

# VOLUNTEER SERVICES ORIENTATION MANUAL



# TIRR Memorial Hermann Volunteer Services

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# Welcome to TIRR Memorial Hermann

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You have joined a hospital that proudly offers comprehensive medical rehabilitation programs in the Texas Medical Center.

Thank you for your interest in becoming a valued member of our volunteer team! Our volunteers play a vital role in caring for our patients, supporting the physicians, nurses and staff and assisting guests throughout the Campus.

Our Volunteer Services staff stands ready to assist you and ensure that your experience is both rewarding and enjoyable. Please feel free to visit our office, located on the 1<sup>st</sup> floor of the Research Center, or call us at 713.797.5225 with any questions or suggestions. Welcome aboard!



# Vision

**Let's begin with Memorial Hermann's Vision.**

A Vision defines a future or what a person or organization strives for. Everything we do at TIRR Memorial Hermann is tied to fulfilling this Vision:

Memorial Hermann will be the preeminent health system in the U.S. by advancing the health of those we serve through trusted partnerships with physicians, employees and others to deliver the best possible health solutions while relentlessly pursuing quality and value.

**BRAND PROMISE**

We advance health.





# Culture

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**Innovative:** We discover, develop and implement new ideas, technologies, partnerships and processes.

**Accountable:** We accept responsibility for our actions and decisions and the impact they have on those we serve.

**Empowered:** We create and embrace change, readily adapting to new situations and encouraging all to be part of the solution.

**Collaborative:** We build trusting relationships through open communication and productive teamwork integrating all parties to create the best solution.

**Compassionate:** We genuinely care about people. We are sensitive to the needs of others and strive to make a difference.

**Results Oriented:** We make timely decisions. We take an intentional approach, integrating data and evidence in all decision-making to achieve desired outcomes.

**One Memorial Hermann:** We value the whole over the individual parts of the System.



# Volunteer Process

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## **Steps to Take When Becoming a Volunteer**

### **Interview**

During your interview, a Volunteer Services coordinator will discuss various volunteer placements on the Campus and learn about your volunteer interests. Please bring your completed application with you. Dress is business casual. You also will complete an online background check.

### **Tuberculosis Test**

All of our volunteers must have a tuberculosis (TB) test prior to volunteering. A member of the Volunteer Services staff will provide you with directions to the Occupational Health office where tests are given and then read 48 to 72 hours later.

### **Scavenger Hunt**

New volunteers complete a Scavenger Hunt across the Campus to learn the location of key units and offices. This activity takes one hour to complete and provides you with an understanding of the many services we provide. See next page for dress code requirements.

### **Training Hours**

Your volunteering has begun! Our program is designed to ensure that the first 20 hours you spend at the hospital will be with an experienced volunteer to help guide you through the process. All of our volunteers begin at the information desk and are assigned to permanent placements after 20 hours of service (with some exceptions). Dress code is the official uniform. See next page for dress code requirements.

### **Volunteer Commitment**

We ask that volunteers make at least a six-month commitment, including at least 100 hours of service. This commitment leads to approximately three hours of volunteer time a week. The volunteer is asked to come in on a set schedule that will remain the same week to week.

### **Accountability**

Volunteers are expected to come in when scheduled and arrive in a timely manner. Please alert both Volunteer Services at 713.797.5225 and your individual unit in advance if you are unable to come in. We rely on you!

### **Personal Vaccinations**

Each volunteer must have evidence of the following:

- Annual TB skin-test
- Seasonal influenza vaccine (during influenza season)
- Diphtheria, pertussis, tetanus (TD/Tdap)
- Measles\*
- Rubella\*
- Varicella (chicken pox)

\* A birth before 1957 will be considered acceptable evidence of measles, mumps and rubella immunity.

### **Dress Code**

Volunteers are expected to dress appropriately in business casual attire. Business casual attire includes:

#### **Women:**

- Logo polo, tucked in
- Sweaters
- Nice slacks
- Knee-length skirts
- Nice closed-toed shoes
- Hair should be neatly done and, if long, pulled back out of your way

#### **Men:**

- Logo polo, tucked in
- Nice slacks
- Nice closed-toed shoes
- Belts
- Long shirts should be tucked in
- Hair and facial hair should be well groomed

Your volunteer name badge should be worn at all times and should be in plain view, at your collar. Volunteers do not wear scrubs, unless it is required by their unit and preapproved by the Volunteer Services staff.

