absence by contacting your Volunteer Coordinator. No volunteer can be on Leave of Absence for more than six months. After six months, you will be made inactive. To return to active status, call the volunteer office three or more weeks before you want to resume volunteering. Since your position and shift cannot be reserved for you while you are on leave, we may have to schedule you for another shift or position. You may also need to ensure updated health requirements are met. Additional training may be required if you are scheduled for a different position or away for more than a year.

If you return to volunteering after an absence of thirteen months or longer, you will be required to repeat volunteer orientation. If you are no longer able to volunteer, please give staff two or more weeks notice of your resignation. We need this time to notify your supervisor and to find another volunteer to cover your shift. After your last volunteer shift, turn in your volunteer ID badge to the Volunteer Services office.

# Enhancing the Patient Experience

## Patient and Family Centered Care

Patient and Family Centered Care is an approach to health care that is grounded in mutually beneficial partnerships among patients, families, and health care professionals. Patients are active participants in their care.

The word “family” and the role family members play in health care are defined by each individual patient. Because of their central role in a patient’s life, families are not viewed as visitors in health care settings; they are supported and encouraged in their caregiving and decision-making roles.

How we put patients & families first...

- Through UPMC’s Core Values
- Listening to parents and respecting their perspectives and choices
- Sensitively communicating complete information
- In ways that foster a partnership for child

## Our Core Values

We create a safe environment where quality is our guiding principle.

### Quality and Safety

We treat all individuals with dignity and respect.

### Dignity and Respect

We listen to and care for our patients, health care members, our fellow employees, our physicians and our community.

### Caring and Listening

We perform our work at the highest levels of Responsibility and Integrity.

### Responsibility and Integrity

We think creatively and promote excellence in everything we do.

### Excellence and Innovation

## What is AIDET®?

AIDET® is a communication framework for healthcare professionals to communicate with patients and each other in a way that decreases patient anxiety, increases patient compliance, and improves clinical outcomes. The acronym AIDET® stands for five communication behaviors: Acknowledge, Introduce, Duration, Explanation, and Thank You.

### **AIDET® Works in All Departments and Disciplines.**

Created by Studer Group as a foundational tactic for effective patient communication, AIDET is used by nurses, physicians, technicians, EVS, food service, administrators, and all staff involved in patient and family encounters at the bedside and across the continuum of care.

While keywords are important in AIDET, it is not a script. It's a simple, consistent way to incorporate fundamental patient communication elements into every patient or customer interaction. Below is an example of how to frame communication using this powerful tool:

After more than 15 years in practice at hospitals, health systems, and medical practices, AIDET has proven to:

- Improve patient and customer perception of care or service
- Decrease anxiety (for staff and patients) and increase compliance resulting in better clinical outcomes
- Build patient and customer loyalty
- Ensure service providers deliver consistent measures of empathy, concern, and appreciation
- Customer Service

Beginning in 2018, UPMC has worked with the Studer group to identify ways to best meet the needs of our patients and at the same time create an overall better working culture for you.

Volunteers are every bit as a part of the best thing brought to UPMC patients, families and staff. This is how we will take our system from good to GREAT!

We take our first steps by simply doing the following:

1. Offer to escort people – don't point out directions -- show people the way
2. Follow the 10/6 rule – smile, say "hello," your phone can wait. Make eye contact at 10 feet away, smile and say "hello" at 6 feet.
3. Demonstrate owner vs. renter behavior – Treat the hospital as if you own it.

Have you ever been served in such a way that it created a memorable experience for you, met your expectations, and satisfied your needs? This would be an example of customer service. Customer service is the ability to serve your customers in an appropriate and efficient manner. Customers of Children's Hospital are patients, families, visitors, physicians, staff members and volunteers.

## Follow The 10/6 Rule

Prior to COVID-19, we focused on ensuring that everyone working in UPMC hospitals employed the 10/5 Rule: When you pass someone, make eye contact at 10 feet and say hello at 5 feet. As we continue to ensure the safety of all at our facilities and keep with physical distancing guidelines, we've dialed it back a foot: as we now follow the 10/6 Rule to maintain proper distance.

