

# Volunteer Services Handbook



Dear Volunteer,

Welcome to North Memorial Health! We are delighted that you have joined our volunteer team to share your time, talent, and enthusiasm. Our commitment to how we provide compassionate, patient-centered care is not only a primary focus at North Memorial Health; it is greatly enhanced through the participation and commitment of our volunteers.

As a volunteer, you will play an important and valued role. Your contribution will not only provide a remarkable experience for our patients, families, physicians, and employees; but will also bring to life the values of North Memorial Health. Whether you are working directly with patients or providing other support services, your contribution makes a significant difference.

We hope your volunteer experience is rewarding and provides you with the satisfaction that comes from helping others.

Thank you for bringing your personal and professional excellence to North Memorial Health, together we will maintain a positive culture focused on providing an outstanding experience for our patients, families, employees, and colleagues and demonstrates a shared commitment to our values and culture.

**Welcome!**

Volunteer Services



North Memorial Health started as a single hospital in 1954 by a doctor that wanted to do things differently– do things better. Today, that inventive spirit continues throughout our network of 25 specialty and primary care clinics, urgent and emergency care offerings, medical transportation services and two hospitals, North Memorial Health – Robbinsdale Hospital and North Memorial Health - Maple Grove Hospital. In addition, our Hospice program extends this commitment to compassionate, patient-centered care beyond the hospital walls. Together with more than 440 care providers and 6,500 team members, including our dedicated hospice and hospital-based volunteers, we are focused on delivering a more connected, supportive experience for the patients, families, and communities we serve.

**Mission** Empowering our patients to achieve their best health.

**Vision** Together, health care the way it ought to be.

**Values** To provide the best care for our patients, their loved ones and each other, we will:

- ✓ **Advocate Courageously.** We champion doing the right thing.
- ✓ **Respect Uniqueness.** We show compassion for all.
- ✓ **Rally Together.** We see challenges as opportunities.
- ✓ **Create Impact.** We are accountable for the best possible outcomes.



## **VOLUNTEER SERVICES MISSION STATEMENT:**

Our volunteers work to support North Memorial Health in our effort to deliver healthcare as it ought to be.

## **YOUR ROLE AS A VOLUNTEER**

Our volunteers will provide compassionate, helpful and positive interactions with those we serve. We look to you to help personalize the healthcare experience – believing that every interaction can be a defining moment

Our volunteers assist our employees and interact with our patients and their family members. As volunteers you enrich the patient experience and quality of care we deliver.

## **BENEFITS OF VOLUNTEERING**

At North Memorial Health, the most meaningful benefit of volunteering is the personal fulfillment that comes from making a patient's day a little brighter and supporting their families during meaningful moments. Beyond this rewarding experience, volunteers also enjoy the following benefits:

### **Development Opportunities**

Ongoing chances to build personal and professional skills through hands-on experience

### **Healthcare Exposure**

Direct insight into the daily operations, roles, and teamwork within a modern healthcare environment.

### **Academic Support**

Volunteer hours may count toward school, program, or service-learning requirements, when applicable.

## **Letters of Recommendation**

Volunteers who complete 50 hours or 6 months of service may request letters of recommendation or references. Attendance, engagement, and performance will be reflected in any written or verbal recommendations.

## **Relationship Building**

Opportunities to connect with staff, patients, visitors, and fellow volunteers.

## **Volunteer Recognition**

Regular appreciation and recognition for volunteer contributions throughout the year.

## **Café Credit Benefit**

A \$10 café credit is provided for each completed shift. Purchases exceeding this amount require volunteers to pay the difference at checkout

## **Complimentary Flu Vaccination**

Volunteers are eligible for a free annual flu shot.

## **Retail Discounts**

**Gift Shop:** 10% discount (Only at North – Maple Grove Hospital)

**Pharmacy:** 10% off general merchandise and 20% off over-the-counter products

# Our Expectations

## COMMITMENT

We ask our volunteers to make a good faith commitment of six months when volunteering at North Memorial Health. New volunteers are asked to complete six months of active service before considering being trained in another volunteer area.

## ACCOUNTABILITY

As a volunteer we expect you to hold volunteer services accountable in the following areas: providing orientation, training and retraining, providing a service description, supervision and support, respect - treating you as part of a team, and recognition.

Just as we expect you to hold volunteer services accountable, we will hold you accountable in the following areas: being prompt and dependable; maintaining patient, employee and volunteer confidentiality; providing feedback to the care center leader or volunteer services staff; adhering to the volunteer dress code; and being honest and clear in your communication.

## UNIFORMS/DRESS CODE

As a volunteer, you help shape the first impression of North Memorial Health for patients, families, and visitors. To maintain a professional and welcoming environment, volunteers are expected to follow all dress code guidelines and must wear their volunteer polo shirt and photo ID badge (visible above the waist) at all times while on duty.

Volunteers who arrive out of uniform or not in compliance with the Dress Code Policy will be asked to leave for the day. Service hours will not be credited, and the shift will need to be rescheduled.

