

# LIMA MEMORIAL VOLUNTEER ANNUAL EDUCATION

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# IMPORTANT SAFETY NOTICES

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## **VOLUNTEER HEALTH STATUS**

For your health and safety and the safety of others, please do not report to your volunteer assignment if you do not feel well. Please call your service chair or the Volunteer Department to report your absence.

If you experience a fever, you must be without fever for 24 hours without the use of fever-reducing medications before returning to volunteer.

## **MEDICAL EMERGENCIES AT & AROUND THE MAIN HOSPITAL CAMPUS**

1. Dial 2999 (this goes directly to hospital operator).
2. Tell the operator that you are a volunteer.
3. Share the nature of the emergency.
4. Tell the operator the location. This is very important because the operator will decide if a code blue needs to be called or 911 for an ambulance.

## **MEDICAL EMERGENCIES AT THE MEDICAL PARK OR OTHER OFF-SITE LOCATIONS**

1. Dial 911 at the Medical Park or other off-site locations.
  2. Follow the instructions of the 911 operator.
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## EMERGENCY SITUATIONS

In an emergent situation:

- Dial extension 2999 at the hospital.
- Dial 911 at the Medical Park or other off-site locations.

The following codes are used by the Communications Operator to announce emergency situations. A description of these codes is also available on your ID badge.

- **CODE BLUE** - Adult Medical Emergency
- **CODE PINK** - Child Medical Emergency
- **CODE ADAM** - Missing Child
- **CODE BROWN** - Missing Adult
- **CODE RED** - Fire
- **CODE GRAY** - Severe Weather
- **CODE YELLOW** - Disaster
- **CODE ORANGE** - Hazardous Spill
- **CODE BLACK** - Bomb Threat
- **CODE VIOLET** - Violent Behavior
- **CODE SILVER** - Weapon / Hostage Situation
- **CODE EXIT** - Evacuation
- **ALL CLEAR** - End of Code

## ALERTING OF CODE ACTIVATION

All codes will be announced through the overhead paging system at the hospital. The Medical Park and other off-site locations will have their own unique notification system. Please ask your supervisor how you will be alerted of codes if you are volunteering at an off-site location.



## CODE BLUE & CODE PINK | MEDICAL EMERGENCY

**Situation:** In the event an individual is experiencing a sudden medical emergency, a CODE BLUE (adult) or CODE PINK (child) will be called, along with the location of the individual. An assigned response team will take immediate action.

### Procedure:

- If you notice an individual experiencing a medical emergency, dial 2999 at the hospital or 911 at off-site locations, and calmly alert the operator of the emergency situation so a code can be activated.
- Stay with the individual until the first responder arrives. Avoid contact with any bodily fluids.
- If you are in an area where a code team is actively responding, please leave the area so the code team can effectively care for the individual.

## CODE ADAM & CODE BROWN | MISSING PEOPLE

**Situation:** If a patient is found to be missing, a CODE ADAM will be called for an infant/child, and a CODE BROWN will be announced for an adult. A description of the individual will be included in the announcement, as well as the last place the patient was seen.

Example: CODE BROWN, white male in his 60s wearing a patient gown and ball cap. Last seen on 5 South.

### Procedure:

- No one is to exit the facility during a CODE ADAM or CODE BROWN.
  - If your volunteer service area is near an exit, please move to the exit and ask people not to leave until a CODE BROWN ALL CLEAR is called. If the individual refuses, be a good witness, and write down a physical description of the person and vehicle they are getting into. Report this information to security.
  - If you have any information on the missing person, please call the operator by dialing "0."
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## CODE RED | FIRE

**Situation:** A fire can be reported by activation of a fire call box, smoke detector or by calling 2999 at the hospital or 911 at off-site locations. The following procedure should be followed, and fire management should be guided by the RACE principles.

### **Procedure:**

- A CODE RED will be announced through the overhead paging system at the hospital, along with the location of the fire.
- An assigned response team will be the first line of defense and will remain in charge until the fire department arrives.
- Volunteers should follow the RACE principles and the protocols set forth in their respective departmental fire plans. Please meet with your department supervisor to understand the plan specific to your volunteer service area.
- Prepare your environment by turning on or leaving on all lights; ensuring all exits, fire doors and corridors are free from obstruction; not using elevators or unnecessary equipment.
- Fire doors will automatically close and should remain closed to contain the fire.

