

# Welcome

It takes a special person to be a volunteer, and we're glad that you've chosen to share your time and talents with the patients and staff at WakeMed. The time you spend here as a volunteer benefits the entire community. As a volunteer, your role is one of an ambassador, a liaison to the patients and their families and an educator of the public. There's a deep feeling of personal fulfillment in being a volunteer. In helping others, we often help ourselves. WakeMed and its patients have been fortunate to have strong volunteer support from citizens in our area since 1961.

We believe that volunteers are a vital element in our effort to provide quality care for our patients. Many hours as well as dollars have been contributed by dedicated volunteers and families. We are excited about our new volunteers, and enthusiastically welcome you to WakeMed.

We will work with you to ensure your service to the community through the WakeMed Volunteer Services department is a rewarding and enjoyable commitment.

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## **ABOUT WAKEMED**

Serving the community since 1961, WakeMed Health & Hospitals is the leading provider of health services in Wake County. With a mission to improve the health and well-being of our community, we are committed to providing outstanding and compassionate care.

It all starts with putting patients and families at the forefront. Our efforts focus not only on providing exceptional patient care when it is needed, but also on the wellness services and community outreach that engage and empower the people we serve, so they can take charge of their health. Delivered by our team of mission-driven physicians, employees, administrators, and volunteers — the best minds and biggest hearts — we help ensure the safest, highest quality care for all.

The largest health system in the state's largest county, WakeMed plays an active role in making our community the best place to live, work and raise a family. We greatly enhance the economic viability of Wake County through competitive wages for our nearly 12,000 employees and providers and through the goods and services we purchase. As both a community asset and a community leader, WakeMed continues to reinvest in our people, facilities, and services to improve access for the entire community.

### **Who We Are**

WakeMed is a private, not-for-profit organization governed by a volunteer Board of Directors, consisting of 14 members representing our community. Led by President & CEO Donald R. Gintzig, the top priorities for the health system's diverse and talented leadership team are ensuring patient safety; enhancing the patient and family experience; and delivering high-quality, high-value care that is both affordable and accessible to everyone who calls our community home.

### **Our Hospitals**

WakeMed has three acute care hospitals and a physical rehabilitation hospital for a total of 946-

beds. We also have three healthplexes with stand-alone, 24/7 emergency departments and a variety of outpatient services throughout the region. Our physician practices are home to more than 350 physicians representing nearly every specialty, also with multiple geographically spread location.

**WakeMed Raleigh Campus** is WakeMed's flagship facility and leading provider of advanced health care services. Since its founding, the WakeMed Raleigh Campus has been a leader in offering one-of-a-kind services and the latest technology with an outstanding commitment to care and caring. It is the main hub for our highly acclaimed services:

Brain & Spine, Children's Hospital, Children's ER  
Critical Care, Comprehensive Heart Center  
Nutrition & Diabetes, Advanced Pregnancy &  
Childbirth Services, Medical Simulation Center  
Neonatal Intensive Care, Rehab Hospital  
Surgical Services, Level I Trauma Center  
Chest Pain Center, Stroke Centers And More.

WakeMed Raleigh Campus also features some of the most advanced pathology laboratories, imaging technology and surgical technology available, operated by expert staff and physicians dedicated to providing the very best care to patients.

**WakeMed Cary Hospital**, the only full-service hospital in Cary, NC, brings advanced medical care and technology to one of the top-rated places to live in the nation. Today, Cary Hospital offers advanced services to the community, including:  
Advanced Gastrointestinal Center, Critical Care Services, Emergency Department & Level III Trauma Center, Heart & Vascular Services  
Imaging Services, Lab Services, Nutrition & Healthy Eating, Neurodiagnostics / Sleep Center  
Pregnancy & Childbirth, Rehabilitation Services, Surgical Services, Transfusion & Pain Management, Weight Loss Surgery and Numerous outpatient diagnostic and therapy services

Contiguous to the Cary Hospital is: Medical Park of Cary — located off Ashville Avenue. This five-story building houses many WakeMed Physician Practices' specialty practices offices and outpatient services.

Health Park at Kildaire — across Kildaire Farm Road from the hospital. This facility is also home to several WakeMed Physician Practices' primary care and urgent care offices as well as a Sleep Center, Wound Care Center, and more.

**WakeMed North Hospital** where personal comfort is a key theme at the 61-bed, full-service facility. We've created a tranquil luxury atmosphere surrounded by features which promote healing while conserving nature's resources. Specialty services available at WakeMed North Hospital include: 24/7 Emergency Care, Medical/Surgical Services, Intermediate Care Unit, Pregnancy & Birth Services, Special Care Nursery, Surgical Services, Imaging Services, Lab Services, Physician Services and Outpatient Rehab Services

Adjacent to the hospital is a three-story Physician's Office Pavilion which is home to variety of primary care and specialty physician offices including Orthopedic Urgent Care.

**WakeMed Rehabilitation Hospital**  
The Rehabilitation Hospital is a 103-bed, CARF accredited rehabilitation hospital serving the entire region. Some of the specialty programs offered for adults and children include: Amputee Program, Brain Injury Program, Children & Adolescent Services, Orthopedic and Joint Replacement Program, Pet-Assisted Therapy, Robotic Walking Program, Spinal Cord Injury Program and Stroke Program

### **Healthplexes**

Our three healthplexes, Apex Healthplex, Brier Creek Healthplex and Garner Healthplex, house a full-service 24/7 emergency department and a mix of outpatient services such as imaging, laboratory, and physician practices.

## **OUR MISSION, VISION, VALUES & ASPIRATIONAL GOALS**

WakeMed's values define who we are and what we are striving for each day as we go about our assignments. This handbook will introduce you to our values and suggest some of the ways that you can put those values into action in your work environment. If you have questions about, or additional suggestions for translating our values to actions, please talk with the Director of Guest Retail & Volunteer Services.

### **Our Mission**

WakeMed is committed to improving the health and well-being of our community by providing outstanding and compassionate care to all.

### **Our Vision**

WakeMed will be the provider of choice and the preferred partner for quality healthcare and community health by:

- Collaborating with physicians, employees, volunteers and others to engage, educate and guide our community to take charge of their health and well-being.
- Transforming patient care delivery through high quality, coordinated services for the best value.
- Ensuring we are the best minds with the biggest hearts.

### **Our Values**

- We foster trust while demonstrating transparency, accountability, integrity and honesty in all that we do.
- We provide a quality experience to all we serve and ensure dignity and respect throughout the healing process.
- We are a leader in patient safety, innovation and education.
- We empower and respect physicians, nurses, volunteers and all members of our healthcare team while recognizing achievements and encouraging development.

- We ensure sound financial stewardship by operating a well-managed, goal-directed, fiscally responsible organization.
- We partner with others whose culture and values enhance our ability to improve the health of our community.

### **Our Aspirational Goals**

- **Value Leader:** We will be the value leader in the region by providing outstanding outcomes, experience, safety and affordability.
- **Quality:** We will be a top 10 health system in the country for quality.
- **Culture of Safety:** We will foster a culture of safety for our patients, families, community and healthcare team.
- **Extraordinary Team:** We will be the healthcare employer of choice by attracting and retaining the most passionate and talented physicians and workforce while developing world-class leaders.
- **Healthy Community:** We will be a leader in making Wake County the healthiest capital county in the United States.
- **The Wake Way:** We will demonstrate the Wake Way in everything we do.
- **Innovation:** We will be a leader in innovation to achieve transformative improvements in health and healthcare.
- **Preferred Partner:** We will be the preferred partner for physicians and other providers seeking the best value for our patients and community.
- **Financial Health:** We will achieve financial health in order to support all that we do.
- **Highest Ethics & Standards:** We will demonstrate the highest ethical standards of integrity and corporate conduct.

### **Patient & Family Centered Care**

WakeMed Health & Hospital Systems actively engage in the four Core Concepts of Patient and Family Centered Care.

