

Volunteer Training Guide

Care above all

Clinics | Hospital | Senior Services

CENTRACARE Health
Volunteer Services

Welcome!

On behalf of the Board of Trustees, the medical staff, our employees, and our patients, we want to welcome you to our team. We believe volunteers fulfill a unique role in patient care and bring a level of enthusiasm and service that truly benefits patients and staff alike.

We appreciate the significant contribution you are making. Your personal commitment to helping others represents the goals we seek to achieve, as expressed in the hospital's mission statement.

We believe it is important for you to learn as much as possible about CentraCare Health and your roles as a volunteer.

Thank you for sharing your time, talent and resources with CentraCare Health and our patients. We look forward to working with you.



Ken Holmen, M.D.
President & CEO, CentraCare Health



Craig Broman
President, St. Cloud Hospital;
President, Regional Hospitals



David Tilstra, MD
President, CentraCare Clinic

Welcome and thank you for making a commitment to volunteer for CentraCare Health. You are joining a talented and generous group of more than 1,900 people who volunteer each year and make a difference in the lives of our patients, residents, clients, their families and our staff.

We are continually reminded of the critical role volunteers play in our mission to deliver high quality patient care. As a volunteer, you are an important addition to the team, and we are grateful for your willingness to give us your time and energy.

Again, thank you and we hope your volunteer experience is rewarding!

Sincerely,
Volunteer Program Staff

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Revised: 7/1/15

If you have any questions, please ask the Volunteer Program.

Mission, Vision and Values

Mission

CentraCare Health works to improve the health of every patient, every day.

Vision

CentraCare Health will be the leader in Minnesota for quality, safety, service and value.

Core Values

- Patient Centered: Serving patients above all.
- Integrity: Adhering to honest and ethical practices.
- Collaboration: Working jointly with others to improve health and health care.
- Compassion: Serving all who seek our care with kindness, dignity, and respect.
- Stewardship: Ensuring responsible use of all resources to best serve our communities.

HIPAA/Patient Privacy Guidelines

We are firmly committed to protecting the privacy rights of our patients, employees, retirees, former employees and patients, and any other classification of people who provide us with personal information. This information is considered confidential and is not to be shared with anyone.

Information concerning the care of a patient/resident/client is always personal in nature, and, therefore, information about his/her condition, care, treatment or personal data is absolutely confidential and must not be discussed with anyone other than those directly responsible for care. Only designated employees may release this information. Any inquiries concerning a patient/client/resident's diagnosis, condition or treatment must be referred to the nurse in charge or other designated employee.

Violation of confidential information is a violation of CentraCare policy and the Health Insurance Portability and Accountability Act (HIPAA), a federal regulation. A volunteer may be dismissed immediately from the program for a confidentiality violation and legal action may be taken.



Consider as confidential all information that you may hear, read, witness directly or indirectly concerning patients, physicians, other professional staff, employees, former employees, retirees or any other volunteers and do not seek out confidential information. Respect the work area and computer screens of employees and volunteers, always ask before entering area behind work space. If you encounter media, forensic staff or surveyors, please refer them to your supervisor or the Charge Nurse.

**As a guideline for confidentiality ask yourself,
“Would I know this person was here if I was not volunteering today?”**

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Working Together

The purpose of the Volunteer Program is to augment, complement and enhance services provided to patients, families, visitors and staff.



Your To-Do List...

- Be on time.** Volunteer when scheduled or give adequate notice of an absence and at least a two week notice of resignation.
- Be flexible.** Every day is different. Some days we may need you to fill in for another team member.
- Be polite.** Be courteous to your team members and customers. Store personal phones and electronics while on duty.
- Be respectful.** Act at all times as a team member responsible for living the Mission. Treat everyone with patience and kindness.
- Be responsible.** Every role is important. Perform your role to the best of your ability. The better you do your role, the easier it is for the whole team.
- Be clean and neat.** The way you look tells people you care about yourself and about them. We dress for the people we serve and not our personal preferences. Please follow our dress code and wear your ID badge and volunteer uniform if applicable. This is a **tobacco free** facility. We will not smell like tobacco products while on duty.
- Be willing to learn.** You will learn something important every day.
- Keep accurate records.** Volunteers must sign in and out each day. Hospice volunteers are required to submit reports within 7 days of patient visit or phone call.

Our To-Do List...

- We answer all of your questions.
- We provide you with a clear position description and an appropriate volunteer placement.
- We provide information and training to help you develop the skills you'll need to successfully do your volunteer position.
- We help you when problems arise.
- We treat you with dignity and respect.
- We listen to your suggestions and care about your ideas.
- We are flexible when working with your schedule.
- We make sure you have the resources you need to provide service.
- We keep you informed about organization news and special event opportunities.
- We will recognize your service.

*Did you know more than 1,900
volunteers provided service last year!*

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Volunteer Service Standards

When guests are visiting our CentraCare facilities or programs, it is important to remember they may not be at their best, as they may be going through a stressful time. They may be facing a scary procedure or diagnosis, their loved one may be having surgery and they most likely are distracted.