### **What NOT to Wear:**

- T-shirts
- Denim (blue jeans, denim skirts, denim shirts)
- Sandals or open-toed shoes (even with socks, these are not acceptable)
- Shorts, capri pants, workout pants and sweatpants



## VOLUNTEER PROCESS

- Perfume, cologne or body splash (This can cause problems for patients who are nauseous or have difficulty breathing. Please do not smoke in your uniform.)
- Revealing clothing (chest, lower back and stomach should ALWAYS be covered)
- Caps or hats, unless it is for a specific event
- Excessive jewelry (or any jewelry that may impair your ability to perform tasks)
- Artificial nails are not allowed in some areas
- No sleeveless tops

### Uniform Options:

- Vest
- Polo

A neat, clean and professional appearance is VERY important when working in a hospital environment. Please be sensible and remember that patient care and safety come first.

### Customer Service

You are an important part of any visitor's or patient's experience at TIRR Memorial Hermann regardless of what your volunteer assignment is!

### Some Tips to Remember:

Always make eye contact with visitors crossing your path, and smile!



If you are working at a reception desk or a nursing station, make eye contact with people who enter your area. Make it easy for them to approach you and don't make them feel as though you are "too busy" to help them. (This includes employees!) In addition to informing people where they need to go and showing them on a map, TAKE them to their destination!

If you notice a visitor looking around as though he or she is lost, approach the guest and ask, "Can I help you find anything?"

When working in a public area, never have food (even candy in a bag or wrapper) or drinks out in your work area. This looks very unprofessional and in many cases (such as in patient-care areas) in violation of Joint Commission standards. If you cannot make

it through your entire shift without eating, you may take a 10-minute break and then return to your volunteer placement.

Do not make personal phone calls while you are volunteering, whether you are using a Memorial Hermann phone or your own cellular phone. If you bring a cellular phone with you to the hospital, turn the ringer off while you are volunteering.

### **Boundaries**

When we are strongly committed to our work, we start to develop relationships with those we serve. However, as a volunteer, please uphold the following boundaries:

- Please do not give or buy a patient anything to eat or drink unless cleared first with nursing. Some patients are on special diets or are unable to eat due to the treatment of their illness or condition.
- Please do not give personal gifts to patients. Singling out particular patients for special attention is unfair to the other patients.
- Please do not make promises you cannot keep.
- Please do not ask patients or their families why they have been admitted to the hospital. This is a clear HIPAA violation.
- Visiting patients outside of your scheduled time and day of the week is not permitted by Volunteer Services.
- You may become attached to a patient, which is normal and appropriate. However, you are not permitted to maintain the relationship after a patient has been discharged home.
- You are not allowed to take any photos for any reason.

# Safety Information

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## Hand Washing

HAND WASHING IS THE SINGLE MOST IMPORTANT INFECTION-CONTROL PROCEDURE!

TIRR Memorial Hermann operates under Standard Precaution, which is the assumption that any kind of bodily fluids you may come into contact with are contaminated.

EACH time you have direct contact with a patient, wash your hands before and after – even if you wore gloves.



## CORRECT HAND WASHING PROCEDURE

Wash your hands the right way: 20 seconds, using soap and water. Be sure to wash underneath fingernails, in between fingers and underneath rings.

If you are sick or think you might be sick, please do not come to volunteer. Please call both Volunteer Services and your assigned unit as soon as possible to let us know that you will not be able to come in.

## Isolation Procedures

Isolation procedures are used:

- When a patient has an infection or communicable disease. These procedures prevent the spread of infection to other patients, personnel or visitors.
- When a patient has a compromised immune system, in order to make the patient less susceptible to infections.
- When a sign has been placed on a patient's door indicating that he or she is in isolation. A bright yellow cart or an over-the-door shelf outside the patient's room will contain appropriate personal protective gear, which should always be worn inside the room. Personal protective gear can include the following:
  - Gloves
  - Gowns
  - Masks

If you are pregnant, trying to become pregnant, breastfeeding, or living with someone who has a weak immune system (e.g., patients on chemotherapy, elderly individuals, newborn infants, HIV/AIDS patients, etc.) please check with the nursing staff before entering an isolation room or unit.