- **Dignity and Respect:** Healthcare practitioners listen to and honor patient and family

perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated in the planning and delivery of care.

- **Information Sharing:** Healthcare practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete and accurate information in order to effectively participate in care and decision-making.
- **Participation:** Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
- **Collaboration:** Patients, families, healthcare practitioners, and healthcare leaders collaborate in policy and program development, implementation and evaluation; in facility design' and in professional education as well as in the delivery of care.

### **The Wake Way of Today**

Welcome those you meet with a smile and friendly greeting.

Anticipate and clarify others' needs and follow through.

Keep our patients and others safe.

Ensure, respect and maintain privacy confidentially.

Work as a team. Take action and responsibility.

Actively listen and respond with empathy.

You show pride in how you look and work.

### **THE VOLUNTEER SERVICES DEPARTMENT**

The Volunteer Services department is at the heart of all volunteer involvement at WakeMed.

#### **WakeMed Raleigh Campus:**

##### **Office hours**

8:00 am - 4:30 pm Monday through Friday

##### **Location**

Ground floor, main building, near A/B elevators

**Phone** (919) 350-8293

**Fax** (919) 350-7798

**Staff**

Chris Perry, Director of Guest Retail Services & Volunteer Services  
E-mail: chrperry@wakemed.org

Jackie Kennedy, Manager  
Volunteer Services  
E-mail: jkennedy@wakemed.org

Donna Quintard, Volunteer Services Development Specialist  
E-mail: [dquintard@wakemed.org](mailto:dquintard@wakemed.org)

Dawn Sykes, Volunteer Services Representative  
Email: dsykes@wakemed.org

**WakeMed Cary Hospital:****Office hours**

8:00 am – 4:30 pm Monday through Friday

**Location**

First floor, main building

**Phone** (919) 350-2363

**Fax** (919) 350-2535

**Staff**

Chris Perry, Director of Guest Retail & Volunteer Services  
Email: chrperry@wakemed.org

Jackie Kennedy, Manager  
Volunteer Services  
E-mail: jkennedy@wakemed.org

Laura Riach, Volunteer Services Development Specialist  
E-mail: lriach@wakemed.org

Pennie R. Graham, Volunteer Services Representative  
Email: pegraham@wakemed.org

**The Application Process and Ongoing Responsibilities**

WakeMed recruits and selects volunteers in accordance with WakeMed's equal opportunity,

affirmative action and labor relations policies regardless of race, sexual orientation, creed, gender, national origin, handicap and age (other than minimum age requirement). To participate in WakeMed Volunteer Services programs, each volunteer must meet the following requirements:

- 16 years of age or older
- Adult and College applicants must be willing and able to make a commitment to volunteer for a period of six months to one year
- Junior applicants must be willing and able to make a commitment to volunteer a minimum of 3 months of service with a total of 25 hours
- Complete and submit an on-line application
- Appear for personal interview
- Complete orientation and associated paperwork before beginning active service and annually on anniversary
- Complete screening for immunization compliance with Occupational Health & Safety
- Complete TB screening & comply with annual update of TB screening
- Comply with WakeMed mandatory flu vaccination program (during flu season)
- Complete criminal background (adults only) & reference checks
- Complete additional training as required by volunteer position
- Comply with hospital & departmental policies, rules & code of ethics
- Wear approved uniform & picture ID at all times when on duty

**SPECIFIC ORGANIZATIONS**

Volunteer placements are primarily through the Raleigh Campus, Cary Hospital or North Hospital; however, volunteers may also be placed at one of WakeMed's many facilities throughout the Raleigh area.

**The Volunteers at WakeMed Raleigh Campus**

The Volunteers at WakeMed Raleigh Campus was organized in 1961 through the efforts of local civic

and service organizations. The history and tradition associated with WakeMed's first volunteer group is filled with many successes.

It is The Volunteers who developed the Gift Shop, the newborn picture service and the Wakelink program. In addition, the Volunteers organization has donated vital equipment, educational loans, emergency response equipment, sewing supplies, coffee for families and much more. The Volunteers continue to give through their generous gift of time, energy and support to the patients, families and staff at WakeMed. Members of The Volunteers include adults age 18 and older.

### **The Volunteers at WakeMed Cary Hospital**

The Volunteers at WakeMed Cary Hospital was organized in 1991 with the beginning of WakeMed Cary Hospital.

The Volunteers donate hours of service to patients, family and staff at WakeMed Cary Hospital. The Volunteers have supported significant community events. In addition, Volunteers are active in community service, hospital-based placements and fundraiser activities. Members of The Volunteers include adults age 18 and older.

The Volunteers on each campus have their own bylaws, are 501(c)(3) non-profits, and have a board of directors elected by the membership. Through several fundraisers each year, The Volunteers provide funds for specific services and projects.

### **Junior Volunteers**

Not only can volunteering provide a sense of personal fulfillment, it allows the opportunity to expand career interests and educational goals. WakeMed's Junior Volunteer program offers teenagers ages 16 to 18 the chance to meet new friends, make a difference in their community and learn new skills while exploring a career in health care. Junior Volunteers have been a part of the WakeMed Raleigh Campus since 1961 and a part of WakeMed Cary Hospital since 1993.

### **Community Sewing Volunteers**

This includes individual sewers and sewing groups throughout the community that contribute handmade items such as blankets, baby hats, afghans, huggables and more for distribution to patients and their families in the hospital.

## **DAILY ROUTINE**

### **Parking**

#### **Parking on Raleigh Campus:**

- Volunteers park in the P1 Visitor Deck or the P5 Employee Parking Deck.
  - Parking tickets can be validated at the Main Lobby Information desk(s) or Volunteer Services.
- Volunteers may call Public Safety (919) 350-8171) for assistance and for rides to and from the parking deck.

#### **Parking at WakeMed Cary Hospital:**

Volunteers are encouraged to park in the Employee Parking Deck to allow spaces for our patients, families and visitors.

- Monday through Friday, 8:00 am – 4:30 pm
- Monday through Friday, after 4:30 pm and weekends – volunteers may park in the Visitor parking lot for free.

#### **Parking at WakeMed North Hospital:**

Volunteers are encouraged to park in the Employee Parking Deck to allow spaces for our patients, families and visitors.

- Monday through Friday, 8:00 am – 4:30 pm
- Monday through Friday, after 4:30 pm and weekends – volunteers may park in the Visitor parking lot for free.

### **Sign-In Hours**

#### **Why?**

- Liability, accountability, acknowledgment of service hours, verification of service for references / school / or tax purposes.

#### **Where?**

- Cary Hospital - 1st Floor - Foyer across from Women's Pavilion & Birthplace



- North Hospital - 1st Floor - Must get key from 1st floor Guest Desk to unlock room
- Raleigh Campus - Ground Floor - Visitor Main Entrance next to Guest Services Desk
- \*Offsite Locations – Volunteer Services Staff will inform you of location

### How?

- Volgistics – Online Tracking System
- The Volgistics module allows volunteers to post hours, receive messages from Volunteer Services, remove and add themselves from their volunteer schedule(s) and check service records. Volunteers can access the system through VicTouch or VicNet.

### How to Use VicTouch:

You can access VicTouch at a designated computer at your placement site. A link has been established for your convenience.

1. User Name for the computer = Computer Name
2. Password = Computer Name
3. Double click the “V” icon. This will take you to the Volgistics` login page.
4. Enter your Volunteer PIN number that you received from Volunteer Services
5. Follow directions on each screen
6. Log in at the start of your assignment and log out at the end of your assignment. If you work in more than one assignment area, you must log in and out for each assignment.
7. Close the screen by pressing ALT F4 or #99
8. Shut Down – yes

### How to Use VicNet:

1. [www.wakemed.org](http://www.wakemed.org)
2. Double click on “Volunteering” in the upper right corner
3. At bottom of page click on “Sign In” picture. This will take you to the Volgistics` login page.
4. In the Login name field, enter your email address
  - Be sure the email address is the same as the one that Volunteer Services has on file.

