



Volunteer Services Handbook

“If you wear a vest...wear a smile!”

Dear Volunteer,

Welcome to Maple Grove Hospital! 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 Maple Grove Hospital; 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 Maple Grove Hospital. 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 Maple Grove Hospital – 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

Our Mission, Vision, Values and Guiding Principles

Mission

Empowering our customers to achieve their best health.

Vision

Together, health care the way it ought to be.

Values

Inventiveness | Accountability | Relationships

Inventiveness

We believe in solving problems creatively and thinking differently about what is possible.

- We are empowered to think in new ways and contribute to positive change in our organization.
- We anticipate customer needs and find innovative solutions.
- We see challenges and change as opportunities to learn.
- We embrace change.
- We work in an environment where risking failure is acceptable when exploring new and better ways to serve our customers, while continuing to practice evidenced-based care.

Accountability

We believe every team member is empowered to meet our customers' needs including helping them make choices about their health.

- We understand our individual roles and take responsibility for meeting the diverse needs of our customers.
- We are empowered to help customers make choices about their care.
- We set high performance expectations and hold ourselves and our team members responsible for the quality of our work and the results we achieve as a system.
- We accept our mistakes, and we learn from them.
- We show up every day ready to do our best because we understand that together we are better than the sum of our parts.

Relationships

We create engagement with customers and team members through strong communication, partnering and respectful interactions.

- We involve customers in decisions about their health and encourage them to take responsibility for healthy life choices.
- We work with the entire care team to establish shared goals that reflect customer priorities.
- We promote open dialogue and share knowledge with our customers and team members.
- We demonstrate respect for customers and fellow team members.
- We count on and support one another individually and as part of the team.

Our Guiding Principles

- Values describe our way of being. They guide every discussion, decision and behavior. It's not only what we do that matters, but how we do it. The values we demonstrate with each action and interaction are:
 - **Inventiveness**
 - **Accountability**
 - **Relationships**
- Our core competency is patient care. We partner with our staff, physicians and the community to be pillars of support for the patient and family.
- Patients and families are active participants in their care. As primary partners, we listen to them, seek to understand them, and involve them.
- Relationships with patients, families and one another are founded on respect and caring, and are the keystone of our work environment.
- Service means that we anticipate and attend to the unmet needs of those we serve before they are even articulated. We will push ourselves and each other to exceed expectations.
- Our work is characterized by the right people doing the right work as we consistently strive to provide the best quality of care in a safe, secure and healing environment.
- Innovative ideas provide value to continuously improving care. We will consistently look for ways to be efficient, effective, and safe in how we approach the well-being of our patients, families, guests and each other.

VOLUNTEER SERVICES MISSION STATEMENT:

Our volunteers work to support Maple Grove Hospital 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 hospital 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

The greatest benefit a volunteer at Maple Grove Hospital gains is the personal satisfaction of making the hospital experience a bit brighter for our patients and their families. In addition to the personal satisfaction, you may benefit from the following:

- Gift Shop Product Discounts (10 %)
- Pharmacy Discounts (10% General Merchandise, 20% Over the counter products)
- Four Season's Café Meal Allowance of \$7.00 for every 3 hour shift (minimum). For meals exceeding the allowance you will be asked to pay the difference.
- MERSC membership
- Complimentary Flu Vaccinations
- Computer/Internet access in resource room.
- Letters of recommendation/references for volunteers who have given 50 hours or 6 months of their time. Attendance and productivity during your shift will be reflected in written or verbal recommendations.
- Ongoing personal and professional development
- Exposure to the health care industry
- Meeting academic requirements
- Building new relationships
- Recognition and Appreciation

Our Expectations

COMMITMENT

We ask our volunteers to make a good faith commitment of six months when volunteering at Maple Grove Hospital. 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 represent the image of Maple Grove Hospital to patients, family members and guests. As such, volunteers are expected to maintain a professional appearance, follow dress code guidelines and wear their volunteer vest and photo ID badge (above the waist) at all times when providing their services. If Volunteers are out of uniform and/or not compliant with our Dress Code Policy, they will be asked to leave. No service hours will be given, and their shift will need to be made up.

