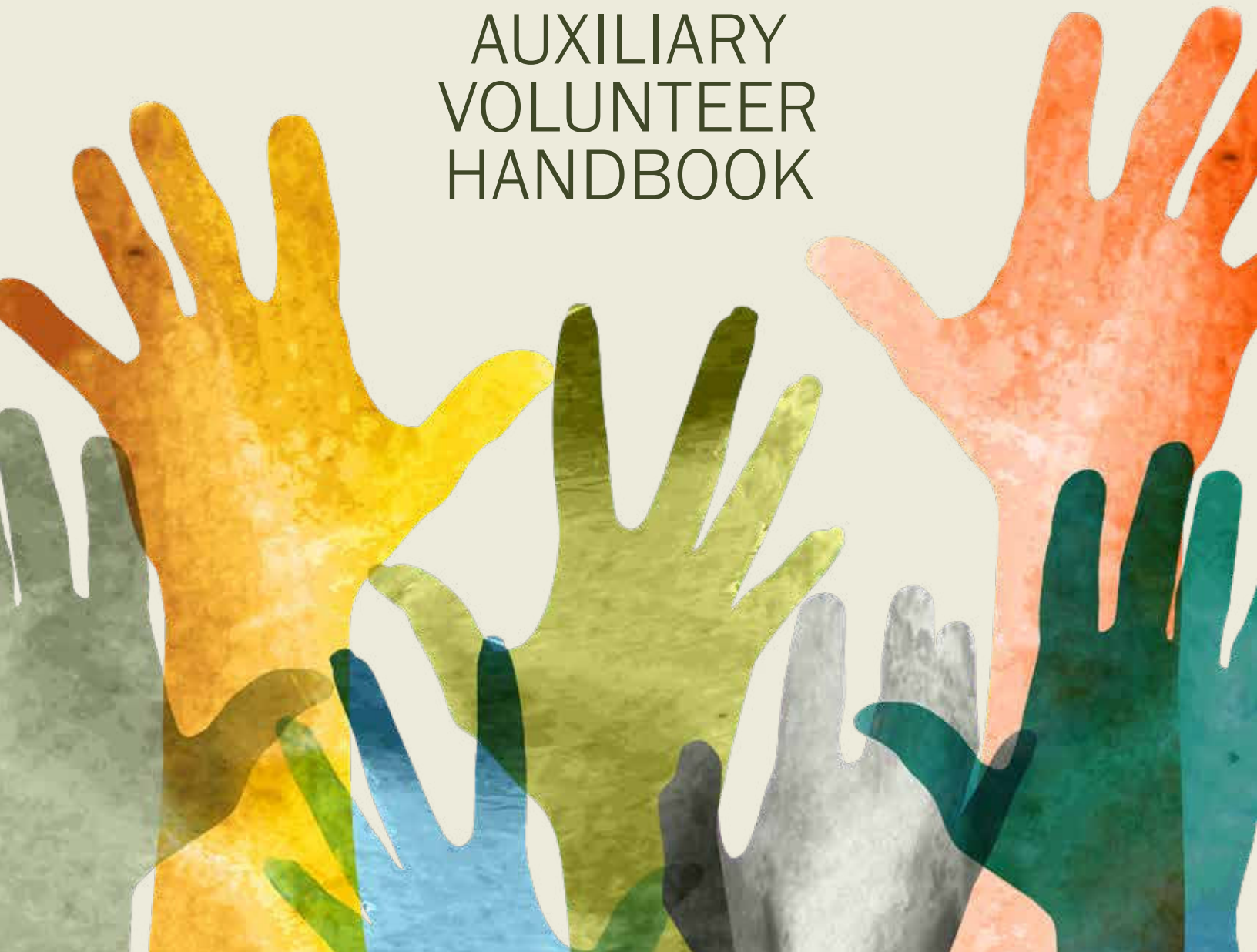




AUXILIARY VOLUNTEER HANDBOOK



improving the health of our community

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Our Mission

Improving the health of our community in all we do

Our Vision

We will be **the** preferred and indispensable healthcare resource throughout northeast Georgia.

Our Core Values

RESPECTFUL COMPASSION

I impact life's most sacred moments.

RESPONSIBLE STEWARDSHIP

What I do today ensures tomorrow.

DEEP INTERDEPENDENCE

I can't do my job without you.

PASSION FOR EXCELLENCE

I bring my best every day.



NGHS had adopted the Communicate with H.E.A.R.T.™ program to ensure kind, safe, compassionate interactions across the organization. The program is effective for interactions with staff, patients, and members of the community. All staff is trained in two components of Communicate with H.E.A.R.T.

S.T.A.R.T. with Heart for the beginning of any relationship, no matter how brief, within the system.

S – Smile and greet warmly

T – Tell your name, role, and what to expect

A – Active listening and assist

R – Rapport

T – Thank the person

Respond with H.E.A.R.T. is appropriate when patients or families are experiencing a bit of an inconvenience or frustration.

H – Hear them out

E – Empathize

A – Apologize

R – Respond within your scope or escalate

T – Thank

When a patient wants to file a complaint – please have them reach out to the Patient Experience department on your campus. We are honored to be the first point of contact for our community when they need additional assistance.



Northeast Georgia Health System

TRUE NORTH PILLARS



CORE VALUES

Respectful Compassion | Deep Interdependence
Responsible Stewardship | Passion For Excellence

OUR VISION

We will be the preferred and indispensable health care resource for the communities we serve.

OUR MISSION

Improving the health of our community in all we do.

SAFETY TOOLKIT



Building
Safety
CHAMPS



Communicate Clearly

- 3-Way Repeat Back end with "That's Correct"
- 3-Way Read and Verify end with "That's Correct"
- Ask Clarifying Questions: "Let Me Ask a Clarifying Question"
- Phonetic and Numeric Clarification



Handoff Effectively

- SBAR
- Situation
 - Background
 - Assessment
 - Recommendation



Act with a Questioning Attitude

Question & Confirm



Maintain Your Wingman at All Times

- Cross Check
- 5:1 Coaching



Pay Attention to Detail

- STAR
- Stop
 - Think
 - Act
 - Review



Speak Up for Safety

- Escalate using ARCC
- Ask a Question
 - Make a Request
 - Voice a Concern
 - Use Chain of Command

Report Problems, Errors and Events

In Pursuit of ZERO Preventable Harm

ORIENTATION/TRAINING/ANNUAL EDUCATION

After completing NGHS Volunteer orientation and NGHS health requirements, the Volunteer Services staff will contact you to schedule your training with experienced volunteers or staff. Your flexibility and open communication with staff during the training and placement process are most helpful and appreciated. As a volunteer, you will be required to complete annual educational requirements to meet the organization's accreditation requirements and remain competent.

