

# Volunteer Services

FRHS Volunteer Manual



The Volunteer Services Office  
is open Monday-Friday  
from 8:00a-5:00p

**Greetings!**

**Thank you for your interest in volunteering at Faith Regional Health Services. Our mission is to serve Christ by providing all people with exemplary medical services in an environment of love and care.**

**Volunteers at Faith contribute to our mission in many ways throughout the hospital. We appreciate every one of our caring volunteers who commit their time to impact the lives of our patients, staff, and visitors. We understand that you may thrive and be more comfortable in certain volunteer roles rather than others. We will do our best to place you in an area that you have indicated as your preference.**

**I hope that you choose to join us. We would love to see your smiling face among our amazing volunteers. Know that by becoming a volunteer, you are making a difference in the life of so many people.**

**Gratefully,**

**Leticia Anguiano**

**Director of Volunteer Services**

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## OUR MISSION

To serve Christ by providing all people with exemplary medical services in an environment of love and care.

## OUR VISION

To become a regional referral center by providing the most comprehensive, high-quality health services to the residents of Northeast Nebraska.

## OUR VALUES

**Spirituality** - We are devoted to providing an environment of hope, healing and hospitality that is open to God's presence and direction.

**Excellence** - We are committed to doing ordinary things in an extraordinary manner that exceed our customers' expectations.

**Integrity** - We are honest in our communication and actions and we adhere to the highest standards of professional and personal ethics.

**Compassion** - We demonstrate care and concern for the whole person-mind, body & spirit.

**Respect** - We are considerate and accepting of others and of their right to make personal choices.

**Stewardship** - We are responsible for managing our resources wisely and efficiently and for continually sharing our knowledge and skills with each other.

## **Volunteer Services Beliefs**

- We believe that volunteers serve an important role on the FRHS team.
- We believe in focusing volunteer interests, talents, and skills on purposeful work that benefits the FRHS team and enriches the lives of the volunteers.
- We believe in the importance of providing orientation & education for the volunteers.
- We believe in supporting the staff as they develop working relationships with the volunteers.
- We believe in a dynamic and progressive approach to serving others.
- We believe in educating others about the value of volunteerism.

## **Acceptance**

Volunteers must be at least 14 years of age. Volunteer assignments will be made in accord with your interests, abilities, and vocational goals and in accord with the needs of the hospital, which will be the ultimate determining factor. No volunteer assignments will be made except upon the request and agreement of the department to which the volunteer is assigned.

Upon acceptance into the volunteer program, you must agree to accept and abide by the policies of Faith Regional Health Services, the Volunteer Services Department, and the department to which you are assigned. If, in the opinion of the Director of Volunteer Services and/or the supervisor of the department to which a volunteer is assigned, a volunteer displays conduct that is not in the best interest of Faith Regional Health Services and its patients, the volunteer may be counseled and/or asked to leave.

### **You are cleared to start your volunteer service when the following items have been completed:**

- completed the necessary paperwork to become a volunteer
- contacted Occupational Health to complete the volunteer health screening and TB testing provided by Occupational Health
- contacted Human Resources to have your picture taken for a name badge
- completed orientation given by the Volunteer Services Department, training, and have returned all documentation to the Volunteer Services Office

### **On your first day of volunteer service you will receive the following:**

- I.D. badge
- Instruction in the appropriate procedure for reporting absences
- I.D. number for clocking in
- Instruction where to obtain and to return uniform
- Option to purchase a uniform
- Tour, if necessary

Please note: All weekend and night volunteers must report to the volunteer office during regular business hours (Mon – Fri from 8:00am – 5:00 pm) to complete the above-referenced items prior to their first day. Advanced notice is required so that we can prepare the necessary materials. After-hours appointments may be made based on staff availability.

**HEALTH SCREENING** All volunteers are required to receive a medical clearance from the hospital's Employee Health Department prior to their initial assignment. Volunteers are not charged for these clearances or assessments.

Prior to placement, each new applicant will be assessed on the following:

- Employee Health History
- PPD test for tuberculosis (one prior to placement and a second post-placement)
- Evidence of laboratory tests showing immunity to rubella (measles) and varicella (chicken pox) or records of such vaccination.
- Influenza Vaccination will be provided at no charge and is required annually from Dec 1st to March 31st.

You may have the PPD and immunity tests done by your private physician; if so, you must give us written results of the test signed by your physician.

**Did You Know?**

We have a pet therapy volunteer program at FRHS intended to comfort patients, families, staff and volunteers.

## TUBERCULOSIS INFORMATION

### General Information:

- **Latent TB** refers to persons who have been previously infected with TB but do not feel sick and do not have symptoms. The only sign of TB infection is a positive reaction to the TB test. Persons with latent infection are not infectious and cannot spread TB to others.
- **Active TB Infection** - In some people, TB bacteria overcome the defenses of the immune system and begin to multiply, resulting in infection with TB.

A person with active TB disease may have any, all, or none of the following symptoms: a persistent cough, constant fatigue, weight loss, loss of

appetite, fever, coughing up blood, and night sweats.

People with a positive TB test may have to have a blood test to confirm previous infection/exposure and may need to have a chest x-ray to determine the condition of the lungs. That means only that there was a previous infection or exposure to TB. That person is not infectious, but will need to see their physician to discuss treatment. That is why it is important for anyone working or volunteering at a hospital to have a TB test.

Patients admitted to the hospital with TB or suspected TB are placed in special rooms with negative pressure. The ventilation in negative pressure rooms is different than the other rooms in the hospital. Negative pressure does not allow air from that room to be re-circulated to other areas of the hospital. Patients with TB or suspected TB will be placed in Airborne Isolation and those who enter will need to be educated and fit with a respirator before they can enter the room. *Volunteers cannot go into an airborne isolation room.*

1. Employee Health performs at least one form of TB testing on every new employee and every new volunteer.
2. The TB test is usually a skin test that is placed under the most superficial layer of skin and needs to be read by a health care professional in 48-72 hours from time of placement. (If the test is not read, the employee/volunteer will need to repeat test at a cost of \$17 before they are cleared to work/volunteer.) A second skin test will be administered approximately 3 weeks from the first test, following the same instructions. If the employee/volunteer has had a negative TB skin test in the last 365 days from placement then only one test is required.
3. If either of the two skin tests is positive, the new employee/volunteer will be referred for a chest x-ray to confirm testing. If a chest x-ray is completed and is negative, no further testing or treatment is required.

4. Exceptions: If the new employee/volunteer has received a vaccine called “BCG” they will not receive a skin test, but rather have blood drawn for a different TB test. This test is a one-time test that will be sent to the lab for analysis.
5. TB testing is a Faith Regional requirement as well as a Federal and State regulation, and is mandatory before starting to work/volunteer.

**VOLUNTEER SCREENING** Volunteers play a vital role here at FRHS, from assisting patients and visitors to their desired areas, to acting as liaisons between visitors and surgeons when someone is having surgery, and many other essential positions. Volunteers are becoming more and more essential every day. Volunteers are now being monitored more closely with yearly evaluations, background checks prior to volunteering, as well as the possibility of referrals upon leaving FRHS.

