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St. Lawrence Health System

VOLUNTEER HANDBOOK

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WELCOME TO ST. LAWRENCE HEALTH SYSTEM

St. Lawrence Health System was established in December, 2013 with the mission to improve health, to expand access, and to lower costs through coordination and integration of services. Encompassing several corporations, including Canton-Potsdam Hospital, Potsdam, NY, and Gouverneur Hospital, Gouverneur, NY, St. Lawrence Health System also operates extension outpatient facilities in Antwerp, Brasher Falls, Canton, Colton, DeKalb Junction, Edwards, Gouverneur, Massena, Norfolk, and Potsdam. The largest employer in St. Lawrence County, with just over 1,400 employees, St. Lawrence Health System has 140 full-time medical staff members and annual net operating revenues of $210 million.

As a member of the team at St. Lawrence Health System, you can be considered our most valuable asset. Without people, the hospitals could not function. We hope you will enjoy volunteering here and feel very much a part of the total organization.

Each position in the System is important. The hospitals cannot function effectively unless everyone works together. You must remember that your real reason for serving Canton-Potsdam Hospital/Gouverneur Hospital is to serve every patient who comes here. Your assignment, whatever it may be, contributes to the System fulfilling its responsibility to give the best of service to all our patients.

Our standards at Canton-Potsdam Hospital/Gouverneur Hospital are high. Our success depends on what we do as a group to provide the finest quality patient care. You are responsible to do your part to provide continuous, cooperative, and quality service that meets our standards.

This volunteer handbook explains what you can expect from both hospitals and what the hospitals will expect from you. I recommend you read it and keep it up to date so you will always be informed regarding current policies. If you have any questions concerning these policies, please speak with your supervisor or visit the Volunteer Services office; either will be happy to assist you. Revisions to your Volunteer Handbook will be sent to you by the Volunteer Services office.

Good luck and welcome to the St. Lawrence Health System team.

Katie McLaughlin
Volunteer and Workforce Manager

MISSION: To provide skilled, compassionate, cost-effective care that promotes wellness and meets community needs.

VISION: We are committed to continuous improvements that:
Meet the needs and expectations of our customers, provide or coordinate access to care, develop our skills and talents and provide the human resources, facilities and equipment we need to serve our customers. We work effectively with others to improve the region's healthcare systems.

VALUES:

Integrity - Guiding Our Actions by Ethical Commitments

- Consistently acts in the best interests of our patients, their families, our hospital, and our community.
- Follows through on commitments, holding self and others accountable for actions and outcomes.
- Speaks up and takes positive action when something seems wrong, inappropriate or inconsistent with our values or standards.
- Consistently acts with openness, honesty, transparency, and trustworthiness in communication.
- At all times respects the dignity, privacy and confidentiality of others.

Respect - Recognizing and Responding to the Value of Others

- Demonstrates respect for the personal autonomy, intrinsic dignity and worth, and individual uniqueness of each person we serve.
- Treats others in a manner that elicits mutual trust, understanding and partnership toward success.
- Values diversity of personal experience, cultural insights and perspectives, professional identity, and training in achieving collaborative goals.
- Demonstrates consideration of others with regard for the feelings and needs of others, and an awareness of the effect of one's own behavior on them.
- Seeks out opportunities to demonstrate regard and appreciation for others.

Compassion - Providing Excellent Care with Kindness

- Identifies with others, acting with thoughtfulness in anticipation of their needs.
- Consistently approaches others with respect, dignity, courtesy, and warmth.
- Actively listens to the needs of others, and in understanding these needs acts promptly to address them.
- Acknowledges others by name, with eye contact and a smile.
- Maintains a focused and personal presence when engaged in service to others.

Professional - Acting with Mature Insight, Sound Judgment and High Standards

- In appearance, demeanor and deportment conveys a professional image in interaction with others.
- Brings the highest professional standards of ethics, knowledge, skill, and competence to bear in decision-making and work performance.
- Approaches workplace challenges in a manner that reflects professional maturity, confidence, and respectfulness.
- Understands and embraces the core professional identity as one whose talents are placed in the service of others for their benefit.
- Preserves the safety, security, and confidentiality of private, protected information in all professional contexts.

Excellence - Commitment to Quality, Innovation and Continuous Improvement

- Continually challenges the status quo in pursuit of bettering our best.
- Utilizes data and measurement to benchmark processes and outcomes.
- Embraces evidence-based practices as minimal standards of practice.
- Demonstrates a personal commitment to deliver excellence in safety, quality, and service.
- Understands accreditation, regulatory and stakeholder expectations, and exceeds them.
- Embraces change in the continuous pursuit of innovation and superior care.

The Hospital was started in the early 1920's out of a desire of local citizens to improve health care. A house at 37 Waverly Street, on the corner of Cottage Street, was donated by John L. Brown. It served as the initial Potsdam Hospital, opening March 13, 1925. In 1928, approximately four acres of land were donated, which is the current hospital site. A new wing was added in 1949, and a major expansion was completed in 1967.

The Edward John Noble Hospital in Canton was incorporated in 1947, and admitted its first patient in 1952. With strong community support, this hospital served the Canton area until 1973, when it merged with the Potsdam Hospital.

In 1988 the new 13,500 square foot Emergency and Ambulatory Care Center was completed. The Hospital is a community hospital, built and maintained by local citizens for the health of all who need our services. It is not run by government and is not tax supported. A volunteer Board of Directors, composed of local community leaders, is responsible for governing the Hospital.

ABOUT GOUVERNEUR HOSPITAL

Committed to high-quality, compassionate care.

MISSION: To provide skilled, compassionate, cost-effective care that promotes wellness, and meets the community's healthcare needs.

Gouverneur Hospital, located in its namesake city in Northern New York, is a not-for-profit critical access hospital founded in 2013. "Critical access" is a federal designation that is available only to hospitals located in remote, rural regions, enabling these hospitals to be reimbursed at a higher rate because of the challenges they face in providing care in high-need areas.