When we're moving about the hospital, observe recommended physical distancing guidelines and stay at least six feet away from one another. It's a crucial tactic to help prevent the spread of COVID-19, and it's a simple way to show our patients, visitors, and co-workers that we're doing everything we can to keep our facilities safe.

## Tips for interacting with Children

- Introduce yourself to the patient and their family.
- Always get down to a child's eye level when talking to him/her. This eases communication and is less threatening.
- Speak softly and gently.
- Do not use sarcasm, adult humor, or medical humor with a patient or their family.
- Encourage children to make their own choices when possible.
- Give kids as much of a warning as possible before ending an activity.
- Don't make promises you can't keep.
- Respect the privacy of the patients and his/her family.

**\*NOTE\*** *A summary with more Tips for Volunteers from the Child Life Department on pages 27-29 of this Handbook.*

# Patient Rights & Confidentiality

## Patient & Parent Bill of Rights

As part of your Volunteer orientation packet, you will be provided the Patient and Parent Bill of Rights to review.

Patients within CHP have the right to privacy concerning their medical care, nature of illness, financial status or family affairs. Patient information is only for healthcare workers and volunteers who have a need, reason and permission for access. Confidentiality should be maintained for all patient information whether written or verbal. It is natural for us to talk about our work at the hospital, but confidentiality is necessary, even when you see an acquaintance who visits for a clinic appointment, tests or as an inpatient. This information should not be repeated to your family, friends or family members of the patient without the patient's permission. If you notice someone you know listed as a patient on the census, it does not give you permission to visit or contact the person. Only when the patient or a family member informs you that he/she is in the hospital may you visit without violating confidentiality. It is the duty of every volunteer and staff member to remember their commitment to patients and not to breach confidentiality. Failure to abide by the hospital confidentiality policies will result in termination.

## HIPPA

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 is federal legislation covering provides federal government standards and requirements for maintaining and transmitting health information. You have an ethical and legal duty to maintain confidentiality.

## What is Protected Health Information (PHI)?

Quite simply, it's any known information about a patient including:

- Patient Name
- Medical Record number(s)
- Address
- Name of relatives
- Names of employers
- Birth Date
- Social Security Number
- Certificate / license number
- Telephone number
- Fax number
- Email address
- Subscriber / Health insurance numbers / Account number
- Vehicle serial number
- Web / internet service provider address
- Fingerprint or voiceprints
- Full face photograph

## Your role in protecting PHI includes:

- Dispose of any patient information in appropriate PHI receptacles
- Cover all patient information at all times
- Do not any patient information with other volunteers or staff members without a legitimate health care reason to do so (curiosity does not count)
- Do not discuss patients with **persons outside of the hospital**
- Never take photographs or videos of patients or family members
- **Do not share any patient information on Social Media**

## What is EMTALA?

It is the Emergency Medical Treatment and Active Labor Act and it is Federal Law!

It requires Children's to provide ANYONE WHO PRESENTS on hospital property (or 250 feet from Hospital property) seeking MEDICAL EXAMINATION and treatment MUST be given appropriate medical attention while on Hospital campus.

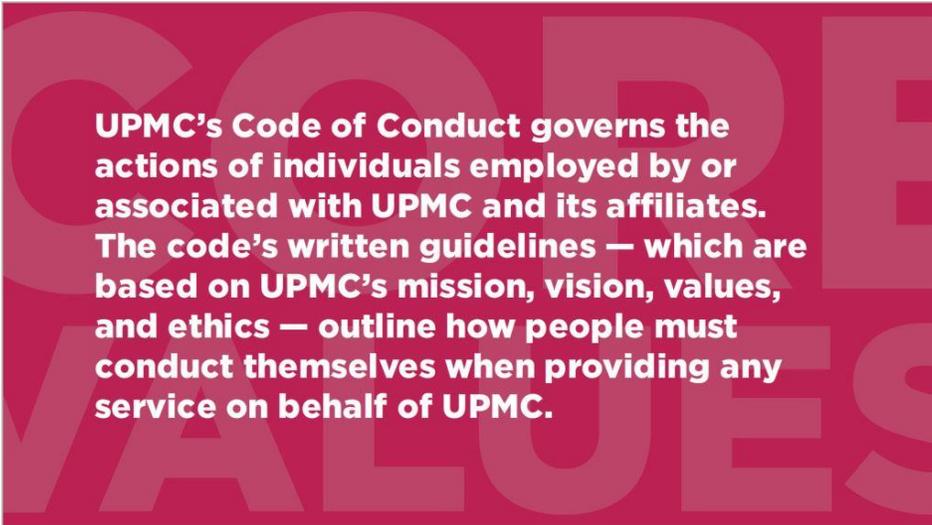
### WHAT YOUR ROLE IS WITH EMTALA...