## Using Wheelchairs

Many of our patients use wheelchairs and volunteers may be asked to take these individuals to various locations on Campus. Please use these following guidelines when transporting patients in wheelchairs:

- Always be courteous and explain to the patient who you are, why you are there and where you will be taking him or her.
- Be sure both sides of the wheelchair are locked before you help a patient into or out of a wheelchair.
- Guide the patient into and out of the chair. Be sure to get help from a nurse or tech if the patient requires more help than you are capable of providing. Do not risk injury to yourself or the patient!
- Place IV bags on the proper poles – NEVER on a patient's lap or shoulder.
- When transporting a patient and his or her chart, place the chart in the patient's lap and engage in pleasant conversation to keep the patient from looking through the chart. Should a patient attempt to read the chart, please ask him or her to wait until a clinician can explain the contents.



- When a patient is being discharged, stay until he or she is safely in the car and return the wheelchair to the proper location.
- Always walk at a slow, relaxed pace. NEVER RUSH through the halls while transporting a patient, and try to avoid bumps along the way.
- Please speak to the patient and not to other volunteers or staff when you are transporting him or her.

## Emergency Codes and Responses

When the hospital has an emergency or alert of any kind, it will be announced over the loudspeakers throughout the Campus. Please listen carefully to the messages to see if they concern you. Please let your unit supervisor AND Volunteer Services know if you are directly involved in a situation related to the code, and complete any incident reports, as necessary.

# Hazardous Code Calls

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Each of us **MUST KNOW** how to respond to potential hazards that may be present in our everyday work environment.

TIRR Memorial Hermann has organized potential hazards into distinct categories. In every case, dial **6999** to report these emergencies to your switchboard operator, who is available 24 hours a day, seven days a week.

CODE BLUE	Life-threatening medical emergency
RAPID RESPONSE	Non-life-threatening emergency
CODE PBS	Patient aggressive behavior
CODE RAINBOW	Missing patient
CODE RED	Fire
CODE YELLOW	Bomb threat
CODE GRAY	Internal/external
CODE ORANGE	Disaster with risk of casualties or severe damage
CODE PURPLE	Security is needed to respond to unauthorized or suspicious person(s)
CODE GREEN	Workplace violence
CODE GREEN-ACTIVE SHOOTER	Individual with gun onsite

### **CODE ORANGE: Emergency Spill**

Any spill that may present a hazard to people or the environment.

- **Alert** others in the area.
- **Contain** the spill if possible.
- **Take** injured or contaminated people to the treatment room.
- **Isolate** the spill area and keep others out.
- **Obtain** Material Safety Data Sheet.
- **Notify** emergency team to clean up the spill (6999).

### **CODE GRAY: Disaster**

**Internal:** Hospital operation is disrupted (e.g., we have lost power, water, phones, etc.)

**External:** A disaster outside of the hospital means we are expecting the arrival of many patients to the Emergency department. Please follow these guidelines:

- If you are volunteering in a unit, stay there and follow directions.
- If you are not volunteering in any particular unit, return to the Volunteer Services office, if possible.
- Go to the nearest unit if you are unable to return to Volunteer Services.

### **CODE RED: Fire**

When you hear “Code Red” paged to a specific area, that means a fire alarm has been activated in that area. Please listen for further information and don’t go to the area where the fire alarm has been activated. In most units, if a fire alarm is called and there is no immediate danger, staff will close patient doors as a safety precaution.

If there is a fire (large or small) in your immediate area, “RACE”:

- **Rescue** anyone in immediate danger if it is safe for you to do so.
- **Alarm!** Pull the fire alarm, or call the emergency team (6999).
- **Contain** the fire – pull the door closed or throw a fire blanket over the fire if safe to do so.
- **Extinguish** the fire if possible. Evacuate the immediate area and close doors to prevent smoke inhalation.

To Operate a Fire Extinguisher, “PASS”:

- **Pull** the pin from the handle.
- **Aim** the nozzle at the base of the fire.
- **Squeeze** the handle.
- **Sweep** back and forth slowly across the base of the fire.



### **CODE BLUE: Cardiac or Respiratory Arrest**

A patient who has a life-threatening emergency.

- A staff member who discovers the arrest should call the code.
- A volunteer should never call a Code Blue. Please alert a staff member.