When you are interacting with patients and guests please remember to put yourself in their shoes. Would you rather feel like you are interrupting a personal conversation when you approach a desk or be warmly greeted? Would you rather be given complicated instructions of how to navigate a large campus or appreciate someone taking you to your destination?

Three Fundamental Duties

1. Smile and greet everyone (employees, too!).
2. Escort guests to their destination. We assume everyone needs an escort to their destination. We do not ask if we CAN take them there, we state we WILL take them there!
3. At the end of all guest interactions ask, "Is there anything else I can do for you before I leave?"

Other Standards

- ❖ Guests will recognize you as a volunteer and may ask you for assistance. For this reason, the ability to communicate in English is required when in direct service roles. It is important you are available to answer questions in your service area.
- ❖ If you are volunteering at a reception or Information Desk it is OK to bring homework or personal reading as long as you remain attentive to our patients and guests and it can be quickly and easily stowed out of sight. If you volunteer in any other area, please do not bring your homework or personal reading to your service area.
- ❖ Playing computer games, downloading software or using the computer for personal use is not allowed for volunteers or employees.
- ❖ Demonstrate a professional and positive attitude at all times. Please do not gossip or complain in public areas!

4 reminders about health care volunteering

1. Maintain patient confidentiality at all times.
 - a) Keep any patient/client/resident information covered at all times.
 - b) Dispose of anything with patient information in the proper receptacle.
2. Know what to do if a patient needs immediate medical attention.
 - a) If you are in the room, press "staff assist" button or pull red cord in the bathroom.
 - b) Call out to staff.
3. Always use sanitary foam upon entering and exiting a patient room (foam in, foam out).
4. Volunteers should not enter an isolation room unless they have both staff approval and received training on proper usage of Personal Protective Equipment (PPE). Volunteers should NEVER enter rooms requiring an N95 mask (Airborne Isolation or Full Barrier Isolation).

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Cell Phones & Personal Electronic Devices



Please refer to the CCH Digital Device Management Policy.
Digital Devices (Personal or CCH): (also known as mobile devices)

- Use of digital devices while driving is prohibited. Handless devices are acceptable under necessary circumstances.
- Employees/Volunteers may use personal digital devices, (including wireless/cell phones for calls or text messaging), or other RF transmitting devices, for personal use during meal and rest breaks in appropriate areas such as lobbies, break rooms, and staff dining areas. Please refer to the e-Communications' Etiquette document.
- All digital devices are prohibited from being used for sharing, communicating, or storing confidential information regarding residents, patients, employees, or other affiliates of CCH, excluding direct calls to the care team and usage of approved CCH mobile device applications.
- Employees/Volunteers are prohibited from taking any photos or videos of patients, their families, or CCH proprietary using a digital device, cell phone or other personal device that is capable of taking photos or videos throughout the facilities.
- Cell phones, walkie-talkies, or other RF transmitting devices may not be powered on or used within three feet of the following equipment:
 - any critical care equipment located in areas such as patient rooms, critical care units, emergency department, operating rooms, diagnostic and treatment areas, and clinical laboratories, or power wheelchairs, because it may cause erratic uncontrolled movements.
 - Cisco wireless phones transmit on a different frequency; therefore are not limited in use by critical care equipment.
- When in a location that will not interfere with critical care equipment, employees/volunteers will place cell phones or other RF transmitting devices on silent/vibrate mode.

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If you have any questions, please ask the Volunteer Program.

Customer Service

OUR SERVICE PROMISE

- I will create a positive impression from beginning to end.
- I will communicate with compassion, courtesy and respect.
- I will conduct myself professionally at all times.
- I will take accountability for my actions and recognize how they impact others.
- I will actively listen and engage with others.
- I will offer to help and commit to resolving concerns.
- I will take pride in my profession and personal ownership in CentraCare Health.

What is S.T.A.R.T. with Heart?

- Smile and greet warmly
- Tell your name, role and what to expect
- Active listening and assist
- Rapport and relationship building
- Thank the person

S.T.A.R.T.
with Heart®

What is the H.E.A.R.T. model?

- Hear
- Empathize
- Apologize
- Respond
- Thank

Respond
with H.E.A.R.T.®

Emergency Preparedness

We take every reasonable precaution to ensure that the hospital grounds are safe. We ask you to do the same and your cooperation is essential in this effort. If you spot any action or any condition that appears unsafe, please report it to Security & Safety personnel immediately.

Please use safety devices and wear protective apparel such as goggles, gloves or gowns when appropriate. Failure to do so could cause accident, injury or disaster.

In the event of an emergency, safety is of utmost importance. Please familiarize yourself with the following information.

Emergency: call the emergency number for codes and to request immediate help

Security: call Security to contact security personnel

Fire Alarm Activated: If the fire is in your area, remove everyone without putting yourself in danger. Close the door to confine the smoke. Pull the fire alarm and dial the emergency number. Alert others in your area. Use the proper fire extinguisher to put out the fire. If not in your area, close all doors. Turn on lights in the halls and help others. Do not use elevators.

Medical Emergency: Code Blue is announced overhead. Designated employees respond.

Security Alert-Behavioral Situation. Designated employees respond.