## MANAGING A CODE RED SITUATION | RACE

**RESCUE:** Rescue patients, visitors and associates. Calmly remove those who are in immediate danger from the fire.

**ALARM:** Activate the alarm by pulling the handle on the nearest red fire box and calling the operator at extension 2999. At the Medical Park or any other off-site location, dial 911. Give the exact location and details of the situation.

**CONFINE:** Confine the fire by closing all doors and windows in the immediate area. Shut off fans, window air conditioners and other nonessential electrical equipment.

**EVACUATE:** Evacuate all patients, visitors, volunteers and associates from the immediate fire area. Take them to a safe location away from the fire. Do not use elevators. Use stairs. Post someone to meet the First Response Team.

## CODE GRAY | SEVERE WEATHER

**Situation:** The disastrous effects of severe weather can be minimized if proper action is taken quickly. The destruction caused by a severe weather event may result in the implementation of other emergency action plans.

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**In the event of severe weather, one of the following announcements will be made to alert you of the current weather condition:**

- CODE GRAY - Severe Thunderstorm Watch: Conditions are such that a severe thunderstorm could occur.
- CODE GRAY - Severe Thunderstorm Warning: A severe thunderstorm is moving into the area. It may be announced that the storm could include high winds, dangerous lightning and hail.
- CODE GRAY - Tornado Watch: Conditions are such that a tornado could occur.
- CODE GRAY - Tornado Warning: A tornado has been sighted in the area.

## **CODE GRAY | SEVERE THUNDERSTORM WARNING**

### **Procedure:**

- The operator will announce, CODE GRAY - Thunderstorm Warning.
- Volunteers should remain in the building.
- Stay away from windows and exterior doors.
- When an all clear has been given by the weather service, the operator will announce: CODE GRAY - ALL CLEAR.

## **CODE GRAY | TORNADO WATCH**

### **Procedure:**

- The operator will announce, CODE GRAY - Tornado Watch.
- Stay indoors until an ALL CLEAR is called.
- Stay away from windows and exterior doors.
- Prepare your environment by closing all drapes and shades; removing all objects from window sills and pulling the cubicle curtain closest to the window.
- If you are in a patient care area, check for an adequate supply of blankets or bedspreads, as they may be used to cover and protect our patients.
- Elevators can be used during a CODE GRAY - Tornado Watch.
- When an all clear has been given by the weather service, the operator will announce: CODE GRAY - ALL CLEAR.



## CODE GRAY | TORNADO WARNING

### Procedure:

- The operator will announce, CODE GRAY - Tornado Warning
- A second announcement will be made by the operator requesting visitors to remain in the building and stay away from windows. Volunteers should calmly alert visitors as well.
- For volunteers in a patient care area, you may be asked to assist in the following ways:
  - Close patient doors.
  - Move ambulatory patients and visitors to short inner corridors away from glass; patients should take their bedspread and blanket for protection.
  - Move immobile patients into the hallway. If this is not feasible, cover the patient with several blankets, and pull the cubicle curtains around the patient, removing any objects from the window sills.
- All volunteers and associates should seek cover in the inner corridor, away from the windows.
- Elevators should not be used.
- When an all clear has been given by the weather service, the operator will announce CODE GRAY - ALL CLEAR.

## CODE YELLOW | DISASTER

**Situation:** Lima Memorial Health System has a robust emergency management plan to effectively and efficiently manage internal and external disasters of all types and severities. A CODE YELLOW is announced to indicate any disaster which results in numerous injuries/casualties. Examples include a bus accident, shooting at a residential area, major fire in downtown Lima or tornado in Allen County or a surrounding community.

### Procedure:

- In the event of a disaster which results in numerous injuries/casualties, the operator will announce CODE YELLOW, along with the appropriate level of the disaster. There are two levels of a disaster:
    - Level 1: Emergency Center activation only
    - Level 2: Total facility activation
  - An incident command center will be established and scaled to systematically respond to the event.
  - An associate and volunteer pool may be established by Incident Command to provide additional support to the emergency management functions.
  - When the disaster is over and normal functions may be resumed, the operator will announce CODE YELLOW - ALL CLEAR.
-

## CODE ORANGE | HAZARDOUS MATERIAL SPILL OR RELEASE

**Situation:** When hazardous materials are spilled or unintentionally released, causing a threat of injury, a CODE ORANGE will be announced.

