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Silver Spring, MD 20910-1484
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www.holycrosshealth.org

VOLUNTEER HANDBOOK 2022

Volunteer Services Contact Information
Holy Cross Hospital 301.754.7305
Holy Cross Germantown Hospital 301.557.6970

Checklist to get started as a volunteer

	Submitted application
	Completed interview process
	Completed health screening Measles, Mumps, Rubella (MMR) vaccination or immunity Varicella vaccination or immunity Influenza vaccination from the most current season (runs September to June) COVID vaccination and any boosters Tuberculosis (TB) testing (2 skin tests or 1 blood test)
	Completed reviewed Volunteer Orientation and read Volunteer Handbook
	Completed and submitted all mandatory forms: ONLINE: Awareness Quiz Confidentiality Agreement Orientation Checklist Volunteer Agreement Volunteer Service Excellence Agreement PRINTED, COMPLETED, AND RETURNED Parental Permission Form – if younger than 18 Photo Consent Form (may opt out on form, but still need to submit) Volunteer Services Release Vehicle Registration Form (if parking on-site @ Silver Spring/Network sites)
	Submitted application for background check (For all applicants 18+ years of age)
	Received badge
	Purchased jacket
	Completed training with Manager or Coordinator of Volunteer Services, or department supervisor

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Mission Statement

We, Holy Cross Health and Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities. We carry out this mission in our communities through our commitment to be the most trusted provider of healthcare services.

Our health care team will achieve this trust through:

- ❖ High quality, efficient, and safe health care services for all in partnership with our physicians and others,
- ❖ Accessibility of services to our most vulnerable and underserved populations,
- ❖ Community outreach that improves health status,
- ❖ Ongoing learning and sharing of new knowledge, and
- ❖ Our friendly, caring spirit.

Holy Cross Health's Core Values

- ❖ **Reverence:** We honor the sacredness and dignity of every person
- ❖ **Commitment to those who are poor:** We stand with and serve those who are poor, especially those most vulnerable
- ❖ **Safety:** We embrace a culture that prevents harm and nurtures a healing, safe environment for all.
- ❖ **Justice:** We foster right relationships to promote the common good, including sustainability of Earth
- ❖ **Stewardship:** We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care
- ❖ **Integrity:** We are faithful to who we say we are

The mission of the *volunteer services department* is to develop and maintain an efficient and effective group of volunteers in order to:

- ❖ Offer an extra dimension of care and service to the patients, their families and visitors,
- ❖ Provide support and assistance to the hospital staff,
- ❖ Strengthen the ties between the Holy Cross Health and the communities it serves.

General Policies for Volunteer Services

Onboarding Policy

Purpose

To onboard individuals from the community into the Volunteer Service program at Holy Cross Health.

Scope All Volunteers

Policy Overview

Individuals who wish to volunteer will first complete an application to be submitted through the online Volunteer Data Management system. Persons who request volunteer positions that are currently available and meet initial eligibility requirements will then be scheduled for an initial assessment/interview by the Volunteer Coordinator and/or the Manager of Volunteer Services.

Definitions

Onboarding: the process an applicant takes to become a volunteer at Holy Cross Health. **E-sign:** typed name that is representative of a person's signature, as approved in the United States Electronic Signatures in Global and National Commerce (ESIGN) Act.

Recruitment

1. Holy Cross Health protects its patients by following a rigorous screening process and is committed to the principles of anti-discrimination and equal opportunity.
2. Volunteer recruitment takes many forms at Holy Cross Health. Interested parties may visit www.holycrosshealth.org/volunteering, visit a Volunteer Services office, or contact the Volunteer Service team by phone at 301-745-7305 (Holy Cross Hospital & Health Centers) or 301-557-6970 (Holy Cross Germantown Hospital). Volunteer Services will maintain a website that is conducive to applying to volunteer, viewing volunteer descriptions and completing many of the induction processes. Recruitment of volunteers shall also take into account Holy Cross Health's commitment to equal opportunity.
3. Volunteer eligibility requirements:
 - Volunteers must be at least 16 years of age before volunteering in the hospital or 18 years old to volunteer at a Health Center.
 - Volunteers must be able to commit to 100 hours or more of service, unless otherwise stated for by school internship requirements.
 - Volunteers must be able to communicate clearly in English. Fluency or use of other languages in addition to English can be helpful.

4. A volunteer for Holy Cross Health will be accepted as a prospect through Volunteer Services after completion of an application and an initial assessment with the Volunteer Coordinator and/or an interview with the Manager of Volunteer Services. Additional interview(s) may be requested depending on the desired department the volunteers wishes to serve.

Service Opportunities

1. Every effort will be made to match the interests of the applicant with volunteer service opportunities, but Holy Cross Health's current needs will take priority. Eligible volunteers will be placed where openings are available.
2. In accordance with the Fair Labor Standards Act, accepted volunteers with certifications/licenses (who are not part of an educational program for certified professionals) will not be permitted to work in positions where an employee has a similar certification/license. This may result in a volunteer not having an opportunity to serve in a preferred department.
3. Volunteers are encouraged to give significant hours of service to one department before asking to switch departments. Volunteer Services prefers that at least 100 hours of service be given to a department prior to transferring. Opportunities to transfer departments are based on need, training requirements or possible certification restrictions, and are at the discretion of the Volunteer Services Department.

Screening Process

1. All volunteers are subject to the comprehensive screening to ensure patient safety.
2. Before beginning service, each volunteer must submit to Volunteer Services health forms.
 - All volunteers are required to have a 2-part tuberculosis (TB) skin test or 1 QuantiFreon Gold blood test. Volunteers who test positive to this test will be required to get a chest x-ray to confirm they do not actively have TB. Proof of a negative chest x-ray is sufficient to volunteer. Volunteers who received a chest x-ray are encouraged to get written confirmation from the Department of Health or their primary care physician.
 - During influenza season, as determined by Holy Cross Health Infection Control, all new volunteers must be vaccinated with the current influenza vaccine before becoming an active volunteer. Proof of vaccination can be submitted from a source other than Holy Cross Health as long as it meets the documentation requirements set by Colleague Health.
 - Documentation of immune status to vaccine preventable diseases Measles, Mumps, Rubella and Varicella (MMRV) is required. Immunity status can be proven through original vaccination documents, medical records, or bloodwork showing immunity.
 - Documentation of COVID vaccination is required. Volunteers and interns must prove full first dosage and subsequent booster(s) by providing proof of an immunization record through copies of COVID vaccination card(s) or fully detailed medical record. COVID vaccination requirements shall follow requirements dictated by Infection Control, based on CDC recommendations.

- Will be fit tested for a N-95 respirator, if appropriate.

3. Volunteers 18 years of age and older will complete a background check by Holy Cross Health's designated company. This will be done at no charge to the volunteer. The volunteer status change from prospect to active is conditional based upon successful completion of a background check. A prospect will only be disqualified from a position based on a criminal record to the extent the criminal conduct is relevant to the job in question. Volunteers who have discrepancies between their statement on the application regarding prior criminal convictions and their background checks will not be considered for volunteering. Additional reference checks are at the discretion of the Manager of Volunteer Services.