5. In the password field, enter your password
  - You must have a password before you sign in. Volunteer Services will assign you a password before you begin active service.
6. The Home Tab: From the Home Tab you may access any of the other available tabs.
7. The Mail Tab: The Mail Tab is where you can see messages sent to you from Volunteer Services. New messages appear at the top, and a list of read messages appears on the bottom, so you can re-read a message if you choose. These messages are distinct from messages sent to you via email.
8. The My Profile Tab: Let’s you see your personal information. Let Volunteers Services know if you need to change your address, telephone numbers or related information.
9. My Service History Tab: This tab shows you the number of hours you have served at WakeMed. Volunteers can also remove themselves from their volunteer schedule or add themselves to the scheduled to fill an open volunteer shift.
10. The Check Your Schedule Tab: This tab shows you how to remove yourself from your volunteer scheduled shift. It also will allow you to add your name to volunteer for an open volunteer shift within your volunteer assignment.
11. The Time Sheet Tab: This tab is where you enter your service hours by date, assignment, hours and minutes to the nearest quarter hour.

## GENERAL INFORMATION

### Acceptable Usage of Information Systems

With some placements, volunteers may be given a WakeMed e-mail account or have access to the Internet. WakeMed e-mail and the use of the Internet during volunteer shifts may only be utilized to assist in volunteer responsibilities, and must always be used in a responsible, respectful and professional manner.

### Accident/Incident Reporting

If you are injured while you are volunteering, you may be treated in the Emergency Department. Junior Volunteers must have parental consent before receiving treatment. It should be

understood that any charges incurred would be the expense of the volunteer. Workman's Compensation Insurance does not cover volunteers. Report any accident/incident you witness or are involved in to the employee in charge of your area of assignment regardless of how minor it may appear to be.

### **Alcohol/Drug Abuse**

WakeMed employees and volunteers may not possess, use, or distribute illegal drugs or alcohol on any WakeMed property, nor may they report to work under the influence of drugs or alcohol.

### **Annual Requirements**

Volunteers are required to receive annual training that includes, but is not limited to the following:

- TB Screening
- Flu vaccine
- Infection Control
- Corporate Compliance
- Emergency Codes
- Code of Conduct
- HIPAA –The Health Information Portability & Accountability Act
- Confidentiality
- Patient Rights
- Safety
- Falls Prevention
- Influenza Tracking
- Hand Hygiene
- Acceptable Use Policy
- Wake Way of Today
- Patient Identification

### **ATM Machines**

Raleigh Campus, ATM machines are located on the first floor in the Raleigh Campus Commons, Patient Registration and in the Adult ED.

WakeMed Cary Hospital, the ATM machine is located on the first floor main building in the Women's Pavilion & Birthplace lobby.

### **Attendance/Absences**

- Assignments are given for specific days of the week and areas of work. Changes of assignments should be coordinated through the Volunteer Services department. It is important to report to your assignment area as scheduled.
- During the school year, junior volunteers may work a maximum of three hours a day after school and before 9 pm. During time off from school, Junior volunteers can work a maximum of two days a week, eight hours a day.
- Regular volunteer hours of placement are between 7:00 am – 9:00 pm.
- If you are unable to volunteer for your shift, please remove your name from your volunteer schedule on VicNet or notify the Volunteer Services staff and your assignment area.
- Failure to notify the Volunteer Services staff of absence may result in your status being changed to resign.

### **Awards**

Volunteers are recognized annually for services donated to the health system. Benchmark hours of volunteer service are recognized and pins are awarded for each 100 hours of service up to 1,000 hours, and 500-hour increments thereafter.

### **Benefits/Discounts**

- Free parking
- Free adult uniforms
- Tax deductions
- Pharmacy discounts
- Employment references
- Membership at Healthworks Wellness Center - at the Raleigh Campus & Cary Hospital
- Experience for job market
- Volunteer newsletter, *Heartbeat*
- Community Volunteer Sewing newsletter: *Threads (Cary) Sew Much Love (Raleigh/North)*
- Free tuberculosis screening
- Free flu shots
- WakeMed newsletter, *Microscope*

**Bistros, Coffee, Salads, Sandwiches & More**  
WakeMed offers a wide variety of hot / cold beverages and snacks.

**Raleigh Campus:** Located on the first floor in the Commons Area  
Hours: 6:00 am to 10:00 pm, weekdays; and, 7:00 am to 9:00 pm, weekends

**WakeMed Cary Hospital:** Located in the Atrium Lobby  
Hours: 6:30 am to 8:00 pm, weekdays

### **Body Mechanics: Safety Tips**

It is important to follow all safety rules, practice good body mechanics, use the directional mirrors when entering corridors and look for and report potential safety hazards. Safety is everyone's responsibility. If you are injured while on duty, notify your immediate supervisor or the Volunteer Services staff. An incident report must be completed.

When lifting, please remember to

- Always assess first before lifting and get help if needed.
- Always grasp items firmly when lifting. Lift using your leg muscles and keep feet shoulder width apart. This will protect your back.
- Carry items close to your center of gravity (close to your body) and never twist your body.
- Be sure you can see where you are walking. Remember to use the mirrors in the corridors.
- Set objects down by using your leg muscles. Do not bend over at the waist. Bend with your knees or squat.
- Use push carts whenever possible.
- Always push, never pull carts.

### **Cafeterias**

#### **Raleigh Campus:**

Hours: 6:00 am – 1:00 pm – 7 days

#### **WakeMed Cary Hospital:**

Hours: Mon-Fri, 6:30 am – 6:30 pm and Sat/Sun – 7 am to 6:30 pm. Grill, hot line and sandwich shop closes every day from 2:00 pm to 4:30 pm.

#### **WakeMed North Hospital:**

Hours: Mon-Fri, 6:00 am – 9:30 am, 11:00 am – 2:00 pm and 4:30 pm – 7:00 pm- 7 days

### **Campus Police**

The department is available seven days a week, 24 hours a day and can be reached by calling (919) 350-8171 for all locations. In an emergency, dial extension 03333. In addition to normal security duties, Public Safety provides the following:

- Keys locked in car - assist with Slim Jim.
- Dead battery - security vehicle will jump-start.
- Lights left on - will contact you, if possible.
- Leaving or arriving - will provide an escort.
- Lost and found - maintains items in the main office.
- Crime prevention - report crimes as soon as possible. Crime prevention starts with you.
- Will tow cars if blocking travel lanes, parking in life-safety areas (fire lanes, etc.), blocking vehicles, impeding the flow of traffic, parking in no parking or restricted areas

### **Cellular Phones/Pagers**

Cell phones, pagers and two-way radios should be turned off while on duty. Devices should only be used in non-restricted areas while off duty.

### **Communication, Customer Service & Service Recovery**

At WakeMed, communication is an essential part of providing a safe environment for patients, visitors, staff and volunteers. All communication with customers and coworkers must be professional, open and delivered with the Wake Way of Today behavior.

E5 Service Excellence (Exceeding Expectations, Every Customer, Every Interaction, Every time) and A4 Thinking service recovery techniques (Acknowledge, Apologize, Amend, Action) are communication processes regularly used by

WakeMed team members. SBAR is a communication tool that helps give concise information regarding a Situation, Background, Assessment and Recommendation, and is also used in service recovery.

### **Complaints/Problem Solving**

Volunteers experiencing a placement problem or concern should talk with their supervisor or the staff person involved. The Volunteer Services staff is always glad to assist when needed. Please notify the Volunteer Services staff with any concern unresolved within your area.

### **COVID-19 Requirements**

Coronavirus disease (COVID-19) is **an infectious disease caused by the SARS-CoV-2 virus**. Volunteers are required to be compliant for COVID-19 by showing proof of being vaccinated or receive an approved exemption or deferment. Additionally, new volunteers must complete the COVID Training & Agreement.