### **EVACUATIONS:**

In the event of an evacuation for any reason, remember to do the following:

- Notify everyone in the immediate area that they need to evacuate, but do so in a way that you do not harm patients or family members.
- Evacuate patients in the following order:
  - Ambulatory (patients who can walk by themselves)
  - Wheelchair patients
  - Bedridden patients

The key idea is to first evacuate those who will be the easiest to move. This allows for easier evacuation of those who need to be pushed out in wheelchairs or on beds with medical equipment attached. Always evacuate horizontally (to a safer place on the same floor), and then vertically (to a lower floor) if you need to do so.



# Armbands

Color of Armband	Specific Alert
Red	Must be with staff when off unit
Yellow	Must be with TRAINED caregiver
Green	May leave the unit unescorted
Pink	Limb Restriction: Arm should not be used for blood pressure or IV
Orange Striped	Phoenix therapy group

## Armband Alert Clasps



Color	Specific Alert
Red	Allergy
Yellow	High fall risk
Clear	Low fall risk
Orange	Pediatric: Patient is 17 or younger
Blue	Isolation: Certain precautions are necessary to prevent transmission
Green	Latex allergy
Purple	Do not resuscitate



## Patient Rights and Responsibilities

TIRR Memorial Hermann respects the rights of the patient and recognizes that each patient is an individual with unique healthcare needs. Prior to admission or acceptance for evaluation, a written copy of the Patient's Bill of Rights will be given and explained to each patient, family or guardian.

You will also be given a copy of this **Patient's Bill of Rights** to take with you and read on your first day as a volunteer at TIRR Memorial Hermann. This is an important document to become acquainted with. It contains many legal rights of our patients as well as your responsibilities in safeguarding those rights.

# Guest Relations Program

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TIRR Memorial Hermann supports a Guest Relations Program that provides a mechanism for our patients to tell us how we are doing. We want to hear what pleases our patients as well as their concerns. Positive information is quickly passed on to the appropriate person and concerns or complaints are investigated and resolved before the patient leaves our care.

We are all responsible for guest relations. Regardless of the amount of contact we have with a patient, we must all be prepared to listen to a patient's concerns and needs. Remember, lack of communication is the cause of most concerns or complaints. Be a good listener and notify the appropriate person immediately to help resolve the patient's problem.

**For any feedback, call 713.797.5959**

## Cultural Factors in Healthcare

Consider every patient's culture when giving care. Culture – the values, beliefs and practices shared by a group – can affect how a patient views healthcare. A patient may belong to different ethnic, regional, religious or other cultural groups.

### **Country of Origin**

The amount of time a person has lived in the U.S. may affect his or her views on healthcare.

### **Preferred Language**

Patients who are encouraged to talk or read about care in their own language may feel more at ease.

### **Communication Style**

Nonverbal and verbal styles may differ. For example, culture may affect how or whether a patient expresses pain.

### **Views of Health**

The patient may see illness as having a supernatural cause, such as punishment for sins. He or she also may believe in traditional or herbal cures.

**Family and Community Relationships**

A patient may expect certain people to be involved in his or her care, and allowed to visit.

**Religion**

A patient's religion may affect his or her consent to treatment, schedule of care, room arrangement (because of certain prayer practices), and birth or death practices.

**Food Preferences**

Religious, healing and other cultural practices all can affect what foods a patient chooses to eat or avoid.

**Names**

How does the patient prefer to be addressed? You can ask. The patient may prefer to be called by first name, last name, or even a nickname.

**Privacy**

It's important to ask before entering a patient's room. This could mean knocking softly on the door, or speaking to the patient from the doorway; for instance,

“Hello, I'm \_\_\_\_\_. I'm a volunteer and have some magazines and card games. Are you interested today?”

No two patients are the same. All will have differences. It's important not to stereotype, but still try to take into account a patient's background.

# Dealing with People of Different Ages

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Each person is a unique individual, but we all grow and develop in the same ways. These are some tips to help caregivers cater to patients of different ages. They will help you to better understand the actions of our caregivers in the hospital, and help you to better understand how to deal with patients.

## **Infants and toddlers: birth to 3 years**

- Involve the child in care during feeding, diapering, bathing.
- Provide safe toys and opportunity for play.
- Encourage the child to communicate with you, in whatever way he or she is capable.

## **Young children: 4 to 6 years**

- Use toys, games and “play” activity to teach the child or help reduce fear.
- Encourage the child to ask questions and talk about feelings.
- Find ways to let the child make choices.