As a volunteer with the Health System, we encourage you to review the NGHS website www.nghs.com often to remain aware of current services, updates, and overall awareness. If it becomes necessary for you to take a leave of absence from your volunteer service for one year or more, you will need to meet specific requirements before returning to volunteer.

NORTHEAST GEORGIA HEALTH SYSTEM AUXILIARY

The NGHS Auxiliary is dedicated to enhance services provided to patients, family members, and visitors through volunteerism and philanthropic donations. **Your auxiliary membership donation is important to the continued success of the Auxiliary and is greatly appreciated.**

To learn more about the Auxiliary and donate to join or renew as an Auxiliary member please visit www.nghs.com/auxiliary today.

Membership Options

- \$25 Active Volunteer
- \$50 Supporter
- \$100 Friend
- \$300 Patron
- \$1000 Life (one-time contribution per individual)



The Health System Auxiliary provides complimentary golf cart shuttle service at the NGMC Gainesville and NGMC Braselton campuses.

NORTHEAST GEORGIA HEALTH SYSTEM FOUNDATION

Because you care to make more healthy tomorrows a reality.

As an NGHS volunteer, you are an ambassador for the health system while you are volunteering within the hospital campuses, long-term care, the homes of Hospice patients and as you communicate with family and friends in the community. Therefore, we want you to be well-aware of the tremendous impact healthcare volunteerism and philanthropy make on helping to ensure a healthier tomorrow for our community. Please keep in mind that as a NGHS volunteer, you are often the best at influencing others to become involved as volunteers and donors. We ask that you encourage others to explore volunteer opportunities with NGHS.

As a 501 c(3) not-for-profit, tax-deductible donations to the Northeast Georgia Health System Foundation help support all campuses of Northeast Georgia Medical Center's Community hospitals and the entire Health System. It is through the generosity of our friends and neighbors that critical, lifesaving projects, improvements and complimentary patient care services are available regardless of a patient's ability to pay.

Why Give?

Gifts to the NGHS Foundation enhance the healthy journey and improve the health of the community in numerous ways.

Grateful Patients

Feeling grateful is wonderful, but the real joy comes from expressing that gratitude.

As a volunteer with NGHS, you have a unique opportunity to make a very positive and significant difference in the services provided to patients, family members and visitors. Simple gestures of kindness often mean the most to patients and family members.

It is likely that you will come in contact with many patients and family members who often ask how they can express their gratitude and appreciation for the care they received at NGMC.

The Grateful Patient Program was established to allow individuals and their friends and families to formally recognize a special doctor, nurse, volunteer, an entire department, or a clinical program that played a special role in their care.

Please encourage those who inquire to visit nghs.com/foundation/grateful patient to learn more or contact the NGHS Foundation at 770-219-8099 to speak with a Foundation team member. You can also let the patient or family member know that you will be glad to share their contact information with the Foundation.

The Grateful Patient Program is only one of many giving opportunities. To learn how you or others can give to the NGHS Foundation, visit www.nghs.com/foundation, email foundation@nghs.com or call **770-219-8099**. A Foundation team member will be glad to speak with you.

PROFESSIONALISM

As a volunteer serving within any area of the Health System, you have the important responsibility of helping to provide excellent customer service, therefore, you are always expected to serve with a positive attitude and be courteous and considerate of others. Because of your affiliation as a volunteer, you are now a part of the Health System's image to the community, and you are expected to abide by the guidelines of the volunteer program and be cooperative with fellow volunteers and staff. All patients, family members, and visitors are to be treated with kindness, compassion, and respect.

Extend a smile and warm greeting to those you come in contact with while volunteering. The cheerful, pleasant, and compassionate approach you convey often helps to lift the spirits of others. Please be observant, and proactive in approaching patients and visitors to ask if you can be of assistance.

Patient Confidentiality - Respect the Privacy of Others

As a volunteer, you may have access to confidential patient information. Any information concerning patients, family, staff, and physicians should always be regarded as strictly confidential. Please remember to respect the privacy of others, just as you wish for others to respect your privacy. The law provides for possible civil and criminal penalties for the disclosure of confidential patient information. Please refrain from asking why a person is in the hospital. Volunteers should never ask questions or express opinions regarding a patient's diagnosis or condition. Refer any such questions to the appropriate professionals.

Be a Good Listener

Many patients and visitors need compassionate listening support. Volunteers need to be good listeners and avoid discussing any controversial subjects with the patient or family. Refer patient or family member complaints to the staff where you are volunteering, or the Patient Experience Department. Share that they can express their gratitude and appreciation through the Grateful Patient Program.

Be Professional

Always maintain professional boundaries with a patient. Always knock before entering a patient room and identify yourself. If a doctor or nurse is in discussion with the patient or performing a procedure, excuse yourself. Upon entering a room, do not assume that you can touch a patient's personal items or touch their arm to look at their ID bracelet - always ask their permission.

Remain calm and maintain an appropriate tone of voice when visiting with others within public areas of the hospital campuses.

You should only volunteer as scheduled through the Volunteer Services staff. As a volunteer, you will get to know the families of patients, but it is best to only visit when you are volunteering. Never give patients or their family members your personal contact information. Let them know that the Volunteer Services staff can contact you.

Volunteers should refrain from discussing their personal physical condition with patients unless a physician asks them to be present for a specific purpose, for example, Mended Hearts.

As a volunteer, you will be serving in a professional atmosphere and you must professionally present yourself. Volunteers of the opposite gender of the patient should not visit with patients or residents in their rooms for extended periods of time.

Volunteers should never report to duty under the influence of alcohol or drugs. If suspected of being under the influence while on duty, volunteers will be asked to report to Employee Health for an evaluation.

Volunteers will frequently encounter nurses, physicians, and other healthcare professionals. They should never ask any of these individuals for personal medical advice.

PROFESSIONALISM *(cont'd)*

We hope your volunteer service with NGHS will be a rewarding experience. If you wish to discontinue volunteering, please give the Volunteer Services office as much notice as possible. Be aware that violation of policies and procedures may result in disciplinary action ranging from a verbal warning to termination. Serious violations may result in termination without prior verbal warning.

Always remember that the patient is the most important person in the hospital. Be kind, and helpful to patients, their family members, and visitors.

Should you be contacted by the media regarding an interview related to your volunteer service, always contact the office of the NGHS Auxiliary and Volunteer Services or NGHS Public Relations Department before participating in the interview.