### Uniform Requirements

Volunteers must wear their issued polo shirt, photo ID badge (visible above the waist), dress or business-casual pants, and closed-toe, comfortable shoes during every shift

Volunteers may not wear jeans of any color, shorts, sweatpants, scrubs, leggings worn as pants, mini-skirts, hats, sandals, or open-toed shoes in order to maintain a professional and safe environment.

## Cosmetics & Jewelry

Cosmetics and jewelry should be moderate and professional. In patient care or support areas, keep hand and wrist jewelry minimal, and avoid wearing multiple rings.

## Fragrance-Free Environment

To support patient comfort and safety, please avoid wearing perfume, cologne, or scented products.

## Professional Conduct

Volunteers should not chew gum while volunteering.

## Political Neutrality

Volunteers may not wear items displaying political opinions, ensuring a welcoming environment for all.

## Nail Hygiene

Maintaining proper nail hygiene is an important part of creating a safe, clean, and professional environment for our patients and families. Because volunteers may work in areas where infection prevention is critical, certain roles require additional attention to nail care. All volunteers are expected to follow the guidelines below, and those in specialized roles must adhere to any added requirements outlined in their position description.

- Certain volunteer roles, such as Food Services, NICU, and positions involving patient contact or product preparation—have specific nail hygiene requirements. Please refer to the position description for role-specific expectations.
- Volunteers who provide direct hands-on patient care or assist in preparing patient products may not wear artificial nails or nail enhancements.
- Nail enhancements include: tips, wraps, gels, overlays, extenders, acrylics, tapes, appliqués, piercings, and nail jewelry.
- Patient products include food, beverages, medications, direct care equipment, and sterile instruments or supplies.
- Nail polish, if worn must be fresh—not chipped or peeling
- Nail polish is not permitted in any sterile field.
- Natural nails must be kept short (no longer than 1/4 inch) and clean to support infection prevention.

**Photo ID Badge**

Your volunteer photo ID badge is a required part of your uniform and must be worn visibly above the waist during every shift. If you arrive without your badge, you will not be able to complete your shift. Please notify Volunteer Services immediately if this occurs.

Photo ID badges may only be used while volunteering. Volunteers may not use their badge to access patient care areas when visiting friends or family members, nor for any other unauthorized purpose. The badge should be worn and used only during scheduled volunteer hours.

# General Volunteer Information

## “JUNIOR” VOLUNTEER DEFINITION

Junior volunteers are middle school and high school students who participate in volunteer opportunities at North Memorial Health. Because junior volunteers are still developing independence and require additional safeguards, they must complete supplemental onboarding materials, including forms related to attendance expectations, emergency contact information, and other required documentation. These materials must be completed with the support of a parent or guardian.

Junior volunteers also follow a set of program-specific guidelines designed to ensure a safe, age-appropriate, and positive experience. For detailed information about eligibility, scheduling, supervision, and expectations, please refer to the Junior Volunteer section of this handbook on page 11.

## SCHEDULING

North Memorial Health Volunteer Services takes careful consideration when scheduling volunteers. We are committed to working out a volunteer schedule to meet the needs of the hospital and our volunteers.

## CHANGES IN SCHEDULE/REPORTING ABSENCE

If you are unable to attend your scheduled volunteer shift, please notify Volunteer Services as soon as possible. Advance communication helps ensure reliable support for patients, families, and staff.

Volunteers may remove themselves from the VicNet calendar up to 72 hours before the start of their shift. Instructions for using VicNet can be found in your Orientation Packet (VicNet Guide).

If your absence occurs within 72 hours of your shift or on the day of your shift, please contact the Volunteer Services attendance line for your site by phone or email.

Repeated absences especially those without communication negatively impact program operations and may lead to disciplinary action, up to and including dismissal from the volunteer program. If you miss three scheduled shifts without notifying Volunteer Services, we will make a good-faith effort to contact you. If we are unable to reach you and you have not contacted us, your volunteer status may be inactivated and you may be removed from the schedule, which may result in dismissal from the program.

## MEALTIME BREAKS

During a volunteer shift for which you are actively volunteering for 3 or more hours, volunteers are encouraged to take a break of up to 20 minutes. This break should allow you enough time to purchase and consume a meal in the Café before returning to your assigned area. You are entitled to a \$10 cafe credit. You will be responsible for paying any amount that exceeds the allowance.

Café credits should be used before or after your volunteer shift. If your department or care area is busy, please delay your break until activity slows. Always notify staff before taking a break and check whether anything needs to be done first. If you volunteer during a mealtime, ask staff whether you may take a meal break and when the best time would be.

## PERSONAL GUESTS & VISITORS

As a volunteer, you are expected to project a professional image of North Memorial Health at all times. Volunteers may not invite friends or guests to accompany them during their volunteer shift unless Volunteer Services has approved the request in advance. Please note that approval for shadowing is rare and is granted only under specific circumstances.

If Volunteer Services approves a guest to shadow you during your shift, please ensure the guest meets the following requirements:

The guest must...

