

Madison House Medical Services Handbook 2015-2016



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Important Dates

Returner Sign-Ups (at Madison House, 10:00AM – 4:00PM)

1. Tier 1: Monday 8/31/15
2. Tier 2: Tuesday 9/1/15
3. Tier 3: Wednesday 9/2/15

Medical Services Info Sessions for New Volunteers (in Maury 209 8:00-9:00PM)

1. Monday, August 31st
2. Tuesday, September 1st
3. Wednesday September 2nd
4. Thursday September 3rd

Sign-up Sunday (at Madison House, September 6th, 8:00AM - 5:00PM)

UVA Hospital Mandatory/Annual Safety and Service Sessions (at Jordan Hall First Year Classrooms)

Wednesday 9/2	2pm-4pm (UVA returners only, includes TB test)
Thursday 9/10	2pm-5pm
Thursday 9/17	6pm-9pm
Friday 9/18	2pm-5pm

Returning UVA Volunteers from academic year 2014-15, may attend a special annual “returning volunteer” Safety and Service session which includes Tb testing: Wednesday 9/2 at Jordan Hall. Returning volunteers may also go to Employee Health during the first or second dates of any of the options.

TB Testing (UVA Hospital only):

NEW Volunteers to UVA must choose a 3 day series for Health Screening at **Employee Health at 1222 JPA**. The first day of each series, volunteers **MUST** bring a government issued ID (ie: driver’s license or passport) UVA student ID is NOT appropriate. Volunteers must also know their Social Security Number, if they have one.

	1 st Tb shot placed	2 nd Tb shot placed	Tb shot read
Option 1	9/8	9/15	9/17
Option 2	9/9	9/16	9/18
Option 3	9/15	9/22	9/24

Martha Jefferson Volunteers Orientation:

Martha Jefferson Outpatient Care Center (OCC)
595 Martha Jefferson Drive Cville 22911
Kessler Conference Room

1. Tuesday, September 8th 4:00pm to 6:00pm
2. Thursday, September 10th 6:00pm to 8:00pm
3. Friday, September 11th 9:00am to 11:00am

Deadline for training completion : 10/3

Fall Beak: 10/3-6/15

Last Day of Volunteering for Fall Semester: Tuesday 12/8/2015

First Day of Volunteering for Spring Semester: Wednesday 1/20/16

Spring Break: 3/5-13/2016

Last Day of Volunteering: Tuesday 5/3/2016

What Is Medical Services?

Mission Statement

Madison House Medical Services exists to serve patients and their families at UVA Medical Center, Martha Jefferson Hospital, and the Charlottesville Free Clinics, and to provide meaningful volunteer experiences to UVA students.

What is Medical Services?

Medical Services provides opportunities for UVA students to serve patients and their families by directly interacting with them, and/or by assisting hospital staff, in a variety of clinical and non-clinical settings. Volunteers will sign up for a unit at the UVA Medical Center, Martha Jefferson Hospital, or the Charlottesville Free Clinics, and volunteer for 3 hours a week throughout the school year. We also try to match volunteers with volunteering positions that match their career interests (medicine, dentistry, etc.) and to provide opportunities for volunteers to gain leadership experience.

What is Medical Services not?

Medical Services volunteers do not shadow doctors or directly provide medical care to patients. Our focus is on serving the community rather than padding medical school resumes. If you volunteer with Med Services only to check a box on your medical school application you will most likely be disappointed. However, if you volunteer with a mindset of service, you are much more likely to enjoy yourself and gain valuable experiences that will make you a better candidate for medical school, nursing school, or any other healthcare related programs (pretty much anything involving helping other people).

**Note: Also, Medical Services is not the only way to get involved in the hospital or to help others. Please don't be a crazy pre-med and think your life is over if you don't get the shift you want, or no shifts work with your class schedule. There are plenty of other excellent opportunities out there.