### **Corporate Compliance**

Corporate Compliance Hotline: 1-800-379-0279. The intent of our Code of Conduct is to safeguard the hospital's tradition of strong moral, ethical and legal standards of conduct. If you suspect violations of the WakeMed Corporate Compliance Policy, please call the confidential hotline. See page 30 (Reporting Violations) for more details

### **Criminal Background Check**

Volunteer applicants, age 18 and over, must successfully complete a screening process before acceptance into the program. The security check includes a search of criminal court convictions for at least a seven-year period from the Clerk of Courts. In the event that a record of a previous conviction is returned and the applicant did not indicate it on his/her application, the opportunity to volunteer will not be offered. Convictions of worthless checks or traffic violations will be reviewed on an individual basis. Generally, convictions for crimes drug/alcohol related or of a violent nature (i.e., murder, assault, sexual assault,

armed robbery) will exclude an applicant from volunteering.

### **Disciplinary Action**

It is the philosophy of WakeMed Volunteer Services to identify and correct inappropriate volunteer behavior or performance, including attendance, through the use of coaching and progressive disciplinary actions whenever appropriate. However, when serious misconduct warrants, or following multiple attempts to rectify minimum infractions, discharge may occur. When a problem with behavior or performance is identified, the placement area supervisor will gather documentation of the issues. Prior to any disciplinary action being taken, a thorough investigation will be completed and reviewed with the manager of the Volunteer Services department. The level of severity of the problem will be determined jointly by the placement area supervisor and the Volunteer Services staff. Following that determination, a meeting will be scheduled with the volunteer and their placement area supervisor.

### **Diversity, Inclusion and Cultural Environment**

WakeMed supports diversity and inclusion by providing a respectful work environment that promotes the valuing of differences and cooperation.

### **Doctor Choice**

Doctor Choice is WakeMed's Physician Referral Service; available Monday through Friday, 8:30 am – 5:00 pm by calling (919) 350-8900.

### **Donations**

We accept donations of:

- Toiletry items, new toys and other items
- Magazines less than 3 months old

### **Dress Code**

The dress code is required to maintain a standard that clearly identifies volunteer status and ensures appropriate representation of the hospital to patients, families and visitors. All volunteers are

expected to present a professional image to patients, visitors, staff, physicians and other volunteers. Departmental or hospital expectations that exceed the standards listed below must be followed.

### **Volunteer Services Dress Code Standards**

- Photo ID issued by Volunteer Services must be worn on the right chest while volunteering.
- Volunteer Services issues uniforms for adults and teens.
- Casual dress pants (black, khaki or dark colored recommended).
- Skirts that fall near or below the knee (black, khaki or dark colored recommended).
- Patient care areas: Closed toe shoes and hosiery/socks; soft soled shoes recommended; athletic shoes are permissible.
- Clothing worn under uniforms should be in plain colors which complement the attire; no graphics or advertisements.
- Tattoos: Visible tattoos are allowed so long as they are not offensive, excessive or does not cause disruption in patient care.

### **Inappropriate Attire**

- Mini-skirts, shorts or skorts
- Sweat shirts and pants
- Screened T-shirts
- Tube, halter or crop tops
- Transparent, see-through, low-cut, tight-fitting, or revealing clothing (including Spandex)
- Scrubs (unless approved by Volunteer Services in select placement areas)
- Hats/caps/scarves (unless for religious, cultural or medical consideration)
- Sandals (exceptions are office or reception locations)
- Any denim/jegging/legging clothing
- Undergarments that is visible through clothing
- Piercings: Visible pierced accessories other than earrings

In addition, other personal appearance expectations that are governed by Volunteer Services and supported by hospital-wide standards (The Wake Way of Today: Behavioral Expectations, Appearance and Business Etiquette) include:

- All work attire must be clean, neat and in good condition.
- Clothing must fit properly (not baggy or tight).
- Shirts and blouses must be tucked in unless designed to be worn on the outside
- Hair must be clean, combed and neatly trimmed or arranged. Long hair should be pulled back.
- Sideburns, mustaches and beards must be neatly trimmed.
- Clothing, skin, hair and breath must be free of any potentially offensive odor (tobacco/smoke, or other heavy spice/odor).
- Perfumes and other fragrances should be avoided.
- Jewelry must not interfere with the performance of the volunteer's job.
- Fingernails must be of moderate length, clean and well-manicured. In addition for those who have any direct patient contact, artificial nail enhancements are not to be worn. Nail polish, free of chips, is permitted, but anything applied to natural nails other than polish is considered an enhancement. This includes but is not limited to, artificial nails, tips, shellac, wraps, appliqués, acrylics, gels and any additional items applied to the nail surface. Individual departments may institute measures, in addition to those above, to comply with established standards of care in specialty areas.
- Personal hygiene must be maintained through frequent bathing, using effective deodorant and practicing good oral hygiene.
- Shoes must be clean, polished, in good condition and in accordance with departmental dress codes.
- Hosiery/socks are not necessarily required in office areas. In choosing footwear, take into consideration job function, general safety

requirements, infection control principles and organizational image. Flip-flops, thong-like sandals and beach wear are not acceptable in any work environment.

You are expected to present a professional image to patients, visitors, staff, physicians and other volunteers.

### **Employees Who Volunteer**

WakeMed provides opportunities for staff to serve as volunteers. However, due to labor laws, a few restrictions apply.

- Employees may not volunteer in the same division where they work as paid staff.
- Employees may not volunteer to do the same work they are paid to do.

### **Ethics/Confidentiality**

It takes a special kind of person to work in a medical environment. An important part of what we do is protecting our patients' rights to privacy. Volunteers often have access to patients' personal information. It is important to remember that anything heard or read about a patient, directly or indirectly, is considered confidential information. Similarly, charts are legal documents which require the same privacy standards.

Maintaining confidentiality is an essential aspect of volunteering. Because volunteers have access to privileged information, every volunteer receives a confidentiality statement and thus promises to protect patient privacy and organizational privacy. Applicable Federal regulations are included in an understanding of health care confidentiality. Any breaches of confidentiality will follow the disciplinary process and may result in dismissal.

### **Flu/Influenza**

Influenza ("flu") is a contagious disease that spreads around the United States every winter, usually between October and May. The annual flu vaccine is mandatory for all volunteers during flu season.

### **Fundraisers**

Both volunteer organizations sponsor several fundraisers each year such as jewelry sales, clothing/uniform sales, department store sales, and linen sales. Monies raised are donated to support programs, to help develop new programs and to purchase equipment for the benefit of WakeMed patients and families.

### **Gift Shops**

**Raleigh Campus:** The gift shop is located on the first floor of the hospital in the Commons Area. Hours are Monday through Friday, 8:30 am – 8:00 pm; Saturday and Sunday 10:00 am – 7:00 pm. Specialty gift items, cards, stamps, sundries, beverages, snacks, magazines, flowers and plants are available.

**WakeMed Cary Hospital:** The WakeMed Cary Hospital gift shop is located on the first floor of the hospital in the Atrium Lobby. Hours are Monday through Friday, 9:00 am – 8:00 pm, Saturday and Sunday, 11:00 am – 5:00 pm. Specialty gift items, cards, magazines, flowers and plants are also available.

### **Gifts and Gratuities**

Volunteers do not solicit or accept gifts, gratuities, tips or services from patients, visitors, organizations or vendors. Donations to WakeMed Health and Hospitals should be directed to the WakeMed Foundation.

### **Grievance**

It is WakeMed's policy that volunteers receive fair and equitable treatment and be provided with a means of appeal and review of problems arising from their volunteer duties. If the volunteer is unable to resolve a problem related to discrimination, counseling and discipline, termination or department policy/procedure, the following steps are available:

- The volunteer must present the grievance or complaint to the manager of Volunteer Services within ten (10) working days of the infraction. If the problem is not satisfactorily resolved, the grievance or complaint will be

documented. The volunteer may take the next step.

