Welcome to the UK HealthCare Volunteer Program!
Please review the following information and sign off on the attached signature sheet.

1) For all volunteers, we will work with you to place you in the area you prefer if possible and to choose a day and time that you can volunteer each week. If you are a student, this is for the entire semester excluding spring-break. You will be expected to work up until the week before finals. Please always e-mail (uk.volunteer@uky.edu) or call the Volunteer Office (859-323-6023) as well as notify your supervisor if you cannot volunteer due to emergency, illness, etc.

2) You will be asked to submit your volunteer hours on a monthly basis.

3) You will be oriented and trained by the areas in which you volunteer. You will receive a general orientation from Volunteer Services.

4) The dress code policy for Volunteer Services is an official Volunteer Services shirt, blouse, polo, or cardigan paired with khaki or dark colored pants or skirt. In addition, NO jeans, t-shirts, shorts, sweats, leggings, short or tight skirts, scrubs or sandals are acceptable.

5) Long term volunteers must have a TB skin test done and read at University Health Service, 830 South Limestone, 1st floor, before you begin volunteering. University Health Services (UHS) may be reached at 859-323-2778. Also, UHS will need information from you regarding your immunizations. TB Tests from local Health Departments are accepted by Employee Health but must be from within the year. If you are a volunteer for less than one year or under 18 years of age, a TB Test from your pediatrician or local health department will be accepted.

6) As part of our commitment to patient safety, we conduct national criminal background checks and drug screens for UK HealthCare volunteer positions. Please note that failing to successfully complete these screens may result in the withdrawal of an offer of the volunteer opportunity and/or result in termination from any current employment at the University of Kentucky. This includes all candidates 18 and older. Full-time UK employees are exempt.

7) Dues - You will be asked to join the UK Hospital Auxiliary. Dues for Adult volunteers are $10.00 annually and you will receive two volunteer uniform shirts at no cost. Dues for college students are $2.00 + $5.00 for a Volunteer Services polo shirt.
Thank you for choosing UK HealthCare for your volunteer experience. We look forward to working with you and making your experience a good one. If we can assist you in any way please let us know. We are available 8a.m. to 5p.m., Monday - Friday. Call us at 859-323-6023 or email Volunteer Services at uk.volunteer@uky.edu. You may leave a phone message after hours.

INTRODUCTION

In an effort to ensure that all Volunteers assigned to UK HealthCare have the information necessary to perform their duties within this environment, we provide a general orientation and reference guide.

A representative of the UK HealthCare Department to which you are assigned will provide an orientation. This written guide outlines general information and basic procedures and is designed as a supplement to the departmental orientation session.

Please read this information carefully. If you have additional questions, please ask your supervisor or the Staff in Volunteer Services.

HOSPITAL MISSION AND VISION

Mission
The mission of UK HealthCare is to help the people of the Commonwealth and beyond to gain and retain good health through creative leadership and quality initiatives in patient care, education and research.

Vision
The vision of UK Chandler HealthCare is to be a Top 20 Academic Health Center, recognized nationally and internationally for excellence in patient care, education and research.

Core Values
We are committed to excellence and established these core values as the fundamental principles that guide our behavior in accomplishing our mission.

- Sense of urgency
- Teamwork
- Accountability
- Innovation
- Respect

Updated December 2014
Critical Success Factors
To achieve the vision and remain patient centered we must:

- Achieve customer loyalty
- Attract, develop, and retain the best and brightest staff
- Create and use evidence-based knowledge to optimize resource utilization to improve patient care and process outcome.

Patient Rights
In accordance with its mission and values, UK HealthCare treats each patient as a whole, irreplaceable, unique and worthy person.

Communicating with different age groups
Each patient has safety, communication, and comfort needs. How these needs are met depends on the age of the patient and the patient’s stage in life. We consider it important for care providers and support staff to understand age-specific criteria for optimal communication.

Patient Confidentiality and Rights
You must maintain the confidentiality of information about all patients. In recognition of the patient’s rights, the UK HealthCare treats operation room logs, schedules, and all medical records as confidential information. They are available only to UK HealthCare staff. UK HealthCare staff will not discuss a patient’s diagnosis or course of treatment with you.

- Do not discuss the diagnosis, condition, treatment, or prognosis of any patient within or outside UK HealthCare.
- Do not ask staff members for patient information.
- Do not read a patient’s medical record or otherwise access patient information.