4. Volunteers must sign appropriate forms according to hospital policy, agreeing to follow guidelines regarding infection control, confidentiality, safety practices, as well as mission and core values. Electronic forms can be e-signed. Volunteers who are 16 to 17 years old must have their parent or legal guardian sign confidentiality and consent forms. These forms can be seen in Appendix A. Mandatory forms and submissions to be completed by all prospective volunteers:

- 2 references from people who are not family members
- Awareness Quiz
- Confidentiality Agreement
- Initial TB Test Form
- Orientation Checklist
- Photo Consent (possible to opt out on the form)
- Volunteer Agreement
- Volunteer Service Excellence Agreement
- Volunteer Service Release Form
- Parental Permission Form (for volunteers 16-17 years old)
- Influenza Consent Form (seasonal)

5. Individuals will be required to sign a Volunteer Agreement pledging a minimum commitment of 100 hours of service or designated amount through a school internship program. By signing the Confidentiality Agreement, the volunteer pledges to maintain privacy and confidentiality of all patients, guests and internal hospital matters whether verbal, written or on the Internet/social media.

Orientation

Orientation and training is mandatory. Prospective volunteers will complete a Volunteer Orientation that covers policies and procedure documented in the Volunteer Handbook. Volunteers involved in the Summer High School Program and Interns involved in the high school-based Internship Program will attend a live group orientation. Adult volunteers, student volunteers and volunteers/interns in approved educational programs who are accepted during mid school year will conduct an online orientation and address any questions with the Volunteer Services Department. Once active, volunteers and interns will receive further on-site training in their departments from the Volunteer Services team and/or a member of the department where they will serve.

Final Requirements Before Active Status

1. Volunteers will receive a Holy Cross Health identification badge with their name and picture. By accepting this badge, volunteers agree to wear it at chest height on the outside of their volunteer jacket or personal clothing at all times while in the building.
2. Volunteers are required to purchase a volunteer jacket made available by the Volunteer Services office. Volunteers may have their fee waived at the discretion of the Manager of Volunteer Services or Volunteer Services Coordinator if they cannot afford it.
3. Volunteers will confirm their schedule and department with the Manager of Volunteer Services or Volunteer Coordinator and agree upon a first day of service.

Contact the Volunteer Services Department at extension 2-7306 for questions or additional information.

Active Volunteer Policy

Purpose

To ensure that volunteers serving at Holy Cross Health have an assignment that is safe, significant, fulfilling, and appreciated.

Applies to

All Volunteers and Interns
Volunteer Services department staff
Supervisors in each department assigned a volunteer
Infection Control
Colleague Health

Policy Overview

Holy Cross Health relies heavily on the unpaid work of volunteers, aged sixteen and above, and values their contribution highly. All volunteers shall be treated with respect and gratitude for their contribution. Volunteers shall carry out duties assigned by the management of Holy Cross Health Volunteer Services. A volunteer does not replace the work of paid personnel but augments the services to provide a better customer experience. All active volunteers must adhere to these policies and procedures set forth by hospital or clinic administration. Volunteers are expected to act in accordance with the Holy Cross Health mission, vision and core values.

Definitions

Volunteering is generally considered an altruistic activity where an individual or group provides services for no financial gain. Volunteering is also renowned for skill development and is often intended to promote goodness or to improve human quality of life. Therefore, a volunteer would be an individual 16 years of age or older who would complete this type of experience.

Internship generally consists of an exchange of services for experience between the student and an organization. Students can also use an internship to determine if they have an interest in a particular career, to create a network of contacts and to gain school credit. Therefore, an intern would be an individual 16 years of age or older who would complete this type of educational experience.

Policy statement supporting overview

Volunteers make a meaningful contribution to the mission of Holy Cross Health.

Volunteers will have a safe and enjoyable experience with the organization.

Holy Cross Health recognizes volunteers for their contribution and supports them in their work.

Volunteer Services Responsibilities

It is the responsibility of the Manager of Volunteer Services of Holy Cross Health to appoint Volunteer Services Coordinator(s) and support staff. The Manager of Volunteer Services may act as Volunteer Services Coordinator for one or more facilities of Holy Cross Health. The Manager of Volunteer Services shall report regularly on the Holy Cross Health volunteer program to the Chief Mission Officer. The Volunteer Services Coordinator is responsible for organizing the recruitment, training, and supervision of volunteers. The Volunteer Services Coordinator reports to the Manager of Volunteer Services. With assistance of the Department Managers or designee, the Volunteer Services Coordinator shall identify department supervisors of volunteers and shall monitor the work of the supervisor as it pertains to volunteers. The appointed supervisor in each department that hosts a volunteer shall ensure that each volunteer is trained and capable of fulfilling their functions adequately. The Volunteer Services Coordinator may provide training support as needed. Volunteer responsibilities vary by assignment and can be found in service descriptions.

Volunteer Rights and Responsibilities

Volunteers have the right:

- to work in a healthy and safe environment
- to be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation;
- to be adequately covered by insurance while they are on duty, have signed in, are wearing their badge, and working within their service description.
- to be given accurate and truthful information about Holy Cross Health
- to be reimbursed for out of pocket expenses (if pre-approved);
- to be offered a copy of Holy Cross Health's volunteer policy and any other policy that affects their work;
- to have a position description and agreed working hours;
- to have access to a grievance procedure;
- to be provided with orientation to Holy Cross Health;
- to have their confidential and personal information dealt with in accordance with the principles of the Health Insurance Portability and Accountability Act; and
- to be provided with sufficient training to do their job.

Volunteers have the responsibility:

- to work in accordance with Holy Cross Health's values and policies;
- to represent Holy Cross Health in a responsible manner;
- to be reliable and fulfill agreed commitments, or re-negotiate commitments if necessary;
- to work only within their service description;
- to ensure that confidential information is respected and treated appropriately;
- to treat others with courtesy, respecting their rights, beliefs, values and dignity;
- to undertake training as recommended;
- to give and receive constructive feedback as appropriate;
- to work as part of a team;
- to immediately report any accident or injury;
- to give adequate notice of resignation;
- to keep Holy Cross Health informed of changes to their contact details.
- not to impose their personal views on politics, religion or other controversial matters when working as part of Holy Cross Health;
- not to promote their personal or business interests while representing Holy Cross Health
- not to become involved in the personal or financial affairs of clients; and
- not to seek cash from clients - however donations to Holy Cross Health, or a token gift for the volunteer, may be accepted

PROCEDURES

Onboarding

Recruitment, eligibility, induction and screening processes can be found in the Onboarding Volunteers policy of Holy Cross Health.

Training

All volunteers shall be offered appropriate information and training to complete their functions, and successful completion of this training shall be a condition of carrying out these functions. This includes orientation and in-service training. All volunteers will complete an Observation Checklist to determine ability to

conduct volunteer duties within each job assignment. The Volunteer Services Department will provide the appropriate Observation Checklist, which is included in the Service Description. The Volunteer Services Department may require either a member of the Volunteer Services Department or supervising department to conduct the observation of the volunteer, based on training and service. Volunteer Service Descriptions are available for every volunteer assignment and can be retrieved from the Volunteer Services Office. Volunteers are encouraged to attend relevant training opportunities and/or staff meetings as appropriate. This provides volunteers with both the opportunity for personal and professional development, and a forum at which they can contribute to planning objectives.

Supervision

All volunteers shall receive appropriate supervision in the exercise of their functions. Volunteers are expected to be diligent in completing tasks as assigned by their supervisors. A department supervisor or designee should be the first and last point of contact for a volunteer reporting for service. Volunteers, like paid staff members, have the right to give and receive feedback and to have their performance reviewed regularly by their supervisor. This review process is usually more informal than with paid staff unless there is a performance management issue.

Attendance and Notification of Absence

The maximum time commitment for volunteer is 40 hours per week, in line with national standards for volunteering and risk management. All volunteers are required to sign in and sign out in at a Volunteer Kiosk located in neutral area(s) around the hospital or report their clinic hours to Volunteer Services. Failure to properly sign in and sign out may result in inaccurate volunteer hours logged. Volunteers must notify the Volunteer Services Department if there was a reason for not signing in or signing out, such as the computer malfunctioned or the volunteer forgets to sign in/out. These records are important as they are used for monthly reports, awards, school related credits, and become a permanent record. Those volunteering off-site shall enter their hours via the online Volunteer Data Management System, or the hours will be submitted by the area supervisor.