- The volunteer, within three (3) working days of taking the above action, may request a hearing with the Director of Guest Retail & Volunteer Services; and, if appropriate, another staff member as agreed upon by the director and the volunteer. The issue will be discussed, appropriate actions will be reviewed and a final resolution will be reached with agreement from the director and acknowledgment of the volunteer. A complete report will be written and signed by the director and volunteer involved.

### **Hand Hygiene**

Hand washing is the single most important way to prevent the spread of germs and infection.

- Liquid soap from dispenser – no bar soap
- Wash for 15 seconds, rubbing well
- Special attention to creases, between fingers and fingernails
- Rinse well, keeping tips of fingers pointed down
- Dry with a paper towel
- Turn off faucet with paper towel
- Wash before and after patient care, before and after eating / smoking, before and after handling specimens, after coughing or sneezing, before and after handling equipment
- Sanitizing hand gel stations are available throughout the hospital.

### **Harassment**

WakeMed does not tolerate any form of harassment or abuse. Volunteers are subject to the standards set forth in the WakeMed Human Resources Statement of Policy & Procedures regarding harassment which can be viewed online in the Volunteer Services department. The volunteer who feels harassed should report the incident immediately to their department supervisor where assigned. WakeMed will take appropriate disciplinary actions against anyone who engages in harassment.

### **Hazardous Material and Waste Management**

Employees and volunteers have the right to:

- Know about the chemicals to which they are exposed
- Receive training in a hazard communication program which informs them of:
- Types of warning labels
- Location and availability of Safety Data Safety Sheets (SDS)
- How to protect themselves with personal protective equipment (PPE)

### **Healthworks**

WakeMed Healthworks is located at Raleigh Campus and Medical Park of Cary and is a special part of the Rehab division. Healthworks brings together a wide range of wellness programs designed to improve fitness and lifestyle.

Programs include: Cardiac Rehabilitation, Safeway to Fitness, Shapedown (pediatric obesity) and much more. Healthworks general membership includes complete state-of-the-art exercise equipment, dietary assessment, and aerobic classes and individual fitness testing/consultation.

Volunteers receive the employee discount. For more information, call Healthworks at (919) 350-8602.

### **HIPAA**

Health Insurance Portability and Accountability Act of 1996 (HIPAA) and The Health Information Technology for Economic and Clinical Health Act (HITECH) are laws that give patients the right of confidentiality to their protected health information (PHI). Patients are given a privacy notice called WakeMed Notice of Privacy Practices that explains their rights. It is illegal to release health information to inappropriate parties or to fail to adequately protect health information from release. Privacy is more than just an ethical obligation of physicians, staff and volunteers – it is the law.

### **Holidays**

WakeMed observes the following holidays: New Year's Day, Good Friday, Memorial Day,

Independence Day, Labor Day, Thanksgiving Day and Christmas Day. If a holiday falls on a weekend, that holiday is recognized by WakeMed either on the preceding Friday or Monday following the actual holiday. The Volunteer Services office is closed on all recognized holidays.

### **Hospital Wide Events**

**WakeMed Gives** - Every year WakeMed participates in the WakeMed Gives Campaign. Two employees are selected as co-chairpersons to communicate the purpose and the goal of the Campaign at WakeMed. WakeMed staff can direct their funds to the WakeMed Foundation, to both volunteer organizations and to the local United Way.

**Love Light Tree** - The Love Light Tree is an annual fundraising event at the Raleigh Campus and is managed by the WakeMed Foundation. Lights on the tree can be purchased in honor or memory of an individual or group.

**Celebration Events** – As offered WakeMed hosts employee celebration events. The WakeMed family of current employees, volunteers and those who have retired are invited to share fellowship with refreshments and entertainment.

### **Identification Badges**

Volunteers wear their ID badge with the picture facing forward, on the upper right quadrant of their body at all times when on duty. When a volunteer discontinues service at WakeMed, the ID badge must be returned to Volunteer Services.

### **Inclement Weather**

Do not come to work if it is not safe to do so. Please call your placement area supervisor, remove yourself from your schedule and notify the Volunteer Services department at (919) 350-8293 (Raleigh Campus) or (919) 350-2363 (WakeMed Cary Hospital) to report your absence.

### **Infection Prevention and Control/Standard**

### **Precautions/Exposure Control**

The Volunteer Services Infection Prevention and Control provides guidelines on preventing the transmission of infections which includes: washing hands, wearing masks, gloves, gowns and other measures to reduce infections. We have the responsibility to practice standard precautions and exposure control in every placement/work setting. You will be fully trained in standard precautions and exposure control upon placement. Protect yourself by using Standard Precautions – which means considering everything is potentially contaminated. Please remember:

- Put on gloves before cleaning up unknown spills or picking up items on the floor.
- Call Environmental Services at extension 08175 for the Raleigh Campus and extension 02353 for WakeMed Cary Hospital and ask them to clean up unknown spills.
- Put on gloves when asked to transport specimens in sealed containers.
- Gloves are available in all patient areas.
- Never push trash down into a trash container with your foot or hand.
- Wash hands often.

### **Isolation Guidelines**

Isolation Guidelines are in place to protect a patient with impaired resistance from coming in contact with potentially disease causing organisms. Volunteers are not allowed in isolation rooms, unless specifically trained.

### **Leave of Absence (LOA)**

A leave of absence is appropriate when needed for health, travel or personal reasons. Please notify your placement area supervisor as well as the Volunteer Services department when a leave is imminent.

### **Liability Insurance**

WakeMed provides liability insurance for volunteers. Any volunteer working with the knowledge and approval of the Volunteer Services staff and who has been properly trained and who



works within his/her defined scope of responsibility is covered.

## **Liability Prevention**

### **Advice for volunteers:**

- Do not criticize the professional skill of another person publicly. Use appropriate, available reporting mechanisms when the skill of another is to be challenged.
- Seek the aid of supervisors when indicated.
- Do not be afraid or too proud to ask questions.
- Engage only in those activities for which you have been authorized and trained.
- Maintain all confidential communications about violations.
- Report equipment failures promptly.
- Do not be rigid or impersonal. Develop a collegial professional relationship with co-volunteers, staff and patients.
- Be confident and professional in the presence of patients. A person who is not self-confident and constantly complains about co-workers, co-volunteers, staff, physicians and the institution will only serve to make patients more insecure and dissatisfied.
- Be a good listener and allow each patient sufficient time to express fears and anxieties.
- Above all, be compassionate and understanding to each patient and one another as individuals.
- Volunteers should not be placed in high-risk positions where their actions could cause harm to others.
- Proper training, supervision and risk management and a complete understanding by volunteers of their roles will greatly reduce an organization's exposure.
- Each volunteer is a professional. They will have specific placement descriptions, training and orientations.
- Informal appraisals and regularly scheduled formal evaluations provide feedback.
- Criminal background checks are used as a screening tool before placement.

## **Lost and Found**

If you lose or find an item, contact Campus Police at extension 08171.

## **Mailbox**

On the Raleigh Campus, the U.S. mailbox is located outside of the hospital visitor's entrance. On the WakeMed Cary Hospital campus, it is located outside the hospital Emergency department entrance and down the hill at the Ashville Avenue intersection.

## **Meals and Breaks**

- Eating and drinking are only allowed in the cafeteria, vending area or designated areas.
- You may not carry open drinks or uncovered food through the halls.
- Snacks are only to be eaten on breaks.
- You may take a 30-minute lunch break to be scheduled with your supervisor.
- Breaks should be no longer than 15 minutes.

## **Media**

If the media approaches you, please refer them to Public Relations, extension 08120. Do not answer questions or make comments.

## **Newsletters**

Volunteers have access to several sources of hospital information: the Volunteer newsletter *Heartbeat*, Cary Sewing Newsletter *Threads* Newsletters and Raleigh Sewing Newsletter *Sew Much Love* and the hospital newsletter *Microscope*.

## **Newspapers**

**Raleigh Campus:** Newspaper machines are located in the Commons area, in the Patient Registration area (1st floor), in the Critical Care & Surgery Waiting Room (2nd floor), in the Vending Area (ground floor) and the Heart Center (ground floor).