- Sign a confidentiality agreement
- Stay with the host volunteer at all times
- Adhere to dress code standards

Additionally, there are restricted areas within the hospital where guests are not permitted to accompany volunteers. Volunteer Services will provide guidance on where guests may or may not go, based on safety, privacy, and operational requirements

## HOLIDAYS

North Memorial Health observes seven nationally recognized holidays—New Year’s Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. We recognize the importance of celebrating these and other religious holidays with your loved ones, however, because we are a 24/7 operation, we do need your help even during holidays. If you are unable to attend a scheduled shift due to a religious holiday, the absence will be excused. You are required to notify Volunteer Services in advance so that we can ensure appropriate coverage and maintain smooth operations.

## ILLNESSES

Minimizing the chance of transmitting illness to anyone is important, but we certainly need to protect our patients who are less able to protect themselves from illness.

## LEAVE OF ABSENCE

Volunteers may occasionally need to take an extended break from their service. If you anticipate being unable to volunteer for four weeks or longer, you may request a leave of absence of up to three months.

### Return to Service

When you are ready to resume volunteering, please contact Volunteer Services at least two weeks prior to your intended return date. Because volunteer positions and shifts cannot be held during a leave, an alternative assignment may be offered upon your return. If reassignment is necessary, additional training will be provided.

### Extended Leaves

If a leave of absence extends beyond three months, the volunteer will be placed on the waiting list until a suitable opportunity becomes available

### Unplanned Leaves

For unplanned or urgent absences (e.g., health-related), volunteers should notify and consult with Volunteer Services as soon as possible.

## DISCIPLINARY ACTION/DISMISSAL

Occasionally there is a need to dismiss volunteers from our program. North Memorial Health uses a system of due process and formal documentation designed to address performance issues. The following is a list of behaviors which may result in immediate dismissal (this is not an all inclusive list):

- Falsifying statements on the volunteer application or during the interview process
- Inappropriate behavior towards or mistreatment of patients, family members, guests, physicians, employees, and fellow volunteers
- Breach of or inappropriate use of patient or employee confidential information
- Failure to satisfactorily perform assigned duties
- Theft and/or destruction of property or misuse of equipment or materials
- Excessive unreported absences
- Reporting for your scheduled volunteer shift under the influence of alcohol or controlled substances
- Possession of firearms, explosives, weapons, or other contraband on North Memorial Health property
- Misuse of your volunteer photo ID badge

## RESIGNATION

If you are no longer able to continue volunteering, please provide at least two weeks’ notice of your resignation whenever possible. Upon leaving the volunteer program, you must return your photo ID badge to Volunteer Services or Security.

Volunteers may keep their North Memorial Health volunteer polo shirt; there is no need to return it.

## INTERACTING WITH PATIENTS AND FAMILIES... RESPECTING DIFFERENCES

Everyone experiences healthcare crises differently. When interacting with patients and their loved ones, please remember being hospitalized or having a loved one in the hospital can be a frightening and stressful experience. The following are some helpful hints for interacting with patients and their families:

- Introduce yourself and explain why you are there
- Listen attentively and with respect
- Treat each patient as an individual: remember their name and the names of their loved ones
- Talk about yourself and your family only when asked. Don't discuss personal issues
- Do not offer medical advice and do not accept gifts
- Respect cultural, religious, family and personality differences
- Maintain confidentiality: do not share information a patient shares with you unless it would be important to the healthcare professionals caring for the patient
- Be an advocate: create a one-way supportive relationship with the patient and their family by being empathetic, compassionate and patient-care focused

## HOW DOES NORTH MEMORIAL HEALTH DEFINE DIVERSITY?

Diversity includes all the differences and similarities that affect how we work together and how we provide respectful, top quality care. At North Memorial Health, we focus on understanding those aspects of diversity that help team members meet the individual needs of all those we serve, and help team members work well together. This includes: age, gender, physical capability, spirituality, gender identity, race and ethnicity, sexual orientation, financial status, primary language, accent, size, perspective or style, etc.

## WHAT DOES DIVERSITY HAVE TO DO WITH NORTH MEMORIAL HEALTH'S MISSION AS AN ORGANIZATION?

North Memorial Health's mission is **"Inspiring each other to give our patients and their families compassionate, remarkable care."** We will inspire one another because we understand, respect, and leverage our differences to improve the lives of those we touch. Paying attention to diversity helps improve the health of all the communities we serve.

## WHAT BEHAVIORS DEMONSTRATE CULTURAL COMPETENCE?

We take into account and do not ignore each person's uniqueness. We recognize differences and make our best effort to learn about the impact of these differences, so we can serve others compassionately and safely as they wish to be served. Even more important than the respectful behaviors required by the law and by North Memorial Health policies is the standard behaviors of our values. One example of a culturally responsive behavior is to proactively ask the patient about his or her beliefs regarding health and what aspects of care mean the most to him or her.

## REMEMBER...

Every patient is an individual. Each has his or her own likes and dislikes, feelings thoughts and beliefs, limitations and abilities and life experiences. However, everyone grows and develops in a similar way. Experts generally believe that people grow and develop in stages that are related to their age. They also believe that everyone shares certain qualities at each stage.

While our volunteers do not have direct patient care as part of their assigned duties, it is important to recognize the individuality of each person. It is not the responsibility of the volunteer to "do" the following activities, but to contact a care provider if through observation they think it is necessary.

Such awareness helps staff and volunteers provide *"health care as it ought to be"*.