- 1.) Direct anyone requiring treatment to the Emergency Department (don't just direct them, help them get there yourself!).
- 2.) Call a Condition A or Condition C if the patient is unable to be moved.
- 3.) Call your supervisor or Administrator on Duty (AOD) if patient refuses to go to the Emergency Department.
- 4.) Do not discuss potential co-pays or costs of service or redirect to another facility.

## Corporate Compliance and Ethics

Our Corporate Compliance Program includes a process to help prevent, detect and correct illegal or unethical conduct and promote honest behavior in our organization.

Any concerns you may have concerning fraud and abuse must be reported. If you have any questions or concerns, you may report to your supervisor and/or volunteer coordinator if applicable, or call the Compliance help line at **(800) 542-4841**.



**UPMC's Code of Conduct governs the actions of individuals employed by or associated with UPMC and its affiliates. The code's written guidelines — which are based on UPMC's mission, vision, values, and ethics — outline how people must conduct themselves when providing any service on behalf of UPMC.**

# Hospital Safety

## Infection Control

Using proper infection control practices is essential for your safety and to protect all patients. These practices often seem so basic that most individuals may not recognize the importance of tasks such as good hand washing in preventing the spread of infection. By being informed, you can help prevent the spread of infection to yourself and others.

Spread of infection can be prevented by:

- Hand washing
- Following Standard Precautions
- Isolation

## Hand Washing

Hand washing is the single most important and effective way of preventing the spread of infection to yourself and others. Volunteers, like all hospital workers who have regular patient contact should follow the **FIVE MOMENTS OF CARE**, plus **WASH IN & WASH OUT**, perform hand hygiene at the following times, at a minimum

1. Before touching a patient
2. Before clean/aseptic procedure
3. After body fluid exposure risk
4. After touching a patient
5. After touching patient surroundings

Of specific note is that, in addition to the well-known Five Moments of Care, we also require that you perform hand hygiene when **entering** and **exiting** a patient's room.

## Standard Precautions

Standard Precautions requires that we treat the blood and body fluids of ALL individuals as if they are infectious. For the purpose of preventing the spread of infection to yourself or other patients, Personal Protective Equipment (PPE), such as gloves, gowns or masks may be provided to protect you from exposure to blood or other body fluids. Very few volunteer positions involve possible contact with blood or body fluids.

## What are Bloodborne Pathogens?

Bloodborne pathogens (BBP) are microorganisms present in the human blood/body fluids and other potentially infectious materials that can cause disease in humans. Other potentially infectious materials may include:

- Unfixed tissue or organs (not treated with chemicals)
- HIV/Hepatitis C/Hepatitis B containing cell or tissue cultures

**Last year, at UPMC, there were 1,093 reported cases of employee bloodborne pathogen exposures.**

(source: UPMC Employee Health)



## Incident/Exposure Reporting



Volunteers are not assigned to tasks that are likely to result in an exposure to blood or body fluids; however accidents do happen, especially with children. In the event an exposure occurs, please follow these steps:

1. Immediately wash hands with soap and running water.
2. If the eyes are splashed, irrigate the eyes with large amounts of water or sterile saline.
3. If mouth is involved, wash with plain water or mouthwash if available.
4. Report the incident to your supervisor and seek immediate medical examination / treatment as soon as possible.
5. Supervisors are required to complete and document a follow-up investigation on all exposure incidents.