You must be trained and tested on the federal law HIPAA (Health Insurance Portability Advocacy Act) before you begin volunteering. The Volunteer Office will provide the information for you.

Hospital Policies and Procedures:
UK HealthCare has a dress code designed to ensure appropriate image, infection control, and safety are maintained. Your department has established a dress code that is consistent with Hospital Policy and the needs of the department.

Volunteer Departmental Dress Code:
Volunteers are expected to follow the hospital dress code of no jeans, shorts, sweats, short/tight skirts or sandals. All volunteers should wear khaki or dark colored pants or skirts along with a Volunteer Services polo shirt. Adult volunteers will receive 2 pieces of uniform attire; others may be purchased. Checks should be made payable to: UK Chandler Hospital. College and Teen volunteers are required to purchase the volunteer polo shirt.

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Identification
You can get your ID badge made in the Security Office (Pavilion A, Room A.00.807) during the following hours:

Monday to Friday, 7 a.m. - 3:30 p.m.
A driver’s license, passport or an official picture ID is required to have your badge made.
- You must wear a UK HealthCare identification badge or approved student badge (given by your school) whenever you are volunteering. If you have not been issued an ID badge, contact the Volunteer Office immediately.
- If you report to volunteer without your ID badge you must go to the Security Office, Pavilion A, Room A.00.807, to purchase a temporary badge for $2.00.
- If your badge is lost or stolen, report it to UK Security immediately. (859-323-6156) Fee for a lost badge is $28.00
- You must always wear your ID badge on the top part of your body when you are volunteering so it will be visible.
- You get a 30% discount on your meals in the UK Chandler Cafeteria, Courtyard Cafe, Markey Café, and Wildcat Café as well as Good Samaritan Cafeteria. Please be sure to show the cafeteria staff your ID badge.
- You must turn in your ID badge on the last day of volunteering to the Volunteer Office.

TOBACCO-FREE POLICY
UK Healthcare has established its tobacco-free policy based on applicable Joint Commission (TJC) standards and state laws.

The University of Kentucky, including UK HealthCare, does not permit tobacco use in or around any of its facilities as of November 20, 2008.

Appropriate Behavior
UK HealthCare values its employees, patients and visitors. To show respect to those around you please refrain from:
- Sexual harassment
- Abusive, obscene, derogatory or profane language
- Jokes, colloquialisms or other behavior that may be offensive to others.

In addition, please do not express personal problems, frustrations, or negative comments about your volunteer site, your colleagues, supervisors or the UK HealthCare to staff, patients or visitors.

UK HealthCare has procedures for appropriately dealing with problems that may arise in the course of your association. If a problem arises, consult your supervisor and the Director of Volunteer Services.

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Communication Channels
Each department/area has developed channels of communication that allow staff to access and exchange essential information. The information outlined below is designed to facilitate communication during your assignment at UK HealthCare. Please contact the Volunteer Office (859-323-6023) if you have concerns or issues that need attention.

Infection Control Information
Hospital employees follow standard precautions when caring for patients. If the patient is on other infection control precautions, such as isolation precautions a sign will be posted on the patient’s door.

- NEVER enter a room occupied by a patient with a precaution/isolation sign on the door.
- ALWAYS wash your hands before and after entering a patient’s room.
- ALWAYS avoid contact with any body fluids. Transportation of specimens or blood by volunteers is not allowed.

Employee Health Requirements
Volunteers are required to meet employee health requirements as outlined.

- If you are a volunteer, Volunteer Services will provide you with information and instructions about employee health requirements.
- All volunteers 18 years and older are required to have an annual TB test from Employee Health Service, if under 18 years of age your pediatrician or the local health department. “Employee Health Compliance Documents” must be given to the Volunteer Office for your file.
- Hepatitis immunizations can be obtained through Employee Health and are offered to all volunteers.
- Immunization Records are required for all volunteers.
- Flu shots are offered to volunteers at no cost by providing your volunteer name badge.

Fire Prevention Information
UK HealthCare has a fire prevention program to protect patients, visitors and staff from the dangers of fire. As part of your orientation to this facility, please locate the fire alarms, extinguisher and evacuation routes within or adjacent to your volunteer area.