Volunteers may take a break at their leisure and at the discretion of the department's needs. Volunteers should make sure that tasks are complete or deadlines have been met before taking a break. Volunteers who need to rest between tasks are encouraged to do so for safety reasons. Breaks can be taken in public areas such as a department break room, waiting rooms, lobbies and the café/cafeteria. Volunteers should never enter a department in which they do not work to take a break. Breaks should be kept to a maximum of:

- 10-15 minutes for a shift 4 hours or less.
- 30 minutes for a shift lasting more than 4 hours.

Volunteers are responsible for reporting to their site according to the schedule established when placement is made. Any changes in the schedule must be acceptable to the volunteer, the department supervisor and the Volunteer Services team. Volunteers must inform Volunteer Services if any permanent changes need to be made to their schedules. Volunteers are required to call their direct supervisor in the department they serve if they are unable to report for duty. All new volunteers will be given the contact information by Volunteer Services or referred to someone in the department who can provide the contact information. Missing 4 consecutive shifts due to illness requires documentation from a healthcare provider stating that the volunteer or intern is well enough to return to duty. High school students (volunteers & interns) will be provided an attendance policy during onboarding. If there is a period of time in which a volunteer must be gone but does not wish to be removed from the volunteer roster, he/she must request a Leave Of Absence (LOA). The LOA is available for up to 9 months, as many students take LOA during the school year. After 9 months Volunteer Services will make a reasonable attempt to contact the volunteer on LOA to confirm that he/she is returning and will either reactivate or archive the volunteer. Failure to respond to Volunteer Services in a timely manner will result in the termination of volunteering and the volunteer will be asked to return the ID badge.

Health and Safety

Holy Cross Health is a Zero Harm Culture of Safety environment committed to ensuring the health and safety of all colleagues, patients and visitors. Workplace Health and Safety policies and regulations apply to volunteers as it does to colleagues. Volunteers receive appropriate health and safety training before commencing their role, as well as receive on-going training and support as required.

All volunteers should have a good understanding regarding age related competency. Patients and guests should be treated according to their age, gender and culture with dignity, empathy and respect. Volunteers cannot give their telephone numbers, addresses or personal contact information of any kind to patients. Volunteers have the responsibility to use discretion in disclosing information about themselves to patients.

Volunteers must avoid physical contact with patients unless assigned to specific areas of the hospital and with permission from staff. Volunteers may work with patients only as designated by their Service Description – they may not see patients outside of the hospital or after discharge.

Annual updates will be distributed in order to stay compliant with The Joint Commission (TJC) standards. All volunteers will partake in an annual quiz that is based on provided education, a Confidentiality Agreement, an annual TB screening/test that will occur in the volunteer's birth month following 6 months of service, and an annual influenza shot. The Volunteer Services Department will make reasonable efforts to ensure volunteers are given proper documentation and notice of when these mandatory updates are due.

An incident report must be filed, if a volunteer is injured while serving the organization. A volunteer should attempt to get immediate care from either Colleague Health Services (Monday through Friday 7 am to 3 pm) or the Emergency Department after hours and weekends. Volunteer Services should also be contacted for all incidents.

All reporters, journalists, and outside media must be directed to the Public Information Officer (PIO) to receive permission to interview or film/photograph hospital property. Volunteers will contact Protective Services at 27070 for Holy Cross Hospital or 26060 for Holy Cross Germantown Hospital for more details or if there is a suspected breach of this policy.

All volunteers should be aware that there is a Statement of Patient Rights & Responsibilities. A large copy of this can be found in the lobby of the hospitals. Holy Cross Health is committed to the provision of an environment which is safe for all staff, volunteers and clients, free from intimidation, hostility, offensiveness and harassment.

Holy Cross Health is a scent-free environment. Volunteers may not wear scented perfumes, colognes, body sprays, lotions or clothing that smells of tobacco while on duty.

According to the 2007 Guidelines for Isolation Precautions: Preventing Transmission of Infectious Agents in Healthcare Settings, "Several classes of pathogens can cause infection, including bacteria, viruses, fungi, parasites, and prions. Hence, volunteers must avoid going into rooms with isolation precaution signs. Volunteers can assist the nursing team by encouraging visitors to the isolation rooms to follow precautionary measures that are posted on the signs prior to entering the room, as not all guests will know to observe the signs and prepare for entry. Department supervisors and Infection Control staff can answer questions and educate volunteers about precautionary measures for isolation rooms upon request.

Risk management, quality assurance and continuous improvement principles apply to volunteers as they do to paid staff. For example, both volunteers and paid staff must demonstrate competency in sanitizing equipment if

that task is within their service description or job description. Volunteers are encouraged to review the Quality and Safety boards posted in their assigned departments or a Volunteer Services office.

Dress Code

Failure to comply with the dress code will result in either a verbal warning from a department supervisor or the Volunteer Services team, and/or a request to leave the premises to get attire that meets the dress code. Schools and outside organizations that partner with Holy Cross Health may require additional/different dress codes, which are enforceable by those organizations if they meet the minimum requirements of the Holy Cross Health Volunteer Dress Code and are approved by Volunteer Services.

All volunteers will receive a picture ID badge which must be worn while in the facility. A temporary badge may be issued by Volunteer Services until a permanent badge can be produced. If a volunteer fails to bring their permanent badge, a temporary badge may be assigned for single-day use. Loss of a badge (temporary or permanent) may result in a charge to the volunteer from the Protective Services department to replace the lost badge. Active volunteers should not wear a visitor badge. ID badges must be at chest level so that others are able to read each volunteer's name and volunteer status.

Volunteers must wear a red uniform jacket, or purple jacket uniform in the gift shop, while on duty. Volunteers will wear proper, acceptable clothing for the job that is business-casual attire. The following attire is not permitted:

- Jeans or material resembling denim
- Any clothing with messages, logos, or pictures (unless issued by HCH)
- Tank tops, tube tops, tee shirts or tank dresses
- Shorts, skorts and cutoffs
- Athletic apparel and sweatshirts
- Tight-fitting leggings, stirrups, or spandex attire
- Clothing that does not fully cover underwear, midriff, shoulders, cleavage
- Flannel and thermal shirts
- Sleeveless or open shoulder shirts/tops/dresses without a jacket or sweater
- Short skirts (length less than one inch below the length of the wearer's extended arm)
- Caps and hats, except those worn for religious reasons

Body piercing jewelry (other than ears) must not be visible with the exception that a single small nose stud is permissible. Inappropriate or offensive tattoos are prohibited. Lapel pins or buttons of a political, comic or advertising nature are not appropriate.

Nails should be groomed and clean. Artificial nails, including gels, and nails longer than one quarter of an inch in length are not allowed to be worn by a volunteer with direct patient responsibilities including but not limited to sterile processing, food services and medical units.

Liability and Insurance

Volunteers are covered by the Holy Cross Health liability insurance as long as the volunteer is on duty, has signed in, is wearing their badge, and working within their service description.

Holy Cross Health cannot assume responsibility for any loss incurred by the volunteers. Women are encouraged not to bring their purses into the hospital. Volunteer Services and individual departments will inform volunteers

where to leave personal belongings while on duty. Money (intended for a meal or snack while on duty) and cellular phones (for emergencies only) can be kept in pockets and not visible. Use of cellular phones will take place only in approved areas during a break.