## ENSURING QUALITY CARE

Age specific competencies benefit volunteers, staff, patients and North Memorial Health help to:

- Ensure quality care by encouraging patients to become partners in their own health care
- Provide individualized care that each patient deserves.
- Meet accrediting organization standards
- Improve job performance and satisfaction (Putting these competencies in place reward staff, volunteers and patients through improved patient care, relationships and teamwork)

## RECOGNIZING ROADBLOCKS TO COMMUNICATION

Assess every patient you deal with for possible:

- Physical impairments (speech, hearing, sight or physical disability)
- Emotional stresses (depression, anxiety, fear)
- Learning difficulties
- Language barriers
- Cultural differences
- Be aware of the age appropriate, developmental stage of each patient

### Infants and Toddlers Are Curious (Birth to 3 years)

- Involve child and parent(s) in care during feeding, diapering and bathing
- Provide safe toys and opportunities for play
- Encourage child to communicate—smile, talk softly to him or her, etc
- Help parent(s) learn about proper child care

### Young Children Are Active (Ages 4 to 6 years)

- Involve parent(s) and child in care – and let child make some food choices
- Use toys, games, etc. to teach child and reduce fear
- Encourage child to ask questions, play with others and talk about feelings
- Help parent(s) teach child safety

### Older Children Are “Doers” (Ages 7 to 12 years)

- Allow child to make some care decisions
- Build self-esteem—ask child to help you do a task, recognize his or her achievements, etc
- Guide child in making lifestyle choices that are healthy and safe
- Help parent(s) talk with child about peer pressure, sexuality, alcohol, tobacco and other drugs

### Adolescents Are In Transition (Ages 13 to 20 years)

- Treat more as an adult than a child. Avoid authoritarian approaches
- Show respect—be considerate of how procedures, treatments, etc., may affect appearances and relationships
- Guide teen in making positive lifestyle choices—for example, correct misinformation from teen’s peers
- Encourage open communication between parent(s), teen and peers

### Young Adults Build Connections (Ages 21 to 39 years)

- Support the person in making health care decisions
- Encourage healthy and safe habits at work and home
- Recognize commitments to family, career and community (time, money, etc.)

### Middle Adults Seek Personal Growth (Ages 40 - 65)

- Address worries about future—encourage talking about feelings, plans, etc
- Recognize the person’s physical, mental, social abilities and contributions
- Help with plans for a healthy, active retirement

## **Older Adults Enjoy New Opportunities (Ages 66 to 79 years)**

- Encourage the person to talk about feelings of loss, grief and achievements
- Provide information, materials, etc., to make medication use and home safer
- Provide support for coping with any impairment. (Avoid making assumptions about loss of abilities)
- Encourage social activity with peers as a volunteer, etc

## **Adults Move To Acceptance (Ages 80 and older)**

- Encourage independence – provide physical, mental and social activities
- Support end of life decisions – provide information, resources, etc
- Assist the person in self-care – promote medication safety; provide safety grips, ramps, etc

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## **INTERACTING WITH EMPLOYEES AND PHYSICIANS**

Healthcare providers and employees can experience a unique kind of stress, often times dealing with a complex range of emotional situations every day. The following are some helpful hints for building positive working relationships with employees:

- Be reliable—show up on time and ready to help
- Be a sponge—learn as much as you can and ask for clarification if you are unsure how to do something
- If you see an area you think you could help out with in your department, volunteer to do it

# Junior Volunteer Information

## “JUNIOR” VOLUNTEER DEFINITION

Junior volunteers are defined as high school students who volunteer at North Memorial Health. Junior volunteers are asked to complete additional paperwork with support of a parent/guardian in regards to attendance, emergency information, etc.

## JUNIOR VOLUNTEER ATTENDANCE POLICY

To ensure that our Junior Volunteers receive as much exposure necessary to make their experience rewarding and beneficial, we require excellent attendance. Please review the following attendance requirements carefully as you plan academic commitments and extracurricular activities.

- If you are unable to come in for your shift please remove yourself from the VicNet calendar, up to 72 hours prior to your shift date.
  - A VicNet Guide was included in your orientation packet.
- Between 72 hours prior until the day of your shift, please call or email the Volunteer Services attendance line.
  - [mghvolunteerservices@northmemorial.com](mailto:mghvolunteerservices@northmemorial.com) or (763) 581-1710.
  - [volunteerservices@northmemorial.com](mailto:volunteerservices@northmemorial.com) or (763) 581-3925

Volunteers who do not fill an equivalent number of replacement shifts within a 30 day window (before or after) of the missed shift will be given an attendance warning. Three warnings will lead to dismissal.

If a volunteer misses three shifts that are considered no call, no show (the individual did not contact Volunteer Services prior to the start of their shift time) they will be immediately dismissed from the volunteer program.

## EXCUSED/UNEXCUSED ABSENCE

- Absences due to religious observances are considered excused. Volunteers are not required to schedule a replacement shift. Volunteers must follow standard procedures for shift removal. Please let the Volunteer Coordinator know the nature of the absence.
- School Breaks and Bank Holidays: These do not qualify as excused absences. Volunteers must follow standard procedures for shift removal and replacement.