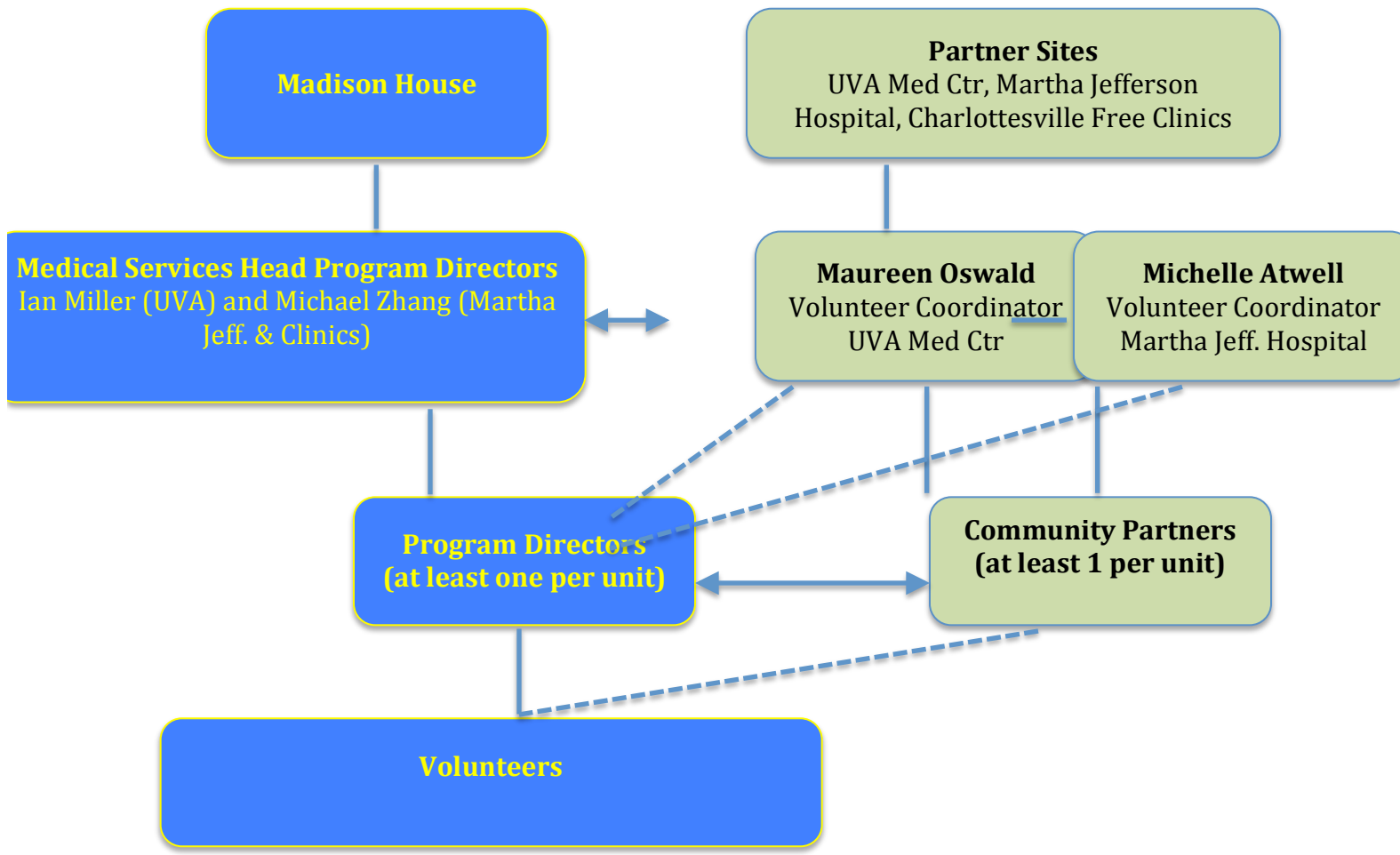
Who is Medical Services for?

Anyone who wants to help others in a hospital environment. Most of our volunteers are pre-med, pre-dental, nursing, or pre-health students, but we are open to anyone who is interested.

What is Madison House?

Madison House is the umbrella volunteer organization for UVA students. It provides volunteers to various partner sites throughout Charlottesville. Find out more at www.madisonhouse.org.

Organization



Yeah, so it looks a little complicated. But it really isn't too bad. Madison House provides student volunteers for UVA Medical Center, Martha Jefferson Hospital, and the Charlottesville Free Clinics, and facilitates their volunteer experiences. The Head Program Directors (HPDs) run Medical Services with help and guidance from the Madison House staff, as well as Maureen and Michelle, the volunteer coordinators for UVA and Martha Jefferson. The HPDs also work closely with Maureen and Michelle to manage everything that's going on related to volunteering at the partner sites. Program Directors (PDs) are managed by the HPDs with help from Maureen and Michelle. PDs manage, mentor, and sometimes train the volunteers in their individual units. They also work with the community partner for their unit to set the responsibilities for volunteers within that unit. Sometimes community partners will interact directly with volunteers as they perform their duties.

Medical Services volunteers are affiliated with both Madison House and their partner sites. At the end of the day, everyone is pretty much helping everyone else out and working together to get things done. You'll most likely be interacting with people all over the organization chart

throughout your volunteer experience. But what if you need help with something or have a question? Who do you go to? That leads us to the next section:

Frequently Asked Questions:

I'm not sure what units there are/what they entail. How can I find more information about the different areas of the hospital?

There is a unit description section in a later part of this manual that describes the roles and responsibilities of the unit. If you still have questions, you should email the PD of that unit. PD emails are listed on p.3-4.

I am a little confused about attendance and returner status. What is returner status?

Volunteers are required to complete one 3 hour shift each week during the academic year (not during breaks). Returner status is given to consistent and motivated volunteers and allows them to get a priority sign up time the following year. If you have more questions, ask your PD.

I have a question related to my unit specifically. Where can I get help?

Just ask your PD or CP! You can copy both of them in your e-mail just to be safe.

I have a question related to the hospital policy. Where can I get help?

You can e-mail Maureen or Michelle (p. 3). Your CP and PD can also probably help.

Who can I ask for a letter of recommendation?

You can ask your PD, CP, Maureen/Michelle, an HPD, or anyone else who has worked with you.

I'm a little unsure of how many hours I've volunteered so far. How can I find out?

You can ask your PD.

I have a general question about my volunteering experience, and I would like some advice.

Who can I ask for help?

You can start with your PD, but feel free to reach out to the HPDs or any CPs.

Units

UVA Hospital

Acute Pediatrics

Summary: Volunteers provide comfort care and compassionate support to patients, their families and staff through companionship, recreational, and education activities.