Volunteers who are employees of Holy Cross Health, or volunteers who hold a license or certification must comply with the Fair Labor Standards Act. The following restrictions apply:

- An employee cannot volunteer in his/her department or division.
- The tasks performed by the volunteer may not duplicate those performed by an employee.
- A certified or licensed professional may not volunteer in the same capacity as granted by their license or certification except for those who are accepted as part of a work-training program. Upon completion of the work-training program, they may not continue to volunteer in the same capacity.

Confidentiality

Rules for Confidentiality and Network Access apply to all non-public patient and business information (Confidential Information) of Holy Cross Hospital, Trinity Health, and related organizations. The rules also apply to the non-public and business information of joint ventures, or of other entities and persons collaborating with the Holy Cross Hospital and Trinity Health, to which the user has access. All volunteers complete a Confidentiality Agreement prior to becoming active as a condition of acceptance.

Volunteers have the same rights to confidentiality of personal information as paid staff and the same responsibility to protect client and organizational confidentiality.

Drugs, Alcohol, and Weapons

Holy Cross Health is a tobacco-free and scent-free campus. Smoking is not permitted on site. Volunteers should not arrive for duty with the smell of tobacco or other aromas beyond a mild soap or deodorant. Use of drugs is strictly prohibited and is grounds for dismissal.

Holy Cross Health will not tolerate reporting for duty while intoxicated or consuming alcohol during service. Volunteers who arrive intoxicated will be told to leave the property and may be put on probation or dismissed. Consumption of alcohol while serving is grounds for dismissal.

Volunteers are prohibited from bringing weapons to the facility. Carrying a weapon will not be tolerated. Volunteers who typically carry weapons such as mace, pocket knives, etc. are required to leave those items in their vehicles or at home.

Required Volunteer Commitment

Volunteers are requested to make a minimum of 100-hour commitment of service over a lifetime. Applicants are informed of this during the application process and make a verbal commitment during the interview process. After being verbally accepted to volunteer, a Volunteer Agreement is completed to formally acknowledge this 100-hour commitment or the commitment required by a school internship program.

Reimbursement and Benefits

Holy Cross Health will not require a volunteer to travel as part of their volunteer position and will not reimburse travel expenses of volunteers, either public transport fares or fuel reimbursement.

Other expenses, such as supplies, incurred by the volunteer on behalf of the organization and pre-approved by the relevant supervisor, will be reimbursed. If a volunteer does not wish to be reimbursed, Volunteer Services suggests she/he accepts a receipt for their donation of the purchase amount.

As a way to show that Holy Cross Health appreciates and values the services volunteers provide to the organization, Holy Cross Health offers several benefits:

- Placements are available seven days a week in the morning, afternoon and evening. Late night or overnight shifts are available to adults with approval from the Manager of Volunteer Services.
- Volunteers will be provided the same discounts as employees to community establishments. Volunteers may purchase some of these discounted items at the cashier's office as they are available. These benefits vary by location. Human Resources has a list of programs available to employees and volunteers. Volunteers are also welcome to attend and participate in employee functions and meetings when appropriate.
- Volunteers will receive extra service hours (double) when they volunteer any hours on the following days: New Year's Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve. Weekends associated with these holidays may also be included.
- Volunteers will be encouraged to participate in events hosted by the Volunteer Services department that promote getting to know departments or other volunteers.
- Free parking is available, but the location varies by building. Holy Cross Health Clinics should park in the lots surrounding the building.
- Holy Cross Hospital and Holy Cross Germantown Hospital are proud members of the Montgomery County Volunteer Center, whose website can be used to find additional volunteer opportunities.
- Holy Cross Health offers a Volunteer Newsletter. It is full of interesting articles about the hospitals and volunteer profiles. You can find copies in the Volunteer Services office.
- Volunteers who are interested in employment at Holy Cross Health should consult with a member of the Volunteer Services Department. After completion of 100 service hours, volunteers qualify for Volunteer Services to contact the hiring supervisor for a position to provide a recommendation or reference. Holy Cross Health is an equal opportunity employer.

Exiting Volunteers

Volunteers wishing to resign from volunteering must:

- Provide a minimum of 2 weeks' notice to the department supervisor and Volunteer Services, with 4 weeks' notice being given to Gift Shop Managers by volunteers serving in a Gift Shop.
- Turn in ID badge on the last day to either Volunteer Services or Protective Services

Volunteers who choose to resign may keep the volunteer uniform jacket, or return a used jacket as a donation to the Volunteer Services department.

Volunteers who leave in good standing are eligible to return to volunteer. These volunteers may have to complete parts or all of the onboarding process to begin volunteering again. Badge and uniform jacket will be reissued at the time of return, with current costs for the purchase of the jacket.

Grievances and Disciplinary Action

Volunteers have the right to have concerns or grievances heard. If there is a concern that cannot be resolved with a department supervisor, then volunteers can direct their concern to the Volunteer Services team for resolution. Volunteers are asked to bring any suggestions or ideas to the Volunteer Services team's attention.

The Manager of Volunteer Services reserves the right to set a probationary period for a volunteer or intern, especially when a performance improvement contract is set. Volunteer Services also reserves the right to address any concerns related to a volunteer's service, behavior, attendance, etc. directly with the volunteer and take appropriate disciplinary action.

Volunteers under the age of 18 have the right to have an advocate present when formal performance management processes are undertaken. Volunteers participating in high school internships will follow the school policy regarding the attendance of an internship coordinator, parent/guardian, or both internship coordinator and parent/guardian.

Volunteers/interns requiring disciplinary action or termination will be treated in a respectful and professional manner. Verbal counseling should be used with the volunteer for any inappropriate behavior/actions. Verbal counseling can also be used in conjunction with termination. Any Disciplinary Contract conducted is to be documented in the volunteer's file and witnessed by another impartial individual, if possible. Completion of a Disciplinary Contract would be considered as warnings prior to a termination.

Behaviors which may result in dismissal from the program include, but are not limited to:

- Intentionally misleading the Volunteer Services Team with words or actions,
- Being excessively absent without notifying the supervisor or Volunteer Services,
- Lack of cooperation or insubordination,
- Stealing hospital property – a volunteer may be prosecuted if caught stealing,
- Failing to complete observation checklist(s), TB testing, required training or yearly education,
- Charting or reading charts when unauthorized,
- Not following policies and procedures from other staff while working in their areas,
- Breaching confidentiality or non-compliance of HIPAA policies,
- Use of social media that conflicts with Holy Cross Health policies,
- Smoking, using of drug(s) or alcohol,
- Failing to abide by scent-free environment policy,
- Accepting or asking for money or gifts from patients,
- Soliciting medical staff for medical advice for self, patient or guest while on duty,
- Attempting to give a patient medical care of any kind,
- Discussing the costs of hospitalizations with a patient or guest,
- Entering, without specific authorization, restricted areas which include but are not limited to:
 - o Restricted patient units to which the volunteer is not assigned
 - o Restricted patient rooms (including all rooms with precautions/isolation/negative pressure)
 - o Delivery rooms
 - o Operating rooms
 - o Rooftop
 - o Conference rooms
- Attempting to sell items to patients, patient's guests or employees,
- Having friends or relatives (including children) visiting them while on duty,
- Other circumstances, as identified by Volunteer Services.

To appeal, the volunteer may request to meet with the Manager of Volunteer Services and/or Chief Mission Officer, whose decision is final.

Education plan

This Active Volunteer Policy will be available for review in Policy Tech. A notice will be posted in the Volunteer Services office to notify volunteers that this policy is available upon request.