Security Alert-Bomb Threat. See your supervisor for direction and help search the building. When a room has been searched and determined safe, close the door and mark the door with a '7' using a piece of **COLORED PAINTER'S TAPE** which is found in the disaster response kit.

Disaster: When a large number of casualties are going to be brought into the hospital, an overhead announcement is made and designated employees respond.

Abduction: Possible infant/child abduction. If a "Security Alert + Missing + (infant/child/adult) + description (age + gender + clothing + hair color + race)" is announced, all staff and volunteers assume the responsibility to stop individuals, question them and inspect their bags.

Trauma Team activation + level: designated employees respond to Emergency Trauma Center.

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Emergency Preparedness Active Threat/Shooter

Active Threat/Shooter: “Security Alert. Activate Lockdown and/or Containment Procedures. Last Known Location of Threat was _____.”

1. Lockdown Procedures

- a. Close patient doors and consider placing patients in bathrooms.
- b. Conduct a sweep of the hallway, sequester visitors and lead them to a lockable/secure room (Nutrition Services rooms, locker rooms, public bathrooms and/or clean/soiled utility rooms)
- c. Close corridor blinds.
- d. Grab mobile phones if possible.
- e. Silence your personal devices/mobile phones.
- f. Call 911 only if you witness the active threat situation or have another emergency.
- g. Don't make any unnecessary phone calls.
- h. Go to a lockable room and secure the door.
- i. If in an area that is normally locked (i.e. access with card swipe), ensure no occupants exit the area thereby permitting unwanted entrance to the locked area.
- j. Stay in the locked room until an “all clear” is announced.

When lockable rooms are not available find a place of concealment and consider quick actions to block doors with furniture or other items.

If unable to protect oneself with lockdown procedures: Follow Steps 2 & 3

2. **Take action** – As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the intruder(s) by:
 - a. Acting as aggressively as possible against him/her
 - b. Throwing items and improvising weapons
 - c. Yelling
 - d. Committing to your actions
3. **Evacuate** – If there is an accessible escape path towards law enforcement, leave the building.
4. Only attempt patient care activities if they are immediately life-saving and safe to do so.
5. If and when law enforcement is encountered:
 - a. Stay calm and follow officer's instructions.
 - b. Ensure your ID is prominently displayed.
 - c. Put down any items in your hands.
 - d. Immediately raise hands and spread fingers.
 - e. Avoid making quick movements towards officers such as holding on to them for safety.
 - f. Avoid pointing, screaming and/or yelling.
 - g. Do not stop to ask officers for help or directions when evacuating, just proceed in the direction from which officers are entering the premises.

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Emergency Preparedness Severe Weather

When The Sirens Sound! TAKE SHELTER IMMEDIATELY. When local city sirens sound they are operated for 3-5 minutes and then shut off. The local city sirens are activated for two separate events – localized tornado warnings and severe weather conditions with golf ball size hail and winds greater than 70 mph. Sirens normally sound for about three minutes, and then go silent. It is very rare to keep the sirens sounding for the entire warning. **NOTE: There is no such thing as an "all-clear" siren.**

Where to Go During a Severe Weather Event

PROCEDURE FOR A THUNDERSTORM/TORNADO WATCH

The following message will be announced. "The National Weather Service has issued a severe thunderstorm/tornado WATCH for the area until (time). No action is needed at this time."

PROCEDURE FOR A SEVERE THUNDERSTORM/TORNADO WARNING

When the activation of the city sirens and/or determined by a Security Officer and/or Administrative Nursing Supervisor the following message will be announced. "The tornado sirens have been activated. Take immediate action by moving people to safe areas. Maintain this status until an all clear is announced." When the level of response necessitates moving patients to a safe area, the charge/lead person in every clinical department will ensure that the following steps are taken in preparation for possible **IMPACT**:

1. Close windows and curtains.
2. Move people into hallways and safe areas (any area without outside windows).
3. Bring patient's footwear with to the safe area.
4. If a patient can't be removed from their room to a safe area, the patient should be turned away from the window, covered with extra blankets and the curtain divider shall be pulled around the patient.
5. Move people away from building's perimeter and exterior glass\.
6. Close all doors to rooms with exterior windows.
7. Employees should remain in the safe areas with the patients, visitors, volunteers, until an "ALL CLEAR" is announced.
8. Information Desk personnel should post signs at the entrances, communicating with people that are seeking shelter.

PROCEDURE FOR ALL CLEAR

When the Severe Thunderstorm/Tornado Watch/Warning expiration time issued by the National Weather Service is reached, the following message will be announced: "Severe thunderstorm/tornado watch/warning all clear."

Offsite....The Minnesota Department of Public Safety provides a list of suggestions for *What To Do During a Tornado Event*. <https://dps.mn.gov/divisions/hsem/weather-awareness-preparedness/Pages/severe-weather-tornadoes.aspx>

Getting the Alert! The National Weather Service and many local media outlets offer electronic alerting services that provide email, RSS feeds or text messages either directly or via services such as Facebook, Twitter or others. These messages are available by voluntary subscription and can provide local information on weather, including watches and warnings. The list below includes some in Minnesota:

[Radar Loop](#)

[St. Cloud Forecast - NWS](#)

[WJON School & Other Closings](#)

For state wide school closings

[CBS Minnesota](#)

- [National Weather Service](#)

- [Weather.com](#)
- [Accuweather.com](#)
- [Emergency Email & Wireless Network](#)
- [WCCO](#)
- [KARE11](#)
- [KSTP](#)

- [KMSP](#)
- [KAAL -TV](#)
- [KBJR6/Range 11](#)
- [WDAY - Fargo/Moorhead](#)
- [KELO - SW Minnesota](#)

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If you have any questions, please ask the Volunteer Program.