Requirement: Demonstrate excellent interpersonal and customer services skills. Self-starter with mature, friendly, and perceptive personality. Ability to use discretion and sound judgment while interacting with others, communicates effectively. Ability to sit or stand for prolonged periods of time, ability to walk long distances.

Administrative Support: Smaller, more closely supervised areas; learning experience to build skills.

Summary: Assist department staff with a variety of clerical and administrative duties including answering the phone, greeting visitors, filing, data entry, mail, and other administrative tasks.

Requirement: Demonstrate excellent customer service skills, communicate effectively both oral and in writing, attention to detail, organizational skills

Outpatient Pediatrics-Clinic

Summary: Volunteers assist therapy staff and support physical/occupational therapy care by preparing equipment, materials and assisting therapist with activities during treatment.

Requirement: Ability to easily interact and engage in conversation, must communicate clearly, be mentally competent to understand and follow directions, be mature and fairly independent, and enjoy working directly with patients. Volunteers also must be able to lift objects up to 25 pounds, push, pull, and stand for long periods of time.

Outpatient Pediatrics-Creativity Zone

Summary: Volunteers orchestrate activities that both engage and facilitate play in the waiting room. These activities help children, parents, and siblings relax and promote learning in a play environment. Activities include arts and crafts and book reading.

Requirement: Demonstrates excellent interpersonal and customer service skills. Mature friendly and perceptive personality. Ability to easily interact and engage in conversation, communicate clearly, lead activities, have strong social skills and genuine interest for arts and crafts and love for reading stories and working with children of various ages. Frequent bending, stooping, attention to detail, must write legibly, read well orally, hear, speak and see, and accommodate constant flux of children in a noisy environment.

Dental

Summary: Volunteers assist in the dental lab, escort patients to exam rooms, stock clean supplies and provide administrative support. Opportunities will also be available for observing clinical practice.

Requirement: Must be interested in or pursuing a dental career, self-starter, ability to think independently, demonstrate excellent customer service skills, attention to detail.

Outpatient Cancer Center –Waiting Area

Summary: Volunteers provide friendly hospitality and support to patients and their loved ones in the Emily Couric Clinical Cancer Center (ECCCC) outpatient clinic waiting areas by offering patients and their families a warm welcome, empathetic listening, and refreshments.

Requirement: Demonstrate excellent interpersonal and customer service skills, ability to work in teams, communicate effectively in person. Requires standing for prolonged periods, frequently bending/stooping, and walking.

Outpatient Cancer Center –Infusion Clinic

Summary: Volunteers provide friendly hospitality and support to patients and their loved ones in the Emily Couric Clinical Cancer Center (ECCCC) infusion clinic by offering a warm welcome, empathetic listening, and refreshments.

Requirement: Demonstrate excellent interpersonal and customer service skills, ability to work in teams, communicate effectively in person. Requires standing for prolonged periods, frequently bending/stooping, and walking.

Outpatient Cancer Center – Flourish, a Positive Image Boutique

Summary: Flourish, a Positive Image Boutique, founded by the UVA Hospital Auxiliary, is a one-of-a-kind boutique designed to help those facing cancer to look and feel their best. Volunteers greet customers, run the cash register, stock and price merchandise, and provide a comforting, friendly atmosphere.

Requirement: Demonstrate excellent customer service skills, ability to use cash register, stand or sit for prolonged periods of time, frequently bending, attention to detail, safe money handling, and proficient communications skills.

Emergency Department-Clinic Volunteer

Summary: Volunteers provide comfort measures to patients and families in the Emergency Room Clinic, by caring, listening and being present and acting as a liaison with staff. Additional tasks may be requested and performed during slow times, such as restocking supplies, ordering wheelchairs, stretchers, and way finding.

Requirement: Demonstrate excellent interpersonal and customer services skills with mature, friendly, perceptive personality. Ability to stay calm when dealing with upset patients and family members. Ability to communicate effectively in person and by telephone, have basic computer and cell phone skills, Ability to sit and/or stand for prolonged periods of time.

Emergency Department-Patient & Guest Representative

Summary: Offer support and comfort measures to patients and their families in the Emergency Department (ED) waiting areas to make their wait less stressful. Act as a liaison between patient and their families with the medical staff, work alongside the ED staff, especially the Patient/Guest Advocate.

Requirement: Demonstrate excellent interpersonal and customer services skills with mature, friendly, perceptive personality. Ability to stay calm when dealing with upset patients and family members. Ability to communicate effectively in person and by telephone, have basic computer and cell phone skills, Ability to sit and/or stand for prolonged periods of time.

Escort & Way finding

Summary: Volunteers provide a welcoming first impression while assisting Front Door Team members by greeting patients and guests, providing directions, general information about our facility, escorting guests to their destination and wheelchair transport.

Requirement: Demonstrate excellent interpersonal and customer service skills, must be proficient in English, ability to stand for prolonged periods of time, walk long distances, use discretion and sound judgment while interacting with others, remain calm when dealing with upset patients and family members.

Gift Shop

Summary: The Hospital Auxiliary Gift Shop offers gifts and necessities for patients, visitors and staff. All proceeds benefit the UVA Hospital Auxiliary. Volunteers greet customers, use the point of sale system to ring sales, stock shelves, price merchandise, take phone orders and perform general cleaning/dusting.