Volunteers will be issued a vest to wear over a dress shirt, polo shirt, or sweater. Dress or business casual (“khaki”) pants should be worn. Nice, but business casual clothes are best, and closed-toed comfortable shoes are a must. Dress should be appropriate for the work being performed. Volunteers are not permitted to wear blue (or other color) jeans, shorts, sweatpants, scrubs, leggings (as pants), mini-skirts, halter or tube tops, hats, sandals, UGGs, open-toed shoes. Please avoid wearing perfume or after shave to maintain a fragrance free environment. Volunteers are requested not to chew gum while volunteering.

Cosmetics and jewelry should be moderate and business-like. No items displaying political opinions should be worn. Hand and wrist jewelry should be minimal in all direct patient care areas and patient support services during working hours. Wearing multiple rings is strongly discouraged. Body/nose rings or other visible piercings may not be worn while at work and tattoos must be covered by clothing, make-up, or a bandage. Hair should not be dyed in non-traditional colors.

Nail Hygiene

Nail hygiene is important for all volunteers, but especially those handling patient products (including but not limited to Food Services and Sterile Processing). If your volunteer role includes handling patient products, please be aware of the following:

- 1) Artificial nails or nail enhancements are not worn by staff who provide direct hands-on patient care or by staff who prepare patient products.
 - a. Nail enhancements include any substance or device applied to the nail to lengthen or strengthen, such as: tips, wraps, gels, overlays, extenders, acrylics, tapes, appliquéés, piercings, or jewelry.
 - b. Patient products include, but are not limited to, food, beverages, medications, direct care equipment, and sterile instruments and supplies.
- 2) Natural nails are kept short (1/4 inch) and clean.
- 3) Nail polish when worn is kept fresh (i.e. not chipped or peeling).
- 4) Nail polish is restricted from any sterile field.

Photo ID Badge

The volunteer photo ID badge is an essential part of your uniform. If you forget your photo ID badge, go to the Security Desk for a temporary badge. Volunteers may not use their photo ID badge to access patient care centers when visiting friends or family members who are patients or for other unauthorized purposes. The photo ID badge should only be worn/used during your scheduled volunteer shift.

General Volunteer Information

“JUNIOR” VOLUNTEER DEFINITION

Junior volunteers are defined as junior (middle) high or senior high school students who volunteer at Maple Grove Hospital. Junior volunteers are asked to complete additional paperwork with support of a parent/guardian in regards to attendance, emergency information, etc.

SCHEDULING

Maple Grove Hospital 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

In the event you are unable to report for your scheduled volunteer shift, please notify the Volunteer Supervisor **and** your department as soon as possible so we can make alternative arrangements.

Repeated absences, especially without notification have a negative impact on the volunteer program and may result in dismissal from the program. Should you miss three scheduled shifts without calling, the Volunteer Supervisor will make a good faith effort to contact you. Should we be unable to reach you and you have not contacted the Volunteer Supervisor, you will be dismissed from the program.

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. The full attendance policy can be found in the volunteer handbook at <https://northmemorial.com/volunteer/maple-grove-hospital/>.

- 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 at **(763) 581-1710** or volunteerservices@maplegrovehospital.org.

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.

MEAL TIME 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 \$7 meal allowance. You will be responsible for paying any amount that exceeds the allowance. If you are not actively volunteering for 3 or more hours on a particular day, no break or meal allowance is provided.

Please use your discretion when taking a meal break. If the department or care area where you are assigned is busy please delay your break until activity lessens. Volunteers are asked to notify staff in their respective areas before taking a break and ask if anything needs to be completed before leaving for a break.

PERSONAL GUESTS & VISITORS

As a volunteer we expect that you will project a professional image of Maple Grove Hospital. Therefore volunteers should not invite friends or guests to accompany them while they volunteer unless arrangements have been made with the Volunteer Supervisor.

If a guest or friend will be shadowing you during your shift and it has been approved by the Volunteer Supervisor, please keep in mind the following requirements:

The guest must...

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

Guests cannot redeem a meal voucher. There are certain areas of the hospital where guests may not accompany a volunteer, such as Sterile Processing, Guest Services, Food Services, etc. If your friend or guest would like a tour of the hospital, please coordinate this with Volunteer Services.

HOLIDAYS

Maple Grove Hospital 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 holidays with your loved ones, however, because we are a 24/7 operation we do need your help even during holidays.

