Volunteer Handbook

Nicklaus Children's Hospital
Contact Information

Security Emergency 4911
Security Non-Emergency 4945
Code Blue 555
Environmental Services HELP (4357)

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Nicklaus Children’s Health System

For Health. For Life.

VISION:
To be where the children are

MISSION:
To inspire hope and promote lifelong health by providing the best care to every child

VALUES:
Collaboration | Responsibility | Empowerment | Advocacy | Transformation | Empathy

OPERATING STATEMENT
We are a passionate team using the most advanced methods to care for children and support their families.
Welcome to Nicklaus Children’s Hospital

Founded in 1950 by Variety Clubs International, Nicklaus Children’s Hospital® – part of Nicklaus Children’s Health System – is South Florida’s only licensed specialty hospital exclusively for children, with more than 650 attending physicians and over 130 pediatric subspecialists. The 289-bed hospital is renowned for excellence in all aspects of pediatric medicine and has many programs that are routinely ranked among the best in the nation. The hospital is also home to the largest pediatric teaching program in the southeastern United States and has been designated an American Nurses Credentialing Center (ANCC) Magnet facility, the nursing profession’s most prestigious institutional honor..
We take great pride in our volunteer programs. Volunteers complement the professional services in both patient care and support services areas. Our volunteers devote many hours of personal time to provide comfort, play, entertainment and unexpected joy to the children and their families. In addition, volunteers assist staff by providing enhanced customer service and efficiency.

The Volunteers

Definition of a Volunteer

A “Volunteer” is anyone who without monetary compensation or expectation of compensation from Nicklaus Children’s Hospital (beyond reimbursement) performs a task at the direction of and on behalf of the hospital. A “Volunteer” must be officially accepted and enrolled by the Volunteer Resources Department prior to assignments in any department. Volunteers shall not be considered employees of the hospital. The Volunteer Resources Department maintains the right to accept or reject anyone wanting to volunteer.

We aim for and hope your experience here is very rewarding.
Interview and Assignment

In preparation for volunteer interview, all form must be completed including health form, references, quiz, orientation check list and commitment agreement. If not prepared, the interview will not take place. Placements are based on hospital needs and outcome of interview. A verbal quiz on the content of this handbook and orientation material will be administered during the volunteer interview.

Only the Volunteer Resources Department has the authority to change assignments or hours.

Workshops for Volunteers

Patient Care Workshop

This workshop is required for volunteers who will be providing service in any area with direct contact with our patients. The purpose of the workshop is to provide information and training regarding working with hospitalized children. The workshop covers the following topics in detail: infection control, safety, nursing, child life and transport, relationships with the family, early childhood development and information on age-appropriate interactions with children.

Attendance

Volunteers are expected to volunteer on their scheduled day and time on a consistent basis. As soon as the volunteer anticipates an absence, they must notify their supervisor in their assigned area. Volunteers agree to be consistent with no more than two absences during a three month period of time. For holidays, volunteers must inquire directly with their supervisors on possible schedule changes or modifications as needed.

Volunteers play an important role at Nicklaus Children’s Hospital. The staff and departments depend and rely highly on their volunteers.
Hours

Volunteers are scheduled a minimum of one time per week for three hours depending on the assigned area. All schedules are assigned through the Volunteer Resources Department.

Commitment

Volunteers who complete the orientation and interview agree to a one-year commitment to the hospital or to a summer program commitment (teens only).

After six months, volunteers have the option to change the work area assignment and make a new six month commitment in the new assignment. For Radio Lollipop it’s a minimum of one year.

The hospital depends on volunteers being reliable and consistent.

Documentation of Hours:

You may request written documentation AFTER you have met the commitment. Written documentation will NOT be given until you meet this commitment and have returned the volunteer ID to the Volunteer Resources Department. NO EXCEPTIONS.