### **Procedure:**

- The operator will announce CODE ORANGE and the location.
- A specially-trained team of associates will respond to CODE ORANGE situations.
- Volunteers should stay away from the area in which a CODE ORANGE is called.
- If a volunteer is in the area of a CODE ORANGE with possible exposure, the volunteer should get to a safe location and stay there until evaluated and released.
- Volunteer services will only be activated for this emergency if an incident command center is established and determines the need for an associate and volunteer pool.

## SHELTER IN PLACE

**Situation:** In the event a hazardous substance has contaminated the external environment, a SHELTER IN PLACE will be called to protect patients, visitors, associates and volunteers.

### **Procedure:**

- Remain in the building until the danger has passed.
  - All associates and volunteers are to report to the associate and volunteer pool. The location will be announced.
  - Close all internal doors. The fire doors will shut automatically. Security will close and lock all doors to the outside.
  - Turn off all air conditioners, and place inlets in the CLOSED position.
  - Discontinue use of elevators in all buildings (this tends to pump outside air in and out).
  - Seal any obvious gaps around windows, doors and vents with tape, wet towels or other suitable material (in the immediate and surrounding areas).
  - If there is a danger of an external explosion, close drapes and/or blinds, and help move patients to internal hallways.
  - When the danger has passed, the operator will announce ALL CLEAR.
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## **CODE BLACK | BOMB THREAT**

**Situation:** If a bomb threat is received, a CODE BLACK will be activated.

### **Procedure:**

If you receive the bomb threat:

- Stay calm, and prolong the conversation for as long as possible.
- Take note of distinguishing background noises, such as music, voices, church bells, aircraft, etc.
- Note distinguishing voice characteristics, such as male/female, accents, speech impediments, etc.
- Ask for description and information about the bomb: What kind is it? What does it look like? Where is it? What time is it set to explode?
- Ask: Why did they do it? Have they ever worked here? Have they or their family members been patients here?
- Notify the operator of the bomb threat by dialing extension 2999. For the Medical Park or other off-site facilities, dial 911. Provide as much information as you were able to gain from the conversation with the caller.

### **During a bomb threat:**

- Stay calm.
- Be aware of items that are out of place or foreign to the area (paper sacks, packages, shopping bags, brief cases, suitcases, etc.).
- Do not divulge to patients that a bomb threat has been received.
- Do not disturb patients.
- Follow the instructions of the search leaders.
- Do not turn on any lights that were not already on.
- Do not use pagers, cell phones or two-way radios.
- Calmly assist in the evacuation of the building as may be requested.

### **If a strange or suspicious object is found:**

- Remain calm.
- All two-way radio transmission should stop.
- Do not touch the object.
- Immediately report it to Security or the search team.
- Leave the area where the object is located.
- Await instructions. The bomb squad will assist in making decisions about evacuation and disposition of the object.

When the situation is deemed safe, the operator will announce  
CODE BLACK - ALL CLEAR.

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## CODE VIOLET | WORKPLACE VIOLENCE

**Situation:** In the event of violence or suspected violence on hospital property, a CODE VIOLET will be activated.

### Procedure:

- If you witness violence on hospital property or you suspect a situation may become violent, dial 2999. Off-site locations should call 911.
- Remember, warning signs of combative behavior are often present before the behavior becomes physical.
- A designated team will respond to the incident.
- Volunteers should immediately leave the area.
- When the situation is deemed safe, the operator will announce CODE VIOLET - ALL CLEAR.

## CODE SILVER | WEAPON / HOSTAGE SITUATION

**Situation:** CODE SILVER refers to an incident involving an armed assailant (ie: person with a weapon, hostage situation, active shooter, etc.).

### Procedure:

- If you identify a CODE SILVER situation, immediately move to a safe area, and dial 2999 at the hospital or 911 at an off-site location to alert security of the situation.
  - A CODE SILVER will be announced overhead, along with the location of the incident.
  - Volunteers in the facility should move to a safe area and stay away from the area(s) indicated in the overhead page.
  - Security will work with responding law enforcement agencies to establish a perimeter around the impacted area(s) to gain control of the situation.
  - When the situation is deemed safe, the operator will announce CODE SILVER - ALL CLEAR.
-

## CODE EXIT | EVACUATION

**Situation:** A disaster situation requires the evacuation of some or all of our patients.

### Procedure:

In the event an evacuation is required to protect the safety of our patients, the following announcement will be made by the hospital operator:

**"Attention: The evacuation plan is now in effect. The following areas are to be evacuated immediately." The operator will then announce the affected areas.**

### Further announcements may include:

- Areas that need to prepare for possible evacuation
- Location of the associate and volunteer pool
- Location of the Evacuation Center
- Where the Transfer Team is established
- Where the Information Team is established

Volunteers should report to the Evacuation Center for further instructions.