INFLUENZA TYPE ILLNESSES

Our recommendation for when employees with Influenza-like Illness should stay home is stated below. Minimizing the chance of transmitting illness to anyone is important, but we certainly need to protect our hospitalized patients who are less able to protect themselves from illness.

If you are unsure if your symptoms indicate Influenza-like Illness, the following are Maple Grove Hospital’s guidelines for screening patients as well as employees:

- 1) Cough and fever (documented >100.0 degrees or reported).
- or-
- 2) Cough or fever (documented >100.0 degrees or reported) and any one of the following:
 - Shortness of breath • Body aches
 - Fatigue/weakness • Sore throat
 - Sick contact (close/household contact with someone who has or has had influenza symptoms in the past 72 hours)

Recommendations for when to stay home:

If you are a volunteer who works in close proximity to patients:

- The current recommendation is to stay home until you are without a fever for 24 hours and without the use of medications.
- If you are not involved in direct patient care, and do not work in close proximity to patients:
- The current recommendation is to stay home for 24 hours after your symptoms have stopped.

LEAVE OF ABSENCE

We recognize there will be times when volunteers will have a need to take an extended period of time off. Should you be unable to volunteer for a minimum of four weeks, you may be granted a leave of absence for up to three months. When you are ready to return to active status, please call the Volunteer Supervisor at least two weeks before you would like to resume volunteering. Because we are unable to hold your position and shift while you are on a leave, we may need to discuss alternative volunteer options at the time you are able to return. If it becomes necessary to schedule you in a different area, additional training will be provided.

Should your leave of absence exceed three months, you will be added to our waiting list until volunteer opportunities become available. Badge and vest will be returned to hospital before your leave if your absence will be longer than 3 weeks and scheduled. If your leave of absence is unscheduled (i.e. health reasons) please discuss with Volunteer Supervisor.

DISCIPLINARY ACTION/DISMISSAL

Occasionally there is a need to dismiss volunteers from our program. Maple Grove Hospital 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 Maple Grove Hospital property
- Misuse of your volunteer photo ID badge

RESIGNATION

If you are no longer able to volunteer, if possible please provide at least two weeks notice of your resignation. Upon leaving the volunteer program, please turn in your photo ID badge and your volunteer vest to the Volunteer Supervisor.

INTERACTING WITH PATIENTS AND FAMILIES... RESPECTING DIFFERENCES

Everyone experiences hospitalization 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 MAPLE GROVE HOSPITAL DEFINE DIVERSITY?

Diversity includes all the differences and similarities that affect how we work together and how we provide respectful, top quality care. At Maple Grove Hospital, we focus on understanding those aspects of diversity that help Maple Grove Hospital team members meet the individual needs of all those we serve, and help Maple Grove Hospital 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 MAPLE GROVE HOSPITAL'S MISSION AS AN ORGANIZATION?

Maple Grove Hospital'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 MGH 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 Maple Grove Hospital policies is the standard behaviors of our Maple Grove Hospital 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.

AGE SPECIFIC COMPETENCIES

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"**.

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.

ENSURING QUALITY CARE

Age specific competencies benefit volunteers, staff, patients and Maple Grove Hospital. They 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 (birth to 3 years) are curious

- 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 (4 to 6 years) are active

- 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 (ages 7 to 12 years) are “doers”

- 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 (13 to 20 years) are in transition

- 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 (ages 21 to 39 years) build connections

- 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 (ages 40 – 65) seek personal growth

- 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 (ages 66 to 79 years) enjoy new opportunities

- 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 ages 80 and older move to acceptance

- 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.

Maple Grove Hospital Employee Uniform Program Highlights

In an effort to help volunteers distinguish different care centers and departments below is a list of positions and their designated scrub/uniform color:

Registered Nurse	Navy
Patient Flow Assistant & Nursing Assistant	Ciel Blue
Surgical Services & L&D C-Section	Caribbean
Respiratory Therapy, Lab, Imaging	Burgundy
Transport, Materials, UHS	Chocolate
Pharmacy	Pewter
Patient Flow Assistants	Sage
Cashier	$\frac{3}{4}$ sleeve cinnamon chef coat, black pant
Cooks	Cinnamon chef coat, black pant
Environmental Services	Sage shirt, khaki pant
Host/Hostess	Hunter green shirt, black pant
Shipping & Receiving	Orange polo, navy pant
Volunteer	Tan vest

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

LOCKERS

Volunteers are encouraged to leave personal items at home when volunteering however, lockers are available to keep purses and other valuables secure. Maple Grove Hospital is not responsible for any loss of a volunteer's personal items stored in a Hospital-provided locker regardless if the locker is locked or unlocked. At the end of your shift, the locker should be emptied in preparation for the next person to use. Personal items are not to be stored in lockers beyond your volunteer shift.