9 things you need to know to enter a patient room

1. Introduce yourself to staff on the unit and ask if it is okay to go into patient's room.
2. Always knock before entering a patient's room.
3. Before entering the patient's room use sanitary foam.
4. Use AIDET when speaking with the patient and/or family member. Patients encounter health care workers many times during their stay. **It's important they know who you are and your role.**
5. Please do not ask a patient why they are here. Remember, do not answer questions specific to the patient's condition. Direct the patient to speak with a nurse.
6. Perform Environmental Rounding as this helps reduce patient falls! Ask them if they would like their phone, table, tissue, etc. moved within their reach. Straighten up their room by folding blankets, cleaning up trash, and replacing bathroom towels if needed.
7. Before leaving the room, always ask, "Is there anything else I can do for you? I have time."
8. When exiting the patient room use sanitary foam.
9. Before you leave the unit, find the charge nurse, introduce yourself and ask if there is anything you can do for his/her team before you leave. For example; stock items, locate wheelchairs for the unit, assist with providing patient discharges, etc.

Patient Specific Competencies

1. Adolescent
 - a. Speak to an adolescent patient as you would an adult
 - b. As with any patient, be non-judgemental
2. Non-English speaking patients and guests
 - a. Request employee assistance if you need help communicating with a non-English speaking patient or guest
3. Vulnerable Adult/Child Abuse
 - a. CentraCare has specific policies for reporting abuse/neglect of children or adults. If you observe or receive information that causes you to suspect abuse/neglect, please report the situation directly to your supervisor or a Social Worker.

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Infection Prevention & Control

Standard Precautions

The proper handling of blood, body fluids, and tissue specimens will ensure you and our patients' safety. Body fluids include sweat, saliva, nasal discharge or any fluid emanating from the body. Because of an increased incidence of infection, it is in the best interests of infection control to use precautions for **ALL** individuals treated or hospitalized.

The term "Standard Precautions" applies to the hospital-wide use of blood and body fluid precautions. We initiate blood and body fluid precautions for **ALL** individuals treated or hospitalized.

Standard precautions apply to blood and to other body fluids containing visible blood. Tissues and the following regulated body fluids are included: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, pericardial fluid and amniotic fluid. Standard precautions do not apply to feces, saliva, nasal secretions, sputum, sweat, tears, urine and vomit unless they contain visible blood.

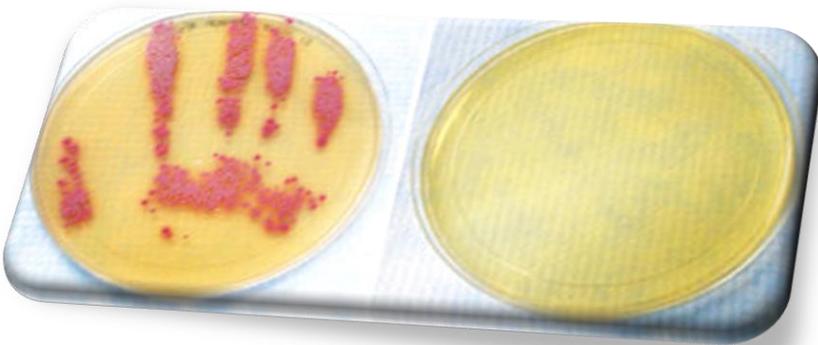
Glove use is mandatory for direct contact with the patient's blood, regulated body fluids or tissue. The wearing of gowns, gloves and goggles is recommended when large amounts of blood, body fluids or tissue are contacted or the personnel have skin breaks on their hands. This would include amniotic fluid. Glove use is encouraged when handling any body fluids.

Hand Hygiene

Hands of health care workers are a common mode of transmission for bacteria in healthcare settings. Hand hygiene is the single most important thing you can do to prevent infections.

- ❖ Alcohol based rub/hand sanitizer is approved for use if hands are not visibly soiled. When using this, rub hands together for at least 20-30 seconds.
- ❖ Wash hands or use alcohol based hand sanitizer before and after patient transports, entering and exiting patient rooms, sneezing/coughing.
- ❖ Wash hands with soap and water after using restroom, before/after eating.

80-90% of infections are transmitted via people's hands!



Left is the hand of a health care worker after touching a patient not known to have MRSA. Right is same hand of the healthcare worker as in left but after performing hand hygiene.*

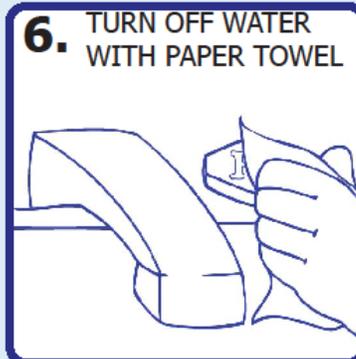
**Later MRSA surveillance lab test was found to be positive for MRSA.*

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If you have any questions, please ask the Volunteer Program.