Attendance

- Report for duty on time and stay the full time leaving when your scheduled assignment has ended.
- The privilege of being a volunteer carries with it the responsibility of being loyal to the health system and your assigned area(s). Regular attendance is necessary. Remember, Holy Cross and its staff members depend on your commitment to help.
- Always sign IN and OUT in on the computer to ensure that your hours are kept up to date.
- Off-site volunteers who do not have access to the volunteer management system should email their total monthly hours at the end of each month. Please send email to the Manager of Volunteer Services.
- Regular attendance is essential, and when it is necessary for you to be absent, please notify your assigned supervisor so that a substitute can be found.
- Do not report to work when ill.
- Use good judgment when deciding to travel during inclement weather.
- Please consider picking up extra shifts on holidays, no school days, and other low-volunteer-participation days. The staff really appreciate the support when normally scheduled volunteers and interns are not reporting on these days. To make arrangements to do this, please coordinate with your supervisor on the unit or with the Manager of Volunteer Services in advance.

Uniform and Personal Appearance

- Wear business-casual attire. This means a nice top, professional pants, and comfortable shoes. Wear proper, acceptable clothing for the job. You will be on your feet a lot, so sneakers are recommended for safety. Dress shoes that completely cover the top of the foot and have a heel less than 1 inch are appropriate.
- Always wear your volunteer uniform jacket and ID tag while on duty. The uniform jacket and ID identifies you to patients and hospital staff and helps to fit you into the general hospital setting. Your jacket should always be clean and pressed. Remember, when you put on that jacket and badge, *you are Holy Cross Health!*
- Always wear your picture ID at chest level so that others are able to read your name.

The following attire is not permitted:

- Jeans or material resembling denim
- Any clothing with messages, logos, or pictures (unless issued by HCH)
- Tank tops, tube tops, tee shirts or tank dresses
- Shorts, skorts and cutoffs
- Athletic apparel and sweatshirts
- Tight-fitting leggings, stirrups, or spandex attire
- Clothing that does not fully cover underwear, midriff and cleavage
- Flannel and thermal shirts
- Sleeveless shirts/tops/dresses without a jacket or sweater
- Short skirts (length less than one inch below the length of the wearer's extended arm)
- Caps and hats

Accessories

Body piercing jewelry (other than ears) must not be visible with the exception that a single small nose stud is permissible. Visible tattoos should be covered with clothing whenever possible. Facial tattoos are not allowed. Inappropriate or offensive tattoos are prohibited. Lapel pins or buttons of a political, comic or advertising nature are not appropriate unless they represent years of service to Holy Cross Health.

Nails

Nails should be groomed and clean. Artificial nails and nails longer than one quarter of an inch in length are not allowed to be worn. Nail polish should be without chips or cracks, so it is recommended to not wear it at all.

Ethics

- All volunteers are subject to the same code of ethics governing the professional staff of Holy Cross Health.
- The greatest discretion should be used in discussions pertaining to a patient. Avoid criticism of patients, the hospital or its staff. Any concern should be brought to the attention of the Manager or Coordinator of Volunteer Services.
- Always follow instructions meticulously. Remember that every rule and regulation has an important reason.
- All volunteers should be dignified and pleasant. Remember that everyone, especially individuals who are sick and their relatives and friends, will appreciate cheerfulness and willingness to help.

Confidentiality

- All volunteers must sign a statement of confidentiality before they may actively start volunteering, and annually thereafter.
- All written or oral information regarding patients, visitors and staff is strictly confidential.
- It is both a moral and legal obligation of the volunteer not to reveal the diagnosis or any other information about a patient to anyone.
- When accessing patient information on the computer, always view only those patients for whom you are providing care or service. Never look up your own records or the records of your co-workers, friends, neighbors, or family members.
- In this age of computerization, it is important to maintain patient confidentiality by
 - protecting/not sharing passwords.
 - logging off the computer when done or stepping away.
 - not logging on the computers of others.
- The Health Insurance Portability and Accountability Act (HIPAA) was created by the federal government to protect against fraud and abuse.
- HIPPA compliance means that conversations about patients should be limited to the professional care providers, be avoided in public places and restricted to a “need to know” basis.
- HIPPA applies to everyone in the workforce, including volunteers.
- Protected Health Information (PHI) is information related to a person’s health care treatment that must be kept confidential.

Liability

- If an accident or injury occurs while on duty, the incident must be reported immediately to your supervisor and an incident report completed. Volunteers will go to Employee Health and if necessary be seen in the Emergency Department.
- If a patient is injured while being transported or assisted by a volunteer, the hospital's liability insurance protects the volunteer as long as (a) he/she is in uniform, (b) scheduled to volunteer, (c) has signed in and (d) was acting within the scope of his/her assigned duties.

Continuous Quality Improvement

- Holy Cross Health's vision for quality is to ensure that patient care is provided in a way that offers the maximum opportunity for the best possible outcome in an environment that is safe and caring.
- Quality service means being friendly, i.e. smiling, showing concern and going out of your way to assist patients, visitors and staff.
- Ask the staff in the department you are assigned to further train you if you feel unsure about your assigned duties.
- When presented with a question that you are unsure of, ask a staff member in your department for the proper answer.
- When working with frail individuals in late adulthood (age 70+), it is important to consider that they:
 - may be experiencing multiple losses such as loss of independence, physical functioning, and/or death of spouse
 - have a potential for falls, so providing a safe and secure environment is necessary.
 - might feel the need to share past experiences, so it is important to offer opportunities and encourage "life reviews."

Volunteers Dos and Do Nots

- **DO** knock before entering a patient's room.
- **DO** any little chore patients ask of you. Ask the patient if he/she needs anything.
- **DO** notify your supervisor and the Manager or Coordinator of Volunteer Services in writing of any change in name, address, and/or telephone number.
- **DO** obtain a copy of your service description from the volunteer office if you have any questions pertaining to your volunteer assignment and/or role.
- **DO** practice good hand hygiene

- **DO NOT** bring friends to the hospital or have them visit you while you are on duty.
- **DO NOT** enter isolation rooms, or rooms that have patients on special “precautions”.
- **DO NOT** give liquids or food to patients where sign **N.P.O.** is on the door. (This means patients **cannot** have any liquids or food.)
- **DO NOT** change area of work without first consulting the Manager or Coordinator of Volunteer Services.
- **DO NOT** accept tips.
- **DO NOT** sit or ride in wheelchairs.
- **DO NOT** smoke. Holy Cross Health's campuses are tobacco-free.
- **DO NOT** wear any scents that may agitate staff, volunteers, patients, or visitors. Holy Cross Health is a scent-free organizations.

**If you have any philosophical or religious beliefs conflict with providing care to a patient, make sure to address the issue with your supervisor and/or the Manager of Volunteer Services. An attempt will be made to make accommodations so that the patient is provided safe care without compromising your beliefs.

Service Excellence Agreement

COPY

Holy Cross Health is striving for Service Excellence, which requires consistency in terms of staff expectations for service delivery and accountability. As a volunteer of Holy Cross, you commit to Service Excellence and agree to be held accountable to the following skills and behaviors that have been identified by Holy Cross Health.

I understand and am clear that I will greet each patient, employee or other individual with a pleasant disposition.

Regarding patient and visitor interactions, I understand and am clear that:*

- I will greet each patient, employee or other individual with a pleasant disposition.
- During my first patient/customer interaction I will introduce myself by name and role;
- I will clearly explain what they can expect of me during each interaction;
- I will listen actively and inquire if they have any questions about the interaction and/or the tasks I performed during each interaction;
- I will close every interaction by summarizing the interaction and asking if there is anything more I can do.
- If there are subsequent/series visits to the patient I will end the interaction with a positive salutation for example; “Have a great evening, we will see you tomorrow.”; and
- Upon discharge or transfer of care/handoff I will thank the patient for allowing Holy Cross Hospital to participate in their care.