Sign In

Time volunteered must be documented each time volunteer service is offered. Sign in on the Touch Screen located next to the Volunteer Resources Department upon arriving and leaving the main hospital, even for special projects, events or volunteering extra days. If assigned to an off-site location, you will be signing in on an assigned computer. It is the responsibility of all volunteers to ensure proper log of their volunteer hours. It is essential the Volunteer Resources Staff know when volunteers are on the Nicklaus Children’s Hospital premises. The staff in Volunteer Resources maintains accurate records on all volunteers including hours, days, and departments where volunteers provide services.
Uniform and Proper Attire When Volunteering

Volunteers must wear the hospital’s volunteer uniform shirt and ID badge combined at all times. It is important for volunteers to have a professional uniform appearance when participating in volunteer assignments on behalf of the hospital. The ID badge must be visible and worn near eye level or on a lanyard. Do not wear ID’s on waist or below.

**Things to Wear**

- Slacks/Pants
- Skirts (not above the knees)
- Dresses (not above the knees)
- Low-heeled shoes and/or closed toe shoes
- Sneakers/comfortable shoes
- Fun props for kids enjoyment recommended

**Things NOT to Wear**

- NO shorts
- NO scrubs
- NO Capri
- NO leggings/jeggings/tight clothing
- NO jogging or gym clothing
- NO jeans/denim (Except Radio Lollipop Volunteers)
- NO torn/ragged clothes
- NO sandals, clogs or open toed shoes
- NO sweaters/jackets/cardigans covering volunteer uniform.
- Long sleeve shirts or sweaters may be used under the volunteer uniform shirt.
Volunteer Benefits

Valuable Experience

Volunteers at Nicklaus Children’s Hospital will be assigned to work alongside our world-class recognized medical staff and professional administrative support teams. Opportunities are also available for leadership roles, program committee participations, fundraising, event planning and other special projects as assigned.

Recognition

Volunteers are honored at an annual volunteer recognition celebration.

Meals

Available before or after a three hour shift, to be used on the day you volunteer. Only available on the main campus during office hours.

Parking

Parking is free. Please allow time to find space as parking runs tight in certain parts of the day.
Health and Infection Control

Health Screening

The hospital requires certain tests to protect volunteers and patients from exposure to certain infectious diseases. These tests determine if you have the antibodies required for measles, mumps, German measles and chicken pox. The tuberculosis (TB) screening will also be provided to determine if you have ever been exposed to tuberculosis. You may provide immunization documentation.

Those volunteers whose tests show they are susceptible to mumps, German measles or measles will be required to get immunized either by their own physician or make arrangements through the hospital’s Employee Health Office, prior to volunteers start date. The volunteer will be charged for any required immunizations. The hospital volunteers whose tests show they are susceptible to chicken pox must sign a counseling form or have their parents sign one if they are under eighteen years of age.
**Personal Health**

Volunteers should not report for duty if they have a fever, cold, skin infections, diarrhea or other signs of infection. Volunteers should notify the Volunteer Resources Staff and their supervisor if they are exposed to someone with an infection such as measles, chicken pox or hepatitis. Before returning to active volunteer status, following an extended absence due to sickness or accident, a note from the volunteer’s personal physician will be required.

**Infection Control**

Volunteers working in patient care areas will receive additional training from our Infection Control Staff through the Patient Care Workshop.

**Hand Washing:** The single most effective way to protect from infection is washing your hands. All volunteers are required to wash their hands according to the established procedure:

- Wash hands in patient’s room before visit and before leaving
- After using the bathroom
- Before and after eating

**Barrier:** If you are holding a child, you must have a `barrier` between the child and your clothing. Barriers may be a diaper, blanket, or gown.

**Isolation Rooms:** Volunteers must ALWAYS check at the Nursing Station for more information. Signs posted on patient room doors will instruct on precautions to follow. Volunteers do NOT ENTER airborne precaution rooms.
HIPAA (Health Insurance Portability and Accountability Act)

I. What is HIPAA?
The Health Insurance Portability and Accountability Act of 1996 is a multifaceted piece of legislation covering three areas:

A. Insurance Portability:
   Portability ensures that individuals moving from one health plan to another will have continuity of coverage and will not be denied coverage.