Infection Prevention & Control –Hand Hygiene

Clean Your Hands!



How to wash your hands with soap and water:

- Use soap and warm, running water.
- Keep fingers pointing down.
- Rub hands vigorously for 20 seconds. Wash all surfaces:
 - Backs of hands
 - Wrists
 - Between fingers
 - Tips of fingers
 - Thumbs
 - Under fingernails
- Dry vigorously with paper or clean cloth towel.
- Turn off faucet with towel and open door with towel.

How it works:

- The soap suspends the dirt and soils.
- The friction motion helps pull dirt and greasy or oily soils free from the skin.
- Warm running water washes away suspended dirt and soils that trap germs.
- Final friction of wiping hands removes more germs.

How to clean your hands with an alcohol-based handrub:

- Apply a dime sized amount of handrub gel to the palm of one hand or use an alcohol-based handrub wipe.
- Rub hands together covering all surfaces of hands and fingers until handrub is absorbed.

How they work:

- Act quickly to kill microorganisms
- Reduce bacterial counts on hands

Wash your hands with soap and water when your hands are visibly soiled. If soap and water is not available, use alcohol-based handrub (wipes or gel).

Food handlers in restaurants, schools, delis and grocery stores must wash their hands with soap and water before applying hand sanitizers. [Minn Rules Chap. 4626.0070 - 4626.0085]



Minnesota Department of Health
Food Safety Center
625 N Robert St, PO Box 64975, St. Paul, MN 55164
651-201-5414, TDD/TTY 651-201-5797,
www.health.state.mn.us



Patient Room Signage

Green Light

Green light above a patient's door indicates a physician or nurse is meeting with the patient. Please wait until the light is off before entering the room. If you enter a room with a physician or nurse talking to a patient, even if the light is not on, please exit the room and wait until the physician or nurse leaves the room.

Yellow Light

Yellow light above a patient's door indicates the patient is Fall Risk. Please put on nurse call light if patient wants to walk or get out of bed, chair or wheelchair.

MY CARE BOARD
OUR GOAL IS TO PROVIDE YOU WITH EXCELLENT QUALITY CARE

TODAY'S DATE:	MY ROOM NUMBER:
PREFERRED NAME:	MY TELEPHONE NUMBER:
MY CARE TEAM:	PHYSICIAN/PROVIDER:
MR.:	ADDITIONAL NUMBERS:
LPN:	
PCN:	
FAMILY SPEAKER & PHONE NUMBER:	DIET:
WHAT'S IMPORTANT TO ME:	ACTIVITY:
ABOUT ME:	GOALS FOR TODAY:
PLAN OF CARE:	ANTICIPATED DISCHARGE DATE:
	PAIN SCALE: MINIMUM VERBALE PAIN SCALE (0-10)
	PAIN PLAN:
	LAST DOSE: NEXT DOSE:
HOURLY ROUNDING: EVERY 15 MINUTES 24/7 (PM-4:30 AM)	
7 AM 8 AM 9 AM 10 AM 11 AM 12 PM 1 PM 2 PM 3 PM 4 PM	
5 PM 6 PM 7 PM 8 PM 9 PM 10 PM 11 PM 12 AM 1 AM 2 AM 3 AM 4 AM	
DEPARTMENT NURSING DIRECTOR AND PHONE NUMBER:	
© St. Elizabeth Hospital ENTRUSTED™ to the future	

Continue

My Care Board

- ❖ The My Care Board is used to enhance communication between patients, families, and caregivers.
- ❖ Information includes: date, patient's preferred name, room #, phone ext #, care team, family contact information, diet/activity, plan of care, goals, anticipated discharge date, what is important to the patient, about me, pain scale, hourly rounding, department nursing director contact information.
- ❖ Everyone is responsible for utilizing My Care Boards but the RN is ultimately responsible for ensuring the board is updated. If volunteers notice that the board is outdated they should let nursing staff know so the board can be updated. If you notice something on My Care board such as the patient wants to watch a sports game at a particular time, you can help the patient turn the TV on or use it to spark a conversation with the patient.



Please try to avoid touching the patient and any surfaces in patient rooms. Remember to always wash your hands between patients; washing your hands is the best form of infection prevention.

Wash your hands!

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Patient Room Signage

These signs may indicate patients and families are experiencing a wide-range of emotions. As always be sensitive to the needs and feelings of the patient and family, and allow them to initiate the conversation. If they express sadness, it is recommended to say “I’m very sorry.”



No Floral Deliveries!

Patient Room Signage - Isolation



You must receive permission from the nurse and training on PPE before entering the isolation rooms in the yellow section.