According to the *Association for Professionals in Infection Control and Epidemiology, Inc.* (APIC), all volunteers should be examined in exactly the same way as employees are when performing new volunteer screens. They should be trained accordingly for the positions that they will be performing, whether it be handling specimens for transfer, or delivering flowers to in-patients.

Influenza immunization and TB testing are currently required for volunteers. Occupational Health (OH) also reviews the new volunteer immunization record, but nothing further. OH does not offer vaccination of many highly communicable diseases if the volunteer cannot provide documentation. OH also does not offer lab tests to determine immunity for volunteers. If approved volunteers may need to take a drug screen along with TB testing and influenza vaccination, and be offered vaccines and lab work to gain immunity from diseases such as Hepatitis B and Varicella (chicken-pox), just to name a few.

**ATTENDANCE** Volunteering requires a firm commitment. At Faith Regional Health Services, we ask each volunteer to agree to serve 3-5 shifts per month for a minimum of six months. We also ask that you stay **in good standing** with only three unexcused absences/tardies in a year. Please do not accept an assignment unless you have given serious thought to the demands it may place on you.

**Need a copy of your service?**

You can print off a copy from your VicNet account or request a copy from Volunteer Staff.

Volunteers are expected to be prompt for their assignments and to sign in and out each day. When you arrive for your assignment, sign in on one of our login computers or record on hardcopy if a computer is unavailable. Hardcopies must be turned in prior to the last day of the month or last day of service. Report to Volunteer Services when you arrive to see if we have any jobs for you to work on while volunteering. At the end of your assignment, please be sure to sign out. Monthly and cumulative hours of volunteer service will be calculated by the Volunteer Services Department, but ensuring the accuracy of each is the responsibility of the volunteer.

### **Hours for Volunteering**

As a general rule, volunteers are assigned to work at regularly-scheduled times, between the hours of 8:00am and 9:00pm.

Volunteers are not permitted to work in areas other than those to which they are assigned without the permission of the Volunteer Services Department. If you wish to change your schedule or to add additional hours, please contact the Volunteer Services Department.

### **Holidays**

Volunteers are not required, but are welcome to, volunteer on the six major U.S. holidays, including: New Years Day, Memorial Day, Independence Day,

Labor Day, Thanksgiving Day & Christmas Day.

### **Volunteer Shift Closures**

As a general rule, if the Norfolk Public Schools are closed due to weather then volunteers are not required to volunteer, but still may do so if they are comfortable with the weather conditions. Student volunteers may also be excused from shifts if parents are uncomfortable with their students traveling. Please call the Volunteer Services office if you will not be at your shift.

### **Recording of Hours**

All volunteers must record the type of volunteer services performed and the number of hours served. Service hours are recorded so that FRHS can recognize the time commitment made by each volunteer to the organization. Hours are also used to determine scholarship application eligibility.

### **Absences**

Please do not report for duty if you are sick or otherwise unable to carry out your assignment. If you must be absent for a day, call your departmental supervisor or the Volunteer Services office as soon as possible.

### **Substitutions**

All volunteers are required to locate their own substitutes if they are unable to work their assigned shift. A list of substitutes and phone numbers are provided with schedules and kept in the smock room. It is the responsibility of all volunteers to ensure they have the most current schedule.

### **Leaves of Absence**

The Volunteer Services Office may grant leaves of absence to volunteers.

If you intend to be absent for three weeks or more, please contact the Volunteer Services Department to request a leave of absence. Your volunteer

shift will not be held for your return. Please contact the office prior to returning to volunteer.

### **Resignations**

When the time comes for you to leave volunteer service, please notify the Volunteer Services Department at least two weeks prior to your final day. Please be sure to return your identification badges and uniform on your last day of service. A letter of reference or other verification of your volunteer service will be provided to volunteers in good standing.

### **Excessive Absences**

Volunteers who do not report, or have three unexcused absences / tardies for three consecutive weeks, will be considered to have resigned from the volunteer program, unless they have been granted a leave of absence. At such time the volunteer will be considered "inactive".

### **Corrective Action and/or Termination of Service**

Volunteers who do not adhere to the rules and procedures of FRHS or who fail to satisfactorily perform their assignment are subject to suspension and/or being permanently relieved of their assignment. Proper grounds for being permanently relieved of an assignment may include, but are not limited to, the following:

- Being under the influence of alcohol or drugs while volunteering.
- Theft or destruction of hospital property.
- Breach of confidentiality.
- Abusive behavior, including sexual harassment toward patients, staff, or other volunteers.
- Failure to perform assignment properly, as scheduled or needed.
- Soliciting or accepting tips for personal services from patients, visitors, or vendors.

- Inability to establish satisfactory working relationships with volunteers and hospital employees.
- Failure to wear picture name badge and uniform, unless exempted by service area policy.
- Inappropriate language.
- Immoral or indecent acts.
- Abandonment of patient or duties.
- Possession of firearms/weapons on hospital premises.
- Repeated failure to report for duty, excused or otherwise.

**UNIFORMS** Volunteers are required to be in uniform when they are on duty. Volunteers should present themselves in a manner of professionalism and pride. Uniforms will be provided or uniform polos may be purchased at the Gift Shop on the volunteer's first day of service. The cost of the uniform varies. Payment can be made by check, credit card or cash.

### **Types of Uniform**

Acceptable uniforms include a pink smock, black vest, black polo in addition to your name badge.

- Those volunteers who purchase uniforms are expected to keep them clean, neatly pressed and in good repair.
- Volunteers must report to the hospital in proper uniform, clean, and well-groomed.
- A neat and professional appearance is required. Jeans, tee shirts, short skirts, shorts, platform shoes, clogs, hats, or sandals are not permitted to be worn with the volunteer uniform. Comfortable shoes are highly recommended.
- Cosmetics may be worn. Please avoid strongly-scented cosmetics, perfumes, and colognes as they may be offensive to the patients.

- Sensible accessories may be worn.
- Volunteers are expected to report for duty with clean, well-groomed hair. This also includes beards and mustaches.
- Volunteers are expected to use good personal hygiene, including taking precautions to assure good body and breath odor while on duty.
- Appropriate tattoos and piercings, only.

### **Identification Badges**

Every volunteer will be issued an FRHS Volunteer Services identification badge. The badge must be worn as part of the uniform, on the volunteer's outermost garment, above the waist, so that it is clearly visible, and must be worn at all times while the volunteer is on duty in the hospital. Badges are the property of FRHS and must be returned to the Volunteer Services Department when you leave volunteer service. Lost badges must be replaced at the volunteer's expense for \$10.00.

**HCAHPS** stands for  
**H**ospital **C**onsumer **A**ssessment of  
**H**ealthcare **P**roviders and **S**ystems

HCAHPS is the metric that represents the patient's EXPERIENCE and QUALITY of care. Developed by CMS (The Centers for Medicare & Medicaid Services), this confidential patient survey was developed to allow patients to rate their experience and quality of care during their hospital stay.