B. Fraud Enforcement (Accountability):
   Significantly increases the federal government’s fraud enforcement authority in many different areas.

C. Administrative Simplification:
   Ensures system-wide, technical and policy changes in healthcare organizations in order to protect patient’s privacy and the confidentiality of identifiable protected health information (PHI).

II. What are the consequences of breaking a HIPAA rule?
Breaking HIPAA privacy or security rules can mean civil or criminal sanctions:

• Civil penalties can result in fines up to $100 for each violation per individual. This means that if the hospital releases 80 patient records, it could be fined for a total of $8,000. The annual limit per person for violating each identical requirement is $25,000.

• Criminal penalties for knowingly disclosing PHI may include large fines as well as jail time. Criminal penalties increase as the seriousness of the offense increases.
III. What does Confidentiality and Privacy mean?

Confidentiality and privacy mean that patients have the right to control who will see their protected health information (PHI). Communication about patient health information should be limited to those who need the information in order to provide treatment, payment, and healthcare operations (TPO).

IV. What is considered identifiable Protected Health Information (PHI)?

Name, relative’s name, address, social security number, employer, account number, date of birth, certificate number, telephone number, voice prints, fax number, fingerprint, e-mail address, photos, occupation and other personal information.

V. How can I protect patient privacy and confidentiality?

- Do not share your computer password with anyone. Make sure you sign off when you leave your computer.

- Privacy is a patient’s right. Medical information must be shared only with those who need to know.

- Confidentiality and privacy mean that patients have the right to control who will see their identifiable protected health information (PHI). This information must be shared only with those who need it to provide treatment, payment, and healthcare operations (TPO).

- When faxing patient information, double check the number. If necessary, call to ensure the fax was delivered to the correct person.

- Do not fax sensitive, highly protected health information. This includes confidential information about a patient’s drug or alcohol dependency, psychotherapy notes, sexually transmitted diseases, HIV status, social work counseling, sexual assault, child abuse.

- Patient privacy can be violated when protected health information (PHI) and patient names are left on voicemail messages or telephone answering machines.
• In a semi-private area, pull the curtain around the patient’s bed, and lower your voice before speaking about medical information.

• Computer printouts, and other paper records containing patient information, must be kept in a secure place and shredded when no longer needed.

• A confidentiality notice is added to all e-mails sent outside of Nicklaus Children’s Hospital.
Confidentiality
What Volunteers Need to Know

Children and families have a legal right to expect that confidentiality of information will be preserved. Unlawful use or disclosure of information may expose the hospital to civil and criminal liability. Any breach of confidentiality will result in the automatic dismissal of a volunteer.

Confidentiality means that all information about a child and family is protected.

- Protected information includes any and all information about a child and family, including, name, diagnosis, address, financial information, family relationships, and any information learned from the staff, child, or family.

- Photographing or video taping is not permitted without a completed photo release form. Contact your supervisor to obtain further instructions from the Marketing and Public Relations Department.

- Volunteers do not discuss the child’s diagnosis, condition, treatment, or family information with anyone other than appropriate agency personnel. “What you hear and see here, stays here.”

- Volunteers will discuss information only in private spaces and not in elevators, hallways, cafeteria, lobbies, waiting rooms, parking lots, or other public space in the hospital or elsewhere. Volunteers must observe these precautions even if others occasionally forget them.

- Only authorized students may keep journals or written reports. All such written materials must first have format and content approved by the designated staff supervisor. Names and information that could identify a specific child or family may not be used under any circumstances.

- All issues of concern will be shared only with the appropriate staff.

- Volunteers may not have access to patient’s charts.
PRIVACY
What Volunteers Need To Know

Privacy involves privacy of body, belongings, information and space. It means that:

• A child and family can expect staff and volunteers to assure adequate clothing and covering to protect individual modesty. (Children younger than three years of age generally have not developed a sense of physical modesty.)

• Beyond the age of 4, children need bathroom privacy and curtains drawn for use of urinals, bedpans, and bed baths.