Gouverneur Hospital is certified for 25 beds and operates in affiliation with Canton-Potsdam Hospital in Potsdam, NY, under the umbrella of the St. Lawrence Health System. The mission of the St. Lawrence Health System is to improve health, expand access, and lower costs through coordination and integration of services.

Gouverneur Hospital serves a regional community of approximately 18,000 people in southern St. Lawrence, western Lewis, and northern Jefferson counties. Care is provided on the main hospital campus and at three regional primary care centers in Antwerp, DeKalb Junction, and Edwards, NY.

The providers and staff of Gouverneur Hospital are committed to providing patients of all ages with high-quality, compassionate care as close to home as possible. Gouverneur Hospital is also fortunate to have an extremely dedicated all-volunteer auxiliary. The auxiliary operates a gift shop on the ground floor lobby near the main entrance.

The Hospital is governed by a volunteer Board of Directors made up of business, community, and healthcare leaders from across our service area.

STANDARDS OF BEHAVIOR

Sense of Ownership/Accountability:

As a representative of St. Lawrence Health System, we are dedicated and loyal to its Mission and Vision, and all it encompasses. We realize our work is a reflection of who we are as people and professionals, and we are proud of our image within the community. We strive daily to make CPH/GH a better place for our patients to receive care, our employees to work, and our physicians to practice. We are Canton-Potsdam Hospital/Gouverneur Hospital.

We:

- Uphold the Standards of Behavior, and policies and procedures at all times.
- Promote serenity, and provide a healing environment.
- Create a culture in which we value, appreciate, and include one another.
- Pursue educational opportunities for professional growth.
- Support and participate in hospital activities (i.e. department meetings, employee forums, social events etc.).

Attitude/Courtesy:

We are committed to providing the highest quality of service and striving to exceed our customers' expectations. Our customers will be treated with the utmost respect at all times. Our patients are the reason we are here. Positive attitudes are contagious.

We:

- Behave positively and professionally at all times.
- Greet everyone with a smile, and speak with encouragement in our voices.
- Follow the JDIs: (i.e. Walk' em, Six Foot Rule, and thank you).
- Listen attentively, and avoid unnecessary interruptions.
- Display optimism, energy, motivation, and enthusiasm.
- Validate and take immediate action on complaints, concerns, and questions.
- Use key words at key times (i.e. "Please," "Thank you," "Is there anything else I can do for you?").
- Treat everyone as we would like our own family members to be treated.
- Maintain our composure, even in stressful situations.
- Remain flexible and resourceful.

Waiting/Responsiveness:

We realize time is very valuable. We strive to provide everyone with prompt service. We are committed to meet or exceed their expectations.

We:

- Address all requests promptly.

- Inform and apologize to patients, customers, and families for delays, and provide an explanation when appropriate.
- Ensure the comfort of our waiting patients, customers, and families.
- Inform patients and customers, in advance, of significant delays that may alter their scheduled appointment time, and offer alternatives whenever appropriate.

Appearance:

We are proud of our personal appearance as well as the appearance of our facility. Our appearance reflects our respect for and willingness to serve our patients and customers. We are conveying an image of professionalism.

We:

- Adhere to the CPH/GH Dress code, dressing tastefully, professionally and discreetly.
- Display our name badges prominently at all times.
- Practice good hygiene.
- Display body language that is attentive, caring, and enthusiastic.
- Limit the amount of cologne/perfume, make-up, and jewelry that we wear.

We as a facility:

- Ensure safety and cleanliness of all areas.
- Report facility maintenance issues to the appropriate departments.
- Dispose of any litter we find, especially in common areas.

Privacy/Confidentiality:

We work together to ensure everyone's right to privacy and confidentiality. We maintain a secure and trusting environment at all times. We are respectful of everyone's privacy.

We:

- Follow existing policies and procedures to ensure privacy.
- Conduct conversations in a quiet, discreet, and professional manner.
- Keep medical records confidential.
- Respect patient's rooms as their personal space (i.e. knocking before entering, and maintaining privacy).
- Obtain consent before divulging any information.
- Access and share only the information we need to perform our duties.
- Use the "hold" feature on our telephones to keep information from being overheard by callers.

Safety Awareness:

It is our responsibility to be knowledgeable and prepared to respond to emergency situations as they arise. We are responsible to maintain a safe and accident-free environment. We are thinking safe and working safe.

We:

- Follow all Federal, State, JCAHO, OSHA, and CPH/GH policies and departmental procedures regarding safety.
- Remain knowledgeable, competent, and familiar with equipment we operate.
- Notify proper departments of safety hazards that exist (i.e. wet floors, icy walkways, damaged electrical cords, etc.).
- Follow Infection Prevention policies and procedures and use proper fitting, and appropriate personal protective equipment.
- Initiate emergency responses when necessary.
- Ensure personal worksite safety by recognizing and diffusing violence in the workplace.
- Remove from service and label any unsafe and broken equipment.
- Respect the tobacco-free policy that is in effect on all Hospital property, including offsite clinics.
- Store equipment on one side of hallway when necessary.

Telephone Etiquette:

Good communication is a key component of positive customer service. We are committed to making a favorable first impression. We are communicating respectfully, clearly, and effectively.

We:

- Answer calls promptly, and identify our department and our name.
- Know how to properly operate the telephones in our areas.
- Use a tone of voice that is alert, pleasant, distinct, and expressive.
- Use the caller's name, if known, or ask "May I ask whose calling?"
- Obtain callers permission to place on hold if necessary.
- Provide the caller with the number we may be transferring to in case the call is lost.
- Speak clearly, without food or gum in mouth.
- Avoid slang phrases (i.e. yeah, nope etc.).
- Return calls promptly.