PERSONAL CELLULAR PHONES

We ask that you come prepared to give your undivided attention while you are volunteering. Cell phones and other electronic devices (e.g. iPods, iPads, MP3 players, etc.) may impede your ability to respond to situations or requests appropriately and timely. We encourage you to refrain from bringing your cell phone or other electronic devices with you when you are volunteering.

TOBACCO USE

Maple Grove Hospital 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

Maple Grove Hospital 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 Maple Grove Hospital. 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 the Volunteer Supervisor. 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 Safety and Security who 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 Maple Grove Hospital team members do not accept a gift or gratuity. Politely decline a gratuity, however if the patient is insistent, please speak with the Volunteer Supervisor before accepting.

EMPLOYMENT AT MAPLE GROVE HOSPITAL

As you see and learn more about Maple Grove Hospital 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 Maple Grove Hospital 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. Also, volunteers cannot be employees of Maple Grove Hospital, likewise employees cannot fill a regular volunteer shift.

OFFENSIVE BEHAVIOR/SEXUAL HARASSMENT

It is the policy of Maple Grove Hospital 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 his/her supervisor and the Volunteer Supervisor.

INFECTION CONTROL AND STANDARD PRECAUTIONS

Volunteers must follow Maple Grove Hospital'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**

Volunteers who have any sign/symptom of communicable infections such as rash, fever, draining wounds, etc. should not volunteer until they have been symptom free for 24 hours. All volunteers are required to provide evidence of immunity to Measles, Mumps and Rubella (MMR).

- **Procedure-related practices**

Volunteers will remove and discard gloves immediately and wash hands thoroughly.

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.
- Wearing gloves for any activity in which there is a risk of contact (touch) with blood or body fluids. Always remove gloves immediately and wash hands thoroughly. Waterless hand sanitizers should not be used when hands are visibly soiled. We should always use the foam in/foam out practices when entering/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.

Confidentiality and HIPAA

CONFIDENTIALITY

Team Members of Maple Grove Hospital have a continuing obligation to protect confidential information concerning the Hospital as more fully defined in this policy.

All Maple Grove Hospital records and information relating to Maple Grove Hospital and/or its patients are confidential and Team Members must, therefore, treat all matters accordingly. No Maple Grove Hospital or Maple Grove Hospital-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 Maple Grove Hospital) shall be removed from Maple Grove Hospital's premises without permission from Maple Grove Hospital. Additionally, the contents of Maple Grove Hospital's 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 Maple Grove Hospital 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 Maple Grove Hospital, may disclose, or use for personal gain, confidential information relating to Maple Grove Hospital or its patients. A Team Member who uses confidential information for personal benefit, or who discloses it to persons other than those within Maple Grove Hospital 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 three 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
- **DO** use CODE WHITE if you hear confidential patient information in public areas

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 Maple Grove Hospital must be aware of their surroundings and take action if privacy could be better protected.

- **Question:** What should you do if you witness a possible HIPAA violation? For example, what would you do if you overhear a conversation about a patient while you in the Cafeteria?
- **Answer:** Politely say to the person(s) involved, “Code White”. Code White is the code we will use at Maple Grove Hospital to remind one another of our HIPAA responsibilities.

REPORTING HIPAA CONCERNS:

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

- Talk to your manager or the Volunteer Supervisor
- 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 in-patients 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 Maple Grove Hospital. Patient Rights information is posted at key entrances to the MGH 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 Maple Grove Intranet). 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 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 “code green” via *77 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 (Vocera or phone)
 - Code Green – aggressive individual
 - Code Yellow – Security threat
 - Code Silver – Combative person with a weapon
- Call 9-911 (phone)

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



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