Please contact the office of NGHS Auxiliary and Volunteer Services prior to scheduling a meeting with leaders or staff of NGHS related to the volunteer services program or NGHS Auxiliary.

Volunteers are to take breaks or have meals in the cafeterias, the Bright Spot Café 1400, or outdoor garden areas. Volunteers are to refrain from visiting staff break areas or eating in the Volunteer Workroom.

Exercise Cultural Awareness While Volunteering

Be sensitive and considerate of patients, family members, and visitors of varied cultural backgrounds.

Individuals within any given culture vary. A person's culture is an inherent part of them and greatly influences their behavior. However, culture also is dynamic and changes as the needs of a group or the individual's needs change. All of us have our own biases, preconceptions, and prejudices about specific racial, ethnic, religious, sexual, or socioeconomic groups.

- Become comfortable with differences
- Control/change false beliefs and assumptions
- Respect and appreciate the values/beliefs of those who hold different views
- Think and behave flexibly



VOLUNTEER SCHEDULING

Once you have completed your required volunteer training, you will be scheduled to volunteer in a designated area.

The success of the Health System's volunteer service program of Northeast Georgia Health System is contingent on the dependability and professionalism of volunteers.

Volunteers are not required to serve on holidays, however, if interested in volunteering on a holiday, please discuss this with volunteer staff.

Volunteers should always sign in and out on the computer in the office of Volunteer Services or utilize the convenience of VicNet to log all hours spent volunteering.

All hours should be turned in by the end of each month. Volunteers serving off-site (for example, New Horizons, Medical Plaza 1) are to utilize VicNet or call the office at the beginning of their volunteer shift to report the hours they are volunteering.

When a volunteer is unable to serve, they are asked to complete an absence form at the volunteer sign-in station of the campus where they volunteer, or email auxiliary@nghs.com. If a volunteer needs to inform staff of a change in their volunteer schedule after office hours or on weekends, voice mail is available for their convenience or volunteers are asked to email auxiliary@nghs.com.

Phone numbers –

NGMC Gainesville, Habersham, or Lumpkin 770-219-1830, NGMC Braselton or NGMC Barrow 770-848-1830

If volunteers can get a substitute, it is very helpful and we ask that the Volunteer Services Office be notified of that change. Please do not contact staff members in the area where you serve regarding scheduling. Scheduling of volunteers is the responsibility of the Volunteer Services staff.

If at any time a volunteer would like to change their area of service or have suggestions on improving a service area, they are asked to please contact Volunteer Services staff at the campus where you are volunteering.

Volunteer Services Office hours are 8:30 a.m.–5:00 p.m. Monday through Friday, however, hours may vary depending on staff activities or events

If a volunteer can no longer fulfill an assignment, a written resignation is to be completed and emailed to auxiliary@nghs.com or mailed to NGHS Auxiliary, Volunteer Services Department, 743 Spring Street, Gainesville, Georgia 30501. Volunteers are required to turn in ID badges upon resignation.

PERSONAL APPEARANCE AND VOLUNTEER UNIFORM REQUIREMENTS

The personal appearance of volunteers is important and has a direct impact on the image of Northeast Georgia Health System. Patients, visitors, and staff easily identify NGHS Auxiliary Volunteers by their uniform. Volunteers are to report for their volunteer duty well-groomed and dressed professionally in the proper uniform with the NGHS volunteer identification badge. Volunteers are expected to exemplify cleanliness and professionalism. NGHS volunteer uniforms are to be purchased in the Volunteer Services office and all uniform expenses are tax-deductible.

- No strong perfume or cologne, elaborate jewelry or hair accessories should be worn.
- No visible body piercings are allowed other than ear piercing.
- Fingernails are to be kept clean, presentable, and of a professional length.
- Denim clothing or tight leather pants of any color are not permitted.

Ladies: Red Jacket, Red Cardigan, or Red Golf Shirt

- Volunteers should wear a white or solid neutral color shirt with a jacket or cardigan. If a camisole-type top is worn, the jacket or cardigan is to be buttoned appropriately.
- The golf shirt, jacket, and cardigan are to be worn with pants or a skirt. Leggings may be worn with the longer ladies' jacket, and capri pants are permitted.
- Khaki, white, and black pants or skirts are permitted. Skirts must be no more than three inches above the knee, including when wearing leggings.
- Knee length shorts and a hat may be worn by golf cart shuttle drivers only.
- Fleece volunteer uniform jackets are also available for purchase.

Men: Red Blazer, or Red Golf Shirt

- The blazer is to be worn with a white or neutral-colored shirt.
- Khaki or dark pants
- Knee-length shorts and a hat may be worn by golf cart shuttle drivers only.
- Caps or hats are to be worn only by golf cart shuttle drivers.

Tattoos

Non-offensive tattoos are allowed. Tattoos depicting graphic sexual, violent, or distasteful images are not permitted. Anything identified as offensive will be addressed according to disciplinary action. If management recognizes that a tattoo is or can be perceived as offensive to patients, visitors, staff or physicians, volunteers will be asked to cover the tattoo with clothing or concealer when volunteering.

Footwear

Clean shoes in good repair should be worn. They should be appropriate and provide adequate protection for the tasks being performed. Shoes that expose the toes are not to be worn by volunteers serving in clinical areas. Loose-fitting shoes that are unsafe are not permitted. Volunteers are encouraged to wear slip-resistant shoes.

Hygiene

Good personal hygiene is to be practiced at all times. This includes but is not limited to body cleanliness. NGHS is a smoke-free campus and tobacco use is prohibited. Tobacco/smoke odor should not be detected at any time on volunteers. Patients can be sensitive to the smell of tobacco and/or fragrances and may react if they are experiencing respiratory illnesses.

Hair

Hair, beards, and mustaches shall be clean and well-groomed. Color and hairstyle should be reasonably natural-looking and non-extreme. Long hair should be worn away from the face. Facial hair must be well-trimmed and kept short.

ID Badge

After receiving a badge authorization form from Volunteer Services, volunteers should report to the Security office to have a badge made. The ID badge is to be worn at all times while on duty as a volunteer. Wear the badge clipped to the right collar or on a lanyard and always with the picture and name visible. Please do not attach stickers, pins, or jewelry to the badge or holder.

Mask

NGHS volunteers are required to adhere to masking guidelines at times deemed necessary by the Infection Control department of NGHS.