## Extra Shifts

Volunteers who sign up for additional shifts to earn extra service hours are expected to attend. If the shift is missed without prior notice, it will be considered a No Call No Show. If removed within the appropriate timeframe, it is still considered a missed/unexcused shift and must be replaced within 30 days.

## Consistent Shift Removal

Volunteers who repeatedly remove themselves from their regular shifts may be removed from the regular schedule. Volunteer Services staff will follow up to explore alternative placements, but reassignment is not guaranteed.

## Casual Volunteer Status

Casual volunteer status may be offered on a case-by-case basis after a volunteer has completed at least 6 months of service. Casual volunteers must commit to at least two shifts per month. If a volunteer completes fewer than two shifts in three months in a calendar year, they will be changed to LOA status. After an additional 9 months of inactivity the volunteer will be formally dismissed.

## Transfer Process

Junior volunteers may request to transition to a different volunteer role as they grow within the program. Role changes are considered a form of advancement and are evaluated to ensure the volunteer is prepared for increased responsibility. Junior volunteers must complete 6 months of service before being eligible. At this time, please contact the Junior Coordinator to discuss availability and evaluation criteria.

## MEALTIME BREAKS

Volunteer shifts two hours or less do not include a designated break or meal period. Junior volunteers may take brief restroom, water, or snack breaks as needed.

Volunteers must remain aware of departmental activity levels and notify a team member before stepping away from their assigned area.

For volunteer shifts exceeding two hours, particularly those that occur during typical mealtimes, Junior volunteers are encouraged to take one break of up to twenty minutes. Volunteers must communicate with a team member before beginning their break to ensure adequate departmental coverage.

## EXPECTATIONS AND ACCOUNTABILITY

Junior volunteers are defined as high school students who volunteer at North Memorial Health. Junior volunteers are asked to complete additional paperwork with support of a parent/guardian in regards to attendance, emergency information, etc.

- Volunteers are expected to use break periods responsibly and in a manner that supports workflow, patient care, and departmental operations.
- Failure to follow meal and break expectations, including taking extended or unauthorized breaks, may result in corrective action and will be reported to the Volunteer Coordinator.

## NEPOTISM

Our health system values the dedication and professionalism of our team members, and we welcome and encourage their children to apply to the Junior Volunteer Program. To ensure fairness, equity, and consistency, all applicants— including those who are children of team members—are processed in accordance with the same policies, eligibility requirements, and timelines that apply to every volunteer.

- All Junior Volunteer applicants must follow standard application windows, onboarding procedures, and scheduled business hours.
- No preferential treatment, expedited processing, or guaranteed placement is extended to applicants based on their relationship to a current team member.
- Participation in the program is based solely on the applicant's qualifications, readiness, and program capacity.

## PARENT INVOLVEMENT

We value parental support and recognize the important role families play in a Junior Volunteer's success. However, to promote independence and professional development, the Junior Volunteer Program is structured to hold the student—rather than the parent—accountable for their volunteer responsibilities.

The following guidelines apply:

- **Accountability:** Junior volunteers are responsible for managing their own schedules, attendance, communication, and performance during their shifts.
- **Direct Communication:** All program communication, including schedules, department updates, and performance feedback, is sent directly to the student volunteer. This reinforces ownership and aligns with the program's developmental goals.
- **Parental Support:** Parents are welcome to reach out with questions or concerns at any time. However, volunteers are expected to communicate with staff and take responsibility for their conduct and commitments.
- **Professional Expectations:** Volunteer participation is treated as a form of early professional experience. Junior volunteers are expected to adhere to standards like those applied in an employment setting, including punctuality, appropriate behavior, and adherence to procedures.

# Policies and Procedures

## ONE TIME/SPECIAL PROJECT VOLUNTEERS

On occasion, volunteers are needed to complete one time or special projects. In the event that a youth group, scout troop, social/service club, etc. is available to complete the project on site, the following guidelines must be met:

- The individual who contacted Volunteer Services and organized the group's participation in the project must be onsite with the group. If they are unable to attend, they must designate an adult who is accountable for the group
- There must be one chaperon for every 8 students under the age of 18
- The group must be escorted by Volunteer Services or appointed team member at all times

## USE OF PERSONAL ELECTRONIC DEVICES

We ask that you come prepared to give your full attention while volunteering. Personal electronic devices—such as cell phones, tablets, and earbuds—can create distractions and may prevent you from responding promptly to patient or staff needs.

Volunteers should limit personal device use during their shift and avoid bringing devices unless necessary. If you do bring a device, it should be silenced and used only during designated breaks or in non-public, non-patient areas.

## TOBACCO USE

North Memorial Health is dedicated to maintaining a tobacco-free environment for the health and safety of our patients. Smoking and use of smokeless tobacco products in or on hospital property (including parking lots and vehicles) is prohibited. If you see an individual smoking on hospital property, please report this information to Security.

## ELEVATOR USE

North Memorial Health has designated elevators for volunteers to use for supply and equipment transport and for movement throughout the hospital. Stairwells may also be used by volunteers to move around and about the Hospital. The public elevators are designated for use by family members, guests, etc. When using public elevators, please be mindful of the content of your conversations when patients and guests are present.