• Volunteers never proceed past a drawn curtain without asking permission from the child or family being shielded.

• Knock on doors and get permission before entering.

• When a telephone call comes for the child or parent, offer to leave the room. Do not give out any information over the telephone, but refer such requests to the appropriate staff person or family member.

• Volunteers respect the privacy of mail and personal belongings of children and families.
Cultural Diversity and Sensitivity

We all differ from one another. As volunteers in the health care industry, our differences can become more important due to the extremely personal nature of the services we provide. As we work with patients, families and employees, we need to be aware of different beliefs and practices and be willing to create and maintain an environment that is respectful of all people.

No one can know and understand all the ways we differ from one another. However, we can create an environment that is respectful of differences. To do this, you must be aware of your own feelings about differences and consistently use behaviors that communicate respect.

You have a big role to play when it comes to embracing cultural difference and sensitivity toward other cultures. When dealing with patients, families, colleagues, volunteers and employees:

• Warmly greet each person you interact with.
• Smile and display overall positive body language.
• Show true concern when dealing with patients and their families.
• Offer assistance.
• Maintain confidentiality.
• Recognize that families, patients, employees and colleagues come in varieties.
• Offer the full range of Nicklaus Children’s services, such as chaplain, playrooms, Michael Fux Family Center, laundry services, internet service, interpreters, etc.
• Use your resources to resolve conflict.
Environment of Care

Safety

Safety is a volunteer’s business. You must consider yourself a constant member of the Safety Team and always remember these rules.

1. Report all security emergencies and security related incidents such as suspicious person or activity by dialing ext. 4911

2. The parking garages are patrolled by Security Guards. If you leave the hospital after dark you may request an escort. Ask the staff at the Info Desk to call Security.

3. Report defective or broken equipment immediately to your supervisor.

4. Observe warning signs; they are for everyone’s protection.

5. Always walk; do not run. Keep to the right and use extra caution at corridor intersections.

6. Familiarize yourself with your service area and the safe practices to be followed.

7. Report any unsafe conditions to the person in charge of your department.

8. Never engage in horseplay or practical jokes on hospital premises.
9. If you find foreign matter or a spill on the floor or see anything that could cause a possible hazard:
   • Call Support Services: HELP (4357) and block off the area so no one gets injured.

10. Report all injuries to your supervisor. An Incident Report must be completed.

11. Know all hospital Emergency Codes.

12. Visitors are not required to wear a Fast Pass ID on the first floor, but must have one when entering an elevator to visit the second and third floors. Kindly ask and/or escort a visitor not wearing a Fast Pass sticker ID to the nearest Fast Pass station to have one issued. A station is always found in the main lobby. Volunteers and staff are asked to use service elevators.

13. Many children are at risk for falls. Developed by our nurses, the Humpty Dumpty Falls Prevention Program is used to protect our patients from falling. You will learn more about this program at the Patient Care Workshop.
Risk Management & Incident Reports

An incident is any unusual occurrence, adverse reaction, negative response, or untoward (unfortunate) event involving a patient, visitor, employee or any deviation from approved policy and procedure or adopted standard which could or did result in injury.

All incidents must be reported to your supervisor and an Incident Report must be completed and forwarded to the Risk Management Department immediately.

Reports include accidents, injuries, and anything unusual that occurs on the hospital premises to a volunteer, patient, employee or visitor.

1. The person in charge of the Service Area where the incident occurred must be notified or notify the Volunteer Resource staff.

2. The injured individual should be offered immediate medical attention in the Emergency Department.

3. The Incident Report Form should be completed and include information such as details of event, quotes of statements made by involved parties, witnesses and contact information if injury/event involves non-patient.

4. Security should be called for all visitor events.
Hazardous Materials & SDS

The “SDS On-Line” service on the Nicklaus Children’s Portal contains Safety Data Sheets (SDS) of chemicals in the workplace. It provides instruction on procedures to follow in the event of a chemical spill or exposure. If a chemical spill or exposure occurs, report to your supervisor. Take a copy of the SDS with you to the Employee Health Office or after hours to the Emergency Department if accidentally injured.
Emergency Codes

The Emergency Codes are used to communicate emergency circumstances and must be memorized.