The goal of HCAHPS is to produce comparable data on patients' perspectives of care so that consumers can make objective and meaningful comparisons among hospitals. Survey results create incentives for hospitals to improve their quality of care and to enhance public accountability in healthcare by increasing the transparency of the quality of hospital care.

!!! Reimbursements to the hospital for Medicare/Medicaid patients is based on the results of the patient surveys!!!

The point is clear: *“Pay-for-Quality is here to stay, and the requirements will only get more and more stringent. What’s more, third party payers are already following the lead of CMS and will almost certainly do so to a greater degree in the future. If ever there was a time to hardwire a culture of excellent patient care – to ensure your organization is consistently meeting its mission, protecting its bottom line, and enhancing its reputation – that time has clearly arrived.”* The HCAHPS Handbook , page 5

### **The HCAHPS Patient Survey**

The original survey questions measure frequency (rather than satisfaction) on six categories of questions (and additional questions). The scale is *never, sometimes, usually, or always* with regard to:

- Nurse communications
- Doctor communication
- Responsiveness of staff
- Pain management
- Communication about medications discharge information – yes or no **AND**
- Hospital environment (cleanliness of hospital and quietness at night in hospital)
- Willingness to recommend (this is asked but it does not count toward reimbursement calculation)
- Overall hospital rating (on a scale of 0-10)

**REMEMBER** volunteers also have a great impact on HCAHPS scores.

Please be mindful of the potential positive or negative impact your behavior and professionalism may have on these scores, and ultimately, on reimbursements (\$\$) to Faith Regional.

**CUSTOMER SERVICE** The volunteers at FRHS have an outstanding reputation for being courteous, conscientious, and caring individuals. The volunteers pride themselves on greeting everyone with a smile and expressing enthusiasm and willingness to listen.

- Watch for opportunities to answer questions or give direction to guests. IF YOU DON'T KNOW THE ANSWER, FIND THE ANSWER! Show courtesy when using elevators. If you are in an elevator and a patient is entering, exit the elevator and wait for the next.
- It is important that if an individual accepts a volunteer assignment at FRHS that he/she truly wants to be of service to others.
- Friends and family members cannot accompany a volunteer during his/her shift.

### **The 16 Customer Service Points**

- **Break the Ice** – Always be the first to say hello or smile at someone.
- **Notice When Someone Looks Confused** – If someone looks lost or confused, offer your assistance. If you don't know, refer them to someone who should.
- **Courtesy and Consideration** – Always offer someone the same courtesy you would expect. Put yourself in their shoes.
- **Keep People Informed** – As you find out information, tell people. Even if you don't know anything, tell them.
- **Anticipate Needs** – If you think something might be needed, ask them. Don't wait for them to ask you.
- **Respond Quickly**
- **Maintain Patients' Privacy**
- **Handle With Care**
- **Maintain Dignity**
- **Take the Initiative** – Don't assume other people will do something.
- **Treat Patients as Adults** – Explain things to them so they understand.

- **Listen and Act**
- **Help Each Other** – When you work as a team, things run smoother.
- **Keep It Quiet** – respect quiet and soft tones in the health care setting.
- **Apply Telephone Skills** – This is often a person’s first contact or only contact with the hospital.
- **Look the Part** – You are a representative of Faith Regional Health Services! :)

### **Patient Courtesy**

Volunteers should never discuss a physician, nurse, or other personnel with patients, or seek medical advice from physicians or healthcare personnel.

Volunteers should be aware of the patients’ rights and should not sit on a patient’s bed or use any of the patient’s belongings.

If a patient’s door is open, the volunteer should always knock before entering and announce him or herself and the purpose of entering the room i.e. *“Hi, this is Sam. I am here to deliver flowers to Marg. May I come in?”*. If the door is closed, the volunteer should check with a nurse before entering.

**RELATIONSHIP WITH STAFF** Each volunteer is a member of the Volunteer Services Department and works under the general supervision of the Department’s Director and staff. When you receive your assignment, you will work under the direct supervision of a member of the staff of the department to which you are assigned. The staff member will be responsible for orienting you to the department, assigning your duties, pointing out any special restrictions or precautions, and for providing on-site supervision.



To watch an excellent video on empathy go to YouTube.com and search for “Empathy: The Human Connection to Patient Care” or follow [https://www.youtube.com/watch?v=cDDWvj\\_q-o8](https://www.youtube.com/watch?v=cDDWvj_q-o8)

Please report to your supervisor each time you arrive at the department or leave for the day. Call your supervisor if you cannot report for duty as assigned.

Volunteers must accept supervision gracefully and follow all instructions exactly as they are given. Ask questions if you have any doubts or reservations concerning a staff member's instructions.

Volunteers do not replace paid staff. Each volunteer assignment is designed to supplement and enhance staff functions in order to make each patient's stay at Faith Regional as pleasant and comfortable as possible.

Volunteers should not attempt to provide any form of professional or medical services to patients. If a patient needs medical or nursing attention, inform the staff of the department at once.

### **Communication and Reporting**

**Abuse/Neglect**-All employees and volunteers are responsible for reporting to staff, immediately, if they observe real or perceived patient abuse, neglect, or exploitation by anyone.

**Incident Reporting**-If a volunteer witnesses an incident i.e. a visitor falls in the front lobby, the nearest staff member should be notified so that an Incident Report can be completed. The third party should be taken to the Emergency Department for evaluation.

**INFECTION CONTROL** All members of the hospital staff, including volunteers, must cooperate in controlling the spread of infection. Procedures for the control of infection are designed to minimize the spread of infection from:

- patient to patient; patients to staff (including volunteers); and staff to patients

## Hand Washing

One of the most important things you can do to minimize the spread of infection is to practice good hand washing technique.

### Wash your hands:

- when you report to your assigned area of service & when you leave
- before and after breaks and meals
- after you use the restroom
- after any personal contact with patients
- after you handle any materials (linens, food trays, etc.) used by patients
- or when hands are visibly soiled

### When washing your hands:

- wet hands with warm water
- apply approximately one teaspoon of liquid soap to the palm of the hand
- rub hands vigorously to work up a full lather, with particular attention to areas in between fingers and the nails for 10-15 seconds
- rinse hands and dry thoroughly with clean paper towels, and turn off hand-operated faucet with a clean paper towel

It is acceptable to use an alcohol-based hand rub when hands are not visibly soiled, or in areas where a hand washing sink is not readily available.

**ALWAYS** use hand sanitizer when you **ENTER** a patient's room **AND** when you **LEAVE** that patient's room.

## Isolation Rooms

It is also important that you recognize and do not enter isolation rooms. An isolation room can be identified by the presence of a clear, compartmentalized bag hanging on the front of the door containing masks, gloves, gowns, and other protective equipment.

If you have a delivery that goes to a patient in an isolation room, please speak with a nurse and request the delivery be made by staff the next time they are available to assist.