## ALL CLEAR

**Situation:** A disaster situation has been resolved.

### Procedure:

- When a disaster situation has been resolved, the operator will announce ALL CLEAR.
- Hospital operations can return to normal.
- An incident debriefing will be conducted as needed.



## HANDLING DESERTED INFANTS (DESERTED BABY PROTOCOL)

Ohio Law requires hospitals to accept newborns who are voluntarily delivered to the hospital within 72 hours of its birth by a parent who does not express intent to return for the infant, without imposing criminal liability on the parent.

### General Information to Remember

- A parent may give an infant less than 72 hours old to any hospital associate or volunteer.
- Parents may leave without giving their name or any information.
- Associates and volunteers may ask any medical history but may not demand this information or stop the parent from leaving.
- The infant should be taken immediately to the Emergency Center.
- The Emergency Center will notify Children's Services.
- No information can be given out regarding this incident.

### If you see signs of abuse:

- The parent should not be allowed to leave.
- Call Security immediately.
- Note any distinguishing characteristics of the parents.
- Note the type of vehicle (if possible) and the direction in which they left.







# INFECTION PREVENTION

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The health and safety of our valuable volunteers are of the utmost importance to us. Lima Memorial Health System has a robust infection prevention program to protect against the spread of infection. In addition to our intense disinfecting practices, we have built in an added layer of protection with our Tru-D disinfecting robots. These robots kill 99.9% of all germs. The prevention of infection is not only the hospital's responsibility, but the responsibility of each and every associate and volunteer. You can do your part in preventing the spread of infection by adopting universal and transmission-based precautions.

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## What are Universal Precautions?

Universal Precautions are infection prevention practices that apply to all patient care, regardless of suspected or confirmed infection status. These precautions should be consistently practiced.

- Treat all human blood and bodily fluids as if they were known to be infectious.
- Wear appropriate Personal Protective Equipment (PPE) when in contact with patients (gloves, face protection and protective clothing).
- Follow proper handwashing techniques.
- Practice respiratory hygiene and cough etiquette. Cough and/or sneeze into your elbow.
- Dispose of used tissues.
- Wear a face mask when indicated.
- Keep a distance of 6 feet from a person with a respiratory infection.
- Routinely disinfect surfaces.
- Disinfect equipment, such as wheelchairs and carts, after each use.

## Transmission Precautions

Additional precautions are put into place when infections can be transmitted from person to person. Viruses and bacteria can be transmitted by contact, droplet or airborne transmission.

- Infectious patients will be placed in isolation rooms. Volunteers should not enter these rooms; instead, please proceed to the nursing station for assistance.
- Isolation rooms will be identified with a distinguishing sign on the door (see next page). An isolation cart will also be positioned by the door. Again, do not enter an isolation room.
- Volunteers should not independently transport a patient in isolation.






Wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

# AIRBORNE CONTACT PRECAUTIONS


(In addition to Standard Precautions)


Everyone Must:


-  Clean Hands when entering and leaving room
-  Gown and Glove at the door
-  Keep door closed

# STOP DROPLET STOP

## Precautions

  
 WASH HANDS


  
 MASK


  
 GLOVES


**VISITORS: Speak with the nurse before entering the room**

# Contact Isolation

Visitors: Report to Nurse before entry

 Perform Hand Hygiene when Entering and Exiting the Room.

 Gloves required for all patient/environmental contact.

 Long sleeve gown required for all patient/environmental contact.

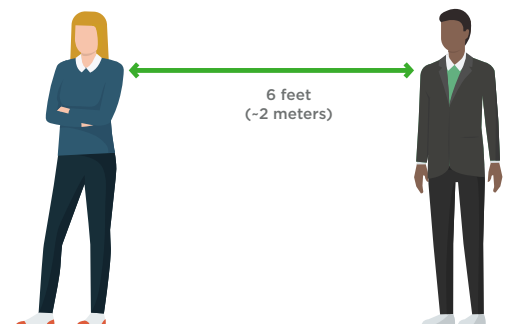
**NOTE:** Children 12 or under are not recommended to enter isolation rooms due to safety issues. Please check with the nurses.