## Isolation / Precautions

Children’s Hospital has a system for designating the rooms of patients who have certain infectious or contagious diseases, or whose physical and medical condition makes them particularly susceptible to disease and infection. These patients are put in “Isolation/Precaution” and their rooms are clearly marked. There are other types of isolation that may be encountered:

- **Airborne/contact** – prevents the transmission of airborne infections such as tuberculosis and COVID-19.
- **Droplet & Droplet/Contact** – prevents the transmission of highly communicable infections spread by droplets such as bacterial meningitis and influenza.
- **Contact** – prevents the transmission of resistant organisms through direct contact such as MRSA and VRE.
- **Neutropenic** – used for patients who are immune suppressed.

Volunteers must take care to look for any posted isolation signs outside patient rooms. Always check at the nurse’s station if you are unsure regarding a sign posted near the patient’s room.

## Safety and Security (Public Safety)

The Public Safety team at Children's is responsible for many facets of our operation, including visitor management, emergency responses, employee ID badges, surveillance, Lost & Found, escort services and more.

- **Proper identification** – All volunteers and employees are required to wear an ID badge while on duty. If you terminate your volunteer service, please turn in your ID badge.
- **Visitor identification** – All visitors must first report to the Welcome Desk on the first floor of the Main Hospital Building to receive a visitor badge. To do this, the visitor must know the patient's confidentiality code.
- **Suspicious Activities** – It is the responsibility of all employees and volunteers to report any suspicious activities and/or security incidents to CHP Public Safety by dialing **692-5191** from any in-house phone.
- **No Smoking** – Children's Hospital is a smoke free facility. This applies to all employees, volunteers, and visitors. Smoking is only permitted in designated areas.
- **Valuables** – Lockers are available in the Volunteer Services Office for securing valuables. Locks are provided for your convenience. Please place your personal belongings in a locker. Return the lock/key when you are finished with your assignment. CHP is not responsible for personal belongings stored, kept or used on hospital premises.
- **Escort to Car** – CHP's Public Safety Officers are available to escort volunteers to their vehicle, if desired. Please call **692-5191** to request an escort.

## Emergency Management

It is important for Children's Hospital Volunteers to know how to respond in the event of an emergency. To alert staff and volunteers to emergencies without alarming patients and visitors, Children's maintains a condition/code system. If you are the first person on the scene of an emergency, use an in-house phone and dial **692-5151** and notify the operator of the situation. Volunteers do not have a role or responsibility in an emergency unless directed by their supervisor.

**Emergency Information Cards are issued to each volunteer upon receipt of their UPMC ID badge. This card, which includes important phone numbers and list of emergency conditions, should be placed behind your ID badge.**

## Conditions / Alerts

- **CONDITION F:** Fire
- **CONDITION D:** External disaster
- **CONDITION Triage:** Internal disaster
- **CONDITION A:** Cardiac or respiratory arrest
- **CONDITION C:** Crisis, medical
- **CONDITION PINK:** Missing child
- **CONDITION Help:** When concerns exist initiates a response team
- **BRONZE ALERT:** Active weapons situation

During the conditions/codes, volunteers should report to the Emergency Leader designated at the location where present. Do not use elevators until the situation has been cleared. If a condition is announced, it is to be treated as an actual emergency. Drills are not designated.

## Visitor Code of Conduct

If you are in a waiting area or in a playroom, a hallway or some other area in the hospital, and there's a guest that's either verbally or physically exhibiting concerning behaviors, please don't hesitate to act swiftly by contacting public safety (412-692-5191) immediately on your phone or on the nearest house phone.

Here are Public Safety's two levels of Visitor Code of Conduct – which you are encouraged to be proactive and inform them immediately:

**Level 1 (Yellow)** - When a guest has used loud, profane or aggressive verbal language. Threats of violence have NOT been made.

**Level 2 (Red)** - When there is a fear or there has been a physical threat or violent incident.

## Fire (Condition F)

It is the responsibility of Children's staff and volunteers to be prepared to act quickly and correctly should a fire occur. Volunteers should learn the departmental fire plans for their assigned area. The voice paging operator will announce a Condition F to alert staff of the location of a fire emergency. Remain calm and reassure patients and visitors.

If you discover a fire, follow the following procedure: **RACE**

- R** – Rescue anyone in immediate danger.
- A** – Sound the Alarm. Pull the lever on the fire alarm (red) box.
- C** – Confine the fire by closing doors. Patients should return to their rooms.
- E** – Extinguish the fire.