### Patient Care Alerts

These laminated signs will be placed on patients' door frames to alert all employees of individual patient needs.

**Why is that magnet on the frame of the patient's door and what does it mean to me?**

FRHS uses a system of magnets to discreetly relay messages to the FRHS staff. We have added some new ones recently and also felt a need to review with all FRHS staff the use and message of the old magnets.

				
<p>Fall Risk—Pediatric patient</p>	<p>Fall Risk—Adult patient</p>	<p>Patient with Clostridium Difficile—Use soap and water for hand hygiene. Do not use hand sanitizer.</p>	<p>Patient needs a Swallow assessment to check for ability to swallow without choking. Do not give patient food or fluids.</p>	<p>Leave door to patient room open. This may be for patient safety or per patient request.</p>
				
<p>Patient is a DNR—Do not Resuscitate.</p>	<p>Deceased patient awaiting pick-up by mortuary</p>	<p>Latex Allergy—no latex products allowed</p>	<p>Nursing staff will do blood draws</p>	<p>Occupational Therapy for all Activities of daily living.</p>
				<p>Equipment/ Bathroom to be used by patients only.</p>
<p>Hospice patient ( white dove on either pink or blue background)</p>				

### **Influenza Vaccinations**

Influenza or flu vaccinations are required of all staff and volunteers for the duration of the flu season (generally December 1 - March 31 of each year). If you choose not to be vaccinated you will be required to wear a mask while volunteering at Faith Regional. You will also be required to have a note from your clergy or doctor excusing you from receiving the vaccine. Flu shots are offered to volunteers, at no charge, just prior to the flu season. You will be notified when the flu shot clinics are accepting volunteers.

### **Volunteer Don'ts**

- Do not report for volunteer service if you are sick, especially if you have a fever, diarrhea, or a skin infection.
- Do not eat or drink in a patient's room.
- Do not eat or drink anything from a patient's tray.
- Do not attempt to clean up spilled specimens.
- Do not handle needles.
- Do not touch any item that may be contaminated with blood and/or body fluids.

If you have any doubts about your safety or about procedures for infection control, please ask the nursing staff on duty. If you have additional questions, please contact the Volunteer Services Department.

### **Bloodborne Pathogens**

Bloodborne pathogens are transmitted through body fluids, primarily blood and semen, although all body fluids and tissues should be regarded as potentially infectious. The most common modes of transmission are sexual contact, needle sharing, and to a lesser degree, infusion of contaminated blood products. These organisms are not transmitted by casual contact, touching or shaking hands, eating foods prepared by an infected person, or from drinking fountains, telephones, toilets, or other surfaces. To eliminate

the risk of infection, under no circumstances should a volunteer handle any item that may contain blood and/or body fluids or handle needles unless you have been properly trained.

**EMERGENCY PROCEDURES** The hospital intercom system is used for only a couple of situations: Morning prayer; Brahm's Lullaby to announce the birth of a baby at Faith; and for emergency codes called "plain language codes".

Emergencies can be initiated by calling **6111** on a hospital phone and reporting who you are; where you are and what is the emergency. The code and location will then be announced, overhead, by an employee.

### **Early Signs of a Heart attack!**

**E**arly  
**H**earth  
**A**ttack  
**C**are

When you are volunteering please watch for symptoms of a heart attack including, but not limited to:

- Uncomfortable pressure, squeezing, tightness, or pain in the center of the chest that comes and goes, or lasts several minutes.
- Lightheadedness, anxiety, nervousness, fainting, fever, cold sweat.
- Pain, discomfort, or numbness of arms, back, neck, jaw, or stomach.
- Shortness of breath, nausea

If you notice one of more of these symptoms, **DON'T DELAY.**

Call 6-1-1-1 and report a Rapid Response Team Chest Pain + Location.

### Did You Know?

- Heart attacks are the #1 killer of men and women in the US?
- There are 4,100 heart attacks every day?
- There are 600,000 heart attack deaths each year?

## Early Warning Signs



## Know the Signs of Stroke

Signs and symptoms include sudden:

- Numbness, weakness or paralysis of your face, arm or leg (usually on one side of the body)
- Difficulty speaking or understanding speech
- Blurred, double or decreased vision
- Dizziness, loss of balance or loss of coordination
- Confusion or problems with memory, spatial orientation or perception

### Think **F.A.S.T.**

**F = FACE**

Ask the person to smile. Does one side of the face droop?

**A = ARM**

Ask the person to raise both arms. Does one arm drift downward?

**S = SPEECH**

Ask the person to repeat a simple phrase. Does the speech sound slurred or strange?

**T = TIME**

If you observe any of these signs, call 9-1-1.

## How to Spot a Stroke



**B**

**BALANCE  
LOSS**



**E**

**EYES  
BLURRY**



**F**

**FACE  
DROOPING**



**A**

**ARM  
WEAKNESS**



**S**

**SPEECH  
DIFFICULTY**



**T**

**TIME  
CALL 911**

# Emergency Procedures

## KNOW THE CODE

### Plain Language Codes

Condition	Plain Language
Cardio-pulmonary Arrest	Code Blue + Location Code Blue Child + Location Code Blue Infant + Location Code Blue Rescue
Change in Condition (patient/visitor)	Rapid Response Team + Location Rapid Response Team Stroke + Location Rapid Response Team Chest Pain + Location
Trauma Alert (incoming casualties)	Trauma Alert
Imminent Delivery	OB Emergency + Language
Security Alert (disruptive person, armed person, bomb threat, hostage)	Security Alert: Disruptive Person + Location Security Alert: Armed Person + Location Security Alert: Bomb Threat + Location Security Alert: Hostage + Location
Fire	Fire Alarm + Location
Disaster (Incident Command in place)	Incident Command now in effect (will state Internal or External)
Missing Person/Possible Abduction	Exit Alert + Location
Severe Weather	Weather Alert: A [Severe Thunderstorm; Winter Storm; or Tornado watch] is in effect from [time] to [time].  Weather Alert: A Tornado Warning/Blizzard Warning is now in effect until [time]. All personnel please take immediate action.
Hazardous Spill/Exposure	DECON Team + Location

#### **Numbers to Call**

Bed Tower & West Campus Alerts—Call 6111 for all codes  
 East Campus—call 6111, then call 911  
 Office Buildings—call 9-911 for all codes

**HAZMAT AWARENESS**

People who have come into contact with contaminants may have burns, lacerations, and/or a dust-like film on them or they may be wet from a spill. Chemicals normally have a smell to them so you will probably be able to smell strange odors on them. If you suspect something may be wrong, ask them if there is a possibility that they may have come into contact with some sort of contaminate.

If a contaminated victim arrives in the ED (Emergency Department), at the main east entrance West Campus; or East Campus we are to do the following:

- Stop the victim as soon as you are aware there may be a problem - do not touch them or allow them to go any farther (if you make physical contact with the victim you become part of the problem and will have to go through the decontamination process, as well).