**NO ACCESS**

**PLEASE SEE A NURSE BEFORE ENTERING THIS ROOM.**



## **What if I am exposed to blood or another bodily fluid?**

- Identify the source of the exposure.
- Immediately go to the Emergency Center for care and necessary testing.
- Cooperate in completing required reporting of the incident.

## **What if I am injured by a sharp object?**

- Determine if the object had been used. If it was used, try to determine which patient was involved with the use.
- Go to the Emergency Center.
- Both the source patient and volunteer will be tested for HIV, Hepatitis B and Hepatitis C.
- Cooperate in completing required reporting of the incident.

## **Hazardous Chemicals and Materials**

### **How will I know if chemicals and materials are hazardous?**


- A list and corresponding Safety Data Sheets (SDS) of all hazardous chemicals and materials used in the department are available through the hospital's intranet. Please ask an associate to assist you in accessing this information.
- Hazardous chemicals and materials are also identified by a warning symbol on the product.
- Hazardous chemicals should be in a locked location when not in use.
- Volunteers should not handle and avoid coming into contact with hazardous chemicals and materials.

## **Hazardous Waste**

- Hazardous waste is disposed of in a red sharps container or a trash can with a red liner. Hazardous waste is clearly identified on the trash receptacles.
- Avoid all contact with hazardous waste.

### **What if I am exposed to a hazardous chemicals and material?**

- Notify your supervisor immediately.
  - Proceed to the Emergency Center for evaluation.
  - Cooperate in completing required reporting of the incident.
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<p><b>Health Hazard</b></p>  <ul style="list-style-type: none"> <li>• Carcinogen</li> <li>• Mutagenicity</li> <li>• Reproductive Toxicity</li> <li>• Respiratory Sensitizer</li> <li>• Target Organ Toxicity</li> <li>• Aspiration Toxicity</li> </ul>	<p><b>Flame</b></p>  <ul style="list-style-type: none"> <li>• Flammables</li> <li>• Pyrophorics</li> <li>• Self-Heating</li> <li>• Emits Flammable Gas</li> <li>• Self-Reactives</li> <li>• Organic Peroxides</li> </ul>	<p><b>Exclamation Mark</b></p>  <ul style="list-style-type: none"> <li>• Irritant (skin and eye)</li> <li>• Skin Sensitizer</li> <li>• Acute Toxicity</li> <li>• Narcotic Effects</li> <li>• Respiratory Tract Irritant</li> <li>• Hazardous to Ozone Layer (Non-Mandatory)</li> </ul>
<p><b>Gas Cylinder</b></p>  <ul style="list-style-type: none"> <li>• Gases Under Pressure</li> </ul>	<p><b>Corrosion</b></p>  <ul style="list-style-type: none"> <li>• Skin Corrosion/Burns</li> <li>• Eye Damage</li> <li>• Corrosive to Metals</li> </ul>	<p><b>Exploding Bomb</b></p>  <ul style="list-style-type: none"> <li>• Explosives</li> <li>• Self-Reactives</li> <li>• Organic Peroxides</li> </ul>
<p><b>Flame Over Circle</b></p>  <ul style="list-style-type: none"> <li>• Oxidizers</li> </ul>	<p><b>Environment (Non-Mandatory)</b></p>  <ul style="list-style-type: none"> <li>• Aquatic Toxicity</li> </ul>	<p><b>Skull and Crossbones</b></p>  <ul style="list-style-type: none"> <li>• Acute Toxicity (fatal or toxic)</li> </ul>

Source: U.S. Department of Labor, Occupational Safety & Health Administration



# STROKE IS AN EMERGENCY

A stroke can happen fast, so we need to

**B E F A S T**

to treat a stroke. Know the signs and symptoms to spot a stroke.

**B**

## Balance Lost

Sudden loss of balance or coordination



**E**

## Eyes Blur

Sudden trouble seeing or blurred vision in one or both eyes



A stroke is a “brain attack.” It can happen to anyone at anytime. It occurs when blood flow to an area of the brain is cut off. When this happens, brain cells are deprived of oxygen and start to die.

Each year, nearly 800,000 people experience a new or recurrent stroke.