Requirement: Demonstrate excellent customer service skills, ability to use cash register, stand for prolonged periods, frequently bending, attention to detail, safe money handling, and proficient communication skills.

Inpatient Cardiology

Summary: Volunteers provide exemplary customer service by visiting and interacting with patients on assigned unit and assist staff with administrative duties.

Requirement: Demonstrate excellent customer service and interpersonal skills, ability to communicate effectively, attention to detail.

Inpatient Oncology

Summary: Volunteers provide exemplary customer service by visiting and interacting with patients on assigned unit and assist staff with administrative duties.

Requirement: Demonstrate excellent customer service and interpersonal skills, ability to communicate effectively, attention to detail.

MICU (Medical Intensive Care Unit)

Summary: Volunteers provide exemplary customer service by visiting and interacting with patients on assigned unit and assist staff with administrative duties.

Requirement: Demonstrate excellent customer service and interpersonal skills, ability to communicate effectively, attention to detail.

SISI (Student Interpreter's Service Initiative)-Medical Interpreter

Summary: Provide interpreter services for patients and family members throughout UVA Health System in both inpatient and outpatient settings.

Requirement: Bridging the Gap certification required. Volunteers must be native or fluent speakers of both English and the target language(s) as demonstrated through proficiency testing. Ability to communicate effectively, attention to detail, demonstrate excellent interpersonal and customer services skills, ability to sit and/or stand for prolonged periods of time, ability to walk long distances.

SISI (Student Interpreter's Service Initiative)-General Interpreter

Summary: Interpret for patients and family members in non-medical interactions i.e. Patient Financial Services, contacting patients at home to remind them of their upcoming appointment, asking patient feedback regarding recent appointment via a survey administered by Language Assistance Services.

Requirement: Volunteers must be native or fluent speakers in both English and the target language(s), and have exceptional verbal communication skills. They must be comfortable dealing with families and caregivers in a healthcare setting, and be emotionally and mentally competent to understand patients' concerns.

Surgical Supply/MERCI

1- **Summary:** Volunteers assist staff of Surgical Supply with the collection, organization, and preparation of surgical instruments, run errands and answer phone.

Requirement: Ability to communicate effectively, ability to stand for prolonged periods of time, attention to detail, organization skills, ability to walk long distances and push cart, demonstrate excellent customer service skills.

2- **Summary:** Demonstrating a commitment to humanitarian and environmental causes, volunteers organize, sort, pack, and prepare a large variety of clean surplus medical supplies for redistribution and provide exceptional customer service to recipients.

Requirement: Job requires standing for prolonged periods of time, frequently bending/stooping climbing (ladder, steps) and reaching (overhead, extensive, repetitive). Attention to detail. Ability to lift/push/pull <40 lbs. Will be exposed to outdoor elements.

Outpatient Surgery Center

Summary: Volunteers act as customer service liaisons for patients and families by providing effective communication and resources during their wait. Volunteers also provide administrative support.

Requirement: Excellent communication skills, professional and warm demeanour, outgoing and friendly personality, self-starter, ability to stand for a prolonged period of time, attention to detail.

Patient Ambassador

Summary: To positively impact the patient and visitor experience by assisting departmental staff as appropriate with patient communication, providing friendly companionship and past time activities, reviewing hospital resources, and stocking brochures in the visitor lounges.

Requirement: Demonstrate excellent customer service and interpersonal skills, ability to communicate effectively, mature, friendly and perceptive personality. Ability to stay calm when dealing with upset patients and family members, ability to walk long distances.

Outpatient Cardiology or Cardiac Procedure Support

Summary: Assist department staff with a variety of clerical and administrative duties including answering the phone, greeting visitors, filing, data entry, mail, and other

administrative tasks. Provide friendly visiting and hospitality service to patients and families.

Requirement: Demonstrate excellent customer service skills, communicate effectively both oral and in writing, attention to detail, organizational skills

Outpatient Pharmacy

Summary: Volunteers assist pharmacists and pharmacy technicians with administrative support. Volunteers with Pharmacy Technician Certification need to provide a copy of their certification to Volunteer Services.

Requirement: Demonstrate excellent customer service and teamwork, ability to communicate effectively, stand for prolonged periods of time, walk long distances, attention to detail, organization skills, self-starter.

Surgical Admissions Suite

Summary: Volunteers assist Surgical Admissions Suite (SAS) staff with errands and other organizational tasks such as stocking supplies and meeting non-medical needs of patients.

Requirement: Demonstrate excellent customer service skills, attention to detail, organization skills, ability to sit and/or stand for prolonged periods of time, ability to walk, frequent bending/stooping and reaching.

Transition Care Hospital

Summary: Volunteers provide exemplary customer service by visiting and interacting with patients and providing a variety of comfort measures. Volunteers work under the direction of a physical therapist to assist as needed during therapy sessions. Volunteers also assist staff with such tasks as paperwork, answering phones, restocking and running errands.

Requirement: Demonstrate excellent customer service and interpersonal skills, mature, friendly, perceptive personality, ability to communicate effectively, ability to use discretion and sound judgment while interacting with others, ability to sit and/or stand for prolonged periods of time, ability to push wheelchair, walk long distances.