Determine route of entry and where they may have been inside the facility. Contact Security to help establish the contaminated area and secure area. Direct the victim to go back out of the building and come in through the ED garage entrance. If the victim is physically unable to transport themselves from the West Campus main entrance or from East Campus to the ED garage; call 911, explain the situation and have them transport the victim.

Explain to the patient that medical staff will meet them in the ED garage and assure the victim that they will receive the necessary medical help. Page the House Supervisor and explain the situation. The House Supervisor will notify the 6111 operator to overhead page "DECON Team + Location" to the ED and may also page Security to lock down the area(s). ED will be notified and they will meet the victim in the garage until the DECON Team arrives.

Stop traffic going in and out of your area. You will need to confine and contain the contaminated area(s) to prevent spreading the contaminate throughout

the hospital until qualified personnel can deem it safe or clean. Once an area of the hospital has been contaminated, no patient services can be performed until the area has been completely decontaminated and inspected.

Be observant for others who may have also been exposed, sometimes an incident may have multiple victims.

Continue to do this until security, DECON Team members or the Nursing Supervisor arrives and takes control of the situation.

### **Fire Alarm**

The hospital is monitored by a fire alarm system that includes smoke and heat detectors, as well as manual pull stations at all the exits. The fire alarm system uses bells and chimes to notify occupants of an emergency.

### **Procedure For Actual Fire/Smoke Conditions**

A fire alarm is the code for a fire or smoke condition. Use this acronym as a memory trigger for the following actions during fire: **R.A.C.E.**

**R**emove - patient or visitor from immediate danger

**A**larm - by pulling fire alarm and dialing 6111 to notify operator of fire alarm

**C**ontain - by closing doors

**E**vacuate

### **Rapid Response Team**

If you notice a person's (patient, visitor, volunteer, staff) condition is deteriorating or if they become ill, please activate the Rapid Response Team by dialing 6111. Tell the operator to call a **Rapid Resonse Team** and give them

### **Something Not Feel Right??**

If something doesn't look or seem right, report it! We are happy to check it out to make sure everything is OK! Volunteers are the eyes and ears around the hospital, so we count on you to let us know when something you see doesn't seem right!

your location. If you think the person may be having a stroke call for a **Rapid Response Team Stroke** or if you think someone may be having a heart attack call for a **Rapid Response Team Chest Pain**.

### **Tornado Plan**

In the event of inclement weather, which leads to the possibility of a tornado, we may be put into a tornado watch which means that weather conditions are right for tornadoes to develop. The switchboard will announce "Weather Alert: A [tornado watch] is in effect from [time] to [time]." This will be done periodically throughout the watch period.

If the switchboard will announce "Weather Alert: A Tornado Warning is now in effect until [time]. All personnel please take immediate action" please do the following:

- Close doors
- Do not use the elevators
- Move to a designated safe area immediately
- Volunteers need to check with their supervisor to determine the designated safe area for their location
- Please do not call the switchboard during this time except for emergencies

All Clear - Wait in the safe area until you hear "Attention all Departments, [weather condition] all clear". This will be announced twice. It is then safe to return to your work area.

**SAFETY** is everybody's responsibility!

- Cleanliness is everybody's responsibility (immediately pick dropped items, return equipment/materials after use, use proper trash and linen containers, and report spills).
- Unauthorized operation or maintenance of equipment is prohibited.

- Emergency exits, evacuation routes, and emergency equipment must not be obstructed.
- All flammable and combustible liquids such as paint, oil, etc. shall be stored in an enclosed, approved container.
- OBEY ALL WARNING SIGNS.
- See safety manual for all safety policies.

## Fall Risk Prevention



### WAYS WE ARE PREVENTING FALLS

- Hourly Patient Rounding
- Consistent Use of Fall Prevention Tools
- Standardized Policies, Risk Assessments and Interventions
- Education for Patients and Families

### HOW TO RECOGNIZE PATIENTS WITH A MODERATE TO HIGH RISK FOR FALLING

- Yellow Falling Star Magnet on Door Frame
- Yellow "Fall Risk" Wristband
- Yellow Non-Skid Footwear

### WHAT EVERYONE CAN DO TO HELP

- Offer Help to Patients as Appropriate
- Keep All Areas Safe from Fall Hazards
- Report Risks and Unsafe Conditions

## **Back Safety**

Repeated unsafe movements (even small ones) may lead to back injury. Body mechanics are special techniques used in moving your body to prevent injury. Body mechanics will also allow you to work more quickly while using less energy. Principles of good body mechanics include:

- Maintain good posture.
- Provide a wide base of support.
- Keep your back safe.
- Avoid lifting when possible—push or pull.
- Lift close to the body.
- Avoid twisting.
- Get help.
- Keep the work at a comfortable height.

## **Latex Safe Environment**

For the safety of our patients, visitors, and staff, the hospital is latex-safe. This means we have removed all items containing latex powder and we cannot allow latex rubber balloons in any hospital buildings. Anyone who brings latex balloons into the hospital will be asked to take them back to their vehicle. Latex allergic reactions can range from moderate irritation and discomfort to life-threatening conditions. Being latex-safe helps prevent allergic reactions and development of the allergy over time.

## **GUIDELINE FOR ALL VOLUNTEERS**

### **The Joint Commission on accreditation of healthcare organizations.**

- The Joint Commission is the body which surveys healthcare organizations and grants accreditation.
- The mission of The Joint Commission is to improve the quality of care provided to the public through the provision of healthcare organizations.
- The Joint Commission bases its survey on standards which are patient-centered, performance-focused, and organized around functions which

are common to all hospitals and healthcare organizations.

- The Joint Commission can stop in unannounced at any time. This means that FRHS continuously evaluates and improves its processes to maintain performance that constantly evaluates and improves its requirements.
- We take pride in the fact that FRHS is accredited by The Joint Commission.
- This success is due in part to each individual, whether an employee, volunteer, student, or physician, doing their best on behalf of the FRHS team.
- Learning about and practicing customer service, patient rights, confidentiality, emergency procedures, infection control guidelines, safety procedures, etc. is very important.
- Not only do we meet Joint Commission requirements but we also provide a safe, secure environment for our patients, families, visitors and ourselves.

### **Equal Opportunity Compliance**

“This Institution is an Equal Opportunity Provider & Employer.”

### **Confidentiality**

You are morally, ethically, and legally obligated to create a secure environment for all patients’ health care information. The Health Insurance Portability and Accountability Act (HIPAA) of 1996, regulates the use and disclosure of patient information and establishes patient rights. Confidentiality is a patient’s right and your legal and professional responsibility.

### **Health Insurance Portability and Accountability Act (HIPAA)**

The Health Insurance Portability and Accountability Act was passed by Congress in 1996 and set national standards for the protection of patient information. HIPAA applies to all health care providers including hospitals, insurance companies, labs, home care companies, and surgery centers and covers ALL protected health information, oral, written, and electronic.