**F**

## Face Drooping

One side of the face droops or is numb



**A**

## Arm Weakness

Sudden weakness or numbness of arms or legs, especially on one side of the body



**S**

## Speech Difficulty

Sudden confusion, trouble speaking or understanding speech



**T**

## Time

Call 9-1-1 immediately  
\*Note the time the symptoms started



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**Lima Memorial**  
HEALTH SYSTEM

Affiliate of ProMedica

# GENERAL SAFETY

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## Stroke Safety

Stroke is the fifth leading cause of death in the United States and is a medical emergency. Many stroke patients have no idea they are having a stroke because brain cells are dying, which can affect judgment. BE FAST and recognize when a stroke is occurring to get lifesaving treatment quickly. If you suspect someone is having a stroke, seek help immediately by calling 2999 at the hospital or 911 at off-site locations.

## Early Heart Attack Care

Because symptoms of a heart attack can begin about two weeks prior to a major event, being educated on the early symptoms of a heart attack can help prevent a heart attack from occurring.

### Typical signs and symptoms of a heart attack:

- Chest pressure, squeezing, aching, burning or stabbing sensation
- Pain in the back or shoulder blades
- Pain that travels down one or both arms
- A sharp pain that occurs with coughing or breathing
- Jaw pain
- Excessive fatigue or weakness
- Sweating
- Feeling of fullness
- Nausea
- Shortness of breath
- Anxiety
- Lightheadedness
- Confusion
- Pain in the upper back that travels up into the jaw

If you suspect someone is having a heart attack, seek help immediately by calling 2999 at the hospital or 911 at off-site locations.

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# INJURY PREVENTION

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## Winter Weather Safety

The winter season can create numerous hazards for visitor, patients, associates and volunteers. Weather-related conditions may cause an increase in slip, trip and fall accidents in parking lots, sidewalks and building entrances.

### How to prevent slips and trips on snow and ice:

- Wear appropriate footwear to increase traction. Choose shoes or boots with thick, gummy soles and deep, angled outsole grips, which will provide traction.
- Use caution when entering or exiting your vehicle.
- Pay attention to surface conditions.
- Walk on surfaces that have been cleared or treated.
- Avoid carrying large or heavy objects that can throw off your balance when walking.
- Avoid stepping on uneven surfaces.
- Avoid walking with your hands in your pockets, as this reduces your ability to use your arms for balance if you do slip.
- Slow down and take shorter steps so you can react to a change in traction more easily.
- Report any unsafe condition immediately by calling “0” to speak with the hospital operator.

## Fall Prevention

Every patient admitted to Lima Memorial Health System will be assessed for their potential to sustain a fall.

### Patients considered at risk of falling will:

- Have a yellow arm band placed on their arm.
- Be given yellow footies to wear.

If a visitor falls, do not try to get them up, as this may cause additional injury. Seek help by calling 2999 at the hospital or 911 at off-site locations.

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## Preventing Injuries

Most injuries can be avoided by using good body mechanics and proper lifting techniques. Body mechanics is simply performing activities while the body is in the correct position.

### When sitting:

- Do not slump or lean forward or backward to reach for or look at your work.
- Do not sit for more than 15-30 minutes without getting up and changing position.

### When standing:

- Elevate or incline your work surface to bring it closer to you.
- Put one foot up; shift your weight or squat down occasionally.
- Keep your work at a comfortable height.
- Stand straight.
- Do not stand in one place for too long.

### When lifting:

- Plan your lift – make sure you have a clear path to your destination before attempting to lift and move the load. Be sure to remove any obstructions in your path, and check that there are no dangerous conditions, such as a wet floor or a step.
- Test the load – make sure you can handle the weight comfortably. Test by gently trying to lift the weight to see if it is too heavy or cumbersome.
- Safely lift – bend your knees, keeping your upper body comfortably straight. Lift the object using your legs, not your back.

### When carrying objects:

- Carry the load in front of you.
- Keep objects near your body.
- Make multiple trips – do not attempt to carry everything at once.
- Use both hands.
- Ask for assistance with heavy items.

### When reaching for an object:

- Stand on a stable step-stool to reach high items.
  - Face the object.
  - Reach with both hands.
-

## Pushing vs. Pulling

- Push whenever possible.
- Use a side-step, versus twisting to turn.
- Remain close to the item being pushed.
- Ask for help if the object you are attempting to push or pull is too heavy or awkward.