Securing Personal Belongings

Volunteers are to bring only minimal belongings and secure items in a crossbody bag or within pockets. Please do not bring valuables or large sums of money, as the hospital is not responsible for any losses. Lockers are only available at the campuses of NGMC Gainesville and NGMC Braselton for securing the personal belongings of volunteers while serving.

Cell Phones

Cell phones are to be silenced while in the hospital. Please refrain from talking on the phone in the hallway or patient care areas. Wearing headphones or earbuds, and listening to music or videos or taking pictures while on duty is prohibited.



PARKING

Volunteers are to park at the North Patient Parking Deck Level 2, or the NGHS Employee Parking Deck on the Gainesville campus. At the Braselton campus, volunteers are to park in Lot B. If Lot B is full, volunteers may park in Lot A. Volunteers may park in the visitor parking areas at the Barrow, Habersham, and Lumpkin campuses.

BENEFITS

Northeast Georgia Health System is acutely aware of the valuable contributions volunteers make daily to enhance the quality of healthcare services.

As a valued member of the Health System volunteer team, the tangible benefits offered are in no way pay for your services but are instead conveniences to make your service more pleasant.

- Volunteers are entitled to a complimentary lunch or dinner valued at \$10 per meal in the hospital cafeterias, The Bright Spot, or Café 1400 each time they volunteer.
- Merit or double hours are applied for evenings (4:30 p.m. and after), weekends, and holidays. Volunteer service awards are presented at the Annual Volunteer Appreciation Luncheon.
- Active volunteers receive a 20% discount on purchases in The Window Shops.
 - The volunteer must present their volunteer ID badge for verification to receive the discount.
 - The volunteer discount is not combinable with any other promotions or sales offered by The Window Shops.

PET THERAPY VOLUNTEERS AND CANINES

NGHS Auxiliary has a volunteer pet therapy program that meets the NGHS Volunteer Program and Pet Therapy policies. Dogs are required to be trained, tested, and certified by the Alliance of Therapy Dogs, Pet Partners, Therapy Dogs International, or Happy Tails.



EMERGENCY CODES & SAFETY

Fire: (Code Red)

Fire or a drill will be announced over the PA system as, “Code Red.” Upon hearing this announcement, volunteers should remain in the areas where they have been assigned unless otherwise notified. Never use elevators. Do not use stairs in the area announced.

Do not turn off the lights!

- Rescue** Rescue the patient/person in danger
- Alarm** Pull Fire Alarm; Dial 94911, from a hospital phone, to report the location
- Confine** Close doors/windows
- Extinguish** Be familiar with the location of extinguishers within a service area

- Never use elevators in a fire situation. Wait for elevators to be returned to service by the fire officials.
- Utilize fire stairs away from the fire area. Proceed down and out of the building. Check the door to the stairs for heat and smoke before entering.
- Remember, heat and smoke rise. Remain close to the floor where there will be less heat
- Calm patients and visitors.
- Ask visitors to remain in the room with patients until “code red-all clear” is announced.

External Community Disaster/Mass Casualty: (Code Triage – Levels 1,2,3)

- Active volunteers are the Medical Center’s call-in team and should report, in uniform with a volunteer name badge, to the Volunteer Services Department
- The disaster alert will be activated by the announcement of “Code Triage” over the hospital PA system and repeated three times at three-second intervals.
- If the disaster should occur between 8:30 a.m. and 5:00 p.m., all volunteers on duty should report to the Volunteer Services Department. The use of telephones and elevators will be restricted to emergency use only.

Severe Thunderstorm Warning/Tornado Watch: (Code Weather, Condition Gray)

The operator will announce “Code Weather, Condition Gray” three times at three-second intervals over the hospital PA system. Volunteers will assist as needed in the area where working.

Tornado Warning:

(Code Weather, Condition Black)

The operator will announce this code over the hospital PA system three times at three-second intervals when the hospital is in the path of a sighted tornado. Volunteers assist as needed in the area where working. Patients, visitors, and staff will be moved to a designated safe area within the facility.

Inclement Weather:

(Code Weather, Condition Ice/Snow)

The operator will announce “Code Weather, Condition Ice/Snow” three times at three-second intervals over the hospital PA system when conditions are favorable. Volunteers are not expected to report in ice or snow.

All Clear:

The operator will announce over the PA when operations may return to normal. If there are “off-limits” areas, this will be announced after the “All Clear.”

Workplace Violence:

In the case of workplace violence dial 44444. You do not need to say anything on the phone – help will be sent immediately.

Active Shooter (Code Hotel)

Volunteers must immediately respond with a “Run, Hide, Fight” mentality to protect themselves and their patients. Do not enter the reported danger area until you receive an official “all clear”

Infant Abduction (Code Pink)

Volunteers are to be aware of their surroundings, monitor nearby exits, and notify security immediately of any suspicious individuals or activity. Volunteers serving in The Window Shops are to continue business as normal unless instructed otherwise by Volunteer Staff.

EMERGENCY CODES & SAFETY *(cont'd)*

A Safe Place for Newborns

In the state of Georgia, a mother may leave her newborn infant (30 days old or less) in the physical custody of any employee, agent, or member of staff of a medical facility who is on duty (whether paid or volunteer position). House Bill 391,

Title 19, Chapter 10A, Section 1-8; 19-10A- "Safe Place for Newborn Act"

Safe Place for Newborn Act was designed to prevent injuries and deaths of newborn infants that are caused when a mother abandons her newborn.

A mother will not be prosecuted for leaving her newborn infant (30 days old or less) in the physical custody of an employee, agent, or member of the staff of a medical facility.

Any volunteer or employee should be prepared to accept an infant if approached by a mother wanting to surrender her infant.

In the event that a mother surrenders custody of a newborn infant to you (as the employee/agent of NGMC):

- Ask the mother to provide proof of her identity including name and address, if she is willing
- Ask the child's age and any medical history of the child or parent
- Take the infant to the Emergency Department (ED) where it will be evaluated

High Risk for Falls

Be aware that patients at high risk for falling can be identified by a yellow gown and/or socks.

Please notify staff immediately if you see a High Risk for Falls patient that you deem is at risk of falling (i.e., is walking in the hallway unattended)

Safety Tool Kit

- Communicate Clearly
- Handoff Effectively
- Act with a Questioning Attitude
- Maintain your Wingman at All Times
- Pay Attention to Detail
- Speak up for Safety

See Something, Say Something!