## HIPAA Tips

1. Protect the patient's privacy.
2. Maintain a confidential work area. Put confidential papers (i.e. schedules, lists) out of sight of the general public at all times. Confidential papers should be shredded and not placed in general-use trash cans.
3. If a patient's name does not appear on the list, you must tell the visitor that the patient is not here. You may say "Under federal privacy regulations, I am not able, or allowed to, confirm or deny that this person is here". If the visitor is insistent that the patient is here, do not call the units to see if they are. If their name does not show up on the list, they may be a no-publish or "MUM" patient.
4. Do not look at lists of patients to see if anyone you know is hospitalized. This information should only be used for treatment, payment, or operations (TPO), which includes customer services. If use of the information does not fall under TPO, you must have the patient's signed authorization before sharing that information with anyone.

## Consequences of HIPAA

1. It has always been against hospital policy to improperly share, use, or dispose of patient information in the wrong way. There are penalties and fines for this, which affects each individual.
2. A breach of privacy may result in termination. Wrongful and willful disclosure of health information carries fines and can involve jail time.

# HIPAA Privacy and Security

## Confidentiality of Information

Patients have a right to expect that any information about their medical history, condition, or treatment will be held in the strictest confidence. Volunteers must respect this right and must never share information about any patient with anyone outside the hospital.

Do not seek out information about any patient by reading the patient's medical record or by probing the computer. Do not discuss any patient's medical condition or treatment with the patient or with the patient's visitors. Do not discuss a patient's condition or treatment in the public areas of the hospital (cafeteria, elevators, lobby, etc.). If you must speak with a staff member about a patient, be sure to do so in an area where you will not be overheard.

Protected Health Information PHI is anything about a health, physical or medical condition. What is included in PHI?

*Name	*Date of Admission
*Address	*Finger or Voice Prints
*Medical Record #	*Driver's License #
*Account #	*Date of Discharge
*Dates	*Vehicle Plate #
*Social Security #	*Device Identifiers/Serial #
*Health Plan Beneficiary #	*Date of Death
*Date of Birth	*Telephone #
*License or ID #	*Photographs

### HIPAA Security

In some assignments you may be given access to patient information via a patient list. To ensure patient privacy:

- Never leave sensitive information unattended.
- Always keep sensitive information in a secure place.
- Never browse and look at sensitive information that you don't have a need to know to perform your work responsibilities.
- If you have been given access to patient info via hardcopy, you must shred the information or hand off the copy to the 2nd shift volunteer, if applicable. **NEVER** leave this information unattended.
- **NEVER** take the patient list home to shred.

**Personal Conduct Guidelines** All volunteers are expected to demonstrate positive, professional conduct while volunteering. It is inappropriate to engage in the following activities while on duty:

- **Cell Phone Usage.** The use of cell phones while on duty as a volunteer is not permitted. This includes calling, texting, surfing, and game playing. If you need to make a call please step away from your desk to do so.
- **Gossip.** It is never appropriate to gossip about or discuss a patient, guest, employee, or volunteer in a negative way.
- **Social Media.** You must not publish, post, or otherwise make disparaging statements about FRHS, its related organizations, staff, or other volunteers on any social media site. Likewise, you must refrain from publishing, posting, or otherwise communicating about patients or patients' families on any social media site.
- **Negative Venting about the Organization.** If you are unhappy with the organization or any entity within the organization, including Volunteer Services, please ask the Volunteer Services staff for a resource to report the issue. Please do not vent to patients.

### **Conduct**

As a volunteer, you represent Faith Regional Health Services. It is important that you treat patients, visitors, and employees in a courteous and respectful manner. The image we portray reflects our lives and sincerity as hospital representatives.

Faith Regional volunteers pride themselves on greeting everyone with a smile and expressing enthusiasm. They watch for opportunities to assist guests of the hospital. It is important that if an individual accepts a volunteer assignment at Faith Regional Health Services, he or she truly wants to be a part of service to others, and that this desire shows at all times.

## Professionalism

The Volunteers at FRHS have an outstanding reputation for being courteous, conscientious, and caring individuals. The volunteers pride themselves on greeting everyone with a smile and expressing enthusiasm and willingness to listen. We ask that you maintain this professionalism throughout your entire volunteer shift by adhering to the following guidelines:

- Please refrain from using the hospital phone or your cell phone for personal conversations that can wait until after your shift.
- Friends and family members cannot accompany a volunteer during his/her shift.
- Please refrain from eating at your station.
- Answer the hospital phone professionally! Example: "Hello, this is the volunteer, Ann, speaking. How may I help you!?"

Your representation of Faith Regional Health Services is a direct reflection of how you feel about our hospital. Negative comments can potentially cause great harm while your positive comments will have an affirmative impact on others' perceptions of our hospital. As a volunteer, whether you are on campus or not, you are seen as an ambassador of FRHS. Please keep any negative verbal or non-verbal comments/feelings to yourself. If you cannot positively represent Faith Regional, perhaps your role as a volunteer at Faith is not a good fit for you. Or, please see the Volunteer Services Director or the Director of Service Excellence for guidance or clarification to your uncertainties.

A lack of professionalism while volunteering will result in corrective action or termination per FRHS policy.

## FRHS Performance Standards

**We promise to extend a high level of courtesy.**

- **S.M.I.L.E.**

- **S**ay “Hi!”

- **M**ake someone’s day.

- **I**ntroduce yourself.

- **L**ook up and acknowledge.

- **E**—Strive for **E**xcellence every day.

- Stop and offer help. Escort others to their destination. Assist others throughout the organization, in the cafeteria, waiting areas, and hallways.
- Respond to the needs of others in a prompt and courteous manner. Patient, family, and visitor needs are our first priority.
- Respect the right to privacy. Knock before entering a room. Interactions with patients should be done in private. Close doors or curtains as necessary.
- Show respect. Open doors and allow others to go first through doors or to exit off an elevator.
- Keep it quiet. Excessive noise is distracting and bothersome. Voices carry more than one realizes. Avoid shouting to get someone’s attention.
- Take ownership and look beyond your assigned tasks. Instead of saying, “It’s not my job,” respond with, “What can I do to help?”

**We promise to communicate effectively.**

- Introduce yourself and identify your position prior to providing services.
- Honor the confidentiality of patients. Do not discuss patient information.
- Listen attentively and in a caring manner.
- Respond to patient and visitor concerns and complaints immediately by using service recovery resources.
- Use terminology that everyone understands. Words and tone of voice should be calm and reassuring.
- Call others by their preferred names.
- Apologize for delays and inconveniences and, when possible, offer alternatives.

- Provide frequent updates regarding the expected timeline to those waiting.
- Encourage patients and family members to “Speak Up” and ask questions.

**We promise to be compassionate.**

- Recognize diversity. Be sensitive to the age and culture of others, realizing each person has a unique and valuable story. Present yourself in a manner that is respectful.
- Caring for others is a gift. Offer an environment of hope and healing that supports the emotional, physical, and spiritual well-being of all.
- Recognize and honor the individual needs of others, caring deeply for them in life and death.
- Treat others the way you would want your loved ones to be treated.
- Do not be judgmental of the requests or decisions by others.
- Spend time with patients and families.
- Speak and act as if everything you do is a pleasure.
- Thank the patients for choosing FRHS and tell them it was a privilege to care for them.

