



## Summer VolunTEEN Handbook



Volunteer Services

# University of Florida Health Shands Hospital

## Volunteer Services Department

352.265.0360

Dear VolunTEEN:

UF Health Shands Hospital Volunteer Services Department welcomes you to the exciting world of volunteering. During the summer program you will have an opportunity to give 12 hours of your time each week to help patients and staff in the hospital. You have been provided with a schedule that allows you to volunteer in various areas with UF Health Shands.

As ever-increasing demands are made upon the time and skills of staff, the hospital inevitably turns to volunteers to enhance customer service to patients, family members and visitors. Your smile, pleasant attitude and willingness to provide assistance to patients and families are greatly appreciated. By using the BEST behaviors, you will help provide excellent customer service to a diverse population of people.

We hope that your experience as an active member of the UF Health Shands Healthcare team will be both educational and rewarding to you.

Best wishes,

Kiah Coleman-Spradley

VolunTEEN Coordinator, Volunteer Services

**The Volunteer Services Team**

Director of Volunteer Services – Allyson Crawford

Volunteer & VolunTEEN Coordinator – Kiah Coleman

Volunteer Coordinator – Kim Huebner

Evening Receptionist – Gloria Southworth

**Volunteer Services Contact Information**

Office Hours: Mon - Fri 7:30a – 8p

Phone Number: (352) 265-0360

Location: Room G153, Ground Floor (Use Atrium elevator)

General Information Website: [www.ufhealth.org/volunteering](http://www.ufhealth.org/volunteering)

Volunteer Information Center (VIC) Website: <https://ufhealth.org/volunteer-information-center-vic>

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## University of Florida Health

UF Health encompasses our hospitals, physician practices, colleges, centers, institutes, and programs and services from central to northeast Florida. Our mission is to provide excellent patient care, to collaborate in improving community health, and to create an environment that supports education and research in the health sciences.

A part of UF Health, Shands Hospital was established in 1958 and named in honor of State Senator William A. Shands, who was instrumental in introducing and promoting legislation making the hospital a reality. The 996-bed hospital has become one of the most comprehensive hospitals in the Southeast.

UF Health Shands combines over 8,595 employees along with approximately 888 UF faculty physicians, practicing in over 100 specialty areas, to create a healthcare team dedicated to excellent service and sharing a common vision: 'the Science of Hope'.



“**BEST: Building Excellent Service Together**” is a system wide employee-focused program that launched throughout Shands HealthCare in January 2005.

The BEST program connects efforts across the UF Health Shands system to help achieve our strategic goals, improve internal communications, motivate us to continually change and improve, and create a culture of service excellence by encouraging customer-focused behaviors that improve our patients’ and customers’ experiences at UF Health Shands.

The BEST program focuses on motivating employees to grow, change, and raise the level of care so that UF Health can continue to be the region’s healthcare leader.

## Customer Service is KEY

Providing quality customer service in a friendly and caring manner is a priority for UF Health Shands Hospital staff and volunteers. We ask all volunteers to greet patients, families, and staff with a smile and provide assistance as needed.

When volunteering with patients, remember the word **AIDET**: *Acknowledge, Introduce, Duration, Explanation, and Thank*. For example: Acknowledge ‘good morning’ ‘good afternoon’; Introduce yourself by name; Duration ‘I can visit/assist you for 30 minutes’; Explain why you are there or what you can help with; Thank the person with a greeting ‘have a nice day’ ‘it’s been great visiting with you’.

Customer service is the KEY to our success here at UF Health Shands and is a tool to continuously recognize and reward employees and volunteers who provide excellent customer service. Employees and volunteers practice excellent customer service skills in many ways all the time.



*If you observe a staff member or volunteer going above and beyond while assisting a patient, family member, or staff; please take the time to fill out this nomination form in order for him/her to receive a Customer Service pin and key.*

Nomination forms can be found throughout the hospital and in the Volunteer Office. Please complete the form and drop off in a key box or turn it into one of the staff in the Volunteer Office. Thank you for displaying excellent customer service skills while at UF Health Shands.