Building/Hallway/Elevator Etiquette:

We:

- Make a favorable first impression (i.e. smile and speak).
- Offer to escort our patients and customers to their destinations.
- Hold doors open to allow patients and customers to enter/exit first.

- Ensure proper coverage of our patients during transport throughout the facility.
- Allow anyone with disabilities primary access in hallways and elevators.
- Ask others politely to wait for the next available elevator when transporting patients.
- Enter hallways and elevators slowly and attentively.

Parking Etiquette:

We:

- Park in designated areas only, allowing our patients and customers to utilize the closest and most convenient areas.
- Assist patients and visitors to and from the building.
- Park in a considerate manner, not too close to others.

Commitments to Our Patients:

As representatives of Canton-Potsdam Hospital/Gouverneur Hospital, we are linked to one another with a common purpose of doing worthwhile work and making a difference. Regardless of our role within the organization, we work as a team. We say "Yes" more than "No" and "We" more than "I." We are holding each other accountable in a respectful manner to demonstrate our commitments to one another.

We:

- Commit to treat everyone with dignity, respect, and a personal touch (i.e. asking how he/she would like to be addressed).
- Advocate for our patients at all times.
- Educate our patients regarding their care and services to be provided.
- Introduce ourselves by name and department.
- Ask our patients "Is there anything else I can do for you?"
- Walk our patients and visitors to their destination when assistance is needed.
- Remain empathetic and patient at all times.

The Patient Relations Department facilitates communication between patients, families, and staff members and helps resolve any customer concerns or complaints. Patient Relations can be a tremendous resource both to our patients and families, as well as staff.

THREE JDIs OF CUSTOMER SERVICE

Just Do It

The Six Foot Rule

When you come within six feet of someone, whether in the hall or outside, acknowledge their presence with eye contact, and a friendly hello. For our visitors, and for fellow workers, it makes our hospital a more pleasant place.

Walk 'em

When you see someone in the hall or outside the building who looks a little bit lost, ask if they need directions, and then walk them to the destination. Don't just point or explain how to get there, actually walk with them – even if it means bringing them to another building on campus! While you are walking with them, it is a chance to talk for a bit, and let them know that we are a friendly place.

Say Thank You

Look for opportunities to say thank you. We all enjoy it when our good work is noted.
When another person or department helps you succeed in your work or brightens your day, take a moment to send them an e-mail, give a phone call, say thanks in person, or send a note. All departments have a supply of blank Hospital note cards and envelopes that can be used for thank you notes. And it's not just fellow employees you can say thank you to – it could be a physician, a physician's office, another outside agency, or a vendor. Your words of thanks mean a great deal to others.

You are this Hospital

You are what people see when they arrive here.
Yours are the eyes they look into when they're frightened and lonely.

Yours are the voices people hear when they ride the elevators,
and when they try to sleep, and when they try to forget their problems.
.
You are what they hear on their way to appointments that could affect their destinies,
and what they hear after they leave those appointments.

Yours are the comments people hear when you think they can't.
Yours is the intelligence and care that people hope they'll find here.

If you're noisy, so is the Hospital. If you're rude, so is the Hospital.
And if you're wonderful – so is the Hospital.

No visitors, no patients can ever know the real you; the you that you know
is there – unless you let them see it.
All they can know is what they see and hear and experience.

And so we have a stake in your attitude, and in the collective
attitudes of everyone who works at the Hospital.
We are judged by your performance.

We are the care you give, the attention you pay, the courtesies you extend.

VOLUNTEER CODE OF ETHICS

The following Code of Ethics and Standards are the foundations of our volunteer service standards:

- Dependable—I will carry out my assignments. If I am unable to do so, I will let my Supervisor and/or Volunteer Coordinator know ahead of time.
- Open to learning—I will try to learn all I can about the Hospital and its services. If I do not understand, I will ask questions.
- Quiet—I will work, walk, and talk quietly so I do not disturb the patients and their families.
- Courteous— I will listen to others, think of others, and help others.
- Neat and Clean— I will be well-groomed, clean in person and dress.
- Pleasant— I will be tactful and calm with everyone, keeping a smile and a sense of humor.

I will not:

- Discuss patients and their illnesses in or out of the Hospital. Everything I see or hear on duty will be kept confidential.
- Ask for free medical advice for myself or others from doctors on duty.
- Chat or visit with others, except in the line of duty.
- Make personal phone calls, text, eat, drink, chew gum or smoke on duty.
- Leave my assigned post without permission, or go into restricted rooms or areas of the Hospital.
- Take an assignment for which I have not been trained.

ST. LAWRENCE HEALTH SYSTEM POLICIES

The following policies of St. Lawrence Health System apply to all volunteers.

This manual was developed as a guide to the System's policies and procedures, and is informational only. It is not intended to create any contractual rights in favor of any volunteer of Canton-Potsdam Hospital/Gouverneur Hospital. A volunteer can be terminated from their assignment at any time at the discretion of the Hospital and the Hospital reserves discretion to change policies, direct and discipline its volunteers, and take whatever action necessary to operate the facility.

If you have any questions regarding policies or procedures, please speak directly with your supervisor.

VOLUNTEER SERVICES POLICY

The policy of Canton-Potsdam Hospital/Gouverneur Hospital is to provide a well-coordinated program of volunteer services, serving all Hospital departments, under the direction of Volunteer Services, and the V.P. of Human Resources.

PURPOSE

To provide proper utilization and acknowledgment of volunteers in order to enhance Hospital operations.