**We promise to be committed to a positive work environment.**

- Show enthusiasm for your role and take pride in volunteering at FRHS. Have a positive attitude.
- Work together as a team. Be supportive of each other and develop professional relationships with all departments. Value the skills, talents, and dedication of everyone with whom you work.
- Respect others by volunteering when scheduled, arriving on time, and performing duties efficiently and with care. Follow through with your commitments.
- Always act, look, and dress in a professional manner. Wear your name badge while at work with the identification information visible and located at eye level. Always wear a vest or smock to help identify you as a

volunteer.

- Welcome new volunteers. Be supportive by offering help and by setting an example of cooperation.
- Respect the privacy of fellow volunteers and employees. Do not gossip.
- Refrain from non work-related conversation in areas where others are waiting or receiving care.
- Resolve differences in a spirit of cooperation. Work together to create a solution.
- Accept responsibility for doing your job well and strive to exceed others' expectations. Go the extra mile.
- Be generous with your time and talents. Recognize and appreciate the generosity of others. Say, "Thank You."
- Contribute to the safety of all through personal actions. Understand that a safe workplace is everyone's responsibility.
- Take care of yourself. Have a balance between work, family, and personal interests.
- Promote open and honest communication between all departments. Communicate with clear, concise, and accurate information. Seek out sources of communication.
- Create an open and trusting environment. Adhere to the highest standards of personal and professional ethics.
- Be open to change. Contribute to the success of FRHS by offering opportunities for improvement. If you do not understand the rationale of a proposal or a policy, ask clarifying questions regarding the decision made.

**“No act of kindness, no matter how small, is ever wasted.”**

**- Aesop**

**AIDET**

Use AIDET at every patient and visitor interaction, every time! AIDET is an acronym that stands for:

**A**cknowledge

**I**ntroduce

**D**uration

**E**xplanation &

**T**hank you!                    Example:

**A** Good Morning!

**I** My name is Suzann and I am the volunteer in this area. I have been volunteering in surgery waiting for 10 years and I know that your loved one is in good hands with our surgical staff.

**D** This is a procedure this doctor has done many times. From past experience this will take about two hours to complete.

**E** While your loved one is in surgery the staff will call me to provide an update, usually after the first hour or so. I will then pass this information onto you. Once the surgery is completed, the staff will schedule a consult room behind me where the doctor will meet with you and review the procedure.

**T** Thank you for entrusting the care of your loved one to Faith Regional! Are there any questions I can answer or anything I can do for you? No? Then please help yourself to a warm cookie straight out of the oven!

**K.W.K.T.**

**K.W.K.T.** is an acronym that stands for

**K**ey

**W**ords at

**K**ey

**T**imes

Why is it good to be very careful with your word usage? Example:

*OR Nurse:* “Operating Room, how can I help you?”

*Elderly mother of a patient:* “I would like an update on how my daughter is doing. She said someone would call me right after her surgery, and I haven’t heard anything yet.”

*OR Nurse:* “She’s no longer with us.”

The elderly woman gasps and hangs up the phone. Ten minutes later, the PACU calls with the previously arranged report and finds herself on the phone with the patient’s distraught mother – who had interpreted the Operating Room nurse’s words to mean that her daughter had died during surgery.

## General Information

### Injury or Illness

If you are injured or become ill while you are on duty as a volunteer, notify your departmental supervisor and the Volunteer Services Department at once. If treatment is necessary, it will be supplied by the Faith Regional Health Services Employee Health Service or Emergency Department, as appropriate.

Every injury sustained by a volunteer while on duty the must be reported immediately to the Volunteer Services Department and your departmental supervisor. All injuries must be evaluated and documented as soon as possible.

Volunteers who are injured while on duty are not covered under the Nebraska Workers' Compensation Act. If an accident or injury occurs while on duty, the volunteer will be asked to submit any financial claims to their personal insurance company for payment.

### **Accidents**

If you have an accident of any sort - spill a specimen, damage hospital property or equipment, cause an injury to a patient - do not attempt to correct the situation yourself. Notify your departmental supervisor and Volunteer Services Department at once if you witness an accident or unusual incident at the hospital or if you observe any safety or health hazard.

### **Smoking**

Smoking is prohibited in all areas of the hospital and parking lots.

### **Gratuities**

Volunteers may not accept money or gifts of any value from patients or their families. If someone offers you money, explain that you are not allowed to accept it. You might suggest that they make a donation in your name to the FRHS Foundation to be used per their directive.

### **Emergencies**

If an emergency occurs and you need help immediately, on Bed Tower & West Campus dial "6111" on any hospital telephone. East Campus - call 9-911 and follow up with a call to 6111. All office buildings and St. Joseph's call-9-911 for all codes. Tell the operator your location, the nature of the emergency, your name and status (volunteer).

### **Use of Telephones**

Hospital telephones are to be used only for hospital business. Public phones are located throughout the hospital for your personal calls. Please do not

use the hospital telephone system to place personal calls. If you do need to place a call while volunteering: local calls– Dial 9, then dial the number. Long distance calls cannot be made on hospital phones without an access code. To place long distance calls contact your supervisor.

Cell phones are to be placed in silent mode and used only when absolutely necessary, and then, out of sight/sound of patients and families! No pictures will be allowed to be taken of FRHS property, staff, patients, visitors, or paperwork. You may be asked to leave your cell phone with management.

### **Wheelchairs**

Volunteers are not allowed to push patients or visitors in wheel chairs. If you have a patient or visitor that needs assistance in a wheelchair please contact the Front Desk at 7589 and ask to have an escort assist the guest.

An exception to this rule would be in the event of an emergency. In that case, a patient is still not to be transferred in or out of a wheelchair or in or out of a vehicle, but can be transported in a wheelchair. Be sure the patient's hands are in his/her lap. Always back the wheelchair on and off the elevator. Always put the wheelchair's brakes on as soon as the destination has been reached. And always use caution at corners and doorways.

### **What Volunteers Cannot Do**

To protect yourself, Faith Regional Health Services, and its patients, you must accept certain limits on your activities. As a volunteer at Faith Regional Health Services you must not:

- give medications of any kind
- transport medications
- handle controlled substances
- make entries in a patient's chart

- empty bedpans
- discard needles
- give bed baths
- raise or lower a patient bed without the nurse's permission
- lift a patient or change a patient's position in bed
- give food or drink to a patient without the nurse's permission
- escort patients on stretchers alone
- escort patients who are on IV medications alone
- escort critically ill patients alone
- enter an isolation room without the nurse's permission
- attempt to give any form of medical or nursing care, including first aid/CPR
- attempt to perform any duty you have not been taught to do

### **Resources for Patients**

Spiritual Care Office-7559

Social Services-7533

Service Excellence-8236

Pharmacy-7523

Nutrition Services Kitchen-7153 or Fireside Coffee Shop-6126

### **Volunteer Benefits**

- Have fun.
- Make new friends.
- Build your resume.
- Explore careers & personal interests.
- Earn scholarship dollars!
- Earn recommendations, upon request, for future employment; scholarships; or college applications (with a minimum of 75 volunteer hours at FRHS)
- Develop marketable job skills.