## **Older children: 7 to 12 years**

- Allow the child to make some care decisions (which arm would you like your IV in?).
- Guide the child in making lifestyle choices that are healthy and safe.
- Build self-esteem, recognize the child’s achievements. Perhaps have him or her help you do a task.

## **Adolescents: 13 to 20 years**

- Treat more as an adult than a child. Avoid authoritarian approaches.
- Show respect for their appearance and relationships.
- Help correct misinformation they may have received from peers.
- Encourage open communication with parents and peers.

## **Young adults: 21 to 39 years**

- Support the person in his or her healthcare decisions.
- Encourage healthy and safe habits in the workplace and home.
- Recognize their commitments to family, career and community (time, money, etc.).

## **Middle adults: 40 to 64 years**

- Address their worries about the future, encourage talking about feelings, plans, etc.
- Recognize the person’s physical, mental and social abilities and contributions.
- Help with plans for a healthy, active retirement.

**Older Adults: 65 to 79 years**

- Encourage them to talk about feelings of loss, grief, achievements.
- Provide information to help make medication use safer.
- Provide support as they cope with impairments, and avoid making assumptions about their loss of abilities.
- Encourage social activity with peers.

**Adults over the age of 80**

- Encourage independence. Provide physical, mental and social activities.
- Support end-of-life decisions.
- Assist in self care and promote safety with medications.

Adapted from:

Developing Age-Specific Competencies, Channing L. Bete Co., Inc., 2009.

## Prayer Guidelines

In the course of your volunteer service at TIRR Memorial Hermann, it is possible – perhaps even likely – that you may be asked by a patient or family member to pray with them. We certainly encourage you to join if you are comfortable with the request. Please understand, though, that it is inappropriate for you to initiate prayer with or for them. The request **MUST** come from the patient or family members, not from you. We trust that you will abide by this policy, which is fully endorsed by our Chaplaincy Team.





# Volunteer Benefits

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Volunteers in good standing are eligible for the following benefits:

## **Free Parking**

You may park at the front entrance of the hospital, if space is available. There are parking spaces on the side of the DD Lot. You can also park in Garage 6. Operator will validate your chip before you leave.

## **Meal Tickets**

Volunteers are provided with a \$6 meal credit that is monitored by the cashier. Any amount over \$6 will be the responsibility of the volunteer. Volunteers must wear a name badge to sign their meal tickets and receive a 10 percent discount.

## **Flu Shots**

Flu shots are available to adult volunteers through our Occupational Health department, usually in October and November. Volunteer Services will notify all active volunteers when flu shots are available for the season.

## **Tuberculosis Screening**

Annual TB testing is performed at the Occupational Health office in the Outpatient Clinic.

## **Discounts**

Volunteers are given a 10 percent discount on purchases from our gift shop and cafeteria.

## **Recommendation Letters**

Volunteer Services provides recommendation letters upon request for volunteers who have served at least 100 hours. Requests from inactive volunteers (those who have not volunteered in the past six months) will be honored on a case-by-case basis. Please provide two weeks notice to the Volunteer Services office for all recommendation letters.

# HIPPA Regulations

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## **What is HIPAA and what does it mean to me?**

HIPAA is the Health Insurance Portability and Accountability Act of 1996. It addresses patient privacy and confidentiality issues.

## **Do HIPAA policies for employees apply to volunteers?**

Yes, you are considered part of our workforce.

## **Are volunteers held accountable for breaches of information in the same ways as employees?**

Yes, and bear in mind that depending on the offense, potential fines of up to \$250,000 and 10 years in prison may apply. This penalty is directed specifically at the employee or volunteer, not the hospital or department. The individual committing the breach of information is held personally accountable.

## **What is a breach of information?**

**Carelessness:** Unintentional breaches of confidentiality are still considered HIPAA violations, and may occur when individuals are careless or reveal patient information to themselves or others by accident. For example, discussing patient information in a public area or leaving a computer unattended that shows patient information on the screen violates this law.

## **Curiosity or Concern (no personal gain):**

Employees and volunteers are not permitted to intentionally access patient information that is not needed by that individual for patient care. Examples include reviewing a patient record out of concern or curiosity, accessing your own patient information without going through the proper channels within Health Information Management, or looking up a friend or relative's birthday or home address.