Suspicious Activity:

- If it doesn't look or feel right, it isn't.
- Report any suspicious activity to 770-219-4911 or 911.
- Display Badge at all times – Mandatory for staff members and vendors.
- Ask for appropriate identification if you are in doubt or contact Security.
- Report unattended backpacks, suitcases, packages, etc. to Security.
- Report known or suspicious weapons to Security.
- All employees have a responsibility to protect patients, visitors, and staff.
- The NGHS Workplace Violence Code line from an internal landline phone is ext. 44444. When this number is dialed, Security will be dispatched to the location of the call.
- To report an emergency within all NGMC hospital campuses dial 770-219-4911. To report an emergency within hospital campus parking areas, or NGHS facilities away from the main hospital campuses, for example, Medical Plazas, dial 911.



WHEELCHAIR TRANSPORT / ESCORT

Standard

To safely and efficiently transport patients from one area to another using proper skills and customer service techniques.

Protocol

Transporting patients to and from areas is one of the most important services volunteers perform. Patients confined to a wheelchair are often dependent on volunteers and staff for their safety. Please follow the detailed procedures listed below.

1. Always obtain permission from Medical Center staff before taking a patient out of the area.
2. Check the mechanics and operation of the wheelchair before using it. If faulty, do not use and please take it to the Plant Operations department.
3. Apply both brakes to the wheelchair.
4. Assist the patient in getting in the wheelchair.
 - a. Fold the foot and leg rest out of the way before assisting a patient into or out of the wheelchair
 - b. Instruct the patient to place his or her hands and arms inside the armrest to prevent injury
 - c. Secure clothing and blankets away from the wheels
 - d. Assist the patient with placing feet on the footrest so they will not drag
 - e. Place a blanket in the patient's lap for privacy
5. Release the brake levers.
6. Push slowly, and speak to the patient and tell him or her where you are going.
7. Use Employee elevators when possible. Back the patient on and off the elevator.
8. When using a ramp or other unlevelled surface, turn the wheelchair so the patient is not facing down the incline to prevent the patient from falling forward.
9. Do not transport extremely overweight patients. Ask staff for assistance.
10. Often mothers and newborns are dismissed together. If the mother does not want to hold the newborn in her arms, please notify the nursing staff for a clinical staff person to carry the newborn out. Volunteers, fathers, grandparents, or other family members or friends cannot carry the newborn out of the hospital.
11. Never leave a wheelchair patient unattended.
12. Apply the brakes when the patient is ready to exit the wheelchair.
13. When transporting a patient whose leg has been elevated, special attention is needed to make sure the leg/foot is not caught in the elevator door, etc. Volunteers will need to allow for extra length in front of the chair.

Remember

- Watch where you are going – not too fast.
- Slow down for corners – be especially careful at blind corners.
- Have a firm hold on both handle grips.
- Be alert to hazards. Transport the patient safely.
- Back into and off the elevator. Back down ramps or curbs.



VARIANCE REPORT

Please make every effort to be safe to avoid accidents. Any injury or accident occurring to a volunteer while on duty must be reported at the time of the occurrence. Northeast Georgia Health System does not allow volunteers to transport persons in their cars.

Please report any injury immediately to the Volunteer Services staff, staff in the department where you are volunteering, or NGHS Security. NGHS staff are to complete a variance report and, if necessary, refer the volunteer to Employee Health or emergency services for treatment. If a volunteer is injured after normal business hours, they are to report to the Emergency Department and ask staff to complete a variance.

If a volunteer becomes ill while volunteering, they should please notify Volunteer Services or staff in the department where they are serving.

Falls Prevention Checklist

- Look before you walk – make sure your pathway is clear.
- Close drawers after every use.
- Avoid bending, twisting, and leaning backward while seated.
- Avoid overreaching and lifting heavy objects.
- Secure electrical cords and wires away from walkways.
- Report spills immediately and never ignore “wet floor” signs.
- Report loose carpeting or damaged flooring to an appropriate manager.
- Be aware of steps and unlevelled surfaces.
- Walk, carefully!

Guidelines for Lifting or Moving Objects:

- Prepare yourself by “setting the pelvis” (back straight and knees bent).
- Stand as close as possible to the object being lifted.
- Stand with feet apart.
- Bend at the knees to get down to the level of the object being lifted.
- Avoid twisting or turning the trunk. Turn your entire body.
- Carry the object as close to the body as possible with the elbows close to the body.
- Avoid lifting above shoulders whenever possible.
- To push or pull an object, get close to it, bend your knees according to its height, and place one foot forward and one foot back. Place your hands on the object at chest height. The back should remain straight.

NGHS is tobacco-free. Volunteers are not permitted to smoke on campuses. If you see a visitor smoking, politely remind him or her that for the health and safety of patients, visitors, and staff, the Health System is a tobacco-free campus.



HEALTH REQUIREMENTS/IMMUNIZATIONS

The following health requirements are in place to ensure the continued health of all volunteers, visitors, patients, and families. NGHS Volunteers are required to schedule an in-person Health Assessment appointment with NGHS Employee Health prior to completing orientation.

Tuberculosis Surveillance Program

All new NGHS volunteers will be screened for Tuberculosis.

Volunteer Vaccine Requirements:

Seasonal Vaccination for Influenza

Northeast Georgia Health System has a mandatory influenza vaccination policy, requiring an annual flu vaccine which demonstrates its commitment to protecting the safety and health of its patients, many of whom already have weakened immune systems.

The influenza vaccination is provided at no cost to NGHS volunteers through Employee Health. Volunteers may also receive a flu vaccination from the provider of their choosing and submit verification documentation to Employee Health.

Measles, Mumps, Rubella: Immunity to these diseases is required. MMR vaccine is provided through Employee Health at no cost to NGHS volunteers.

Varicella (Chicken Pox)

Immunity to Varicella is not required however, we do require documentation of immunity status to Varicella. Blood testing for immunity is provided at no cost to NGHS volunteers.

COVID-19

Immunization for COVID-19 is not a condition of volunteering but is recommended. COVID-19 vaccine is provided through Employee Health at no cost to NGHS volunteers.

Hepatitis B Vaccine

Immunization/Immunity to Hepatitis B is not a condition of volunteering but is recommended. Hepatitis B vaccine is provided through Employee Health at no cost to NGHS volunteers.



INFECTION CONTROL

Under the direction of the Infection Control Committee, the Volunteer Services Department will implement the appropriate infection control measures for the purpose of controlling and preventing the spread of infection and/or communicable diseases:

- Volunteers are not allowed to transport blood units or specimens or feed patients.
- Observe isolation signs posted on the doors of patient rooms. Do not enter those rooms.
- Hair, clothing, and shoes should be clean and well-groomed.
- Volunteers should be aware of the signs and symptoms of infections and refrain from volunteering if they have such symptoms. In order to protect patients from possible exposure to any infectious disease, volunteers should not report to volunteer if they have any of the following: fever, diarrhea, rash, upper respiratory infection, persistent cough, draining sore, flu, chickenpox, or shingles, etc.
- Hand washing is the “single most important means of preventing the spread of infection.”