Regarding all interactions, I understand that the following actions are barriers to Service Excellence overall and to providing patient-centric service excellence in particular, and I commit to not engaging in these behaviors: *

- Use of personal electronic devices while in public view (e.g., cell phones, laptops, iPads, MP3 players);
- Reading of non-work materials while in public view (e.g., magazines, books, Internet);
- Not adhering to the Appearance Policy (for example: inappropriate fitting uniform, dirty or with under clothes showing-low waist, inappropriate placement of name badge);
- Loud or vulgar tone or inappropriate personal communications;
- Lack of sense of urgency or imparting compassion; and
- Attitude not respectful of peers.

AIDET - the fundamental approach for each encounter with a patient or guest

A	Acknowledge	(1) Eye contact (2) Acknowledge patient and family (3) Smile
I	Introduce	(1) Name (2) Title (3) Role in care delivery process
D	Duration	(1) How long are you available to help? (2) How long will you take to do something? (3) How long until the end of your shift?
E	Explain	(1) Explain treatment plan (2) Explain what you are doing (3) Ask if they need further explanation
T	Thank You	(1) Thank you for your patience (2) Thank you for allowing me to help you (3) Thank you for sharing your story with me

H.E.A.R.T. Service Recovery Model

- **Hear** - Actively listen, pay attention to verbal and non-verbal cues, & reflect back to the speaker so you can clarify understanding using phrases: "It sounds like..." or "What I'm hearing you say is..."
- **Empathize** - Empathy is the ability to imagine oneself in another's place & understand their perspective/ideas/feelings/desires. Use empathetic phrases to convey your feelings & connect: "I can only imagine how you must feel." or "Anyone would be upset given what you describe."
- **Apologize** - Apologizing is not taking the blame. Apologizing is acknowledging that something happened and expressing regret that it happened: "I am sorry that you had to wait 45 minutes past your appointment." Or "I'm sorry I was not able to assist you earlier."
- **Respond** - Address what you can do to assist the person: "I'd like to do this to help." Then follow up. Take ownership and establish a realistic expectation with the person about what can be done.
- **Thank** – Provide a specific expression of gratitude: "I appreciate you bringing this to my attention so that I can address it. Is there anything else I can do for you?" "Thanks for choosing Holy Cross."

Hospital Policies and Procedures

Fire Safety

The most important thing you can do about fire safety is to be prepared!

- Know R A C E, the types of fire extinguishers, and P A S S. (See below)
- Know the evacuation plan for your area – it should be posted near your work area. Know at least two exit routes out of the unit and out of the hospital.
- Know the location of the fire alarm pull stations in your work area.
- Know the location and type of all fire extinguishers in your work area.
- Pull the alarm box and call extension 2-2222 if you see a fire.



In the event of a fire, RACE!

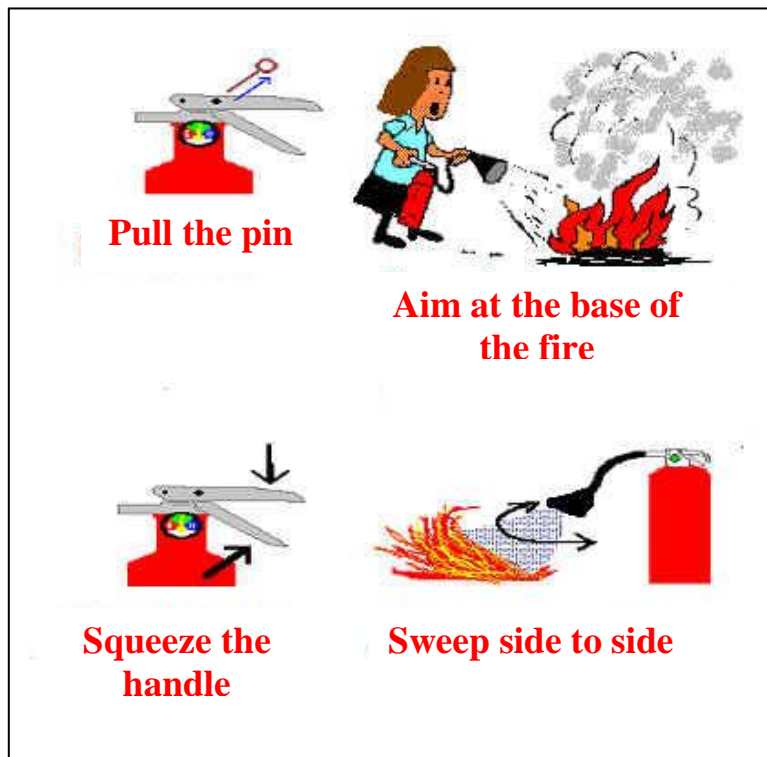
- R** Rescue people in immediate danger.
- A** Sound the Alarm. (Pull alarm; Call #2-2222; Confirm the location of the fire.)
- C** Contain the fire. (Close all doors.)
- E** Extinguish. (Use good judgment when deciding to fight a fire.)

To determine the type of extinguisher to use, check the label on the front of the extinguisher!

- Combustible fires (wood, paper, cloth) - Use water or multi-purpose dry chemical extinguishers.
- Flammable liquid or gas fires - Use CO2 or multi-purpose dry chemical extinguishers.
NOTE: Do not extinguish a flammable gas fire until the source is turned off.
- Electrical Fires (electronic equipment) - Use CO2 or multi-purpose dry chemical extinguishers.







To use a fire extinguisher, remember PASS (Stand 6-8 feet from the fire.)

- P** Pull the pin. (Plastic or metal seal will break.)
- A** Aim the extinguisher nozzle at the base of the fire.
- S** Squeeze the operating lever and handle together.
- S** Sweep the nozzle back and forth.



Stroke Awareness

Stroke is defined as a sudden interruption of blood supply in the brain that can lead to rapid neurological damage. **ALL EMPLOYEES, STAFF AND VOLUNTEERS ARE EXPECTED TO KNOW THE SIGNS OF A STROKE:**

B	E	F	A	S	T
Balance	Eyes	Face	Arms	Speech	Time
					
B is for Balance:	E is for Eye:	F is for Face:	A is for Arm:	S is for Speech:	T is for Time:
Does the person have a sudden loss of balance?	Has the person lost vision in one or both eyes?	Does the person's face look uneven?	Is one arm hanging down?	Is the person's speech slurred? Does the person have trouble speaking or seem confused?	Call 911 now!

AT THE FIRST SIGN OF STROKE, ACT FAST!!

ACTIVATE THE STROKE TEAM BY CALLING **2-2222 AND STATE THE LOCATION OF THE PATIENT.**

The stroke team is comprised by specially trained doctors, nurses and technicians.

BY ACTING FAST, YOU MAY SAVE A LIFE!!!!

HAZARDOUS MATERIALS

Types of Exposure and Precautions

- Breathing – Inhalation.
- Swallowing – Ingestion.
- Skin and eye contact – Absorption.
- Short-term exposure may cause immediate effects, such as burns or sudden illness.
- Long-term exposure may cause diseases such as cancer and reproductive problems, including damage to unborn children.

Keep yourself safe!!

- Never touch/clean up spilled liquid with bare hands. It may be hazardous chemicals. Remember colorless liquid does not automatically mean that it is water.
- If you suspect hazardous chemicals spills, alert a staff member immediately and/or call security.
- If you have a chemical exposure on your skin or eyes, flush with water for 10 minutes and go to the Emergency Department for treatment.