Therapy Services

Summary: Volunteers assist therapy staff and support physical/occupational therapy care by preparing equipment, materials and assisting therapist with activities during treatment.

Requirement: Ability to easily interact and engage in conversation, must communicate clearly, be mentally competent to understand and follow directions, be mature and fairly independent, and enjoy working directly with patients. Volunteers also must be able to lift objects up to 25 pounds, push, pull, and stand for long periods of time.

Charlottesville Free Clinics

Free Clinic

Description coming soon

Free Dental Clinic

Description coming soon

Martha Jefferson Hospital

MJH Cornel 1: Telemetry

Summary: The Telemetry Unit at MJH works with wide range of patients who have had or have cardiac related problems such those who are at high risks for having strokes or have irregular heart rhythms. Volunteers on the unit assist the charge nurse with the flow of patients, with tasks ranging from providing bedside assistance to updating charts and boards.

MJH Cornel 2- Med/Surge and Oncology

Summary: Cornell 2 is the oncology ward at Martha Jefferson Hospital. Volunteers on this unit assist the nursing staff with routine chores like refilling patient's water pitchers, restocking gloves, and wiping down work stations. In addition, volunteers will spend time conversing with patients to keep them company and help them get their minds off being in the hospital. Volunteers on Cornell 2 should enjoy meeting new people and not be intimidated by patient contact.

MJH Cornel 3 General Surgery Department

Summary: Volunteers work on a unit with patients preparing or recovering from surgery. The tasks include restocking supplies, preparing rooms for new patients, aiding the nursing staff, and making rounds to ensure patients are comfortable and that their stay is as pleasant as possible.

MJH Wendel 1- ICU

Summary: Volunteers will work in the Intensive Care Unit of Martha Jefferson Hospital. Duties include stocking storage closets, cleaning, answering the phone, assisting nurses with patients, and delivering messages to other departments. Perks include meals on the house! Martha Jefferson is a 15-minute drive, so having a car helps. We are working to arrange car pools to the hospital, so you can still volunteer even if you don't have a car.

MJH Wendel 2 -Orthopedics Department

Summary: The role of this unit will be to help with group therapy sessions for patients who have just received knee or hip replacements. This requires working with the physical therapist and nurses on the floor to get the patients where they belong and get the equipment set up. When not involved in a group session of therapy, the volunteers will be at the charge desk helping with administrative task or going around to patient rooms and seeing if there are any needs that they can help with.

Volunteer Shifts: Tuesday afternoon, Wednesday morning, Thursday morning and afternoon

MJH Wendel 3- Obstetrics/Women's Services

Summary: This site is in the beautiful obstetrics/maternity center of MJH. As a volunteer in this unit, you can expect to be working with the wonderful staff in our unit, mothers, their newborns, and families. Some tasks are clerical (i.e. working at the front desk/nurses' station), but other tasks require working directly with patients and our staff and stewarding their needs (i.e. baby rockers).

General Procedures and Policies

Immunizations

Before you start the process of signing up, you should make sure that your immunizations are up to date so that you have as many choices of units as possible. While Martha Jefferson Hospital and the Free Clinics don't require any immunizations in addition to those required for all UVA students, in order to be eligible to volunteer at the UVA Medical Center you must also have two doses of the varicella vaccine at the time of sign-up.

The Sign-Up Process.

*Please note-we cannot guarantee positions for all new volunteers. There are many people interested in volunteering at the hospital, but unfortunately, we have a limited number of available spots. Sign up times are assigned randomly without the consideration of additional factors (prior interest/ year).

1. Information Sessions

All prospective volunteers, as well as volunteers who have previously volunteered with medical services but do not have returner status must attend one of four information sessions (see page 5). At the information session, you will receive instructions on how to complete the online registration forms. After completing the forms, you will receive a time slot to sign up for a unit on sign up Sunday.

2. Online Registration Forms/Survey

During the online registration, you will fill out several forms with some general information. You will also complete a brief survey designed to match you with units where you will have the best volunteering experience. *This survey does not determine your level of patient contact or your level of clinical exposure.* It will only determine the level of onsite supervision that you will have. The survey will also ask if you are interested in a unit relevant to health profession *other than medicine* (i.e. physical therapy or pharmacy). If you are interested in one of these professions, please indicate so and we will give you priority to sign up in these units.

Using the survey allows us to provide volunteers with the best experience possible, and to help them develop their skillset while effectively serving others. Based on the results of this survey, you will be assigned a "base," A, C, T, or G, which will correspond to a cluster of units.

3. Sign up Sunday (9/6 at Madison House)

On sign up Sunday, you will come to Madison House (170 Rugby Road) with your class schedule and a copy of your immunization records (print it from Healthy Hoos on the Elson Student Health website). After your immunization records are checked, you will sign up for a unit and a shift time corresponding to your "base". You may have an opportunity to sign up for a unit outside of your "base" cluster, but this is

not guaranteed. *Please read all of the unit descriptions before sign up Sunday.* You will also sign up for training times, and UVA volunteers will also sign up for TB testing and a Safety and Service session.

If you are unable to find a shift that works with your class schedule, you may have the opportunity to be put on a “needs assignment” list. Throughout the year, we will fill any openings in units from volunteers on this list.