Hand Washing

When to Wash:

- When you arrive at your service area at the hospital.
- Before contact with each patient, his or her environment, and things that come in contact with the patient.
- After contact with each patient, his or her environment, and things that come in contact with the patient.
- After you use the restroom.
- Immediately after removing gloves, and before eating, drinking, applying makeup, or handling contact lenses.
- Before you leave the hospital.

Procedure for Hand Washing:

- Wet hands
- Work up a good lather with liquid soap and warm, running water for a minimum of 15 seconds.
- Clean between your fingers and around your nails.
- Rinse well and dry your hands with a clean, disposable towel while the water is still running.
- Turn the faucet off with a dry paper towel

Please make every effort to refrain from shaking hands while volunteering to reduce the spread of germs.

ETHICS AND COMPLIANCE

HIPAA Awareness Training for Volunteers

Northeast Georgia Health System has a responsibility to protect the privacy of patient information. Confidentiality has always been part of the hospital's culture, even before the Health Insurance Portability and Accountability Act or HIPAA, was passed by Congress in 1996.

- HIPAA sets a national standard to protect medical records and other personal health information.
- HIPAA applies to ALL health care providers: hospitals, physicians, insurance companies, labs, home care companies, and surgery centers.
- HIPAA covers ALL forms of protected health information, oral, written, and electronic.

It is everyone's responsibility to take the confidentiality of patient information seriously. Anytime volunteers come in contact with patient information or any personal health information, written, spoken, or electronically transmitted, they become involved with some facet of the HIPAA regulations!

It is for this reason that the law requires awareness training for all healthcare personnel, including volunteers.

According to HIPAA all of the following information can be used to identify a patient:

- Name
- Address
- Dates (including birth date, admission date, discharge date, date of death, and exact age if over 89)
- Telephone numbers or fax numbers
- Medical record numbers or account numbers
- Email addresses, IP addresses, or web URLs
- Social Security Numbers
- Health plan beneficiary numbers
- Vehicle information such as VINs or license numbers
- Photographs
- Fingerprints or voiceprints
- Medical equipment or device serial numbers
- Any other characteristic that could uniquely identify the individual

By signing the confidentiality agreement, you agree not to:

- Log in to an NGHS computer with any username and password other than your own.
- Reveal any information you learn about the patient as a result of discussions with others providing care to the patient.
- Repeat any statements or communication made by or about the patient.
- Reveal the name or identity of a patient.
- Stay in a patient's room while a procedure is being performed or discussed by a clinician.
- Post derogatory comments or any patient or family information or photographs on any social media networks, i.e., Facebook, Instagram, etc.
- Write or publish any articles, papers, stories, or other written materials which will contain the names of any patients or information from which the name or identities of any patient can be discerned.
- Photograph a patient or NGHS Branded Signage.

Any health information that identifies someone or can be used to identify someone MUST BE PROTECTED.

Protect the confidentiality of patient records and other information stored on computers by doing the following:

Sign on with individual ID and password when staffing the patient information desk.

- Sign off the computer if leaving the desk.
- Keep IDs and passwords confidential.
- Protect computer screens and printouts from public viewing.
- Use cover sheets and verify fax numbers to ensure faxed information goes to the correct person.

The Right Thing to Do NGHS has a responsibility to protect the privacy of patient information	Supports NGHS Values Confidentiality has always been a part of hospital culture
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TPO

HIPAA allows healthcare professionals to share patient information for the following reasons:

Treatment Providing care to patients

Payment Getting paid for caring for patients

Operations Normal business activities such as quality improvement, training, auditing, customer service, and resolution of grievances.

If the use of the information does not fall under one of these you must have the patient's signed authorization before sharing that information with anyone!

Scenarios

1. During the course of your regular volunteer duties, you enter a patient's room to find a fellow volunteer who has been hospitalized.

OK to: Converse with the volunteer as you would normally do with other patients as part of your routine duties.

NOT OK to: Talk about the hospitalized volunteer, including sharing the information with the Volunteer Office, unless the patient has authorized the release of that information.

OK to: Invite the volunteer or a family member to call the volunteer office directly to let them know the volunteer is a current patient.

2. You volunteer where you have access to the patient census. While performing your regular duties you come across the name of a fellow volunteer or acquaintance.

OK to: Continue with your regular duties disregarding the information you happened upon.

NOT OK to: Assume, because he or she is a volunteer or a personal friend, it is OK to notify the Volunteer Office or others that they are a patient.

NOT OK to: Scan the census looking for people you know.

OK to: Only use the patient census for what is necessary to perform your volunteer duties responding to a request for a patient room number.

3. You are having lunch in the cafeteria with a group of volunteer friends and someone makes the statement "Did you know that Mary is in the hospital?"

OK to: Politely stop the conversation and remind your fellow volunteer that sharing personal health information for non-TPO purposes is not something we do. A reminder to all that we need to be HIPAA-Wise would be a very appropriate comment.

NOT OK to: Talk about any person's health information without authorization – EVEN WHEN AMONG FRIENDS

Compliance

It is against health system policy to improperly share, use or dispose of patient information in the wrong way. Under HIPAA, there are now fines and penalties for doing so.

We treat privacy seriously, which is why every volunteer and team member is required to sign a confidentiality form.

A breach of privacy may result in termination.

Wrongful and willful disclosure of health information carries fines and can involve jail time.

Why should we do this?

- It is the right thing to do
- It is in keeping with the values of our organization
- Think how you would feel if it was information about you or a loved one

Patient Rights and Ethical Issues

Patients' rights are protected by law and include the right to information about their care; the right to choose; and the right to know and change, if desired, their healthcare providers. Along with the other important patient rights, a patient's right to an assessment of pain and to have that pain effectively managed is especially emphasized by DNV. It is vital that we recognize the role culture plays in the acceptance, expression, and management of pain, and that we treat each patient in a respectful and ethical manner.

Ethics can be defined as:

- A principle of right or good conduct; a system of moral principles or values; the rules or standards governing the conduct of the members of a profession.
- Ethics are about 'doing the right thing' or serving as a patient liaison to ensure the 'right thing' is done for the patients. When faced with what seems to be an ethical concern, please talk immediately with your supervisor.