## To Whom Are You Responsible?

You are responsible to UF Health Shands. Your actions and attitude are reflected on the hospital and the services it provides.

You are directly responsible to the VolunTEEN Program Coordinator in fulfilling your assignments.

When on duty, you are responsible to the hospital staff in the department to which you are assigned.

You are responsible to YOURSELF. Your service in the hospital should be given in a cheerful and helpful manner and reflect the best that is in you.

## VolunTEEN Expectations

**Dependable:** Report to the Volunteer Office on scheduled days, sign-in, and then head to assigned area. Your service area will be expecting you to help with daily functions. If you are unable to make it for one of your volunteer days, please notify the Volunteer Office. Make up days can be scheduled on Fridays, when necessary.

**Signing In and Out:** Please remember to sign in and out on the computer when volunteering. You will sign out for lunch and then sign back in for your afternoon service area. *Your pin number is the last five (5) digits of your phone number.*

**Appearance:** As a member of the UF Health Shands team, you are required to be in appropriate uniform when volunteering (no exceptions). Your uniform is as follows: VolunTEEN T-shirt, khaki pants, close shoes, and name badge. *Skirts, leggings, jeans, shorts, or capris are NOT allowed.* If you show up for your volunteer shift and are not in the proper uniform, you will be sent home and it will be considered an absence. If you leave your name badge at home, come to the Volunteer Services Office and we will provide you with a temporary badge for the day.

**Lunch:** VolunTEENs all take lunch at the same time, from 12:00pm (noon) to 1:00pm. You are to provide your own lunch. The Volunteer Office is available to you as well as various designated eating areas.

**Attendance:** VolunTEENs are expected to attend their assigned shifts. In the event you are absent, you must report your absence by calling the Volunteer Services Office. In addition, you will need to schedule and attend your make-up shift with your VolunTEEN coordinator to remain in good standing. Make up shifts are limited.

**Professional Behavior & Time Management:** You should arrive for your shift on time. As a volunteer, you are here to assist staff members and make a valuable contribution to the team and the level of care we can provide to our patients; we expect you to be friendly, helpful, and have a positive attitude. You will get out of your experience what you put into it, so make sure you are making positive contributions!

There may be an occasion where your assigned area no longer has work for you and/or you have finished your required tasks. If your area no longer needs you, please go to the Volunteer Office to be given another assignment.

**Do NOT** go to another area until you have been granted permission by the Volunteer Services staff. *Use of cell phones (texting, FaceTime, etc.) **is NOT** allowed during volunteer service hours.*

## The ABC's of Filing

Just as you learned to alphabetize in school – here is the ‘real world’ equivalent – filing charts. In order for areas to stay organized, it is essential for files to be filed correctly. Here are two sets of files: one is a set of volunteer files and the other is general office files. They are listed in correct order. *Remember: filing is a vital function to the healthcare process!*

Patricia Abbott	Accounting – Administrative
Samuel Agnew	Accounting – Departmental
Victoria Array	Accounting – General Ledger
Alan Barnes	Board Executive Minutes
Dwight Clark	Board General Minutes
Leslie Clarke	Correspondence – Patient
Jack Gaskin	Correspondence – Staff
Mary MacDonald	
Debbie McCarthy	
Patricia McCarthy	
Mary Belle Smith	
Mary Fran Smith	

## Telephone Etiquette

1. Identify yourself and the department. If you smile when you answer the phone, your voice will sound warm and friendly 😊
2. Listen attentively; use the caller's name to personalize the call.
3. Be prepared to take notes. Make sure you understand their reason for calling so you can direct the call to the appropriate person.
  - a. Name of caller
  - b. Date and time of call
  - c. Content of message (as much as they provide)
  - d. Action desired (i.e. Return call, message only, returning message, etc.). Phone number
4. Repeat message if necessary back to caller – If you do not understand their name, then politely ask them to spell it for you.
5. ASK questions if necessary.
6. End conversation with ‘thank you’ and/or ‘have a nice day’.