- Uncover hidden skills & talents.
- Increase your self confidence.
- Make a difference in someone's life.

### **A Free Meal when You Volunteer!**

Volunteers who work a full shift (at least three hours) are eligible for a complementary free meal (up to \$6.00) on the day of his or her shift at Terrace View Café or Fireside Coffee Shop. A half shift is considered 2-3 1/2 hours and would earn a snack/small meal up to \$3.00 and a two hour or less shift would earn a small snack like a candy bar or chips up to \$1.50. Please present your complementary meal and your badge at the cafeteria's checkout register in order to have your meal charged to Volunteer Services Department. Any snacks or drinks outside the meal will be the volunteer's responsibility. Any amount over the dollar limit will be the responsibility of the volunteer.

### **Volunteer Structure**

For more information on the structure please review the Faith Regional Health Services Volunteers Constitution, which can be found in the Volunteer Services office. The FRHS Volunteers are governed by an Executive Committee made up of elected volunteers.

- Executive Committee consists of a President, Vice President, Treasurer, Secretary, and Past President. These officers are elected for a term of two years.
- Membership is open to all persons who are interested in Faith Regional Health Services and are willing to follow the policies and procedures of Faith Regional Health Services.
- Contributions and earnings are given back to the hospital through cash and equipment donations and through the scholarship program.
- Standing and Special Committees consist of the Nominating Committee,

Finance Committee, Scholarship Committee, Town Committees; Heart Pillows Committee ,and other committees as the President or Board deem necessary.

### **Meeting Schedules**

Executive Committee meets the first Tuesday of the following months: January, March, April, June, August, October and November.

Volunteer Coffee Bunch Training and Q&A's are held the first Tuesday in February & September and in July for students.

Volunteer Appreciation Luncheon Scholarship awards and membership meeting is held the first Tuesday in May.

Volunteer Christmas party and membership meeting is held the first Tuesday in December.

### **Fundraising and Events**

Volunteers are asked to participate in several fundraising events each year, but are required to participate in at least one fundraising event each year. Events include bake sales, book fairs, raffles, annual holiday boutique and more!

Money raised in the Gift Box/Vending programs and through fundraising efforts are donated back to Faith Regional as cash and equipment donations and to the Volunteer Scholarship program.

### **Volunteer Scholarship**

Faith Regional Health Services Volunteers award scholarships annually to recognize the gift of time given by volunteers. Every day, a volunteer at Faith Regional Health Services enhances a patient's life through acts of kindness

and friendship. Their good citizenship is much appreciated by patients and staff.

Scholarship deadline is March 31st of every year. The scholarship program is not based on the degree a student will be pursuing, but rather a combination of the number of volunteer hours a person has performed at Faith Regional, as well as community involvement, academics, goals, and volunteer status (whether or not a volunteer is in good standing). Students in any area of study are encouraged to pursue this financial opportunity. Applications and verified FRHS volunteer hours are due by March 31. Awards will be issued, jointly, to the recipient and the college in May at the Annual Volunteer Appreciation Luncheon.

Any person pursuing a higher education degree is eligible to apply for a scholarship, which will be give in the amounts of \$500; \$1,000; \$1,500; or \$2,000, provided the applicant volunteers at Faith Regional a minimum of 110 hours and meets the other eligibility requirements. All requirements are detailed in the scholarship brochure.

Any person 14 years of age or older is eligible to become a volunteer at Faith Regional. Volunteer hours may accumulate from year to year, until application is submitted. Dollar amounts awarded generally increase with the number of hours volunteered. For more information or additional clarification regarding this scholarship opportunity contact the volunteer Services office or visit: <http://frhs.org/job-opportunities/volunteer-opportunities/volunteer-scholarships/>

**WELCOME!** We are happy that you have joined our Volunteer Team! As a volunteer at Faith Regional Health Services you are a member of an organization dedicated to the highest standards of patient care. A commitment to excellence at Faith Regional is essential to serving the

healthcare needs to the residents of Northeast Nebraska and beyond! As employees and volunteers, we are responsible for ensuring patient-centered quality care by striving for excellence in all that we do and for creating a positive work environment!

## Directory

### VOLUNTEER STAFF

Leticia	7529
Melissa	8271

### VOLUNTEER AREAS

Gift Box	7652
Surgery Wait	6460
MOBN	6639
MOBW/CCC	6548
Bed Tower	3160

### NUTRITION SERVICES

Kitchen	7153
Coffee & Cookies	6126
Coffee Cups	6377

### SURGERY WAITING

Cardio (stress test)	7517
CAT Scan	6779
CDU	6635
Ambulatory	6396
MRI	7584

Cath Lab (heart)	7633
Cath Waiting	8155
Nuke Med (bone scan)	6499
Radiology (Vicki)	6517
Radiology Dept.	7540 / 6244
Karen R.	8204
JoAnn (Surgery)	7506
Patient Update	7570
Pre-Op	6218
Recovery	8204
Surgery / OR	6398
Outside Line	402-644-7676

### FACILITIES MANAGEMENT

Office	7500
On Call Cell	402-750-8129

### REGISTRATION

Front Desk	7589
Escorts	3573 / 3566
	3567 / 3568

### SPIRITUAL CARE 7559

**FACILITIES MANAGMENT**

Office 7500  
 Pager 402-644-6705

**OCCUPATIONAL HEALTH** 402-844-8300

**HOUSE SUPERVISOR** 7226

**FOUNDATION** 7302

**SECURITY & LOST/FOUND**

Office 7669  
 Campus Emergency **6111**  
 Non Emerg (West) 402-640-6562  
 Non Emerg (East) 402-640-6274  
 Non Emerg Police 402-644-8700  
 Medical Offices 9-911

**SOCIAL WORK** 8246 / 8249 / 8140

**HUMAN RESOURCES-EAST CAMPUS**

General 5221  
 Outside line 402-644-7296

**BEHAVIORAL HEALTH**

Intensive 7461  
 Progressive 5535

**HOUSEKEEPING**

Manager 3680 / 7335  
 Pagors  
 6:30a-11:30p 402-370-3675  
 11:30p-6:30a 402-644-4032

**DEPARTMENTS**

Codes **6111**  
 ARU 7309  
 ASU 6396  
 BHU 7461  
  
 Dietary (West) 6377  
 ED 7543  
 Gen Med 7555 / 3738  
 ICU 7599 / 3722  
 ORSU 7554 / 3787  
 IMCU 3775  
 Lab/Wound Ctr. 6774  
 Med Records 7602  
 Nursery 3812  
 OB 7520 / 3805  
 WMCH 7585 / 3820  
 Pharmacy 7523  
 Pill Box 8299  
 Maintenance (TV) 7500  
 Respir. Therapy 7675