ISOLATION SIGNAGE:

STOP: CONTACT ISOLATION CHECK WITH STAFF BEFORE ENTERING Perform Hand Hygiene, Wear an Isolation Gown, Wear Clean Gloves, Single Patient Use Equipment.	STOP: DROPLET ISOLATION CHECK WITH STAFF BEFORE ENTERING Perform Hand Hygiene, Wear a Mask, Wear Clean Gloves.
STOP: CONTACT & DROPLET ISOLATION CHECK WITH STAFF BEFORE ENTERING Perform Hand Hygiene, Wear an Isolation Gown, Wear a Mask, Wear Clean Gloves, Single Patient Use Equipment.	STOP: ENTERIC ISOLATION CHECK WITH STAFF BEFORE ENTERING Wash Hands With Soap And Water, Wear an Isolation Gown, Wear Clean Gloves, Single Patient Use Equipment, Bleach Cleaning Required.
STOP: ENTERIC & DROPLET ISOLATION CHECK WITH STAFF BEFORE ENTERING Wash Hands With Soap And Water, Wear an Isolation Gown, Wear a Mask, Wear Clean Gloves, Single Patient Use Equipment, Bleach Cleaning Required.	

NEVER enter the Isolation Rooms below that require N95 masks!

STOP: AIRBORNE ISOLATION RESTRICTED VISITORS; CHECK WITH STAFF BEFORE ENTERING Perform Hand Hygiene, Wear an N95 Respirator, Keep Door Closed, Wear Clean Gloves.	STOP: CONTACT & AIRBORNE ISOLATION RESTRICTED VISITORS; CHECK WITH STAFF BEFORE ENTERING Perform Hand Hygiene, Wear an Isolation Gown, Wear an N95 Respirator, Wear Clean Gloves, Keep Door Closed, Single Patient Use Equipment.
STOP: ENTERIC & AIRBORNE ISOLATION RESTRICTED VISITORS; CHECK WITH STAFF BEFORE ENTERING Wash Hands With Soap And Water, Wear an Isolation Gown, Wear an N95 Respirator, Wear Clean Gloves, Single Patient Use Equipment, Bleach Cleaning Required.	STOP: FULL BARRIER ISOLATION CHECK WITH STAFF BEFORE ENTERING Wash Hands With Soap And Water, Wear an Impervious Gown, Wear an N95 Respirator and Eye Protection, Wear Clean Gloves, Keep Door Closed, Single Patient Use Equipment, Air Transporting Medical Waste Outside Control.

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Wheelchair Safety Guidelines

- ❖ Volunteers provide **NO** physical assistance to patients as they enter or exit wheelchairs. Volunteers may offer their arm for patient to hold on to.
- ❖ If additional assistance is required to transport (weight too great to push) utilize the motorized wheelchair or call for an Orderly ext. 0.
- ❖ Brakes must be in the locked position whenever patient enters or exits the wheelchair.
- ❖ The footrests must be in proper position and the patient's feet on them before the brake is released and the chair pushed.
- ❖ Wheelchairs are to be pushed slowly.
- ❖ Enter elevator by pulling wheelchair backwards, with person facing elevator door.
- ❖ **After using a wheelchair, please sanitize it with disposable wipes using gloves.**

SAFETY STEPS FOR ASSISTING ARRIVING PATIENT/GUESTS:

- Allow car to come to a complete stop.
- Open car door and assess needs of patient.
- If wheelchair is needed, ask patient/visitor to wait.
- Move wheelchair between car and open car door.
- **Lock wheelchair brakes.**
- Ask patient to stand, turn and sit in wheelchair.
- Unlock brakes, move wheelchair back a few feet.
- Close car door.
- Place footrests in down position on wheelchair, and assist patient in placing feet on footrests.
- Transport patient/visitor to destination in hospital, lock wheelchair brakes.

SAFETY STEPS FOR ASSISTING DEPARTING PATIENTS/GUESTS:

- Transport the patient to entrance to wait for arrival of car.
- Lock wheelchair brakes while patient waits.
- Open car door.
- Unlock brakes, move wheelchair between car and open car door.
- **Lock wheelchair brakes.**
- Lift footrests.
- Ask patient to stand, turn and sit in car.
- When patient is safely in car, unlock brakes and move wheelchair back a few feet.
- Close car door.

Volunteers may offer their arm for a patient to hold on to.



Do not lift or provide any physical assistance to patients or guests as they enter or exit wheelchairs.

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If you have any questions, please ask the Volunteer Program.

Transporting Patients in Isolation

Within the hospital, transporting of patients to another place outside of their room can be a necessary task. It is important that staff and volunteers follow hospital policy for their protection and the protection of other people within the hospital.

Personal Protective Equipment (PPE), including gown, gloves, masks, and face shields, should only be worn outside of the room by staff if direct patient cares or therapies will be occurring on the way to the next destination. PPE worn inside a patient's room is considered contaminated and should be removed before leaving the patient's room. Staff, volunteers, and patients should complete hand washing or use foam before exiting the room. If transporting in a wheelchair or a bed, patients should be covered with a clean sheet or blanket. A mask should be worn by the patient if they are in droplet or airborne precautions and transportation is necessary.

COMMON QUESTIONS:

Should we wear gloves when pushing a wheelchair or bed down the hallway? Gloves are not recommended. The best practice is to wash your hands following completion of the transport of the patient.

If a patient is on droplet or airborne precautions, should I wear a mask? A mask should be worn by the patient. Staff and volunteers do not need to wear a mask.