**Code BLACKOUT - No power**
Your supervisor will instruct you on what to do. Flashlights will be issued.

**Code BLUE - Cardiac Arrest**
Code Blue is reported over the paging system. Volunteers should remain at their assignment. Volunteers have no responsibilities during a cardiac arrest unless instructed otherwise. If you see someone having a cardiac arrest, dial ext. 555.

**Code D - Disaster, aka D/NBC (Decon)**
Code D is reported over the paging system. All volunteers should be on alert. They should remain quietly at their assignment and be ready to assist when requested to do so by their supervisor. If a volunteer is not in his/her service area at the time of the page s/he should remain there for further instructions. Volunteers have no responsibilities during a disaster unless instructed otherwise.

**Code Ivory**
Highly infectious patient.
Code LINDBERGH - Child Abduction

Code Lindbergh is reported over the paging system. Follow same guidelines as for Code 36, except, DO NOT attempt to stop or confront the abductor, only observe and report the direction of travel and description of suspect to security.

CODE ORANGE - Trauma

Code Orange is reported over the paging system. Volunteers have no responsibilities during a trauma unless instructed otherwise. If the LifeFlight™ helicopter is landing or taking off, no one is permitted to leave or enter certain area near the helipad or parking garage.

Code RAIN

Active threat/shooter. Follow Run, Hide, Fight. Rain stands for Recognize, Avoid, Isolate, Notify. Have a plan and commit to your actions.

Code RED - Fire

The Fire Alarm System rings followed by the signal Code Red, and the area of the hospital being announced on the hospital intercom system. All doors in main corridors on a magnetic closer will close. When a Code Red is heard, volunteers should remain at their assignment and be ready to assist if requested to do so.

If a fire occurs in your immediate area, remember RACE.

Rescue: Move patient out of danger.

Alarm: Pull Alarm at pull station, call operator and tell where you are, where the fire is, and keep the phone line open. (You are required to know where the nearest Fire Alarm, Exits and Fire Extinguishers are in your department.) NEVER YELL “FIRE.”

Contain: Close all doors.

Evacuate/Extinguish: Leave areas of fire, close doors, clear hallways, DO NOT use elevators. Keep calm.

When in doubt on how to use a fire extinguisher, remember PASS: Pull Pin, Aim at base of fire, Squeeze, Sweep.
**CODE WATER - Contamination of water**

Do not use sinks, water fountains, ice machines or showers/tubs. Do not flush toilets. Wait for instructions.

**CODE 13 - Bomb Threat**

Code 13 is reported over the paging system. Volunteers must assist in thoroughly checking for anything suspicious in their work area. If package is found, DO NOT TOUCH it, call Security at ext. 4911. If you receive a phone call with a bomb threat you must signal to an employee that you have the caller on the line and to call Security at ext. 4911 immediately (this should be written on a note so you don’t alert the caller). Try to keep the caller on the phone as long as possible so the call can be traced. Volunteers should wait for further instructions.

**CODE 36 - Missing Child**

Code 36 is reported over the paging system. A description of the child is given. Look around your area, and if you see the missing child-or saw the child, call Security at ext. 4911 with detailed information.
Rules For Volunteers

Volunteers are expected to abide by the following:

1. **DO NOT handle personal or professional business**, including homework, while volunteering.

2. **DO NOT use cell phones or texting** during your volunteer shifts. Cell phones should ONLY be used for emergencies and ONLY if communicating with supervisors briefly on assignments when necessary. If visiting or engaged with patients or families or walking in the hallways, volunteers must excuse themselves when needing to use a cell phone for any of the above circumstances.

3. **DO NOT exchange phone numbers, email or other social networking** information with patients and families.

4. **DO NOT take pictures** using your camera or cell phone while on duty as a volunteer.