INFECTION CONTROL SAFETY

Standard Precautions

Hand Washing

- **The single most important practice in the prevention of infection in patients and in healthcare workers.**
- Use waterless, alcohol-based hand sanitizers to clean hands when there is no visible soilage.
- Do not wear artificial nails when in direct contact with patients, their food, medications, and sterile equipment. Studies have shown that artificial nails were the cause of outbreaks in healthcare settings.
- When using soap and water, it is necessary to wash hands for at least 15 seconds to remove transient bacteria that have been picked up on hands.

Glove Usage

- Gloves are to be worn for “one event” and then discarded.
- Hand washing after glove removal is a crucial part of glove safety.
- Hand creams with a petroleum base (mineral oil) can break down latex gloves and leave holes in the gloves.
- Anyone who demonstrates sensitivity to gloves, or any other personal protective equipment (PPE), should contact Employee Health Services for recommendations on product alternatives.

Linen

- All linen should be handled as if it is contaminated once used by a patient or if it has touched the floor.
- All linen should be held away from your clothing.
- Hands must be washed after handling laundry.
- Linen that is wet must be placed in a non-permeable bag.
- Clean and dirty linen must be stored separately.

Red Bag Waste

- Only used medical equipment soiled with blood or body fluids should be discarded into red hazardous waste bags.
- Paper waste not contaminated with blood and body fluids should not be put in red bags.
- Red bag and regular waste should never be mixed in the same container.
- Red bag waste should never be pushed down with hands.
- Red bag waste should be carefully transported in designated covered containers.
- Red bag waste should only be stored in designated controlled areas.

** Use additional barriers if likely to become soiled or splashed.

Influenza Vaccination & COVID Vaccination

There are no exemptions for volunteers or interns for vaccinations. An annual influenza vaccination program for staff and volunteers is required to prevent health-care associated transmission of influenza. In addition, education for staff and volunteers about the flu vaccine and the diagnosis, transmission and potential impact of influenza is also available. Proof of influenza vaccination must be provided to Volunteer Services by the November deadline for the most current season.

Proof of COVID vaccination and appropriate boosters should be provided to Volunteer Services when received. Volunteer Services is required to submit monthly reports and must have the documentation to support those reports. Doses required will follow employee requirements.

General Infection Control Reminders

- Do not come to work with a fever, uncontrolled diarrhea, vomiting, a draining wound or an undiagnosed rash.
- Be aware of Biohazard Signs (with orange and black markings) around the hospital. They note areas where blood and body fluids may be encountered.
- Educate yourself. Understand what causes infections and how they are spread.
- No eating or drinking in patient care areas.
- Protect yourselves from patients who are actively coughing by giving them tissues to cover their mouth and wearing a mask if you must be within three feet of a patient before a diagnosis is made.

ACTIVITY	HAND HYGIENE	GLOVES	GOWN	MASK / EYE PROTECTION
Talking to Patient				
Serving Meals, Removing Trays				
Feeding a Patient	X			
Handling a Non-soiled Patient	X			
Handling Patient Belongings Soiled with Body Fluids	X	X		
Sanitation after a Body Fluid Spill / Splash	X	X	**	**
Transporting a Patient without Visible Soilage	X			
Transporting a Patient likely to Soil the Environment	X	X		
Taking a Specimen to the Lab	X	X		
Handling Soiled Waste, Linen, or Other Item	X	X		

Injury Prevention

Slips, Trips and Falls

- In our facility, wet floors and icy parking lots are the two most often cited reasons given for slips and falls. While the Environmental Services department makes every effort to keep the floors clean and dry, every employee and volunteer should be alert for spills and other unsafe conditions and take appropriate action to eliminate them.
- Casual sandals are not considered appropriate. Tennis/athletic shoes may be worn if they comply with department standards. In the event of inclement weather it is expected that volunteers will display a common sense approach to their footwear keeping their own safety and well-being in mind.
- Loose equipment cords and cables are most often cited as the reason for trips. Extension cords are limited to certain situations and must be approved by maintenance or clinical engineering for medical equipment.
- Cords of portable equipment must be neatly wound and secured when not in use.

Body Mechanics

- Everyone who works in a hospital should remember that arms and legs should do the lifting and not the back.
- Maintain good posture by proper body alignment.
- Face the direction in which you are moving if at all possible – AVOID any spinal twisting.
- Never try to lift beyond your strength.
- While carrying an object, hold it firmly and close to the body.
- Ask for assistance when carrying anything over 30 pounds.
- Use a cart whenever possible, making sure you can see what is around you when pushing it.

DISASTER AND EMERGENCY PREPAREDNESS

Important Signals

- Code "Yellow" Disaster
- Code "Gold" Bomb Threat
- Code "Pink-Infant" Infant Security Alert
- Code "Pink-Child" Child Security Alert
- Code "Red" Fire
- Code "Silver" Active Shooter
- Code "F" Watch Fire Alarm System Not Operating (Fire Watch in Effect)
- Code "A" Nurse Call System Inoperable (includes Code Blue button)
- Code "Blue-Adult" Cardiac Pulmonary Arrest Adult
- Code "Blue-Maternal" Maternal code anywhere in the hospital
- Code "Blue-Child" Pediatric code anywhere in the hospital
- Code "Green" Request for assistance for disruptive patients/visitors staff

Disaster Plan Implementation

- The President/CEO or designee determines when to activate the disaster plan. When the Montgomery County Department of Fire and Rescue Services declares a state of disaster the hospital will most probably follow and declare a state of disaster.
- Examples Include:
 - Flood
 - Bus Accident
 - Chemical/Biological Exposure
 - Power/Utility Failure

Disaster Procedure

In the event that a disaster hits while on volunteer duty and there is willingness to help, report to your area supervisor to receive further instructions.

Evacuation Procedure

If evacuation is determined to be necessary by Executive Administration or the Fire Department, follow the posted evacuation plan for your area. Make sure you know where the plan is located and become familiar with close-by exits. Remember the following:

- Do not use the elevators.
- Remember to evacuate horizontally first – from the East to West building instead of down the stairs!
- Follow the directions of Security and the Fire Department.

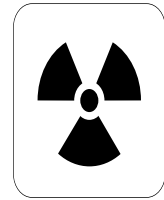
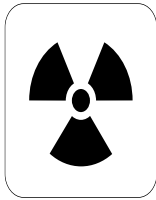
Bomb Threat

- Call x2-2222 immediately in the event of a Bomb Threat.
- If you take the call, write down everything about the caller (sounds, voice tone, gender, accent, etc.).
- All employees are to report to their supervisor for further instructions.

Safety And Security

- The hospital is committed to providing a safe work environment for all patients, visitors and employees. Measures the hospital has taken to ensure safety include:
 - lighted sidewalks and parking garages.
 - surveillance camera system installed in all high risk areas.
 - access control system installed on all exterior doors except the main doors and emergency center entrances.
 - all visitors must sign in and have a visitor ID badge.
 - employee ID badges must be visible when entering and while present in the building.
 - security personnel are visibly present at the front and rear entrances to the hospital.
 - protective escorts to and from the parking areas are available from the security department.
 - security conducts regular mobile and foot patrols.
 - all employee and physician vehicles must be registered with security.

- Employees and volunteers can help protect their personal belongings by keeping personal property secured when they are not in their work area, only bringing essential personal items to work, locking their car and removing any valuables from sight within the car.
- In the event that a suspicious person or activity is observed on campus, contact security at extension 2-7070 for Holy Cross Hospital in Silver Spring or extension 2-6060 for Holy Cross Germantown Hospital.