PROCEDURE

A. To become a volunteer one must:
   - Be 14 years of age or older. If between the ages of 14-16 years, working papers provided by the school system are required along with parental authorization.
     - Be 16 years of age or older to volunteer in a patient care area.
     - Be 18 years of age or older to volunteer in the Emergency Department.
   - Commit to a minimum of four hours of volunteer service per month.
   - Complete a volunteer application.
   - Meet with Volunteer Services staff person.
   - Complete a background and criminal investigation prior to being referred for volunteer assignments.
   - Complete a drug screening provided at our Laboratory Services Department.
   - Have an up-to-date health screening. This will be provided by the Hospital. The Hospital will pay, according to its scheduled fees, for the initial examination, including (if required), a chest x-ray, rubella and Rubeola titre/immunization, varicella zoster titre/immunization, and a Td immunization, (if individual has not had one within the last 10 years), and flu shot. Students/Interns are to provide all immunizations at their own expense.
   - Complete orientation addressing Infection Prevention, General Safety and HIPAA.
   - Have a photo I.D. badge that will be worn at all times while volunteering.
   - Comply with all applicable Hospital regulations, policies, and procedures, including the Hospital's dress code and Standards of Behavior.

B. Volunteers/Interns will sign in and out at the start and end of each shift. Off-site volunteers will sign in at their work site. Interns need prior approval to shadow or move to another department and/or mentor. Contact Volunteer Services for approval.

C. Each department is responsible for providing ongoing direction to the volunteer(s), and completing competency skill checklists.

D. Volunteers must complete competency skills checklists and an annual safety review.

E. Each volunteer assignment has a written description of duties and responsibilities which has been created and/or approved by the department seeking to fill the position. Volunteers must demonstrate commitment to meeting those obligations.

F. The Volunteer Services Department reserves the right to move or terminate a volunteer.

ALCOHOL & DRUG POLICY

It is the policy of Canton-Potsdam Hospital/Gouverneur Hospital that specific procedures be followed regarding alcohol and/or drug use.

PURPOSE

To provide a safe workplace, it is recognized that alcohol and/or drug use or dependency is a major problem, and can have tragic consequences for all involved. A workplace safe from the adverse effects of alcohol and drugs must be maintained.

PROCEDURE

Use, possession, transfer, solicitation, attempted or actual sale, purchase and/or distribution of illegal drugs on Hospital grounds are prohibited. Being under the influence of alcohol or drugs while on duty is prohibited.

Any volunteer found to have violated this policy is subject to disciplinary action, including discharge.

TOBACCO POLICY

Tobacco use is prohibited in all facilities, vehicles and grounds owned, operated or leased by CPH/GH including within personal vehicles on CPH/GH owned or leased grounds. CPH/GH will offer employees alternatives to tobacco use during work hours such as nicotine replacement therapy (NRT), and coping mechanisms. The sale of tobacco products is prohibited within Hospital operated facilities.

This policy applies to:

- All tobacco products, including but not limited to, cigarettes, cigars, pipes, herbal tobacco-like products, chewing tobacco, snuff; and
- All employees, patients, medical staff, students, contracted personnel, volunteers, visitors, vendors and tenants of CPH/GH.

An indoor smoking violation requires the completion of an incident report.

Employees and volunteers who use tobacco should do so only where tobacco use is permitted. Tobacco use is not allowed on the grounds of the Potsdam High School, located directly across the street from CPH. Although there are presently no ordinances prohibiting smoking on village sidewalks and streets, it is unlawful to litter. Sidewalks are to be used for walking from place to place and are not designed to be used for congregating or loitering.

Breaks may not be split into shorter periods to accommodate those who wish to leave the campus more than one time during their shift.

BENEFITS POLICY

It is the policy of Canton-Potsdam Hospital/Gouverneur Hospital that they will provide certain benefits to all Hospital volunteers. *Benefits do not apply to "students and interns."*

PURPOSE

The following benefits are available to all active volunteers through Volunteer Services:

- Initial physical as part of the application process.
- Initial and annual Mantoux (Tuberculosis) screening and interpretation.
- Blood work as required as part of the application process.
- If you are volunteering during 11am to 1pm, or 4pm to 7pm a complimentary meal is provided in the Hospital cafeteria with presentation of name badge.
- Complimentary beverage while on duty.
- Opportunities for participation in various educational opportunities and social events offered by the Hospital.
- Letters of recommendation upon request.
- Recognition for hours served at an annual recognition event.
- Discount at Hospital Gift Shop.
- Annual Holiday Luncheon
- Annual flu shot free of charge.
- Annual meeting with CEO.

EDUCATION/COMPETENCIES POLICY

PURPOSE

Volunteers will be trained and oriented to the Hospital setting. Volunteers will be educated to Hospital procedures to assure safety of the volunteer and others.

PROCEDURE

- Volunteers will attend initial orientation or complete a take home packet prior to beginning service.
- Volunteers may be required to attend site specific orientation and training as needed.
- Annual competencies will be completed as needed on designated services.
- At the completion of the first 3 month period, Volunteer Services or designated department, will observe and complete a competency on a new volunteer.
- Volunteers will be trained in Service Excellence.

GRIEVANCE POLICY

It is the policy of the Volunteer Services Department that volunteers receive fair and equitable treatment and be provided with a means of appeal and review of volunteer assignment problems. If a volunteer is unable to resolve, on an informal basis, a problem related to discrimination, counseling and discipline, termination or department policy/procedure, procedures are available.

PURPOSE

To ensure appropriate resolution of differences.

PROCEDURE

The volunteer having a grievance or complaint will present it to Volunteer Services within five working days of occurrence. If there is no resolution, the volunteer may take the next step.

The volunteer, within three working days of the first step, may request a meeting with the Volunteer Coordinator and another staff member as appropriate. The issue will be discussed. Appropriate actions will be reviewed and a final resolution will be reached with the Coordinator and volunteer. Documentation will be housed in the volunteer's file.

HARASSMENT POLICY

Acts of discrimination and harassment of any kind are illegal and will not be tolerated. Claims of discrimination and harassment will be investigated.

PURPOSE

To insure that sexual harassment - defined as unwanted sexual advances, visual, verbal or physical - is investigated.