What if I anticipate needing to provide patient care for the patient during transport? There may be times when you need to provide patient care during transport. In these circumstances, don clean PPE.

What do I do if needing to transport patients who are on isolation precautions?

1. Provide hand-off communication
 - a. Notify the receiving unit the type of isolation precautions necessary for the patient. Use the Ticket to Ride for hand off communication.
 - b. *Volunteers are not responsible for this communication.*

Employees will:

2. Perform appropriate hand hygiene prior to donning Personal Protective Equipment (PPE).
3. Don appropriate PPE.
4. Prepare the patient for transport.
 - a. Ensure the infected areas of the patient's body are contained and covered.
 - b. Provide the patient with a clean gown and robe.
 - c. Place a clean blanket on the wheelchair or cover the bed/cart with a clean sheet/blanket.
 - d. Transfer the patient to the cart or wheelchair.
 - e. Have the patient perform appropriate hand hygiene before leaving the room.
5. Remove contaminated PPE and perform appropriate hand hygiene before leaving the patient's room.
6. Bring patient outside of room.

Employees/Volunteers will:

7. Perform appropriate hand hygiene and transport the patient. It is OK to clean the handles with a designated sanitation wipe prior to transport. Use gloves while handling sanitation wipes.
8. When assisting a patient at the receiving unit, don clean PPE.
9. Ensure the wheelchair/cart used for transport is cleaned before using on another patient.
10. Perform appropriate hand hygiene after completing the transport and cleaning the transport equipment.



Wash your hands!

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Absence, Illness & Schedule Changes



Planned Absence: If you know in advance you will be gone, please use the [Volunteer Information Center](#) to make schedule changes or notify the Volunteer Program. We understand at times you may have a conflict with your schedule. Your co-workers need time to make arrangements to cover your responsibilities. Please be considerate and give as much notice as possible.

Appropriate Notice: As far in advance of the shift as possible. The option to remove your name online is disabled 2 days before your shift. The Volunteer Office or your Supervisor must be called if you need to cancel within 2 days of your shift. We understand illness and emergencies may cause you to give late notice. We hope it doesn't happen but if there are attendance issues, disciplinary action may be taken.

Subs: Some positions require you to find a sub when you have a planned absence.

Illness: We care about your health! If you are sick, please notify the Volunteer Program and stay home to take care of yourself and protect our patients and staff.

If you are unsure whether you should stay home or not, please call Employee Health Services (EHS) and speak with a nurse. If you are dealing with an issue listed below, you will be placed on a Leave of Absence and need to receive medical clearance from EHS before returning to volunteer.

- Surgery
- Injury
- Hospitalization
- Illness causing you to miss 2+ shifts



After receiving notice of your absence, we notify your Supervisor and designated staff where you volunteer.

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Volunteer Kiosk Instructions for Signing In/Out

Sign In:

1. Enter your 6-digit volunteer ID number.
2. Touch the **Continue** button.
3. Verify your name on the next screen.
4. Choose **Sign In**.
5. Choose the assignment you are here to perform.
6. Confirm the information.
7. Choose **Okay**. You are now signed in!

Sign Out:

1. Enter your 6-digit volunteer ID number.
2. Touch the **Continue** button.
3. Verify your name on the next screen.
4. Choose **Sign Out**.
5. Confirm the information.
6. Choose **Okay**. You are now signed out!

Additional features

You can **view your service history** and **view/manage your schedule**.

View my service:

1. Enter your 6-digit volunteer ID number.
2. Touch the **Continue** button.
3. Verify your name on the next screen.
4. Choose **View my service**. (You can view your start date and service history.)
5. Choose **Finished** when you are done.

View my schedule:

1. Enter your 6-digit volunteer ID number.
2. Touch the **Continue** button.
3. Verify your name on the next screen.
4. Choose **View my schedule**.
 - a. You will see your schedule for the current month. You will see your scheduled shifts in blue. To view future months click on the *next month* button right below your name.
 - b. You can remove yourself from a shift by **choosing the date you are unavailable**, then choose **remove me**. Then **confirm the information**.
 - c. Any day with "Help Wanted" on it means there is a shift available. You can add yourself to an open shift by **choosing the date you are available**, then choose **schedule me**.
 - d. Then **confirm the information**.
5. Choose **Finished** when you are done.



Example of Login screen

If the screen is in screensaver mode or black, simply touch the screen anywhere to bring up the login page.

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Volunteer Information Center

Volunteer Information Center is a way for you to:

- View and manage your volunteer schedule
- Sign-up for schedule openings
- Print your schedule
- Keep your personal information up-to-date
- Access forms and information related to volunteering including the Volunteer Handbook
- **Review the current Volunteer Discount List and other Perks for Volunteers**
- Post your hours
- Receive news and messages from the volunteer office
- Check your service records, and print your own service reports
- Change their VicNet passwords
- Opt-in or out of text messaging and update your message preferences

To Access the Volunteer Information Center

Visit www.centracare.com/volunteer > Volunteer Information Center

Login with your email address and password sent to you by the Volunteer Office; typically your Volunteer ID number you use to clock in/out at the Volunteer Kiosk.