Reminders:

- Beware of stereotypes. Don't assume all members of a culture communicate or behave alike.
- Beware of "ethnocentrism" - the tendency to view your own culture as the 'best' or behave in a superior manner.

NEW rights allow patients to:

- Obtain a list of whom we have shared their health information for the past six years
- Request to amend their medical record
- Request other communications such as asking to be notified of lab results only at work and not at home

REVISED rights allow patients to:

- Review and copy their medical record
- Request restrictions on the use of or sharing of their information, such as "opting out" of the hospital directory

Proper Disposal of Information

We must handle and dispose of patient information carefully (i.e., using a shredder instead of throwing patient information away). The procedure for the proper disposal of health information will be part of service-specific training.

NEVER dispose of patient information in an open area trash bin. Be aware of locked containers throughout the hospital marked "Document Destruction Services" for the purpose of discarding confidential information. When in doubt, ask.

Reporting Violations

The Volunteer Services staff is a good place to start for answers to your questions or reporting issues.

You may also call the: NGHS Chief Privacy Officer
770-219-8150

Confidentiality & Security Agreement

I have reviewed NGHS' HIPAA Privacy and Security Policies and Procedures and/or been trained on the NGHS' Privacy and Security Policies. I understand that NGHS has a legal responsibility to protect patient privacy, as well as the security of electronic patient information. To do that, it must keep patient information confidential and safeguard the privacy of patient information in all forms.

In addition, I understand that during the course of my employment or other work at NGHS, I may see or hear other Confidential Information, including operational and financial information, pertaining to NGHS that NGHS must maintain as confidential.

Regardless of the capacity, I understand that I must sign and comply with this Agreement in order to continue to work with NGHS. By signing this Agreement, I understand and agree that:

I will keep patient information confidential, and I will disclose patient information only under the conditions described in the HIPAA Privacy and Security Protection Manuals. Regarding other types of important information to NGHS, I will keep such information confidential and will only disclose such information if it is required for the performance of my job. Additionally, I will only use NGHS equipment for business purposes, which are related to my job functions.

I will not discuss any information, either patient-related or relating to NGHS' operations, in public areas (even if specifics such as a patient's name are not used), unless that public area is an essential place for treatment, payment or operations of NGHS.

I will keep all security codes and passwords used to access the facility, equipment, or computer systems, confidential at all times. I will not share my passwords with anyone (except IT and System Administrators as necessary) and will safeguard my passwords at all times.

I will only access or view patient information, including my own, for that which is required for treatment, payment or operations of NGHS. If I have any questions about whether access to certain information is required for me to do my job, I will immediately ask my supervisor or NGHS' Privacy or HIPAA Security Officer for assistance.

I will not disclose, copy, transmit, inquire, modify, or destroy patient information or other System confidential information without permission from my supervisor or NGHS' Privacy or HIPAA Security Officer. This especially includes transmissions from NGHS to my home.

I recognize that I have a duty to report any suspicious activity or security incidents to Security, the IT Helpdesk, the Privacy Officer, or the HIPAA Security Officer immediately. I also recognize that I have a duty to report anyone who violates the HIPAA Privacy and Security Protection Manuals to the Privacy Officer or the HIPAA Security Officer.

Once my job with NGHS is terminated, I will immediately return all property (e.g. keys, documents, ID badges, etc.) to NGHS. Even after my job is terminated, I agree to meet my obligations under this Agreement.

I understand that violation of this Agreement or the HIPAA Privacy and Security Protection Manuals may result in disciplinary action, up to and including termination of my employment or relationship with NGHS, and this may include civil and criminal legal penalties as a result of the final Privacy and Security Rules issued by the federal government.

I have read the above agreement and been trained regarding the HIPAA Privacy and Security Protection Manuals and agree to comply with them so that I can continue to work with NGHS.

Signature

Date

Print Your Name

Title

NGHS COMPLIANCE HANDBOOK ACKNOWLEDGEMENT

Last First MI Dept. Name Affiliation

As a person affiliated with Northeast Georgia Health System, Inc. (“NGHS”), I hereby acknowledge that:

- I have received and have read NGHS Compliance Handbook (“Handbook”) and my continued employment and/or affiliation with NGHS and/or its affiliates depends on my good faith compliance with all Handbook provisions as well as any and all local, state and federal laws, rules and regulations.
- I understand the Handbook and NGHS’s compliance policies and understand my obligation to abide by their terms. I further understand that any questions related to the Compliance Handbook should be raised with my supervisor, the Compliance Officer, the Compliance Department, any member of the Compliance Committee, or Administration.
- I understand that I should not violate the Handbook’s provisions or any applicable laws or regulations, and that any such violations may result in disciplinary action, up to and including termination of my employment or affiliation.
- I understand my obligation to report violations of law and/or Handbook provisions of which I become aware and that the compliance policy of NGHS forbids retaliation against me for a report made in good faith.
- I understand that I may report a violation of law and/or the Handbook’s provisions anonymously via the Hotline and that the compliance policy of NGHS forbids retaliation against me for a report made in good faith.
- I understand that NGHS’s information and records, including information concerning customers and other employees, are the property of NGHS and are confidential.
- I have not misappropriated and agree not to misappropriate NGHS’ proprietary information, documents, records, or property or removed NGHS’s documents or records from the NGHS’s premises without proper approval.
- I understand that the objective of an effective compliance program is to ensure that the organization, its employees and other affiliates comply with all applicable laws, regulations and standards related to its operations. I understand my obligation to comply with all applicable laws, regulations and standards.

Signature

Date

When signed, the original signed form should be filed as follows:

For Contract Personnel, file in appropriate department file

For Employees, file in Human Resources employee file

For Volunteers, file in Volunteer Services department

For Medical Staff Applicants, file in the Medical Staff Services department

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AUXILIARY TEEN VOLUNTEER HANDBOOK



ANNUAL ORIENTATION / TRAINING

Teen Volunteers assist in a variety of volunteer service areas to gain more exposure to many different careers in healthcare. Northeast Georgia Health System welcomes teen volunteers and accepts teen volunteer applications throughout the year. Teen volunteers must be full-time students with acceptable grades, a high standard of behavior, and a sincere interest in helping others. Teens must be 15 years-of-age to apply to begin volunteering and may continue volunteering through the summer after graduation. All teens are required to complete the orientation, and health requirements, and participate in service area training with an experienced volunteer. All teens are expected to complete 30 hours of volunteer service within a four to eight-week period during the summer to assist with non-clinical duties at the Medical Center's Gainesville, Braselton, Habersham, Lumpkin or Barrow campuses. Being a teen volunteer is a great opportunity to volunteer, explore health care careers and to develop a reference for employment or college applications. In addition, teens are given an opportunity to learn the importance of volunteerism at a young age.