This definition includes but not limited to:

- Unwanted sexual advances.
- Making of threatening reprisals after a negative response to sexual advances.
- Visual conduct: leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually.
- Degrading words used to describe an individual, suggestive or obscene letters, notes or invitations.
- Physical conduct: touching, assault, impending or blocking movement.

PROCEDURE

Incidents must be reported in order to be dealt with. Any volunteer who feels mistreated in this way should contact the director immediately for assistance. Any volunteer or employee who mistreats others by sexual or racial harassment may be dismissed by Volunteer Services and/or Human Resources.

When possible, confront the harasser and tell him/her to stop. If this is not effective, report the incident to Volunteer Services and appropriate action will be taken.

INJURED WHILE ON DUTY POLICY

All injuries incurred while on duty should be reported immediately by the volunteer to Volunteer Services.

PURPOSE

To insure that all injuries are reported and appropriate action taken as necessary.

PROCEDURE

A volunteer injured while on duty must report the injury, no matter how slight, to Volunteer Services as soon as it occurs. If the injury warrants, the volunteer should be directed to the Emergency Department.

THE BASICS FOR VOLUNTEERS

ORIENTATION

Each new volunteer shall be acquainted with the Hospital as well as the volunteer's department and assignment requirements.

The Supervisor of the new volunteer shall provide an orientation to acquaint the new volunteer with departmental procedures and requirements with specific emphasis on departmental safety and Infection Prevention practices.

Should it be necessary for a volunteer to be scheduled to attend an orientation program at a time that they are not scheduled for their assignment, the volunteer shall enter this time spent at orientation on the volunteer's time card and this time shall be considered time served.

DRESS CODE

The professional appearance of volunteers is considered key to promoting trust, comfort, and confidence while providing care and service in a safe environment. Volunteers of Canton-Potsdam Hospital/Gouverneur Hospital are expected to be clean and well-groomed at all times. They are also expected to wear clothing that is appropriately maintained and appropriate professional attire to their job duties and setting.

General Guidelines for Appearance:

- Hair must be clean and neat with styles that are appropriate to business attire and of a color that occurs naturally (i.e., no greens or blue tints). Hair must be pulled back while working in patient care areas. Mustaches and beards must be neat and trimmed and not interfere with the fit testing personal protective equipment (PPE).
- Fingernails must be clean, conservative in length, and neatly manicured. If nail polish is worn, polish must be clear or a light color. Because of Infection Prevention risks, only short natural nails

(no artificial nails or nail extensions) are allowed when providing patient care, or when working with patient care products.

- Jewelry is to be simple and appropriate to business attire. Visible body piercing is not permitted except for in the ears. Rings are limited to one per hand.
- Colognes and perfumes must not be used in any area due to patient, visitor or employee allergies and reactions. Colognes and perfumes are to be used sparingly in other areas of the Hospital and are to be discontinued if another co-worker or volunteer finds them to be offensive.
- Tattoos must be covered or otherwise not visible.

Clothing Guidelines:

- Clothing is to be appropriate for assigned work and must be worn in a manner that does not expose the abdomen, chest cleavage, or the buttocks area.
- Acceptable types of clothing include: slacks, khakis, Capri-style pants that are not tight fitting, polo and cotton shirts, golf shirts, suit jackets and blazers, ties, skirts, dresses, blouses, sweaters, scrubs, professional uniforms, hosiery and socks. Volunteers working in patient care areas are to wear socks or hose.
- Unacceptable types of clothing include: jeans of any color (any pants that are double stitched or patch pocketed), shorts, bib overalls, sweat shirts/pants, running suits, casual or spaghetti-type halters or tank tops, beachwear, casual tee-shirts, spandex, or other form fitting pants, distracting, offensive, or revealing clothes (including commercial slogans or pictures), skirts or dresses more than 3 inches above the knee.
- Individual departments may find it necessary to establish additional written dress code requirements.

Volunteers who arrive at work dressed inappropriately will be sent home to change. Appropriate corrective action will occur. A repeat disregard for this policy may result in disciplinary action up to and including termination from their volunteer assignment.

BADGES

All volunteers are provided with a photo identification badge. This badge gives name and position. These badges are to be worn at all times in a conspicuous place above the waist when on duty. The photo and title must be easily seen by patients, visitors, and other staff members. No pins or stickers of any sort should be affixed to this ID tag (other than hospital-issued). If the volunteer loses this ID tag or it becomes damaged to the degree that it is not easily read by others, the volunteer should contact the Volunteer Services Office at once to arrange for replacement. Upon exit of the Volunteer Program the volunteer is to hand in badge to Volunteer Services. All volunteers will be given a blue colored lanyard to be worn with the badge at all times.

PARKING

Parking for volunteers is available in the Hospital parking lot. If spaces are not available in the Hospital lot, volunteers may utilize on-street parking. Our first concern must be for our patients and visitors. Volunteers are not permitted to use any space provided for physicians or emergency and Hospital vehicles. Parking is not permitted on unpaved or lawn areas.

All volunteers have a responsibility to become familiar with restricted areas around the Hospital building. Parking in unauthorized areas shall be considered a violation of the Standards of Behavior and may result in disciplinary action.

PERSONAL PROPERTY

If it is not clear where personal belongings can be stored in your work area, please ask. Leave any valuables at home or well hidden in your locked car.

VOLUNTEER STATUS

Each volunteer will be assigned a status of Active when they begin their volunteer assignment. When a volunteer's assignment is finished they will have a status of Inactive.

If a volunteer will be away for more than one month their status will be changed to On-Leave. Volunteers must notify their Department and Volunteer Services of dates they will be away.

VOLUNTEER ASSIGNMENTS

Volunteer Assignments are made based on the candidate's skills, interests and abilities, as well as the needs and priorities of the hospital. During the interview, various placement options will be discussed.