Fire Safety
There are fire hazards in hospitals such as ours. They include:

- Oxygen and other medical gases
- Flammable substances, such as paint thinner, solvents, alcohol, and ether
- Electrical equipment
- Combustibles, such as trash, latex gloves and linens
- Grease from cooking

Updated December 2014
Help prevent fires

- Inspect your work area for hazards. Report any hazards to your supervisor.
- Keep combustibles and flammables away from heat.
- Keep equipment that can spark out of areas in which oxygen is used.
- Dispose of trash appropriately.
- Never place medical gas cylinders in trash bags or down the trash chute.

UK HealthCare is constructed with many life safety features to protect building occupants from fire.

You must know the location of:

- Fire alarms (at least two in every area in which you volunteer.)
- Fire extinguishers
- Emergency exits
- Evacuation routes
- Medical gas valves

In addition, UK HealthCare has developed policies, procedures, and training to keep you and others safe.

Fire Notification

If fire, smoke, or excessive heat is detected within the medical center, the fire notification system is activated. You will hear chimes over the paging system, followed by the code CODE RED and the location of alarm. In addition, the alarm system is activated periodically for fire drills and system testing.

When an alarm is activated, smoke and fire doors throughout the building close. Staff will close doors to patient rooms, clear corridors and implement other response procedures.

In most cases, you will be able to remain in the project site throughout the response. Please listen carefully to the overhead paging announcements for instruction that might affect you. If an order is given to evacuate, please secure the area and exit the building.

If you discover a fire...

- Rescue anyone in immediate danger
- Activate the fire alarm; call 911
- Contain the fire by closing all doors
- Extinguish the fire or evacuate to safety
- Pull pin
- Aim at base of fire
- Squeeze handle
- Sweep from side to side

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The code name “Code Red” is used to alert staff that an alarm has been activated.

If you hear a “Code Red” announcement or fire alarm:
- Listen to determine the location
- Close all doors to corridors
- Remove all objects in corridors
- Listen for further instructions

The Fire Department responds to all fire alarms at UK HealthCare. An alarm is silenced only after the Commanding Officer determines that it is a false alarm or the area is safe.

Additional Fire Safety Instructions
If you volunteer on a patient care unit and in an ancillary area, you may have specific instructions to follow if a fire breaks out.

Interim Life Safety Measures (ILSM)
Whenever a construction or renovation project compromises the life safety systems or poses a significant increase in safety hazards, UK HealthCare or the contractor is required to implement temporary systems or interim life safety measures to help ensure the safety of its occupants. Whenever an area is operating under Interim Life Safety Measures (ILSM) a sign will be posted.

If you are assigned to or will pass through an area that is undergoing construction or renovation, ask your supervisor about ILSM specific to the area and your site.

Other Safety Issues

Hazardous Materials
Your supervisor must provide you with information about the hazardous materials with which you may come in contact before you begin your duties in your area. Use the products only the way they were intended. If you have questions about a product and its hazards, please consult your supervisor.

Paging Codes
UK HealthCare uses specific codes to alert staff about hazards or potential hazards in the area or to call designated staff to action. These codes are designed to communicate information to those that need it without unduly alarming patients and visitors.

For information and convenience, a list of pertinent codes is outlined below:
- **Code Red** = Fire
- **Code Pink** = Infant/Child Abduction
- **Code Yellow Stand by** = Mass Casualty
- **Code Blue** = Cardiopulmonary Arrest

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**Tornado Warning** = Announcement  
**Code Q (queue)** = Full Capacity Protocol  
**Assistance Please** = Combative Patient, Visitor or Staff  
**Code Orange** = Chemical Spill  
**Code Silver** = Firearm is being used to threaten or has been discharged within a UK HealthCare property

Designated staff members have assigned roles in response to these codes. If your supervisor provides you with additional instructions, please follow them to ensure your safety and the safety of the patient to which you are assigned.

Patient safety brochures will be provided for your review. Patient safety is a top priority for volunteers working with patients. In addition, artificial nails are not allowed for volunteers and staff when working directly with patients.

**Workplace Violence Prevention**

Every hospital has security risks, including the threat of crimes against person. UK HealthCare has a Security Department, and UK HealthCare has established a Workplace Violence Prevention Program to reduce these risks to its employees and volunteers.

The Workplace Violence Prevention Program requires all volunteers to maintain a safe and secure environment by using safe work practices and adhering to all security policies and procedures.

Volunteers are prohibited from making verbal threats or physical actions that create a security hazard for themselves or others.