In the past, we have had people not show up to sign up Sunday because they had a late sign up time and assumed that no shifts would be available. Please show up no matter how late you think your sign up time is. We may have units only available to your “base” group that open up later in the day. We had unfilled shifts at the end of sign up Sunday last year, so please come even if you have a later time slot.

Volunteers with Returner Status

Volunteers with returner status will be able to sign up for a shift in any unit (meaning that they are not restricted by a “base” group) during the first week of school (see p. 5). This means they will get a chance to pick a unit and shift time before all new and non-returner volunteers. UVA Returning volunteers still have to attend a Safety and Service training session and undergo a TB test, but they will have the option of attending the shorter, returners only Safety and Service session on 9/2 that also includes a TB test.

Training

All unit specific training will be carried out by some combination of your PD, CP, and experienced volunteers in your unit. There may be an abbreviated training session available for volunteers returning to the unit. All training must be completed by Saturday 10/3/15.

Time Commitment

Volunteering with Medical Services is a yearlong commitment. Each volunteer is required to do one three-hour shift every week while classes are in session. Because of the extensive training required for some units, volunteers are required to remain in the same unit for the entire school year.

All of our partner sites invest a lot of time and effort into preparing Medical Services volunteers for their service. We owe a lot to them, and we want to make sure that they get a good return on their investment. We also want to ensure that volunteers give a substantial amount of time each semester, not just so that we can better serve others, but also because we want our volunteers to have a truly meaningful and legitimate experience. Medical Services volunteers put in a lot of time, and get a lot out of it.

Returner Status

Returner status is a designation awarded to everyone who has been a consistent and effective volunteer, which entails meeting the attendance requirement, the communication expectations, and the general standards. Volunteers with returner status get a priority sign up time, and are able to join any unit (they are not restricted to their “base” pair group).

Attendance Requirement

1. Volunteers are required to complete one 3 hour shift each week while school is in session.
2. Each volunteer is allowed to miss one shift per semester for an excused reason without having to make it up. Excused reasons include family emergencies, illness or other medical excuses, and religious events. Any shifts missed for an excused reason after the first must be made up. Even excused missed shifts need to be communicated to your PD.
3. Any shift missed for a non-excused reason (studying, traveling, family visit) will count against you. If you make arrangements with your PD ahead of time, they might allow you to switch your shift for that week or schedule a make-up shift, allowing you to miss your scheduled shift without penalty. We understand that things come up, and we will try our best to be accommodating as long as you contact your PD in advance. Remember that Medical Services is a weekly commitment, and repeated missed shifts for unexcused reasons, even if they are made up, will impact your returner status.
4. When classes are not in session due to a Holiday or inclement weather, volunteering is not required. Medical Services will make an announcement via email and/or Facebook if volunteering is not required over a weekend due to inclement weather or any other reasons. Any shift you miss in these situations will not have to be made up and will not count against you.
5. If you make arrangements with your PD to consistently arrive late or leave early from your shift (15 minutes at the most) due to a class, then you must make up your missed time by the end of the semester.
6. Your PD, *and not your community partner*, is in charge of decisions regarding your attendance.

Communication Requirements

1. You must respond promptly (usually within 24 hours) to all emails from your PD and CP, as well as emails from HPDs or Maureen/Michelle that require a response.
2. You must fill out any required forms in a timely manner.
3. If you have a question, ask someone, especially if it is important. But before you ask someone, make sure that your question has not already been answered in a previous email or in any available material.
4. Use your @virginia.edu email address
5. Be polite, courteous, and understanding in all communication

We highly recommend having push notifications for email on your phone.

General Standards

1. Be pleasant and friendly while volunteering.
2. Volunteer to help others, not yourself. Be empathetic.
3. Be positive.

Volunteers who meet all requirements and standards will be assigned returner status and a tier, which determines your sign up time during returner sign ups, based on the following criteria:

Tier 1

- No missed shifts (or all missed shifts made up, with minimal unexcused misses)
- Excellent communication
- Stellar volunteering, going above and beyond expectations

Tier 2

- Met attendance requirement with minimal unexcused misses
- Excellent communication
- Above average volunteering

Tier 3

- Met all requirements

Dress Code

Medical Services volunteers represent UVA, Madison House, and their partner sites while they are volunteering. We want to make sure that our volunteers look professional while doing this. Therefore, the dress code for volunteering is business casual. This means no jeans, no t-shirts, no yoga pants, no shorts or short skirts, and no other clothing that could be deemed offensive. Close-toed shoes are required. If you don't meet the dress code, you will be sent home, and you will not receive credit for your shift. Changing into your volunteering clothes at the hospital before your shift is perfectly acceptable.

Illness

You are not allowed to volunteer if you are in any way sick. Please stay at home and rest. You must be symptom free for 24 hours without the aid of medication before returning to volunteering.

UVA Medical Center Procedures and Policies

Training

All UVA Medical Center volunteers must attend a safety and security session every year. They must also complete unit specific training, which may include wheelchair training or level C

training. During unit specific training, all volunteers will complete a training checklist, and will be responsible for understanding everything on it.