**WakeMed Cary Hospital:** Newspapers are located in the Gift Shop and ATMs are located in

the Atrium, near the Women's Pavilion & Birthplace (1st floor).

### **Orientation**

All new volunteers are required to complete volunteer orientation education. An annual refresher orientation education must be completed to continue active service.

### **Outpatient Pharmacy**

The Outpatient Pharmacy on the Raleigh Campus is located on the first floor in the Commons area.

Hours of operation:

Monday- Friday, 7:00 am – 8:00 pm, Saturday - Sunday, 8:00 am – 4:00 pm

The Outpatient Pharmacy at the Medical Park at Cary is located on the first floor in the Commons area. Hours of operation:

Monday- Friday, 7:00 am – 6:00 pm, Closed Saturday and Sunday

### **Patient Identification**

Proper identification of patients is required at all times by comparing the full name (first and last name) and date of birth to a source document immediately before any procedure or service is administered. Two identifiers must always be used. Volunteers who require this training to perform their routine volunteer duties will be trained by the area department staff.

### **Patient Information**

**Raleigh Campus:** Patient Information may be obtained by calling extension 05151.

**Cary Hospital:** Patient Information may be obtained by calling extension 02400 or 01900.

### **Patient Populations Served**

All health care staff and volunteers understand and use appropriate behavior and verbal communication in dealing with patients of various ages, cultures, skill levels and ability levels, etc.

### **Patients' Rights**

Every patient admitted to WakeMed has the right...

- To be treated with respect for his dignity, personal wishes, religious rights and privacy.
- To refuse to see or talk to anyone not officially involved in his care.
- To communicate with people outside the hospital if he wishes.
- To be provided with an interpreter when there is a language barrier to communicate between patient, hospital and physician.
- To receive information regarding diagnosis, treatment, and decisions.
- To request consultations with specialists.
- To refuse treatment with knowledge that, if such refusal prevents the hospital and physician from providing appropriate care, the relationship with the patient may be terminated upon reasonable notice.
- To receive an itemized statement of charges, regardless of method of payment.
- To be advised of the avenues for voicing complaints about service.

### **Performance Evaluations**

- All active, in-house volunteers who have been active for one year and active in their placement area for 120 days or longer at the time of the end period are evaluated on an annual basis.
- Volunteers are asked to formally evaluate their program and placement by completing an annual satisfaction survey and an exit survey upon resignation.

### **Placement Descriptions**

Each assignment area has a matching placement description that provides a guideline to appropriate requirement/duties. Volunteers are given a placement description for each assignment area before beginning active service.

### **Policies & Procedures**

Hospital and Volunteer Services Policy & Procedures are available for your review online.

### **Recruiting Volunteers**

Refer possible candidates to the WakeMed website at [www.wakemed.org](http://www.wakemed.org) and click on “Volunteering”.

### **Reference Checks**

Two reference checks must be completed for every candidate before a volunteer placement is confirmed.

### **References for Employment or Educational Purposes**

References for educational or employment purposes can be obtained by submitting a request to Volunteer Services (five business days in advance). Feedback from annual evaluations as well as from time records will be used in providing references **\*Must have fulfilled volunteer commitment:** Adult and College volunteers a minimum of six months up to one year. Junior Volunteers a minimum of 3 months of service with a total of 25 hours of service.

### **Resignation**

Volunteers are asked to notify the Volunteer Services staff and assignment area before leaving the program. You must return your uniform and ID badge to Volunteer Services.

### **Safety Data Sheets (SDS)**

Safety Data Sheets are the central source of information on hazardous chemicals. They provide details on a chemical’s hazard as well as protective measures. Chemical manufacturers and importers must develop SDS for each chemical they produce or import. The first source of information about a chemical hazard is located on the container label. A full volume of SDS sheets is located on WakeMed intranet.

### **Scheduling**

Changes in scheduling are easily arranged. Please contact a staff member in Volunteer Services.

### **Solicitation**

Solicitation and distribution of information or products is prohibited by all employees and volunteers during work time. Employees or Volunteers may not solicit, distribute, be solicited or receive products or information unrelated to their jobs during times when they are expected to be performing job duties. These activities are also prohibited during non-working time in patient care areas due to disruption and interference with patient care.

### **Spiritual Care**

Chaplains at WakeMed are available 24 hours a day, seven (7) days a week. They are available to spend time with patients, family members and staff. Chaplains at the Raleigh Campus can be reached by calling (919) 350-8556 and chaplains at WakeMed Cary Hospital can be reached by calling (919) 350-2536.

### **Tax Deductions**

Mileage incurred by volunteers driving to and from their volunteer assignment may be tax deductible. Consult your tax advisor. Upon request, the Volunteer Services staff will verify your dates of service. You may also verify via Volgistics.

### **TB Screening**

The tuberculosis surveillance program provides an organized method for the detection of employees and volunteers who might carry TB and/or follow up for employees or volunteers who have been exposed to patients with TB. New volunteers are required to complete the two-step TB screening process prior to placement.

### **TDD - Phones for Hearing Impaired**

Telephones for hearing impaired are located at the Visitor Information Desk, (Raleigh Campus) Patient Registration, Emergency Departments, Nursing Administration, WakeMed Faculty Physicians Administration and through Telecommunications.

## **Telephones**

The telephone in the Volunteer Services department is the primary in-house phone for you to use when making outside calls. Only local calls may be made. Please limit your calls to no more than five minutes. Dial “9” to access an outside line, and then dial area code, then the phone number. Do not use a patient’s phone or a staff member’s phone for personal calls. Try to limit calls to break and lunch time. If it is appropriate for you to answer the phone in your assigned department, remember that you should answer by the third ring in a professional, unhurried, friendly manner. Always state the name of the department, your name and ask, “How may I help you?” Messages should be taken accurately and delivered promptly. The caller should never be left on hold for an extended period of time. When transferring a call, wait to see if the call is connected. Relay the caller’s name and nature of the call. When ending a call, acknowledge the response of the caller (“You’re welcome”). Always maintain a pleasant tone of voice, and ask if there is anything else you can do to help. To reach a WakeMed operator, dial 08000.

## **The Joint Commission**

WakeMed invites The Joint Commission (TJC) to survey the health system on a regular basis. At an unannounced time, a team of physicians, nurses, administrators and life safety specialists is sent to survey our processes and practices on how we operate our business and deliver patient care. Hospital scores are shared and compared across the region and country. Accreditation of WakeMed Health & Hospitals by TJC is important to demonstrate that we consistently maintain a safe environment for our patients and provide a high standard of quality care. The outcomes impact the public image of the organization, Medicare and Medicaid reimbursement, residency training programs, managed care contracts, and more.

## **Tobacco Use**

As an organization committed to the improvement of health and wellness, WakeMed is a tobacco-free health care system. The use of tobacco is not permitted anywhere on WakeMed premises.

## **Training and Competencies**

Training is provided for each volunteer placement. An initial competency checklist (clinical areas only) and a departmental orientation checklist is provided to your assignment area and will be completed by the trainer. This completed checklist training will assure you are able to complete all tasks required.

## **Transporting Specimens**

Volunteers do not transport specimens that are not appropriately contained in a sealed bag or container. If you have any concerns, please consult your area supervisor.

## **Valuables**

All common areas are considered public and all valuables should be lock up. At the Raleigh Campus, lockers are available through Volunteer Services, Monday - Friday, 8:00 am - 4:30 pm. It is recommended that you bring only lunch money. Leave valuables at home or locked in the trunk of your car. Evening or weekend volunteers should arrange storage of belongings with placement area.

## **Vending Areas**

At the Raleigh Campus, vending machines are located on the ground floor, in the Critical Care Waiting Room, the Heart Center, MOB and the Andrews Center and in specific departments. At the WakeMed Cary Hospital, vending machines are located on the first floor of the hospital, the Emergency department waiting area, Women’s Pavilion & Birthplace in the Coaches Corner, 2 West, 3 West and the OR corridor. The Women’s Pavilion & Birthplace and OR vending areas are not accessible to the general public. A variety of food items, juice and soft drinks are available. Most machines are equipped with dollar bill changers and credit card devices.