## Transporting Patients in Wheelchairs

- Activate brakes before placing or moving a patient into or out of a wheelchair.
- Be sure the leg rests are out of the way before a patient gets into or out of the wheelchair.
- After the patient is seated, put the footplates down, and make sure the patient is comfortable.
- Have patients place their arms in their lap while being transported.
- Push the wheelchair from behind; stay close and put your weight into pushing
- Make sure you can push the patient safely without injuring the patient or yourself.
- Back wheelchairs into elevators.
- Use caution when approaching corners and doorways. Many hallway intersections have mirrors, which help you see around the corner.
- Use your brakes when you have reached your destination.
- Move the footplates out of the way, and assist the patient in getting out of the chair.
- Never leave a patient alone in a wheelchair.



# CULTURAL DIVERSITY

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The United States is more diverse today than at any time in its history. A failure to understand cultural differences may lead to miscommunication, frustration and hurt feelings. Therefore, being knowledgeable about how to interact with people with different values, health beliefs and backgrounds is important.

## What is diversity?

Diversity is seen in health care every day as a result of:

- Age
- Ethnicity
- Gender
- Physical abilities
- Race
- Religion
- Sexual orientation
- Socioeconomic status

Diversity involves both acceptance and respect. Valuing diversity requires you to recognize that each individual is unique and work at understanding the differences among patients, visitors, associates and volunteers.

## Why is it important?

- An associate's or volunteer's beliefs may affect how he or she treats patients and their families.
  - Culture affects how patients react to the healthcare system.
  - Diversity issues influence patient outcomes.
-

## Cultural Competence

Culture is something we learn and share with others. It includes our values, beliefs and norms. Culture guides thinking, decisions and actions. Cultural patterns are learned and shared both formally and informally.

Lima Memorial Health System is committed to creating a culture of inclusion, a hospital in which behaviors, practices and policies promote performance improvement, respect and success, regardless of cultural background.

Every patient has the right to have personal values, beliefs and preferences respected. The best way to identify cultural needs is to ask the patient if he or she has any particular concerns.

Cultural competence includes behaviors, attitudes and policies that together enable healthcare associates and volunteers to work effectively in cross-cultural situations. This involves:

- Becoming comfortable with differences, even if you do not agree with them.
- Respecting and appreciating the values and beliefs of those who are different from you.
- Thinking flexibly and not using stereotypes.
- Behaving flexibly and adapting your behavior to meet the needs of patients.

## Cultural Awareness and Knowledge

Cultural awareness is self-examination and exploration of one's own cultural background. Such awareness involves the recognition of one's biases, prejudices and assumptions. Developing cultural knowledge is the process of obtaining information about other cultural groups.

Culture significantly influences a number of aspects of interacting and sharing information, including:

- Directness
- Gestures and facial expressions
- Distance
- Touch
- Topics appropriate for discussion
- Degree of formality

Do not assume that a particular person fits the general cultural descriptions of his or her culture. You must take into account the whole person and see him or her as an individual.

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# REGULATORY

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## PATIENT CONFIDENTIALITY | HIPAA

Protecting patient privacy is important because, as healthcare workers and volunteers, we see and hear confidential patient information every day. The Health Insurance Portability and Accountability Act of 1996, also known as HIPAA, is the federal law which requires us to protect our patients' health information. As a Lima Memorial volunteer, you have a legal duty and an ethical and moral obligation to protect our patients' confidentiality.

One part of the HIPAA law is the Privacy Rule, which protects an individual's right to control the access, use and disclosure of his or her protected health information (PHI).

A second part of the HIPAA law is the Security Rule, which addresses how we must protect patient information within our electronic systems.



Certifications



Personal data



Security



HIPAA security



Personal health



Medical information



Medical Compliance



Password Security



Cloud Medical Data

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## **So what does HIPAA mean to a volunteer?**

The purpose of HIPAA is to protect our patients from having any of their health information or personal information shared without their direct permission. We are all responsible for protecting the privacy and confidentiality of patient information.

As a volunteer, you are not allowed to disclose ANY information you hear or learn while you are volunteering here. All volunteers sign a HIPAA confidentiality agreement upon joining our volunteer team.