Fire Extinguishers are effective only when used properly. When using an extinguisher, remember the acronym **PASS**

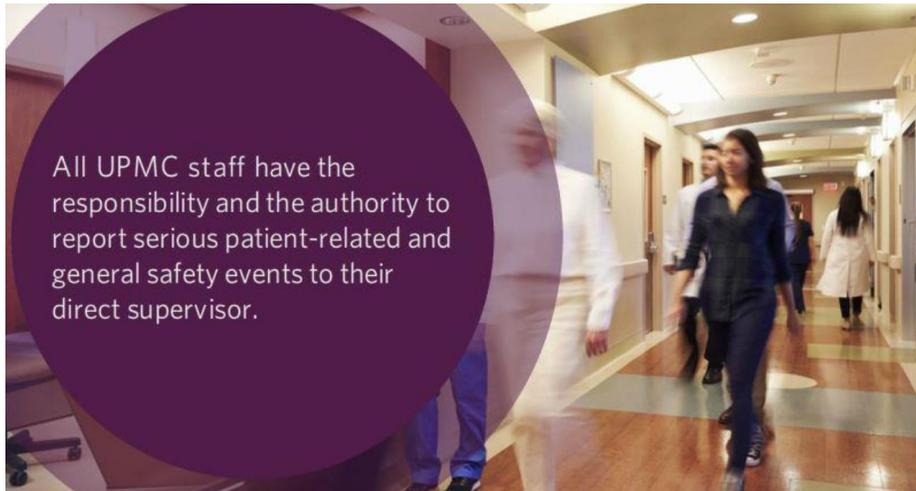
- P** – Pull the pin between the two handles.
- A** – Aim the nozzle at the base of the fire.
- S** – Squeeze the handles together.
- S** – Sweep the spray from side to side.

## Infectious Waste

Materials contaminated with blood or other infectious material **MUST** be handled carefully and disposed of in infectious waste containers.

These containers are typically **RED** and are lined with red biohazard bags.

Exception: All linen, regardless of the degree of soiling, are returned to the laundry and not discarded. **NEVER** place linen in the red biohazard bags.



## Clean Environment

Maintaining a clean environment is part of everyone's responsibility at Children's Hospital.

- All spills on the floor should be cleaned up immediately.
- Volunteers should notify a supervisor to call Environmental Services. DO NOT clean a spill yourself.
- Make sure when playing with patients that there is a clear pathway so that no one trips over toys.

## Wheelchair Safety

When transporting patients in the hospital:

- Push the wheelchair from behind.
- Always back a wheelchair into an elevator, so the patient is facing the front of the elevator.
- Whenever possible, back the chair out of the elevator.
- Be sure to lock the wheels before a patient enters or exits the chair.
- Stay to the right of the hallway and be careful when approaching intersecting hallways or corners.

## Body Mechanics

- It is important to maintain the natural curve of the spine.
- Do not lift heavy objects; ask for help.
- When lifting, hold the object close to your body.
- Bend your knees when lifting to reduce strain on your back. Lift with your knees rather than your back.
- Push rather than pull an object.

## Injury/Illness & Incident Reporting

Immediately report your injury or illness to your supervisor and/or volunteer coordinator. If you are ill, you should go home. If you have an exposure, you will be asked to go to MyHealth@Work Clinic (1<sup>st</sup> Floor, Administrative Office Building) up until 3 p.m. Monday through Friday) or the Emergency Room to get checked.

If you are required to go to the Emergency Room or required to receive care for an injury/accident which occurs when you are volunteering, an accident claim form can be completed and submitted on your behalf. Claims submitted with incomplete information will not be accepted. A Volunteer Services Department staff member will submit a claim on your behalf.

# Volunteer Policies & Procedures

## Discipline / Incident Reports / Termination

UPMC Children's Hospital Volunteer Services department reserves the right to reassign or dismiss volunteers when such action is in the best interest of the volunteer and/or the hospital. We expect your volunteer service to be mutually satisfying and beneficial. As outlined in the Volunteer Agreement Form which you completed and signed at the time of your interview and guided by UPMC's Core Values, please be advised that violation of Children's policies and procedures may result in action ranging from verbal warning to termination. Your supervisor and/or volunteer services staff will share an incident report with you of any potential violations or concerns. Serious violations may result in termination without prior verbal warning.