### **Volunteer Boards of Directors**

The volunteer boards of directors of The Volunteers at WakeMed Raleigh Campus and The Volunteers at WakeMed Cary Hospital are each composed of a Chair, vice-president, secretary, treasurer and up to eight members. They provide:

- Leadership to the organization.
- Decision-making regarding allocation of funds.
- Administration of the Rainbow Fund (Cary Hospital).

### **WakeMed Webpage**

[www.wakemed.org](http://www.wakemed.org) - There is a link to volunteer opportunities and applications from the WakeMed web page.

### **When You Are Sick**

Working in a hospital environment is a new experience for most. There are special procedures that you need to keep in mind to protect our patients' health and safety as well as your own. If you feel ill and wonder if you should report to work, you should probably stay home. Any illness you have could easily be spread to patients. A minor illness such as a sore throat or fever may not seem like much, but it can prove to be quite serious for a weakened patient. Call your area supervisor and the Volunteer Services department to let us know if you will not be in.

### **PATIENT SAFETY**

WakeMed is dedicated to providing all of our patients, families, staff, volunteers and visitors with a safe, quality health care environment and workplace. To ensure that patients receive the best, safest care possible, employees and volunteers must follow appropriate policies and procedures. Among these processes are:

- Compliance with all annual National Patient Safety Goals as recommended by The Joint Commission. For more information, visit The Joint Commission web site at [www.jointcommission.org](http://www.jointcommission.org).
- WakeMed Patient Safety Standards

- 100% Hand Hygiene
- 100% Patient Identification
- Communicate Clearly Using SBAR
- Engage Patients and Family
- Question the Events Around You
- Report Errors and Near Misses to your area supervisor
- Infection prevention and control, including proper and frequent hand washing
- Use of best practice communication processes
- SBAR process and tool
  - **Situation:** explanation of current complaint or occurrence
  - **Background:** details pertaining to the complaint or situation
  - **Assessment:** what is your perception of the problem? Why do you think this happened or continues to happen?
  - **Recommendation/Response:** what is your suggestion to fix this situation that may occur in the future?
- Wake Way of Today behaviors
  - Clear one-to-one communication that includes excellent listening skills
  - E5 behaviors and A4 thinking
- Annual training and education
- Screening of all employees and volunteer candidates

### **Patient Wristbands**

As part of a national effort to standardize wristband colors throughout the country, WakeMed uses standard colors for patient wristbands. Color-coded wristbands reduce the risk of confusion by communicating patient safety risks clearly and consistently. Please become familiar with the following wristband standards:

- **Red band** – This patient has allergies to medication, food or latex. If you have any questions about the patient's allergies, please ask a member of their care giving team.
- **Yellow band** – This patient is at risk for falls. When moving a patient, please ask for help.
- **Purple band** – This patient has signed a Do Not Resuscitate Order.

- **White band** – This patient has a medical reason for not having blood pressure checks or IV given to this limb. Please make sure to ask the patient’s care giving team if you have any questions about these important indications.

**PATIENT-RELATED PROCEDURES/INTERACTION**

**Activities You Can Engage In With Patients**

As a volunteer, always check with the nurse to make sure the activity is appropriate for a particular patient.

- Talk about family, profession, memories, etc.
- Read a newspaper or magazine out loud
- Play simple game such as checkers or cards
- Take a walk (with a wheelchair if necessary)
- Go to the cafeteria
- Go to the Gift Shop
- Go to the Solarium
- Watch TV together
- Have a cup of tea, coffee, soft drink with the patient
- Sit out in the hall
- Ask if you can help with letters or phone calls
- Patients might want to have their hair combed or nails polished
- Sit quietly with the patient
- Offer to bring them a magazine or book from Volunteer Services
- Refill ice/water bucket
- Straighten patient rooms
- Offer lap robe or shawls from Volunteer Services

**Feeding Patients**

Some patients must be fed. They cannot use their hands or perhaps the doctor wants them to save every ounce of energy because they may be too weak to feed themselves.

- Wash hands before feeding a patient.
- Feed patients only if you have been trained and are asked to do so by the nurse in charge of the unit. Having to be fed bothers most people because it makes them feel helpless. If you can make the patient feel that you are

interested in him as a person and enjoy feeding him, he will forget his helplessness.

- If the patient cannot see, name each mouthful of food as you offer it. Tell the patient if the food is hot. **DO NOT BLOW ON THE FOOD.**
- Alternate between liquid and solid food throughout the meal as you yourself would want to eat or follow the patient’s suggestions about sequence of food.
- Use a straw when giving liquid. Hold glass or cup in one hand and a straw in other.
- Feed the patient slowly. Allow time between each mouthful.
- Fill the fork or spoon only half full.
- Encourage patients to eat, but do not force food. He/she usually knows how much can be tolerated.
- When the patient is finished eating, help wipe the mouth with a napkin or do this for him/her.
- Put side rails up and make certain the bed is at lowest level.
- Wash your hands after feeding a patient.

**Patient Interaction**

- Smile and make eye contact.
- Appear eager to help.
- Offer assistance.
- Call patient/visitor by name.
- Use language easily understood. Avoid medical or hospital jargon.
- Avoid being judgmental in conversation.
- Listen to patient/visitor’s viewpoint before responding.
- Do not laugh or giggle with a co-worker near a patient. Be respectful at all times.
- Never borrow any items from a patient or family member.
- Do not stop and visit with a co-worker when transporting a patient.
- Never discuss your personal problems with a patient.
- Clear all patient requests with nursing before fulfilling.
- Be sure to cover a patient before transportation to retain privacy.

- Use assertive techniques such as “time out” and “broken record” when necessary, but always after hearing other’s viewpoint and without aggressively raising your voice.
- Listen for unspoken anger or confusion and offer help or information.
- Humor often diffuses a bad situation.
- Say “Thank you.”

### **Stretcher Procedure**

- Volunteers never transport a stretcher patient alone. However, volunteers may assist staff members while transporting a patient.
- After staff members place a patient on the stretcher, the volunteer may assist by pulling up the rails and releasing the brakes.
- Always push, don’t pull the stretcher with the patient’s feet first or walk to the side of the stretcher.
- Push the stretcher on or off elevators.
- When you get to the destination, request additional staff for moving the patient off of the stretcher, place the stretcher close to the bed and set brakes.

### **Wheelchair Procedures**

All volunteers should be aware of the proper technique for using wheelchairs. Safety is always a must. Care should be given to helping the patient safely get into and out of the chair, wheels being locked and the footrest in the upright position. Drive carefully. Take care to enter elevators properly. Volunteers may transport patients who are not in obvious distress, who are able to get in and out of wheelchairs, who do not have attachments (i.e., oxygen, IV poles, etc.) and who are not too heavy to be transported safely. If you are uncomfortable transporting a patient, please do not do it.

- Hands should always be washed before and after transporting a patient.
- Knock before entering a room.
- Smile, have good eye contact, good posture and pleasing voice quality.
- Listen carefully to what the patient or family member may be saying.

- Be compassionate and respectful at all times.
- Display identification, introduce yourself and explain to the patient where you are taking him/her.
- Address the patient by proper title and last name. (i.e. Mrs. or Mr.)
- Acknowledge everyone in the room promptly and courteously.
- Be sensitive to noise level in patient areas.
- Protect patient’s modesty and comfort.
- Immobilize chair by using chair brakes on both sides of wheelchair.
- Explain to patient why you are there. Nursing will put patient in wheelchair on patient care floor.
- If you are assisting a patient into a wheelchair, place the footrest down and put the patient’s feet on the footrest.
- Remind patients to place elbows inside the chair and hands in lap.
- Unlock the wheels and proceed.
- Travel at slower than normal pace.
- If a patient is difficult to handle, back down ramps.
- When elevator opens, back into the elevator so patient can sit facing the door that opens.
- Stay close to the right side of the hall when you can see a distance ahead.
- When turning corners, look at mirrors placed at hallway intersections for safety.
- Be aware of and adhere to proper body mechanics.
- To collapse a wheelchair, grab the seat and pull up. To open, pull the handles apart.