## **Personal Gain or Malice:**

You may not access, review or discuss patient information for personal gain. For example, reviewing a patient record for personal information, copying a patient mailing list for personal use or selling protected health information are clear HIPAA violations.

## **What information can volunteers give to callers on the phone or to people who approach the information desk?**

You may verify that a particular patient is in a specific room or location in the hospital if he or she appears on the daily patient census. However, some patients may not be

listed on the daily census. Even if you know that the patient is in the hospital, you may NOT give out that information if it is not published on the census. These may be “no information” patients who have chosen to remain unlisted to the general public for personal reasons.

### **What about clergy? Can they have additional information?**

In addition to verifying a name and giving a room number, you also may confirm a patient’s religious affiliation with clergy members.

### **What other information can I give to family members and friends who are visiting in the hospital?**

You are not to give patient information to others in the hospital unless the patient has consented to that person having the information. Even if the person is a wife or parent, it is always best to ensure that the patient intends for that person have information. Parental situations may vary, but please be sure that the parent requesting information is a legal guardian of the child in question. Do not give individuals additional information over the phone, as it is virtually impossible to ensure that you are speaking to an actual family member.



### **What information can I access as a volunteer working with patient information?**

You can access information you need to perform the task that has been assigned to you, but no more. This “minimum necessary” policy means that you are not allowed to browse patient records just because you are interested in their history or how they are doing.

### **What about pulling up my own medical information in my spare time?**

This is a policy breach. While in the hospital or clinic, you may view your own medical information with the assistance of a doctor or other approved medical personnel. Afterward, you must access your medical information just like any other patient – through our Health Information Management department.

### **Can a patient go through his or her own chart while in the hospital?**

Yes, but a clinical staff member or doctor **MUST** be present so that a patient does not misinterpret anything he or she sees within the record. We must also ensure that patients do not remove items from the record. The patient's medical record itself belongs to TIRR Memorial Hermann. Patients must go through the proper channels to obtain any part of their medical record, including a copy of the records, a copy of an X-ray, etc. Some clinics or units will provide copies of the information to a patient as a courtesy during their visit. If not, the patient must request the information through the Release of Information department.

### **GENERAL RULES** to follow regarding patient information:

- Access only the information you need to do your job.
- Avoid discussing patients with others, especially in public places such as elevators, cafeterias, bus stops, halls, etc.
- Keep patient charts closed when not in use.
- Shred census or any other materials containing patient information.

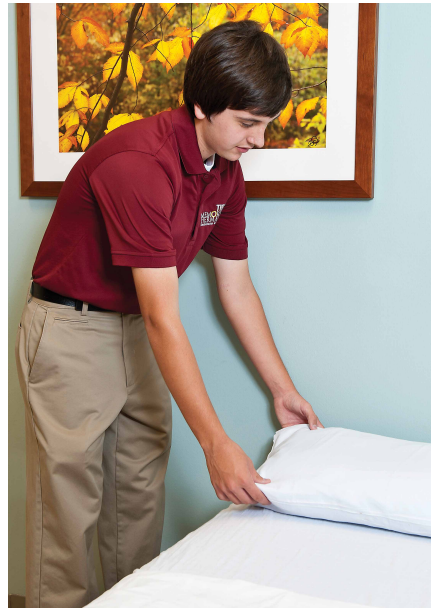


# Good Body Mechanics

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In any department or program, your job may require you to lift, push, pull or move a patient or an object. Good body mechanics are used to do things safely and efficiently. The following principles are important to consider when performing tasks throughout your workday:

- Plan ahead. If a person or item is too heavy, you may need to seek assistance from others or you may need to use mechanical or manual equipment for handling a patient or object.
- Keep your back in its balanced, neutral position.
- Keep objects close to your body.
- Use leg strength.
- Push before pulling and pull before lifting.
- Break tasks into small steps.
- Avoid prolonged positions and repetitive movements.
- Exercise caution and use good body mechanics during your day-to-day activities.



## Summary

TIRR Memorial Hermann maintains a strong commitment to its Vision and Brand Promise, patients' rights, and to a safe and healthy working environment for our patients, their families, employees, students, visitors and the community.

**Welcome to TIRR Memorial Hermann!**

[illegible]







[tirr.memorialhermann.org](http://tirr.memorialhermann.org)

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