*Violence can happen in any area of a UK HealthCare facility:*

- Emergency Department  
- Patient Care Unit  
- Office  
- Pharmacy  
- Lab  
- Parking lot  
- Stairwell  
- Elevator

*Anyone can become violent; however, certain personal factors can increase the likelihood:*

- History of violence or aggression  
- Alcohol or drug abuse  
- Head injuries  
- Certain brain disorders

*Updated December 2014*
Usually there are warning signs:

- Threats
- Talking about or carrying a weapon
- Screaming, cursing
- Restlessness, pacing
- Violent gestures

**Incident Reporting Procedures**

All incidents of workplace violence must be reported to UK HealthCare Security.

- Call 3-6156 to report verbal abuse, threats of violence, other threatening behavior
- Call 3-5200 and ask for “Assistance Please” if a patient or other individual becomes combative
- Call 911 if someone is brandishing a weapon
- Tell your supervisor if you are a victim of domestic violence or have a restraining order against another individual

**Reporting Safety Issues**

UK HealthCare requires employees to report all unusual occurrences involving patients, visitors, volunteers, students and employees by completing a Reportable Occurrences form. Additional reporting, as outlined below, may be necessary to ensure prompt resolution of the problem.

A reportable occurrence is defined as: *any event or situation that results in or has the potential to result in harm to an individual.*

Reportable occurrences include but are not limited to:

- Falls
- Exposures
- Sharps injuries
- Lacerations
- Contusions
- Back injuries
- Burns
- Device/equipment malfunctions
- Medication errors
- Any variation in standard practice that increases risk of or results in injury.

As a UK HealthCare volunteer you are required to report all safety problems at the time they are identified.

*Updated December 2014*
Parking
Adult Volunteers may park in the UK Chandler Hospital or Good Samaritan parking garage with a special parking pass. You may obtain an application in the Volunteer Office. You must have a pass to exit the garage at no charge. The parking office will not stamp parking tickets. College (non-UK) and Summer Teens must park at the football stadium and ride the shuttle into the medical center unless you are placed at Good Samaritan Hospital. To park at the football stadium, you must go to the Campus Parking Office at 721 Press Avenue off Virginia Avenue to obtain a “K” hang tag at no cost.

UK students and employees cannot be issued special volunteer parking passes or tags due to parking policy.

Additional Information and Instruction
Your departmental supervisor should complete the information below and provide it to you as part of your orientation to the job site.

To ensure that you receive all the information you need, please ask your supervisor for at least the following:

- Where is the nearest fire alarm?
- What are the evacuation routes and procedures?
- Where are the bathrooms and drinking fountains?
- Who should I notify if I have a problem in my area?

Contact Numbers
UK HealthCare Volunteer Services 859-323-6023
1000 South Limestone, Room A.01.129, Lexington, KY 40536
UK HealthCare Security 859-323-6156
UK Police 911
UK Parking 859-257-5757
UK HealthCare Switchboard 859-323-5000
UK HealthCare Safety 859-323-5734 or pager 259-6690
Carrie Duncan - Observation and Learning Experience 859-257-2579

UK HealthCare Volunteer Services Staff:
Bonnie Thornton, Director bthor2@uky.edu
Daun Wickline, Retail Manager daun.wickline@uky.edu
Sara Miller, Volunteer Coordinator sara.miller1@uky.edu
Liz Carman, Administrative Support Associate 1 edcarm2@uky.edu
Theresa Jones, Staff Support Associate II (Gift Shop) theresa.jones@uky.edu
Missy Boyd, Staff Support Associate II (Gift Shop) missy.boyd@uky.edu
Sarah Woodall, Staff Support Associate (Gift Shop) sarahdwoodall@uky.edu

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Acknowledgement of Orientation
I have read the orientation guide and received additional information and instruction, as it pertains to my assignment, about UK HealthCare policy, procedures and practice.

I understand the expectations, and I agree to abide by UK HealthCare policy, procedures, and practice during my assignment at University of Kentucky Healthcare.

As part of our commitment to patient safety, we conduct national criminal background checks and drug screens for our volunteer positions. Please note that failing to successfully complete these screens may result in the withdrawal of an offer of the volunteer opportunity and/or result in termination from any current employment at the University of Kentucky. Your signature below indicates your agreement to undergo these screenings.

Name_________________________________________

Signature______________________________________

Date_________________________________________

Agency–University of Kentucky for UK HealthCare