Reasons for dismissal include, but are not limited to:

- Inappropriate use of confidential information
- Sporadic attendance - Less than 80 percent of scheduled shifts
- Failure to wear volunteer uniform and identification
- Misconduct or insubordination
- Volunteering under the influence of alcohol or controlled substances
- Theft of property or misuse of equipment or materials
- Mistreatment of patients, co-workers or other
- Failure to satisfactorily meet physical or mental standards
- Failure to abide by UPMC Children's Hospital policies and UPMC Core Values
- Failure to satisfactorily perform assigned duties
- Possession of a firearm on the hospital campus
- Inappropriate use of phones or computers
- Use of personal electronic devices in patient areas
- Violation of Volunteer Program Social Media Policy
- Violation of Volunteer Program Boundaries Policy

## Harassment

It is the policy of the Children's Hospital of Pittsburgh of UPMC to provide an environment that is free from sexual harassment or harassment based on age, race, religion, gender, national origin, disability or other protected group status. Harassment violates hospital policy and is not permitted or condoned.

## Drug-Free Workplace

The unlawful distribution, dispensation, possession, or use of a controlled substance on hospital premises or while representing Children's Hospital off hospital premises is prohibited. All UPMC facilities are also smoke-free. Violations of this policy will result in immediate dismissal of a volunteer.

## Solicitation & Distribution

Children's Hospital does not allow any solicitation. Solicitation is defined as any form of selling, promoting or propagandizing such as sales or raffles. This includes distribution of or providing, displaying or handing out literature or material about any other organization event or cause. An act will be considered solicitation whether the individual being solicited is a patient, visitor, employee or volunteer.

## Patient Visitation

Volunteers are permitted to visit a patient they know but must do so by registering at the 1<sup>st</sup> Floor Welcome Desk and obtaining a Visitor Pass. Volunteers are not permitted to visit a patient they know personally while volunteering and cannot wear the Volunteer Uniform or Volunteer ID during the visit.

## Equal Opportunity

We all differ from one another. As volunteers in the health care industry, our differences can become more heightened and important due to the extremely personal nature of the services provided. As we work with each other and serve diverse patient populations, we must be aware of different beliefs and practices and be willing to create and maintain an environment that is respectful of all people.

## Creating an Inclusive Workplace: It Starts with You!

**Diversity is the mix; inclusion is getting the mix to work well together.**



We work better when all of us work together. Diversity and Inclusion begins with understanding:

- Dignity and Respect
- Cultural Awareness
- Unconscious Bias

To help create the best experience for our patients, families, guests, employees, volunteers and our community, it begins with you.

### Modeling Values-Based Behavior

- Focus on the whole person rather than looking at one element of their identity
- Treat every person as an individual, rather than as a specific member of a group.
- Ask yourself: “Who am I failing to include in the conversation?” and “What steps could I take to make sure more voices are at the table?”
- Learn more about others.
- Be a role model! By acting inclusively, others will follow in your footsteps.

# More Helpful Tips for Volunteers

(from the Child Life Department)

## Maintain Boundaries

- **Emotional**
  - Show Compassion, but remain professional
  - Volunteers are guests in patient's life, not a permanent fixture
  - Be aware of your feelings and coping level
- **Professional**
  - Do not assess / diagnose
  - Do not provide options of care, resources or opinions
  - Do not seek to learn more about diagnosis
- **Personal / Spiritual**
  - Protect your personal information
  - Do not share personal beliefs / opinions
  - Patient/family needs are not your responsibility
  - Volunteer are not permitted to give/receive gifts (per Solicitation & Distribution policy)

## Relating to Patients & Families

- **No 'Normal'** - There is no 'normal' for hospitalized patients. Being hospitalized, no matter the reason, is not a normal part of childhood so you cannot compare the behavior of a hospitalized child/family member to that of healthy child/family.
- **Cultural Sensitivity** – we care for patients from around the world and every demographic. We must be respectful of every patient's individuality and preferences.
- **Sensitive Situations** – One of the most important things for volunteers to remember is to respect boundaries.
  - **Bereavement is part of working at Children's Hospital.** A volunteer's role is to be limited in these situations. Dealing with death, terminal diagnosis, etc. is very stressful and families should have extra privacy they need and only interact with necessary staff.
  - **White Rose** – An image of a white rose is used in ICU area to signify a patient/family experiencing something that requires extra privacy (i.e. end-of-life, terminal diagnosis, trauma, etc.). Unless instructed by staff, do not enter rooms with a white rose.