### **Based on HIPAA regulations, you are not permitted to:**

1. Disclose the names of any patients or their family members or friends who visited them.
2. Share or discuss ANY patient medical information or personal information you may hear or learn while volunteering, even if it is good news, like someone having a baby.
3. Visit someone you know who is a patient unless they gave you permission to visit them or a family member said it was okay to visit.
4. Ask any patient about his/her diagnosis, condition or treatment
5. Give your opinion to patients about their diagnosis, condition or treatment or offer advice to them.
6. Discuss information about a patient in a public area, like the cafeteria or elevator.

## **Reporting of Suspected Privacy Breach**

Associates and volunteers who have reason to believe that a patient's confidentiality has been breached are required to report it to the LMHS Privacy Hotline at 419-998-4499.

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## Protecting Electronic Health Information

### Managing Your Computer Workstation

To ensure confidential information is safeguarded:

- Make sure computer workstations are positioned so screens are not visible to the general public or unauthorized individuals.
- Activate the LMHS screen saver on your computer so your screen will display a general LMHS brand theme when no activity has occurred on your computer for a designated period of time.
- Exit any open applications on the workstation when leaving the work area for any reason.
- Log out and power off your computer when leaving your volunteer assignment at the end of your shift.

### Secure and Manage Your Computer Passwords

- Access to LMHS computer systems is granted to those volunteers who need the information to perform their volunteer assignments. A user access code and password is required to access the computer.
- Access codes and passwords are CONFIDENTIAL. Under no circumstance are you permitted to share your access code or password with anyone.
- User access codes and passwords SHOULD NOT be written down anywhere.

### Monitoring and Auditing Computer Access

LMHS computer systems and networks have logging and monitoring capabilities. Periodic audits are performed to assure associates and volunteers are using LMHS computer resources for LMHS business purposes only and that those with access to Electronic Protected Health Information (EPHI) are only accessing EPHI to perform their job duties.

### Reporting of Suspected Security Breach

Volunteers who have reason to believe that a computer security breach has occurred are required to report it to the LMHS Information Security Officer by calling 419-228-3335, ext. 6157.

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## Corporate Compliance

### Lima Memorial Health System's Compliance Program

Lima Memorial Health System is committed to honest and responsible corporate conduct. Our compliance program institutes internal controls that promote adherence to federal and state laws that were established to prevent fraud, waste and abuse in our health system. Associates and volunteers are required to attest that they have reviewed and understand the annual CMS corporate compliance education on an annual basis.

### Essential Elements of the Plan

- Written standards of conduct
- Designation of a Chief Compliance Officer and compliance committee
- Education and training programs
- Monitoring and auditing
- A process to receive complaints while protecting anonymity. Individuals may contact the Compliance Hotline at 419-998-4499.
- A system to respond to allegations. Allegations are forwarded to the Compliance Officer for investigation, action and follow-up
- Response and prevention to any allegations of wrongdoing

### Our Compliance Program Safeguards From:

- Billing for services or items not provided or duplicate billing
- Performing medically unnecessary services
- Coding inaccuracies
- False cost reports
- Violations of anti-kickback statutes

### To Report a Suspected Violation:

- Report it to your unit manager or director
- Call the Compliance Hotline at 419-998-4499, or
- Report to the Compliance Officer at 419-998-4625

Please see the attached Corporate Compliance Education, and complete the required annual attestation.

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# NON-HARASSMENT POLICY

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Harassment is any unwelcome or unsolicited sexual, physical, verbal or written conduct that denigrates or shows hostility or aversion toward an individual because of their sex, race, color, religion, gender, national origin, age or disability. Harassment of any associate, volunteer, patient or family member is not condoned.

## **Harassment includes:**

- Physical: bumping, touching or brushing against one's body.
- Verbal: offensive jokes and language.
- Nonverbal: Staring at a person's body or leering in a sexually demeaning way.

## **Volunteers who believe they have been harassed should:**

- Make it clear to the harasser that you find such conduct offensive and unwelcome.
- State clearly that you want the offensive conduct to stop at once, or his/her behavior will be reported.
- If harassment continues, contact a supervisor who can address the situation.
- In conjunction with reporting the behavior, a formal complaint should be filed.

Once a report has been filed, a confidential, impartial and comprehensive investigation will be promptly conducted. The investigation and results will be disclosed only on a need-to-know basis, but will be communicated to the parties involved.

## **No Retaliation Policy**

Retaliation in any manner or form against an associate or volunteer who complains of, cooperates with or participates in an investigation of harassment is absolutely prohibited and, if sustained, will result in disciplinary action.

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