## **EMERGENCY CODES & PLANS**

You may hear several codes over the overhead paging system. Some general instructions about what to do when you hear them are listed below.

### **Life Safety**

In the event of fire, smoke or the smell of something burning, you will hear:

- If fire is not confirmed: “Fire alert in [location].”

- If fire is confirmed: “Confirmed fire in [location].”
- If a fire is confirmed for an area near you, clear the hallways and elevators. Follow procedures for the area to which you are assigned. If you ever need to report a fire, dial extension 02222 on the nearest phone, and tell the operator your location.

### **Fire Alarm System**

The fire alarm system is used to alert staff members and to file information concerning the location of the problem. An activated pull station will be heard throughout the hospital. Locate and know where these pull stations are for your department.

### **Elevators**

Do not use elevators during a fire, unless directed to do so by the Fire Department. Remember:

- Do not panic
- Patients depend on you
- Never shout “Fire”
- Be calm, reassuring, and keep in control
- Know the fire plan
- Fire drills keep you on full alert

### **Fire Procedures**

Basic steps if you see smoke or detect a fire:  
R-A-C-E and P-A-S-S

**R - Rescue** anyone from the vicinity. If the fire is in a patient’s room, first remove patient and shut door to the room on your way out.

**A – Alarm.** Pull the fire alarm and dial extension 02222. Report location of fire, what is burning, size of fire and if you smell smoke. But do not wait for a fire; get help if you suspect a problem.

**C - Contain** the fire or smoke by closing the doors and windows to the immediate area.

**E - Extinguish** fire by using the fire extinguisher. Reassure patients and visitors that the emergency is under control.

### **General Procedures for Using Fire Extinguishers**

**P - Pull** the pin in the handle of the extinguisher.

**A - Aim** the nozzle at the base or source of the fire.

**S -Squeeze** the handle.

**S - Sweep** the nozzle back and forth creating a layer of powder on the material burning.

### **Types of Fires**

In case of a fire, regardless of the material, use the extinguisher that is present in your department. Fire extinguishers are ABC and can be used on any fire you may experience.

In the event of fire or smoke in an area where **oxygen is in use**, call extension 02222 and use the ECAR procedure:

**E - Extinguish** fire by using the fire extinguisher. Reassure patients and visitors that the emergency is under control.

**C - Contain** the fire or smoke by closing the doors and windows to the immediate area.

**A – Alarm.** Pull the fire alarm and dial extension 02222. Report location of fire, what is burning, size of fire and if you smell smoke. But do not wait for a fire; get help if you suspect a problem.

**R - Rescue** anyone from the vicinity. If the fire is in a patient’s room, first remove patient and shut door to the room on your way out.

### **MEDICAL CODES**

**Rapid Response Teams (RRT)** may be summoned any time to assist in the care of a



patient who appears acutely ill and is not in cardiopulmonary arrest.

### **Code Blue: Medical Emergency**

When you hear the operator announce “Code Blue”, listen carefully to the location given in the announcement. Code Blue means that a person is experiencing a medical emergency. If the area announced is near you, stand out of the way and clear all elevators and passageways around you. A special team of physicians, technicians and nurses is assigned to respond to the Code Blue emergency and will be rushing to find and revive the patient. If at any time you need to report a Code Blue, dial extension 02222 on the nearest phone and tell the operator where you are.

### **Code Pink: Infant Abduction**

In the event of an infant abduction, a Code pink will be announced. Secure all doors in your area.

### **Code STEMI**

This code is a response plan that significantly reduces the amount of time of Acute Coronary Syndrome (ACS) and Acute Myocardial Infarction (AMI or heart attack) on patients receiving treatment in the Catheterization Lab.

### **Code Stroke**

A stroke happens when blood flow to the brain is interrupted by a blocked (clot) or burst blood vessel.

Think **FAST**: Symptoms of a Stroke & What to Do

**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 float down?

**S Speech** – Ask the person to repeat a simple sentence. Does his/her speech sound slurred?

**T Time** – If a person has one, two or all of the above symptoms, time is of the essence. Call a Code Stroke by calling extension 02222.

### **Trauma Alert (Raleigh Campus)**

If the operator announces “Trauma Alert” over the intercom, special precautions are being taken in the Emergency Department to care for seriously ill or injured patients. You should not go to the Emergency Department unless instructed to do so.

## **SECURITY**

### **Bomb Threat**

In the event of a bomb threat, the operator will announce, “Threat received – conduct search of your departments,” over the intercom. Remain in your work area while professionals perform a search. You will be instructed to evacuate if necessary.

### **Hostage Situation**

In the event of a hostage situation, the operator will announce, “Security alert – restricted access in [location].” If at any time you need to report a hostage situation, call extension 03333.

### **Medical Equipment and Utilities**

In the event of a system failure (power, water, information system, etc.) you will hear:

- **Medical Equipment Failure** – “Medical System Interruption: [type of equipment and location]. Go to downtime procedures.”
- **Utility System Failure** – “Utilities Impairment: [details such as Nurse Call System not working]. Please go to downtime procedures.”
- **Information Technology Failure** – “Information Technology Impairment: [details such as HMED System down]. Please go to downtime procedures.”

### **Emergency Management**

In the event of an evacuation/relocation, the operator will announce:

- “Staff, please perform an immediate evacuation/relocation from [location].”

### **Red Diversion**

If the operator announces the Emergency Department is on “Red Diversion”, patients in need of emergency care will be routed to other area hospitals because the Emergency Department is at full capacity.

### **Weather Warning**

The current National Weather Service Guidelines and Severe Weather Plan apply. All patients and visitors should be directed to the internal corridors and away from lobby areas and windows. Volunteers should remain in their placement area and follow departmental procedures.

## **REPORTING VIOLATIONS**

### **Questions or Concerns**

If you are in doubt about an issue or you have a concern, ask: Is the action legal? Is it consistent with WakeMed policies and procedures? Is it within WakeMed values?

We encourage the resolution of issues at the immediate supervisory level whenever possible. Employees are expected to report any suspected violations of the Code of Conduct to management or to the confidential Compliance Helpline at 1-800-379-0279. It is WakeMed’s policy to ensure that no one is penalized for raising an issue or concern.

Remember; discuss the issue with your immediate supervisor or another member of management. If you are not comfortable discussing the issue with management, contact the Compliance Officer.

Any employee/volunteer may call the confidential Compliance Helpline to ask questions concerning ethical or legal conduct, or to report any potentially improper action. Callers can report concerns anonymously and without fear of retribution. Anonymous reports must contain sufficient information for the Compliance Office to investigate the concerns raised.

- Calls are not traced or recorded.
- Calls are answered 24 hours a day, 7 days a week by Pinkerton Services Group, and are communicated to the Compliance Office for follow-up.
- The Compliance Office will monitor the matter through to resolution.
- Callers will be given a call-back date and tracking number so they can follow up on the status of resolving the issue.
- Upon receipt of credible reports of suspected violations or irregularities, the Compliance Officer will direct an investigation and take corrective action as required. Violations of the Code of Conduct may result in discipline ranging from warnings and reprimand to discharge.

### **Compliance Training**

The WakeMed Corporate Compliance Program requires all employees and volunteers to complete an in-service, on an annual basis, relating to compliance with laws, regulations, and/or the Code of Conduct.

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*3000 New Bern Avenue  
P.O. Box 14465  
Raleigh, North Carolina 27610  
(919) 350-8293*

*1900 Kildaire Farm Road  
Cary, North Carolina 27518  
(919) 350-2363*

## **Volunteer Services 2021**