VOLUNTEER UNIFORM

Approved Uniform:

- Red polo shirt with hospital logo
- Khaki, White or Black pants
- Leather/athletic shoes

Not Allowed:

- Cropped pants, skirts, or shorts
- Clogs, Crocs or sandals
- Jeans (no denim clothing of any color)
- Strong perfume and excessive jewelry
- Visible body piercings
- Visible tattoos. All tattoos must be covered.
- Long hair should be worn away from the face.
- Leggings
- Tight-fitting pants

Hair

Hair will be well-groomed and not obstruct eyesight. Hair color and hairstyle should be reasonably natural-looking and non-extreme. Facial hair must be neatly trimmed, and beards may not be longer than two inches below the jawline

ID Badge

The ID badge is to be worn clipped to the right collar or on a lanyard and should always be worn with their picture and name visible.

Securing Personal Belongings

Volunteers are asked to bring minimal belongings and secure items in a crossbody bag or within pockets. Please do not bring valuables or large sums of money, as the hospital is not responsible for any losses. Lockers are available only at the campuses of NGMC Gainesville and NGMC Braselton for securing personal belongings of volunteers while serving.

Cell Phones

Cell phones are to be silenced while in the hospital. Please refrain from talking on the phone in the hallway or in patient care areas. Wearing headphones or earbuds, and listening to music or videos or taking pictures while on duty is prohibited.

Parking on the Campus

Teen volunteers who drive to NGMC Gainesville are to park on the third level of the North Tower Parking Deck or the Employee Parking Deck. At the Braselton campus, volunteers should park in Lot B. If Lot B is full please park in Lot A. At the Barrow, Habersham, or Lumpkin campuses, volunteers may park in visitor parking.

ETHICS / PROFESSIONALISM

Teen Volunteers are required to abide by the following professional guidelines while volunteering:

- Please do not go to any areas of the hospital unless your supervisor has given you an assignment or an errand to run. Do not visit with hospital personnel in their work area for extended periods.
- If a staff member asks you to perform a task that you have not been assigned to do, or if they ask you to come an extra day, you must clear it with the Volunteer Services Office first.
- Confine your refreshments or meals to the cafeteria or The Bright Spot at the Gainesville Campus, Café 1400 at the Braselton Campus, and the cafeteria at the Lumpkin, Barrow, and Habersham Campuses. Volunteers are asked not to take breaks or have meals in staff breakrooms.
- Please do not bring your friends with you to the Medical Center. If they are interested in becoming teen volunteers, they must apply to the program.
- Be careful not to become overly involved with patients.
- Be warm and friendly, but do not bring them gifts or promise to visit them. Never stay in any patient's room longer than necessary to fulfill your specific responsibility.
- If you feel ill or have any type of accident, immediately report to the Volunteer Services Office or to the supervisor in the department where you are volunteering. Teens are to be treated in the Employee Health Office unless it is a weekend or evening, in which case teens should report to the emergency department. A written report is required to be completed.
- Always tap lightly before you enter a patient's room and identify yourself. Always call the patient 'Mr.' or 'Ms.'
- Introduce yourself and tell your reason for being there.
- Volunteers are never allowed to participate in the administering of medication, feeding, or treatment of a patient.
- Never suggest a doctor's name to patients.
- Always hold the elevator door open for guests, patients, and staff. Hold the door open button until all people have left or entered the elevator safely. Allow all persons to exit the elevator before you enter. Volunteers should use employee elevators if possible.
- Please use the stairs when you are only going a couple of floors.
- Do not accept money from patients. Graciously explain that you are a volunteer, and you enjoy being of assistance.
- Teen volunteers are not allowed to volunteer under the supervision of parents employed by the health system.
- If any problems occur, immediately get in touch with Volunteer Services staff.
- While on duty as a volunteer maintain a professional relationship with all hospital personnel.
- Volunteers are not required to serve on holidays.
- Cell phones are to be silenced while volunteering and are not to be a distraction while volunteering. Please refrain from texting or taking pictures while walking through the hospital campuses. Please step outside or into a private area for personal calls or utilize a phone within the volunteer services office.

Teen Volunteers are NOT allowed in the following areas:

- Labor and Delivery Rooms
- Operating Room
- Isolation rooms
- Morgue
- Patient's room while a doctor is visiting, or the patient is receiving treatment
- Patient's room with "No Visitor" sign on the door

Tobacco-Free Campus

NGHS is a tobacco-free campus. Teen volunteers are not allowed to smoke at any time. If you see visitors smoking, politely inform them that the campus is tobacco-free and let them know they will need to move off hospital property to smoke.

SCHEDULING

Teen volunteers will receive a schedule of days and hours to volunteer and should report to volunteer only if scheduled. Teen volunteers are supervised by the Volunteer Services staff, and the supervisor in charge of the unit. Teen volunteers are always given a specific assignment and are expected to report promptly and stay at the assigned location until the shift is complete.

As a teen volunteer, you accept the responsibility to volunteer until school begins. Whether or not you may volunteer extra hours will be determined by the needs of the Health System. Before reporting to volunteer extra hours, always ask the Volunteer Services Office. Never leave the campus without notifying Volunteer Services Office before the end of your scheduled time.

If at any time you would like to change your area of service or have suggestions on improving your service area, please consult the Volunteer Services staff. If you need to inform staff of a change after office hours, voice mail is available. Your message will be received the next business day.

NORTHEAST GEORGIA HEALTH SYSTEM AUXILIARY

Teen volunteers are honorary members of The Health System Auxiliary, paying no membership dues.

BENEFITS

Most of the rewards you will receive as a volunteer are intangible, although personally rewarding. The Health System is acutely aware of your contributions through your service commitment, but only you can measure the full benefits through your personal feelings of fulfillment and medical career exploration.

The tangible benefits offered are in no way pay for your services, but are conveniences to make your service more pleasant.

- Teen volunteers may sign for a complimentary meal in the cafeterias of the hospital campuses, The Bright Spot, or Café 1400 each time they volunteer (Approx. \$10 per meal).
- Being a teen volunteer is a great way to develop a college, technical school, or job reference. A record of teen volunteer service is kept on file by the Volunteer Services Office and references may be requested by teen volunteers.

*Thank you for volunteering with
Northeast Georgia Health System!*



Northeast Georgia Health System

AUXILIARY

743 Spring Street, NE
Gainesville, Georgia 30501
770-219-1830