5. **DO NOT give advice to patients or their families**. If they ask, refer them to their Nurse or a Patient Family Representative (4400).

6. **DO NOT exchange gifts or accept tips**. Anyone wishing to make a donation should be referred to the Volunteer Resources Department or the Foundation.

7. **DO NOT assume more responsibility** than your training and ability allow (even when asked by staff member). Always seek help when you need it.

8. **DO NOT bring friends or relatives** with you for your volunteer assignment. Everyone participating in the Volunteer Program must follow the proper procedure. (Application, Orientation, Interview, Placement, & Training)

9. **DO NOT smoke** on the hospital premises, including the garages. We are a SMOKE FREE FACILITY.
10. **DO listen attentively to all instructions** and carry them out carefully; all tasks are important, no matter how small. When in doubt, ask questions. Please remember you are here to help.

11. **DO be friendly, be helpful and be considerate** toward everyone you come in contact with. Always demonstrate excellent customer service and conduct yourself in a professional manner.

12. **DO be reliable and consistent.** Absences must be reported to your supervisor in the area assigned as soon as you know you will be unable to volunteer. If you will be absent more than two absences, include Volunteer Resources department via email at volunteer.resources@nicklaushealth.org in the notification. Failure to show up two times within 13 weeks without calling will place you on a resigned status. You will need to call to reactivate yourself and be reassigned.

13. **DO remain in your assigned area** for your assigned time. Breaks are limited to 5 minutes with your supervisor’s approval. Meal times are to be either before or after your shift.

14. **DO keep confidentiality.** Hospital activities and patient information are strictly confidential. You must not discuss or reveal information concerning patients to people either inside or outside the hospital.

15. **DO always wear your volunteer uniform, ID and adhere to the dress code for volunteers.**

16. **DO conduct yourself in a professional manner** at all times when in the hallways and on hospital premises. Be aware you are in a hospital environment with patients and families who are going through difficult times.

**Disciplinary Action**

Volunteers are expected to abide by the rules and regulations, as well as the policies and procedures established by the Volunteer Resources Department and the hospital. Any volunteer who knowingly disregards the rules will be subject to dismissal.
Tips for Volunteers

Time
Report on time to the staff person who will supervise your job. Remain for the period of time for which you are committed. If at any time you find there is no one in your department to supervise you, please report back to the Volunteer Resources Department.

Appearance
Your appearance in dress and grooming is important and must be appropriate for working in a professional environment. You must adhere to the dress code of the Volunteer Resources and the department where you provide service. Your uniform must always be neat and clean and your Volunteer ID placed visibly on your uniform top.
Accept Direction

Accept direction and supervision, recognizing you are an important helper. You do not take the place of a staff member. You are a support person who offers assistance and enrichment with your personal skills and competence.

Assignment

If, after volunteering in your assigned department four consecutive times, you find the assignment is not what you expected, please contact the staff in Volunteer Resources. If you have been asked to do something you are not qualified to perform, i.e., transporting a patient when you have not been taught transport techniques and completed the Transport Competency Form, or are asked to do something you are physically unable to perform, i.e., heavy lifting, please, immediately tell the staff member requesting the assignment.

If there is nothing to do in your assigned area, report to the Volunteer Resources Department for further guidance and direction. There is always something waiting for the assistance of our volunteers.
Confidentiality
Respect the confidential nature of anything you see or hear. If you have concerns, share them with your supervisor in your department. Volunteers will not have access to medical records. All HIPAA requirements must be observed.

Consistency, Reliability & Commitment
Remember that volunteering is a quality experience, and you must be here on your assigned day and time every week. This is the time you have committed to: we are counting on your reliability.

If You Must Be Absent
If illness or emergency arises, communicate with your supervisor in your assigned department.

Ask
If you have any questions concerning hospital policies, ask your supervisor in your department.

Enjoy Yourself
Your enthusiasm will be conveyed to those around you.
Thank You for Your Commitment to Nicklaus Children’s Hospital
Nicklaus Children’s Hospital

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