We appreciate the gift of your time and energy. When scheduling your volunteer times, we are flexible and work with your availability. The typical volunteer shift is three to four hours, once per week, on a regular schedule.

It is important to know that we are counting on you. If you cannot make your assigned shift please call the Volunteer Office. Your reliability means a great deal to us, and your experience will be much more valuable and rewarding if you come regularly. If for any reason you feel that your position does not fit your personality, abilities, etc., please call the Volunteer Office to discuss another placement.
There are a number of volunteer assignments available between the two hospitals:

- Clerical Aide
- Environmental Services
- Gift Cart Nursing Units
- Gift Shop Cashier

- Information Desk/Greeter
- Materials Management
- Patient Support
- Special Projects
- Spiritual Care
- Variety of other Department Specific Jobs Available

This list is certainly not all-inclusive, as many volunteers have unique talents that can be used in many ways at Canton-Potsdam Hospital/Gouverneur Hospital.

TIME SHEETS/VIC NET

It is required that volunteers accurately and honestly complete and log each day's hours and minutes on VicNet. In the case that Internet is not accessible, volunteers have the option of completing and signing time sheets on a monthly basis. Totals of each day's hours and minutes must be recorded with totals for the month. We need to know that you are in the building, and this is how we track your volunteer service hours. Volunteers are awarded for the completion and documentation of their service hours at particular milestones.

REPORTING SICK LEAVE AND LATE ARRIVAL

All volunteers must provide reasonable notice if unable, for any reason, to report to work as scheduled. Reasonable notice is defined as a minimum of one hour before the beginning of your shift. Notice must be given in person or by phone directly to the volunteer's Supervisor or Volunteer Services.

ANNUAL PERFORMANCE EVALUATIONS

Each volunteer will have his/her volunteer performance evaluated at least once a year. Performance evaluations provide an opportunity for discussion between the Supervisor and the volunteer and promote a two-way exchange of information and feelings resulting in specific and constructive agreement, strengthen or reinforce volunteer performance, and improve working relationships, as well as a plan for self-development.

The performance evaluation form shall be completed by the Supervisor and contain the signatures of both the Supervisor and volunteer. The volunteer's signature does not imply concurrence with the review but only documents that the conference has taken place. Space is provided for volunteer comments. The evaluation form will be sent to the Volunteer Coordinator and is then placed in the volunteer's personnel file.

PERSONAL CHANGES

Changes of name, address, or telephone number should be reported as soon as possible to the Volunteer Services Office. The Volunteer Services Office will assist volunteers in completing whatever

forms are required for the change. Volunteers should also advise their immediate supervisor of changes of telephone numbers.

PERSONNEL FILES

Volunteers shall have reasonable access to their personnel files. Prior notice to the Volunteer Services Department may be necessary to assure availability of a member of the Volunteer Services staff to assist the volunteer, to be available to answer any questions the volunteer may have, and to ensure security of the file. The Volunteer Services office is open from 8:00 am to 4:00 pm, Monday thru Friday.

No personnel file or portion of a file shall be removed from the Volunteer Services Office.

RESIGNATION/TERMINATION OF SERVICE

If you decide to leave the Hospital, we would like you to give your Department Head/Supervisor and Volunteer Coordinator a minimum of two weeks advance notice and you must return your ID badge to the Volunteer Coordinator.

Whenever possible, terminating volunteers should have an interview with the Volunteer Coordinator. We ask that you be frank in discussing your reasons for leaving, and to make any suggestions that you feel would be helpful to us.

DISCIPLINE

The discipline procedure is designed to protect the safety and to ensure fair treatment of all volunteers. Discipline may be required for safety violations, absenteeism or violation of the Standards of Behavior.

The form of discipline is determined by the immediate Supervisor or Department Head and/or Volunteer Coordinator. A written record of discipline will be kept in the volunteer's personnel file. Volunteers are encouraged to review the Administrative Manual Policy D-3A "Discipline."

DISTRIBUTION OF MATERIALS OR SOLICITATION

No person, volunteer or otherwise, is permitted to solicit for any purpose, distribute written or other material, on the grounds or within the buildings owned by the Hospital without prior approval of the President or his designee. Notices may only be posted in accordance with the policy on Bulletin Boards (policy B-4 Administrative Manual).

ADMINISTRATIVE MANUAL

Throughout this handbook, references are made to policies and procedures contained in the Administrative Manual. There is a copy of this manual online in PolicyStat.

INSTITUTIONAL PRINCIPLES

NONDISCRIMINATION

The Hospital will comply with New York State and Federal laws prohibiting discrimination on the basis of race, color, creed, national origin, sex, sexual orientation, marital status, disability or age.

Volunteers are selected on the basis of their qualifications to fit previously established criteria and specifications for the job. Such criteria include education, experience, mental capacity, physical ability and willingness to work in the specific environment of the job. The objective is to employ the most qualified individual.

HIPAA

All patient information is confidential. This includes name, address, age and any information about a medical condition. If you reveal any of this information to somebody who does not need to know, you have broken the law. Volunteers may not ever view a patient's medical records; a violation of confidential information may result in termination of volunteer service.

What is HIPAA? Health Information Portability and Accountability Act of 1996. This is a law intended to preserve privacy of patients' health information. It is meant to make your medical information available to those who must see it, while keeping it from those who do not.

- Follow the simple "need to know rule." If you require patient information to do your job, than you are allowed to know.
- You may overhear private health information. Keep it to yourself.
- All paper records should be shredded, if you see something improperly discarded, notify a supervisor.

CONFIDENTIALITY

All matters pertaining to patients, medical records, patient accounts and all other Hospital business is confidential. Revealing this information to ANYONE who does not require this information for the performance of their jobs is prohibited.

Breaches of confidentiality on the part of others must be reported to your immediate supervisor.

Breaches of confidentiality on any matter shall be considered a serious offense and will be subject to discipline which may include termination of employment.