## ILLNESS OR INJURY WHILE AT WORK

The safety and well being of our volunteers is of primary importance to North Memorial Health. A volunteer who becomes ill or injured while volunteering should immediately report the accident to the person in charge of your service area and to Volunteer Services. Prompt reporting provides prompt medical care and prevents further injury. You will be directed to the Emergency Care Center for care.

## LOST AND FOUND

When lost items are found, please notify Security. Security will keep the lost item in a secure location until it is claimed by the rightful owner.

## GRATUITIES

It is in the best interest of our patients and volunteers/employees that North Memorial Health team members do not accept a gift or gratuity. Politely decline a gratuity, however if the patient is insistent, please speak with Volunteer Services before accepting.

## EMPLOYMENT AT NORTH MEMORIAL HEALTH

As you see and learn more about North Memorial Health, you will surely warm to the environment and meet many wonderful staff. We appreciate all that you do for our patients and guests, but please remember that volunteering is not a pathway to employment.

Volunteering at North Memorial Health does not mean you have preferred status amongst the hundreds of applicants that our Human Resources department processes daily. Please know that if you should apply for a paid position, you will go through the due process that any applicant would complete. Trust that the Human Resources representative assigned to the position(s) you applied for will contact you, should they think that you would be a good fit for the position. If a North Memorial Health staff member chooses to volunteer, they must refer to the Paid Team Member as Volunteer Policy for specific guidelines.

## OFFENSIVE BEHAVIOR/SEXUAL HARASSMENT

It is the policy of North Memorial Health to maintain an atmosphere free of offensive behavior. Examples of offensive behavior which are prohibited include but are not limited to deliberate or careless jokes/comments about a volunteer's gender, appearance, physical characteristics, personal activities, race, color, creed, religion, national origin, marital status, status with regard to public assistance, membership or activity in a local human rights commission, disability, sexual orientation, or age, or any other protected class. Other behavior such as objectionable physical closeness, actions or conduct; unwelcome suggestions regarding, or invitations to, social engagements or romantic advances; any indication, expressed or implied, that a volunteer's assignment and/or status may depend on the granting of sexual favors; and deliberate or careless creation of an atmosphere of harassment or intimidation are also prohibited.

A volunteer who feels that he/she is being subjected to possible offensive behavior/harassment has the right to demand that the person stop the conduct at once. Volunteers should also promptly report any alleged offensive behavior/harassment to Volunteer Services.

## INFECTION CONTROL AND STANDARD PRECAUTIONS

Volunteers must follow North Memorial's Health's infection control policies and procedures. These policies and procedures are in place to protect patients, families, guests, physicians, employees, and volunteers from getting an infection while in the hospital.

- **Patient-related practices**

Volunteers are not to enter the room of or transport isolation patients (unless you have been specifically trained as part of your volunteer position description).

- **Health-related practices**

To help maintain a safe environment for patients, visitors, staff, and fellow volunteers, please do not report for your shift if you are experiencing any signs of illness, including fever, cough, sore throat, rash, vomiting, diarrhea, or any symptoms of a potentially communicable infection. Volunteers should be symptom-free for at least 24 hours before returning to service.

Prior to starting their service, all volunteers are required to provide up-to-date immunization documentation and complete a Tuberculosis (TB) screening, which includes a blood test. Additional health screenings or immunization updates may be required based on organizational or public health guidelines.

Standard Precautions is a method of infection control observed for all patients. Remember the importance of Standard Precautions by:

- Performing hand hygiene before and after patient contact.
- Volunteers must never clean up blood or any other body fluids. If you encounter a spill or a situation involving bodily fluids, please notify a staff member immediately so that trained personnel can respond.
- Volunteers should follow standard infection-prevention practices at all times. This includes:
  - Wearing gloves only when performing an approved task that may involve incidental contact with surfaces or items that could be contaminated.
  - Volunteers are not permitted to provide direct patient care or perform tasks with a risk of exposure to blood or body fluids.
  - Removing gloves immediately after use and performing thorough hand hygiene.
  - Using soap and water when hands are visibly soiled, as waterless hand sanitizer is not effective in these situations.
  - Following the hospital's foam in / foam out hand hygiene practice when entering and exiting patient rooms.

# Volunteer Tasks

Our volunteers give of their time and talents freely to our community. In an effort to ensure their safety and health and to limit exposure to hazardous materials (therefore preventing them to volunteer) we have compiled the following list of tasks to share with you.

We have asked staff to be respectful of the different comfort levels of our volunteers. While one volunteer might be comfortable with visiting with a patient, for example, another volunteer might not be. We have compiled a list of tasks that volunteers, no matter what their comfort level, cannot do. For their safety and that of our patients.