## Safety is a Priority!

- Help children to stay safe (sit on chairs, walk, stay near parent). Also demonstrate safe behavior and serve as a role model for patients.
- Keep the main traffic areas free of toys or other debris.
- Be alert to toys with small parts. Children under three years of age or who chew on toys should not be given any toys on which they could choke.
- Do not use your cell phone when interacting and around patients/families.

## Infection Prevention Reminders

- Maintain exemplary hand hygiene practices. Remember to always use hand sanitizer before and after every patient interaction or entering or exiting a patient area.
- All toys should be cleaned with a sanitizing wipe after being used. Please wear gloves when cleaning and disinfecting toys and wash your hands after removing the gloves.
- Follow isolation precautions and guidelines. Ask your supervisor any questions relating to these practices.

## Come to Volunteer Prepared and Informed

- Have a snack before you arrive for your volunteer shift and be sure to stay hydrated. Volunteering can be hard work!
- Wear your I.D. badge above your waist at all times in the hospital as it is a part of your uniform.
- Introduce yourself by name to children and ask them their first names. Use their name when interacting with them.
- Refer to parents as Mr., Mrs., and Ms. until invited to use a more familiar name
- Ask if you do not understand or need more information. Report any concerns, issues, or incidents to your supervising staff and the Volunteer Coordinators.

## Keeping Rooms in Order

- Put things away that are not being used or items cluttering the play area.
- Broken toys or items missing pieces should be removed from the area and given to the child life or volunteer staff.
- Keep the area tidy and neat.

## Attempt to provide service to all children

- Position yourself in the play area at the child's level (sit or kneel) and in a space where you can view most of the area.
- Encourage children to participate in activities and offer toys which would appeal to their age group.
- 😊 SMILE. Engage children by inviting them to join and make them feel welcome.

## Be Supportive

- Use positive words. For example, say "Keep the toy on the table" instead of "Don't throw the toy".
- Help children when they need it. Encourage the child to do their own work when able; it makes them feel good about themselves. You can suggest, "You try it first. Then if you can't do it, I'll help". Offer choices when possible. "Would you like a red or a green crayon?"
- Prepare children for changes. "In five minutes, it will be time to clean up."

- Avoid asking too many questions to a child or family as it may seem intrusive. Ask open-ended questions so that children and families can provide as much information as they feel comfortable.

## Maintain Patient Privacy

- Remember that talking about children in front of them or to others either within or outside the hospital violates privacy and confidentiality.
- Cover any/all printed patient information you receive, including names.
- Never photograph any patient or family member.
- Follow all HIPAA guidelines, including those related to social media.

Remember that first and foremost, our patients are just kids. They may have a medical condition and be undergoing treatment, but it does not define everything about who they are. They are more than their diagnosis. They wish to relate and connect to others, especially you, about who they are outside of the hospital. Give them the opportunity!

## Ideas for Conversation Starters

- What do you like to do for fun?
- Where do you go to school/what grade are you in?
- Do you have any favorite movies or TV shows? Why do you like it?
- What kinds of toys or games do you like to play?
- Who is your favorite superhero?

## Examples of what not to say or ask...

- Get well soon.
- How much longer will you need to stay in the hospital?
- That boy over there just had his appendix removed.
- Why isn't your mom or dad here?
- What's wrong with you?
- I'll pray for you.
- Let me take your picture for my Facebook page.

And don't forget...

# Have fun!

## Volunteer Services Department

### Contact Information

UPMC Children's Hospital of Pittsburgh

6th Floor – Main Hospital Building – Room 6620

Pittsburgh, PA 15224

Email: [volunteercoordinator@chp.edu](mailto:volunteercoordinator@chp.edu)

Fax: 412-692-5287

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