~ Anything you see,
~ Anything you hear,
~ Anything you read,
~ Anything you observe with your five senses,
~ Anything you already know about a patient,
MUST BE KEPT CONFIDENTIAL

PATIENTS' BILL OF RIGHTS IN A HOSPITAL

As a patient in a hospital in New York State, you have the right, consistent with law, to:

(1) Understand and use these rights. If for any reason you do not understand or you need help, the hospital MUST provide assistance, including an interpreter.

(2) Receive treatment without discrimination as to race, color, religion, sex, gender identity, national origin, disability, sexual orientation, age or source of payment.

(3) Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.

(4) Receive emergency care if you need it.

(5) Be informed of the name and position of the doctor who will be in charge of your care in the hospital.

(6) Know the names, positions and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.

(7) Identify a caregiver who will be included in your discharge planning and sharing of post-discharge care information or instruction.

(8) Receive complete information about your diagnosis, treatment and prognosis.

(9) Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.

(10) Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet "Deciding About Health Care — A Guide for Patients and Families."

(11) Refuse treatment and be told what effect this may have on your health.

(12) Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.

(13) Privacy while in the hospital and confidentiality of all information and records regarding your care.

(14) Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.

(15) Review your medical record without charge and, obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.

(16) Receive an itemized bill and explanation of all charges.

(17) View a list of the hospital's standard charges for items and services and the health plans the hospital participates with.

(18) Challenge an unexpected bill through the Independent Dispute Resolution process.

(19) Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department telephone number.

(20) Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.

(21) Make known your wishes in regard to anatomical gifts. Persons sixteen years of age or older may document their consent to donate their organs, eyes and/or tissues, upon their death, by enrolling in the NYS Donate Life Registry or by documenting their authorization for organ and/or tissue donation in writing in a number of ways (such as a health care proxy, will, donor card, or other signed paper). The health care proxy is available from the hospital.

Public Health Law(PHL)2803 (1)(g)Patient's Rights, 10NYCRR, 405.7,405.7(a)(1),405.7(c)

1500 NEW YORK STATE Department of Health 2/19

SAFETY INFORMATION

INFECTION PREVENTION

Please remember that you are not allowed to enter a room of a patient with the following isolation precautions, unless you have received special training:

- Contact
- Contact Plus
- Droplet
- Neutropenic
- Airborne (you are not allowed to enter these rooms at any time)

PATIENT SAFETY

Keeping our patients safe while they are under our care is vital. Please do not ever try to lift or move a patient from one area to another; this is the responsibility of trained staff. This includes from bed to chair, chair to bed, from sitting to standing, to and from a stretcher, or off of the floor. Please ask assistance from staff before attempting to move a patient. Remember that volunteers can transport (wheelchairs etc.) but not transfer. Also never give a patient anything to eat or drink without checking with the staff.

CONTACT WITH BLOOD OR BODY FLUIDS

Practice standard precautions. Avoid contact with any fluid or substance that is not yours. If you do have accidental contact, wash with soap and water, and immediately contact a department manager for further instruction. A comprehensive OSHA exposure control plan is available in the Infection Prevention Manual.

HAND HYGIENE

Hand washing is considered the single most important procedure for preventing healthcare-associated infections.

Volunteers should wash their hands to prevent the spread of infection:

- When coming on duty.
- Before and after patient contact.
- Before donning and after removing gloves.
- When hands are visibly soiled.
- Between patient interactions.
- After sneezing, coughing, blowing, or wiping the nose or mouth.
- Upon leaving a patient's room.
- Before and after eating, drinking, or smoking.

- After handling animals.
- After using the restroom.
- Upon completion of duty.

Hand Washing Guidelines:

- Wash all surfaces, hands, and fingers with soap and water for at least 15-20 seconds.
- Rinse under warm water.
- Dry hands with a clean paper towel and discard.
- Turn off faucet with a dry paper towel and discard.

When hands are not visibly soiled, use alcohol based rubs (Purell), cover all surfaces of hands and fingers, and rub hands together for at least 15-20 seconds.

TOXIC SUBSTANCES

All volunteers who handle, use, or may be exposed to hazardous chemicals or toxic substances within the scope of their duties should be aware of the existence of these substances and their potential hazards.

Department Directors and supervisors provide training regarding the proper handling of toxic substances to all newly hired volunteers before initial assignment begins, and to all department volunteers annually.

Material Safety Data Sheets (OSHA Form 20) are kept on file in each "user department." Safety Data Sheets can be found in the Plant Operations and Maintenance Department office, and the Emergency Services Department.

- Any volunteer who wants a copy of a Material Safety Data Sheet on a substance he/she uses or is exposed to during the course of their work may obtain a copy form their supervisor, the office of Facilities and General Services or make a copy from the catalog in the Emergency Services Department using the copier in the Admissions Office. If you have any questions or concerns regarding toxic substances please speak immediately with your supervisor, or the Plant Operations and Maintenance Department.

A more detailed description of hazardous waste policy is included in the Administrative Manual policy available online at PolicyStat.

FIRE SAFETY

In the event of a Fire: RACE

- Rescue
- Activate

- Contain
- Extinguish

Fires and Extinguishers:

- Class A: wood, paper, cloth
- Class B: oil, gas, grease
- Class C: electrical

How to use a Fire Extinguisher: PASS

- Pull, Aim, Squeeze, and Sweep

Fire Safety:

- Close all doors and windows
- Never use the elevator
- Do not block fire doors
- Feel doors before entering

Each volunteer in the Hospital has a responsibility for safety. Volunteers shall keep themselves informed of the policies contained in the Administrative Manual; S-2 General Safety, S-4 Safety, Patient Care and Equipment, and S-5 Safety, Electrical Powered Equipment as well as all other policies pertaining to safety.