## **CANNOT**

- Handle bodily fluids or bio hazard (red bags)
- Direct patient care (transfers, toileting, pulling IVs, etc.)
- Provide any patient medical information/advice/diagnosis
- Enter isolation rooms (unless specifically trained)
- Cover a nursing station or Security desk while staff goes on break

## **CAN**

- Set up rooms with proper training
- Dispose of garbage when wearing gloves
- Transport patients upon discharge
- Assist staff in transporting patients between units
- Visit with elderly patients, assist in meal orders, instruct on call light usage, etc
- Escort guests/patients to their destination
- Stock supplies and deliver patient belongings/flowers/gifts
- Assemble folders, packets, charts, etc
- Data entry, filing and other clerical support

## **WHEELCHAIR SAFETY**

### **CANNOT**

- Volunteers cannot transfer individuals into or out of a wheelchair.
- Volunteers cannot go beyond the sidewalk when assisting individuals who are leaving the building or being discharged.
- Volunteers cannot escort individuals into the parking ramp or parking lot, whether ambulatory or in a wheelchair.

### **CAN**

- Volunteers can adjust armrests and leg rests but may not move an individual's limbs.
- Volunteers can transport individuals within the building.
- Volunteers should contact Security if an escort is needed into the parking ramp/lot.

# Confidentiality and HIPAA

## CONFIDENTIALITY

Team Members of North Memorial Health have a continuing obligation to protect confidential information concerning the hospital as more fully defined in this policy. All records and information relating to North Memorial Health and/or its patients are confidential and Team Members must, therefore, treat all matters accordingly. No North Memorial Health related information, including without limitation, documents, notes, files, records, oral information, computer files or similar materials (except in the ordinary course of performing duties on behalf of North Memorial Health shall be removed from hospital's premises without permission from North Memorial Health.

Additionally, the contents of North Memorial Health records or information otherwise obtained in regard to business may not be disclosed to anyone, except where required for a business purpose. Confidential information includes all patient, Team Member, provider and North Memorial Health organization/corporate information acquired by a Team Member. This includes verbal, written or electronic information obtained or otherwise recorded in any form. Team Members must not disclose any confidential information (purposefully or inadvertently through casual conversation), to any unauthorized person inside or outside the Hospital.

It is expected that Team Members handle confidential information in a private and discreet manner. Confidential information is to be safeguarded and not discussed except where appropriate when discussing official business on behalf of the Hospital. No Team Member, either during or after employment with North Memorial Health may disclose, or use for personal gain, confidential information relating to the hospital or its patients. A Team Member who uses confidential information for personal benefit, or who discloses it to persons other than those within North Memorial Health who have a need to know it, violates this policy.

## PRIVACY OF PROTECTED HEALTH INFORMATION (HIPAA)

HIPAA is the Health Insurance Portability and Accountability Act, a federal law that...

- Protects the privacy of a patient's personal and health information,
- Provides guidelines for the electronic and physical security of personal and health information

## WHAT PATIENT INFORMATION MUST WE PROTECT?

Complying with HIPAA can be complicated sometimes, but if you follow these simple guidelines, you will be a long way toward protecting our patient's information:

- **DO NOT** look at or discuss the health information of another person if it is not required for your job. This includes family members, friends, neighbors, co-workers, etc.
- **DO** report privacy issues to your supervisor or to the HIM department. We all have the responsibility to create a confidential and private environment for our patients to seek care

## CONVERSATIONS:

Not all information is locked up in a file room or protected by passwords on a computer. You will overhear private health information during your volunteer shift. Volunteers are expected to protect a patient's information as if it were your own information. Please be especially careful about who might overhear your patient care discussions. Take reasonable steps to increase privacy by:

- Adding a few more feet of distance between discussions and bystanders
- Lowering your voice in public areas
- Closing a door or pulling a curtain in areas where the public may overhear you

## WHAT DOES CONFIDENTIAL MEAN?

Confidential means private. All information about patients is considered private or “confidential”. This is true when the information is written on paper, saved on a computer, or spoken out loud. Confidential information includes personal information such as age, but also other information that is normally considered “public” such as where the patient lives (as taken from the White Pages). As soon as any of this information is included in any form of hospital/ medical patient record it becomes confidential information.

Confidential information also includes the reason a patient is sick or in the hospital, the treatments and medications received, the notes kept by those delivering care, and any information about past health conditions.

**If you reveal any of this information to someone who does not need to know it, you have violated a patient’s confidentiality.**

**REMEMBER HIPAA!** If we are going to protect the privacy of our patient’s health information, everyone at North Memorial Health must be aware of their surroundings and take action if privacy could be better protected.

## REPORTING HIPAA CONCERNS:

If you have HIPAA questions or need to report a violation, you can:

- Talk to your manager or the Volunteer Coordinator
- Contact Health Information Management
- Report an issue confidentially through the Compliance Hotline

## YOUR ROLE - WHAT DO YOU NEED TO KNOW?

Most of HIPAA Privacy is common sense. Just follow the simple “need to know” rule. If you need to see patient information to perform your job you are allowed to do so. Before accessing or looking up a patient’s health information, ask yourself one simple question, “Do I need to do this to do my job?”

# Patient's Bill of Rights and Patient Responsibilities

## PATIENT RIGHTS

Each of us must ensure a health care ethic that respects the patient. Staff must be sensitive to cultural, racial, linguistic, religious, age, gender, sexual orientation and other differences, including the needs of persons with disabilities.