ID Badges

All UVA volunteers will be issued a photo ID card. This card must be worn at all times above the waist while volunteering. At the end of the spring semester, all ID badges must be returned. Not returning your badge may affect your eligibility to volunteer with Medical Services and UVA Medical Center in the future. Volunteers are responsible for the \$20 fee associated with replacing any lost badges.

1-Day Events

Occasionally, the Medical Center will need help with smaller events. Medical Services volunteers are given the opportunity to make up hours by helping with these. Maureen and/or your PD will let you know when these are happening and how to sign up.

General UVA Hospital Policies

Our Goals

I Care. I Heal. I Build.

These statements embody our 6 core organizational goals:

1. Become the safest place to receive care.
2. Be the healthiest work environment.
3. Provide exceptional clinical care.
4. Generate biomedical discovery that better the human condition.
5. Train healthcare providers of the future to work in multi-disciplinary teams.
6. Ensure value-driven and efficient stewardship of resources.

Each of us has a vital role in shaping the services we deliver and in evaluating and improving the way our processes work. Join in our efforts to achieve the highest levels of patient safety and the best possible quality outcomes for the patients and families we serve. Together, we can make UVA the safest place to work and received care by following these basic principles:

- Walk with me | Assist patients and visitors with way-finding by escorting them to their destination.
- Lend a hand | Pick up trash when it is visible in our facilities.
- Meet and greet | Smile and say hello when passing others in the environment.
- Fix it | Call 2-FIXX when you see something that needs to be fixed or cleaned.
- Patients first | Always show respect towards our patients, especially during their most vulnerable times (e.g., when they are being transported on a stretcher in an elevator).
- Knock before going into a patient's room, introduce yourself
- Maintain professional boundaries
- "Is there anything else I can do for you"

As a volunteer you have the opportunity to impact the patient and family experience by providing superlative and compassionate service.

All patients have rights and responsibilities when receiving health care. These help foster an environment of quality care. The list of rights and responsibilities is posted in public locations and is also found in the patient handbook.

Diversity

The UVA Medical Center fosters an appreciation for the diversity of our team and our patients, embracing ways in which our differences improve collaboration and innovation in clinical care delivery. We recognize and respect the characteristics that make individuals unique. Both UVA and the Medical Center have “Diversity Statements” available on their website which provides more details.

Diversity Statement Web Links

www.president.virginia.edu/uva-commitment-diversity

www.healthsystem.virginia.edu/pub/human-resources/careers/diversity-statement/diversity-position-statement.html

For Your Safety

Infection prevention and control keeps volunteers and patients safe by preventing transmission of bacteria or viruses.

Hand Hygiene is the Single Most Effective means of stopping the spread of infection.

Observe Hand Hygiene Protocol

Use hand foam or wash hands at the sink:

- Immediately before going into and immediately after exiting a patient’s room
- After having contact with anything in a patient's environment
- Before putting on and after removing gloves

Use alcohol gel/foam when hands are not visibly soiled. Apply to palms and rub hands together until dry. Do not wipe off.

Use soap and water when hands are visibly soiled, after using restroom and before eating. Apply soap and rub all surfaces together for 15-20 seconds; rinse with warm water; leave water running while drying hands with paper towel; use paper towel to turn off faucet.

What are Bloodborne Pathogens?

Bloodborne pathogens are germs present in human blood & body fluids and can cause diseases. Bloodborne pathogens are transmitted via injuries to the skin, contact with infected fluids, and sexual contact. You don't get blood borne pathogens by casual contact

What are Standard Precautions?

- All human blood/body fluids are to be treated as if they have blood borne pathogens
- Anything that is wet should never be touched by a volunteer

Exposure Prevention

An Exposure is defined as:

- Injury with contaminated sharp object
- Spill, splash, splatter of blood or body fluids into:
 - Non-intact skin (cuts, hangnails, dermatitis, abrasions, chapped skin).
 - Mucous membranes (eyes, nose, mouth).
- Contact with blood covering a large area of skin that seems to be intact.

How Are Exposures Prevented?

- Do not eat, apply cosmetics, lip balm, or handle contact lenses in patient care areas
- Keep drinks covered
- Do not handle sharp instruments
- Do not handle contaminated materials containers (CMC)
- Do not handle blood or lab specimens
- Do not touch surfaces or objects that may be contaminated with blood or body fluids
- Do not clean up blood or body fluid spills
- Do not handle linen that is visibly soiled
- Do not handle biohazards

If You Have an Exposure

- Ask staff for help immediately.
- Remove contaminated clothing, without touching eyes, nose, or mouth. Carefully cut garment off, if necessary.
- Needle stick or skin exposure: **Wash** with soap and water, followed by rubbing alcohol.
- Anything in the eyes, nose, or mouth: **Flush** with large amount of water.
- **Report** exposure immediately, ask staff to call PIC #1523

Your exposure will be evaluated by Hospital Epidemiology and you will be sent to Employee Health during weekday hours or the Emergency Dept. on evenings, nights, weekends and holidays, or if an injury is part of the exposure.

Isolation

Another means of stopping the spread of infection in the hospital is by placing patients on "isolation."

Isolation signs outside the patient room are different colors based on the type of isolation. They alert staff, volunteers and visitors to wear the correct personal protective equipment or to not enter the room.

Volunteers may NOT enter isolation rooms.