CENTRACARE Health
Volunteer Services

Login

Enter your email address (login name) and password.

Not a volunteer yet or have questions? Please contact the Volunteer Program.

Login name:

Password:

[Forgot your password?](#) [Help](#)

[Return to CentraCare](#) | [Privacy policy](#)

Example login screen

CENTRACARE Health
Volunteer Services

Volunteer Information Center

Volunteer information for **Special Events Volunteers (Special Events Volunteer)**

[Home](#) | [Mail](#) | [My Profile](#) | [My Schedule](#) | [My Service History](#) | [Time Sheet](#) | [Account](#)

Your Assignments
Marketing Promotions | CentraCare Health Plaza & more/CentraCare Health Plaza | (Assigned) [More...](#)
Special Events Team | (St. Cloud Hospital/Special Events) | (Assigned) [More...](#)

Online Registration Center
Click here to take education modules or sign up for workshops, classes and trainings.

Do you have a question or suggestion?
We appreciate your feedback! Please contact us:
-Hospice (320) 240-3276 Ext. 23276
-Long Prairie (320) 732-2141 Ext. 27259
-Melrose (320) 256-4231 Ext. 24248
-Monticello (763)-271-1372 Ext. 31372
-Plymestown (320) 243-3767 Ext. 42359
-Project HEAL (320) 240-3157 Ext. 25155
-St. Cloud Hospital Recovery Plus (320) 229-3766 Ext. 23786
-Sawak Centre (320) 352-2221
-St. Benedict's Senior Community (320) 252-0010 Ext. 30560
-St. Cloud Hospital Spiritual Care (320) 251-2700 Ext. 54625
-St. Cloud Hospital (320) 255-5638 | Ext. 55638 | volunteer@centracare.com

CentraCare Health Volunteer Statistics
Overall
Volunteers: 2004
Cumulative hours of service: 1,490,123.41
(as of yesterday)

SCH Volunteer Greetings Newsletters

FLU INFORMATION
[Flu FAQs](#)
[Flu Vaccine Consent Form for minors](#)
[Flu vs. Cold](#)
[Take the time to get a flu vaccine](#)

Perks for Volunteers
[Fitness DVDs](#)
[Zumba](#)
[Gym Information](#)
[Volunteer Discounts - updated 6-12-15](#)

We Envision Value
This program is designed to provide everyone an opportunity to share his or her ideas about how we can improve our health system.

Refer a Friend!
We are continually seeking great volunteers like you to help us provide exceptional quality care with compassion. Please share information about our program with someone who would make a great volunteer today!

St. Cloud Hospital
Volunteer handbook & forms are listed

Example of homepage

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If you have any questions, please ask the Volunteer Program.
(320) 255-5638 | volunteer@centracare.com

Rights & Acts You Need to Know

A. Resident's Rights

New Long Term Care residents are given a copy of the combined Federal and Minnesota Resident Bill of Rights when they move into our facility. A copy of the booklet can also be found near the entrances to the facilities and available for anyone to read. These rights are protected by federal and state law. In general, these "Rights" define quality of life, care & treatment, general rights (respect for privacy, confidentiality, to receive mail unopened, knocking before entering, etc.), resident behavior and facility practices, and admission, transfer and discharge rights for residents. Please see the Volunteer Program for a copy of these Rights.

B. Vulnerable Adult Act /Child Protection

CentraCare Health protects patients and residents from abuse, neglect or financial exploitation from anyone including family members, other patients or residents, staff, students, visitors or volunteers.

A vulnerable adult is any person 18 years of age or older who is a resident of our facility. Child abuse and/or neglect law protects anyone under the age of 18 who is subjected to abuse, neglect or deprivation of parental rights.

If you observe or receive information that causes you to suspect abuse (whether it be physical, emotional or financial) or neglect of residents or children, please report this situation immediately to your Supervisor, Activity Coordinator, Volunteer Office or Leadership staff.

Reporting Practices

Volunteers must report certain conditions or situations to your Supervisor, Volunteer Office or Leadership staff as they occur. Examples of reportable information:

- a) Requests made by patient or residents that the volunteer cannot take care of by themselves; if appropriate, ask an employee for assistance
- b) Any change in a patient or resident's condition
- c) Any accidents
- d) Any broken or damaged equipment
- e) Lost/found items of unknown origin
- f) Any unsafe working areas or conditions
- g) Any unusual occurrences
- h) Any patient or resident abuse (by anyone including staff, other residents, consultants, volunteers, family members, etc.)

Vulnerable adult reporting link now located on CentraNet

From the home page, go to Employee Resources/Vulnerable Adult Reporting and follow the instructions as outlined. Please ask your Supervisor, Volunteer Office or Leadership staff for help with completing this form.

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Perks for Volunteers

- Workshops & trainings ([Online Registration Center](#))
- Member of Volunteer Auxiliary at select locations
- Leadership opportunities
- Newsletters
- Flu Vaccinations
- Employee gym/s
- Annual Tuberculosis Screen, if applicable
- Discounts from businesses – List is available on the [Volunteer Information Center](#) and the Volunteer Office.
- Scholarships
- Coverage by liability policy
- Educational tours for Student Volunteers
- Recognition through events and awards

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