Federal and state government law exists around a "Patients' Bill of Rights". The intent of the "Patients' Bill of Rights" is to ensure that all regional activities be conducted with an overriding concern for the values and dignity of patients. Minnesota Department of Health and our accreditors scrutinize compliance with the Patients' Bill of Rights.

### The Patients' Bill of Rights Includes:

1. Information about rights
2. Courteous treatment
3. Appropriate healthcare
4. Physician's identity
5. Relationship with other health services
6. Information about treatment
7. Participation in planning treatment
8. Continuity of care
9. Right to refuse care
10. Experimental research
11. Freedom from maltreatment
12. Treatment privacy
13. Confidentiality of records
14. Disclosure of services available
15. Responsive service
16. Personal privacy
17. Grievances
18. Communication privacy
19. Personal property
20. Services for the facility
21. Protection and advocacy services
22. Right to communication disclosure and right to associate
23. Isolation and restraint
24. Treatment plan
25. Nondiscrimination and Accessibility

## PATIENT RESPONSIBILITIES

To have the best possible treatment experience while someone is a patient, they are asked to take on some responsibilities such as:

- Provide information about health status
- Keep appointments
- Be honest
- Know their medications
- Understand their health problems
- Know their caregivers
- Follow the treatment plan
- Be considerate of others
- Accept consequences of not following treatment plan

Along with these patient responsibilities, patients are being asked to participate in:

- Assessment and management of their pain
- Creation of a safe environment for their health care like asking questions when they don't understand what they have been told or need clarification on procedures or medication usage
- Communication with caregivers to accurately inform them of medical conditions, medications or other health-related matters

All inpatient and same-day-surgery patients receive a copy of the Patients' Bill of Rights. The Patients' Bill of Rights is also posted and available in patient care departments throughout North Memorial Health. Patient rights information is posted at key entrances at both North - Robbinsdale Hospital and North - Maple Grove Hospital and is included in the patient information brochure.

The Patient Bill of Rights is available in large print and different languages from the Minnesota Department of Health website at <http://www.health.state.mn.us/divs/fpc/consinfo.html> (there is a direct link to this site from NorthNet). For more information about the Patients' Bill of Rights, please contact Guest Services.

# Workplace Violence

Workplace violence (WPV) is any form of actual violence, or threats of violence against healthcare workers.

## There are four types of workplace violence:

1. Criminal intent
  - a. Robbery, assault
2. Customer/client violence
  - a. Most common in healthcare.
  - b. Agitated person who are physically combative or verbally abusive.
  - c. NOT a part of the job!
3. Worker-on-worker violence
  - a. Bullying
4. Personal relationship violence
  - a. Domestic abuse

The key to preventing violence is utilizing a multidisciplinary approach, and de-escalation techniques. Healthcare workers are at an increased risk of violence due to many factors. If you are experiencing workplace violence, contact staff members, call \*77 (MGH) / \*99 (RH) or if security is unavailable, call law enforcement

If it's not reported, organizations do not realize the magnitude of the problem.

Contact Volunteer Services with as much information as possible. Staff will enter information into a reporting database online.

## De-escalation techniques include:

- Be empathetic and nonjudgmental
  - Empathize, don't sympathize
  - Be aware of your own stereotypes and facial expressions
- Respect personal space
  - Stand 1.5-3 feet away from an escalating person (cultural and religious norms)
  - Explain actions before you do them
- Choose what you insist upon wisely
  - Remember your purpose, pick your battles.
- Allow silence for reflection & decisions
- Use nonthreatening non-verbals
- Avoid overreacting
- Focus on feelings
  - "That must feel scary"
- Ignore challenging questions
  - Don't get pulled into power struggles
  - Ignore the challenge, not the person
- Set limits
  - Offer choices

## Manage your emotions:

- Remember that this is not about you.
- Take care of yourself
  - Take a break
- Use your team (staff and volunteer) and ask for help if you are feeling out of control, or you are afraid
  - Call a "Code Green"

### How to Stay Safe:

- Be aware of behavioral warning signs
  - Sudden change in expression, physical activity or posture
  - Dramatic increase or change in voice, volume or tone
  - Expressions that communicate extreme anxiety or distress
  - Body posture that is intimidating or threatening
  - Verbal or physical threats
- Be aware of objects that could be used as a weapon
  - Medical supplies or equipment, food trays, carts, cleaning supplies, computers, telephones, books, office supplies, etc.
- Use a team approach
  - Share with team members that you are dealing with a possibly violent patient
  - Shout for help, create a loud noise.
  - Call \*77 (MGH) or \*99 (RH) on Vocera or phone
- Trust your instincts
  - Increased breathing rate
  - Increased heart rate
  - A sensation of pressure in your chest
  - Sweating
  - A sinking feeling in the pit of your stomach
  - An increase in sensory acuity.
- Call \*77 (MGH) or \*99 (RH) on Vocera or phone
  - Code Green - aggressive individual
  - Emergency assistance needed

### Preparing for an Active Shooter...Remember:

- **RUN** from the assailant to a safe area and call 911
- **HIDE** and block the doorway to the room that you are in
- **FIGHT** with conviction if it is the last resort
  - Google “Run Hide Fight video” if interested.
  - Understand that rescue of the wounded will not occur until the scene is secured