Exception: Level C Volunteers may enter Contact Precautions rooms with proper documented training. Volunteers must be adults, have hepatitis B vaccine, and have received special training.

Preventing the Spread of Infection

- Do not report for duty with a cough, fever, cold, body aches, or other contagious illness or after having been exposed to a contagious illness. Do not return until you have been symptom free for 72 hours.
- Maintaining annual Employee Health screenings; immunization review, TB screening and flu shot.

Fire, Emergency Codes & Safety

(92)4-2012: UVA Emergency Operator

911: City/County Emergency Operator

Ask for the correct number to use at the site where you are volunteering.

Response to a Fire Emergency, follow directions given by staff:

R=RESCUE anyone in immediate danger

A=ALARM pull manual fire alarm and call (92)4-2012 or 911

C=CONTAIN the smoke/fire by closing doors

E=EXTINGUISH/EVACUATE extinguish if safety is assured

Stairs should be used during a fire alarm emergency

Response during a Fire Alarm:

4 gongs will sound followed by "Call to Station," and location.

If you are in the affected zone (in the identified area, one floor above or below) your role is to;

- **Check** the area for the signs or the smell of smoke
- **Close** doors that do not automatically close
- **Clear** corridors of obstructions

If smoke or fire is not found, be alert for changing conditions

Medical Emergency Code 12

Code 12 team is an emergency team trained in resuscitation techniques. When a person has a serious fall, lost consciousness, stopped breathing, requires resuscitation or otherwise in need of immediate medical attention call for a Code 12 Team.

Response during a Code 12

2 gongs will sound followed by "Code 12 Team," and location. Help keep the area clear until emergency personnel arrive.

Missing Child:

If an infant/child is missing report it by dialing (92)4-2012. Provide a brief description of the infant/child and the location the child was last seen.

Response during a Missing Child announcement

Four gongs will sound, followed by "**Missing Child**" over the overhead page system, followed by a description of the missing infant/child.

Look for suspicious persons walking through or exiting the hospital. Do not get into a physical confrontation. If possible and safe to do so, follow the person and note direction of travel. If the suspect has already left the building get a good physical description, direction of flight and call (92)4-2012 immediately.

Sexual Harassment

Unwelcome sexual advances, request for sexual favors, and other verbal, visual or physical conduct of sexual nature. A complaint should be directed to the office of Equal Opportunity Programs (EOP) 434-924-3200

Workplace Violence

Any act or threat of violence, harassment, intimidation or threatening disruptive behavior.

Contact (92)4-2012

Hazardous Materials

Volunteers are not allowed to work with hazardous materials. There are many potentially hazardous materials in our environment (chemotherapy drugs, lab chemicals, cleaning solutions). Do not touch or clean up any spills. Immediately report a spill by calling (98)2-1600 or (98)2-FIXX or report it to a staff member.

Personal Safety

- Be aware, trust your intuition
- Leave valuables at home
- Secure your purse or backpack
- Maintain boundaries (do not give your personal information to patients or their family, do not loan money, provide rides, etc.)
- Walk in well-lit areas

Confidentiality and HIPAA Privacy Regulations

Confidentiality means that anything done or said will be kept private.

Health Insurance Portability & Accountability Act (HIPAA) is a set of federal regulations on the privacy of health care information. HIPAA defines certain information as Protected Health Information (PHI) and requires use of special safeguards. PHI may only be used for Treatment, Payment and Operations (TPO) but otherwise may not be exchanged or stored. This applies to all forms of PHI including electronic, written or oral. PHI includes name, address, medical record number, Social Security Number, account number, status of health, etc.

Do not look at, read, use, or tell others about a patient's health information unless it is part of your volunteer role. Information is available on a need to know basis. Consider as confidential all information which you may hear directly or indirectly, and do not seek information about or from patients regarding their illness, diagnosis, or prognosis, except as needed to perform your volunteer role. Safeguard all confidential documents you use in your volunteer position. If you have computer access, never share your access code or password and never use someone else's access code or password to gain information. Do not provide patient information over the phone.

Penalties for noncompliance include civil and criminal penalties. Disciplinary action may include dismissal from the UVA Volunteer Program.

Corporate Compliance

Do the right thing, the right way, at the right time, every time.

Concerns? Contact Corporate Compliance & Privacy Officer at 434-924-9741 or 1-800-235-8700 to call anonymously.

Hospital Etiquette

- Step off the elevator and do not enter the elevator if a patient in a bed or wheelchair is waiting for the elevator
- Do not ride the elevator or converse with prisoners

- No eating in areas that can be observed by patients and/or visitors
- Drinks must be in covered containers (screw caps, lids, pop-top, lid with straw) and out of view
- UVA is a smoke & tobacco free environment

General Requirements

- ID badge must be worn at all times, above the waist and visible (temporary badges are available in Volunteer Services if you forget yours but is not a replacement badge)
- Appropriate casual business attire; no jeans, no open toed shoes or sandals
- Perfume/cologne or other strong odors should be limited
- Volunteers must sign in/out for their shift
- Be dependable. Notify Volunteer Services and site supervisor for schedule changes
- Never assume duties that you haven't been properly trained to perform or that you do not feel comfortable performing.

Martha Jefferson Hospital Procedures and Policies

Please refer to the “Sentara volunteer handbook” available on the Medical Services website.