Volunteers should be alert for possible safety hazards encountered in the course of their work in the Hospital and should behave in a manner to avoid or minimize hazards to themselves, others, and Hospital property.

Supervisors will assure that their volunteers are familiar with safety practices and procedures in the Hospital, and will instruct their staff in safety hazards peculiar to their work.

Hazards should be reported immediately to the Safety Officer.

An incident is any occurrence or accident, including continuous or repeated exposure to conditions which result in bodily injury or property damage, neither expected nor intended from the standpoint of the Hospital.

All incidents involving patients, visitors, or volunteers shall be reported immediately, as per Administrative Manual Policy I-1, "Incident Reporting." Action shall be taken to minimize a recurrence and to provide assistance for following up with the parties involved.

Safety/Emergency Management/Codes you may hear announced at **Canton-Potsdam Hospital** include**:**
Code Blue: Cardiac Arrest
Code Amber: Abduction of an Infant/Child
Code Orange: Computer System down
Code Red: Fire
Code Silver: Weapons Situation
Code Blue Braslow: Pediatric Cardiac Arrest
Code Yellow: Bomb Threat
Code Green: Internal/External Disaster
Code Grey: Acting out Person (AOP)
Code Help: Emergency Response

Fire Safety
Acquaint yourself with the location of the nearest fire extinguisher and alarm pull box in case of fire. Fire extinguishers will be provided to contractors for their work area. Canton-Potsdam Hospital's code for Fire is "Code Red." If the alarm should sound and you are in a hospital room, close the door and windows, and remain in the hallway outside the room until you hear the "Code Red All Clear" announcement or are directed to evacuate by the local Fire Department.

Safety/Emergency Management/Codes you may hear announced at **Gouverneur Hospital** include:
Code Black: Need for specific facility area to evacuate
Code Black All: Entire Facility Evacuation
Code Blue: Cardiopulmonary Arrest – Code Team members to respond
Code Child: Abduction of an Infant/Child
Code Chill: Malignant Hyperthermia
Code Decon: Call for Decon Team members to set up decontamination equipment
Code HICS: Hospital Incident Command had been initiated
Code Orange: CPSI System down
Code Doctor Red: Fire procedure call within the facility
Code Silver: Weapons for potential violence
Code Triage: Multiple Casualty Incidents

Fire Safety
Acquaint yourself with the location of the nearest fire extinguisher and alarm pull box in case of fire. Fire extinguishers will be provided to contractors for their work area. Gouverneur Hospital's code for Fire is "Doctor Red." If the alarm should sound and you are in a hospital room, close the door and windows, and remain in the hallway outside the room until you hear the "Code Doctor Red All Clear" announcement or are directed to evacuate by the local Fire Department.

General Emergency Response Procedure
Pick up the nearest telephone and dial 61 at Canton-Potsdam Hospital, or Dial 66 at Gouverneur Hospital.
State the exact nature of the emergency and location- repeat code and location twice.
Wait for help to arrive.

St. Lawrence Health System

VOLUNTEER HANDBOOK RECEIPT FORM

I, _____, received a copy of the Canton-Potsdam Hospital/Gouverneur Hospital Volunteer Handbook on _____, 20_____.

I understand it is my responsibility to read and understand the Handbook and abide by the conditions and policies contained therein. Should I not understand any portion incorporated in the Handbook or revisions issued hereafter, I will seek an explanation from my immediate supervisor or the Volunteer Services.

_____ _____

Signature of Volunteer Date

St. Lawrence Health System

VOLUNTEER HANDBOOK POST TEST

Name: _____

1. Which of the following are CPH/GH values?
   a. At all times respect the dignity, privacy, and confidentiality of others.
   b. Embrace evidence-based practices as minimal standards of practice.
   c. Acknowledge others by name, with eye contact, and a smile.
   d. All of the above.
   e. None of the above.

2. TRUE or FALSE: If you see someone who seems a bit lost, you should stop and ask what they are looking for, and walk them to their destination.

3. All of the following are Standards of Behavior except:
   a. Behave positively and professionally at all times.
   b. Do not participate in hospital activities such as meetings or social events.
   c. Promote serenity and provide a healing environment.
   d. Follow existing policies and procedures to ensure privacy.

4. TRUE or FALSE: Volunteers of CPH/GH are expected to be clean and well-groomed at all times. They are also expected to wear clothing that is appropriately maintained and appropriate professional attire to their job duties and setting.

5. According to the Volunteer Handbook, general guidelines for appearance are that:
   a. Hair must be clean and neat with styles that are appropriate to business attire and of a color that occurs naturally.
   b. Tattoos must be covered or otherwise not visible.
   c. Both A and B.
   d. None of the above.

6. TRUE or FALSE: Jeans and shorts are acceptable forms of clothing.

7. Is it required of volunteers to wear a photo identification tag when on duty?
   a. Yes
   b. No

8. TRUE or FALSE: Volunteers must accurately and honestly complete and log each day's hours and minutes.

9. TRUE or FALSE: HIPAA stands for the Health Information Portability and Accountability Act of 1996.

10. What is the purpose of HIPAA?
    a. To preserve privacy of patient's health information.
    b. To make medical information available to only those who must see it.
    c. Both A and B.
    d. None of the above.

11. _____ is considered the single most important procedure for preventing healthcare associated infections.

12. At CPH, Code RED means there is a _____ and Code BLUE means there is a _____.
    a. Fire situation; Bomb threat.
    b. Disaster; Cardiac Arrest.
    c. Abduction; Fire situation.
    d. Fire situation; Cardiac arrest.

13. At GH, Code BLACK means there is a _____ and Code SILVER means there is a _____.
    a. Evacuate specific area; Potential weapon violence
    b. Child abduction; Multiple casualties
    c. Evacuate specific area; Mass causalities
    d. None of the above.

14. TRUE or FALSE: Volunteers do not need to notify the Volunteer Services office when they are completed with their assignment or internship.