BIOTERRORISM RESPONSE PLAN

What is bioterrorism?

Bioterrorism is the intentional or threatened use of biological warfare agents, including viruses, bacteria, fungi, or toxins against civilian and/or military populations.

How do I know if bioterrorism occurs?

Detection of bioterrorism is done via the identification of an unusual incidence of a disease process. This could include:

- A rapid increase in disease occurrence.
- An unusual increase in number of people seeking care (especially with fever, respiratory or gastrointestinal complaints).
- An endemic disease that presents at an uncharacteristic time or in an unusual pattern
- Clusters of patients arriving from the same locale.
- Any patient presenting with a disease that is relatively uncommon and has bioterrorism potential (i.e., anthrax, smallpox, tularemia, plague).

How do I protect myself from potential exposure to patients who have not yet been diagnosed?

Standard precautions should be carried out with EVERY patient. Standard precautions include:

- **Handwashing:** Immediately after removing gloves, between patient contacts, and as appropriate.
- **Gloves:** Worn when touching blood, body fluids, excretions, secretions, or items contaminated with such body fluids. Change gloves between tasks and between procedures on the same patient.

POSSIBLE PATIENT ABUSE

In the state of Maryland, all members of the health care team are required by law to report any suspected abuse or neglect of a child or vulnerable adult to local child protective services. A vulnerable adult is an adult who is compromised and may not be able to advocate on their own behalf. They are typically age 70-death, frail, or have special needs.

A few physical indicators of abuse or neglect are:

- Bruises, broken bones, cuts, scars and abrasions
- Inappropriate clothing for the weather
- Evidence of prior bone fractures on x-ray
- Poor hygiene and/or poor nutrition
- Poor skin condition
- Dehydration
- Weight loss

If you suspect someone may be the victim of domestic violence or other abusive or neglectful behavior, refer that individual to the hospital's emergency room. If the individual is a patient of Holy Cross Health, advise the manager of your assigned area and/or the Manager or Coordinator of Volunteer Services.

WORKPLACE VIOLENCE

Approximately two million workers are victims of workplace violence each year in the United States. Over six million people are threatened by workplace violence each year. Over 16 million people are subject to workplace harassment annually. Workplace violence costs employers billions of dollars each year. The impact to the individual, however, is far beyond financial cost.

What is workplace violence?

Workplace violence is any act of aggression or hostility within a work setting. It can be classified into one of four categories:

Criminal Intent: The person committing the act has no relationship to the hospital or its employees and is usually committing a crime in conjunction with the violence (i.e. robbery, trespassing, homicides).

Patient/Patient Family to Employee: The person committing the crime is a customer/patient of the hospital and becomes violent while being served by an employee(s). This type is one of the most common types of workplace violence in the healthcare industry.

Worker to Worker: The person committing the crime is an employee or past employee of the hospital who attacks or threatens another employee(s) in the workplace. This type of violence accounts for approximately 7% of all workplace violence.

Personal Relationship: The person committing the crime has a personal relationship with the intended victim, but usually not the hospital. This can include domestic violence that occurs in the work setting.

Holy Cross Hospital prohibits harassment and violent behavior in the workplace.

This includes:

- Creating an intimidating, hostile, or offensive work environment
- Interfering with an individual's work performance
- Adversely affecting an individual's employment opportunity
- Threatened or actual physical harassment
- Sexual harassment which includes inappropriate contact, language, or threats related to sex or of a sexual nature
- Harassment based on cultural, ethnic or language differences
- Physical violence
- Abusive language

Weapons are strictly prohibited in the hospital or on any owned or leased hospital properties and surrounding and adjacent properties without hospital authorization.

Report violence in the workplace.

Report harassment, violence, or other violations to your supervisor. You may also contact the Human Resources. If you are in immediate danger, contact Security at extension 2-7070 for Holy Cross Hospital in Silver Spring or extension 2-6060 for Holy Cross Germantown Hospital.

Violent, Threatening, or Hostage Situations

If a violent incident occurs steps must be taken *immediately* for the protection of staff, patients and visitors in the immediate area.

- Call Security at extension 2-7070 for Holy Cross Hospital in Silver Spring or extension 2-6060 for Holy Cross Germantown Hospital.
- Take whatever means are safely available to remove people from the area to a secure location.
- Notify all employees and others in the immediate vicinity to leave the area.
- Prevent persons outside the immediate area from entering the area.

Code Silver

- Code Silver is for security response only. Used for an event in which hospital staff, physicians, volunteers, visitors or a patient is involved in a situation where there is a shooting, or immediate threat involving the use of a firearm.
- If you find yourself involved in an active shooter situation, accept that a violent incident is occurring, try to remain calm and assess what is going on as quickly as possible.
- Call 911 or 2-2222 as quickly as possible and provide:

Your specific location

Number of people at your location

Number injured & types of injuries

Location of assailant(s)

Number of suspects/assailants

Shooters identity if known



Quickly determine the most reasonable way to protect your own life: Escape? Hide? Protect?
Who? Where? **Confront the Shooter? ONLY AS THE ABSOLUTE LAST RESORT !!!!!**

- Evacuate the area if safe to do so, leave belongings behind.
- Police officers responding are trained to respond to the area where the shooter was last seen.
- Police officers will not stop to aid injured people—their goal is to stop the shooter.
- Keep your hands visible at all times, and if you know where the shooter is, tell the officers.
- Evacuate in the direction from which the officers are entering, or as instructed by the Police officer.

Volunteer Agreement

COPY

If I am accepted as a volunteer, I agree to (you must check all): *

- Keep all information regarding patients/clients confidential.
- Give permission for the Volunteer Services staff to discuss my work history and performance with those I have listed as supervisors and references and with my potential HCH supervisor(s).
- Sign in and out each day I volunteer according to the protocol set up for my particular area.
- Promise to volunteer a minimum of 100 hours per area.
- I understand verbal/written verification of hours or letter of reference/recommendation will only be given after I have contributed the minimum of 100 hours.
- Always be punctual and regular in attendance.
- Notify my supervisor(s) in advance if I cannot work my schedule.
- Wear the hospital I.D. badge while on volunteer duty.
- Purchase my own volunteer jacket (new \$30, used \$20) and wear it whenever on duty.
- I won't expect compensation or employment as a result of my volunteer work.
- Provide my own transportation to and from the volunteer work site at my expense.
- Notify my supervisor(s) and the Manager of Volunteer Services of my plan to resign at least two weeks in advance.
- Return my hospital I.D. badge to Volunteer Services on my last day.
- Abide by Holy Cross Hospital policies and procedures.
- Have a background check (for 18 years and older).
- I am at least 16 years old.
- I am not volunteering as a court requirement or as an attorney referral.
- I have never been convicted of a crime.

EMERGENCY CONTACT NUMBERS

EMERGENCY—In Hospital	2-2222
Emergency—Off Site	911
SECURITY	
Holy Cross Hospital – Silver Spring	2-7070
Holy Cross Germantown Hospital	2-6060

USEFUL CONTACT NUMBERS

Holy Cross Hospital – Silver Spring MAIN NUMBER	301-754-7000
Holy Cross Germantown Hospital MAIN NUMBER	301-557-6000
Holy Cross Hospital – Silver Spring OFFICE OF VOLUNTEER SERVICES	301-754-7306
Holy Cross Germantown Hospital OFFICE OF VOLUNTEER SERVICES	301-557-6970

This is the person and phone number you should call when you cannot come to volunteer. Place this information in your mobile device:

YOUR SUPERVISOR’S NAME _____

PHONE NUMBER _____

DEPARTMENT _____