## Fire & Safety

In the event of a fire, remember:

**R** escue

**A** larm

**C** onfine

**E** xtinguish or Evacuate

**P** ull the Pin

**A** im at base of fire

**S** queeze the handle

**S** weep from side / side

Volunteer Services Disaster plan is located in the back office above the copy machine.

Remember: REPORT all safety hazards you notice throughout the hospital. Notify the I-CARE at 4-2273 to report concerns.

## Injury(s)



If anything happens to you while you are volunteering make sure your service area supervisor is aware of the situation, and then contact Volunteer Services immediately! It's important for us to know about accidents right when they happen so we can evaluate the situation and help you determine what steps need to come next to keep you safe.

*Examples of incidents/accidents: twisting your ankle in the hallway, cutting your finger on a tape dispenser, passing out, being exposed to blood/body fluids/chemicals, being stuck by a needle, etc.*

If you witness incidents/accidents involving a patient, report the incident to the patient's nurse immediately. Even things that may seem minor could have a big impact, it is important for nurses to know about incidents/accidents and make note of it in patient records.

## Infection Control

### Hand Washing:



1. Always wash hands before and after contact with EACH PATIENT AND when moving from ROOM TO ROOM.
2. Use plenty of soap and wash for 30 seconds. Hand sanitizer (i.e. Purell) is acceptable for use between patients.
3. REMEMBER: Everything you touch has germs, so you can never wash your hands too much when in the hospital!
4. Wash hands after you remove gloves and before you put gloves on.

*If you are not feeling well and/or have persistent symptoms of: cough, sore throat, runny nose, and/or fever, it may be best for you to remain home (or out of patient areas) until symptoms subside. Many patients and families have compromised immune systems while in the hospital, so keeping germs away from them is extremely important.*

## Wheelchair Training

1. You will **only** be transporting ambulatory patients (able to walk).
2. You will **not** be transporting patients that have I.V. poles or any other types of tubing (unless you are assisting medical staff).
3. Always ask the patient if you may assist them, and then hold your arm out for them to hold.
4. Lock the wheels before the patient sits down and before the patient gets out of the chair.
5. Make sure the patient's foot pedals are down and their feet are resting on the pedals.
6. Make sure the foot pedals are lifted before the patient gets out of the wheelchair.
7. Be sure the patient's clothing is not hanging outside the arms of the chair (this is so the clothing does not get caught in the wheels of the chair).
8. Bring the wheelchair in the elevator backwards and off the elevator backwards (if not crowded).
  - a. So the patient doesn't face the back of the elevator (while everyone else is facing the front of the elevator).
  - b. So the wheelchair front wheels don't get stuck in the track of the elevator door.
  - c. When exiting the elevator if crowded, use the foot bar to guide the small front wheels over the elevator door track.
9. Walk at a normal pace while pushing the wheelchair.
10. Push the wheelchair with caution when going around corners – use safety mirrors in the hallways to see if anyone is coming around the corner.



## Confidentiality

Information, which is private, should be treated as such.

- Volunteers and employees are **not** allowed to discuss patient identities or conditions with their friends or family members.
- Patient information should **never** be discussed with co-workers during meals or breaks, or when away from the hospital.
- Volunteers and employees should **not** discuss patient information with staff members from other nursing departments.
- When speaking to staff or other personnel, be careful not to be overheard by visitors or other people.
- A violation of patient confidentiality can result in a lawsuit against the volunteer, employee, and healthcare organization.
- It **is** all right to report to the nurse manager or charge nurse any vital information told in confidence by the patient.
- Requests from a friend to discuss diagnosis, conditions, or patient are an invasion of privacy.
- Leaving medical records, patient lists, and/or test results where others can see them is a violation of patient confidentiality.
- Practicing confidentiality of patient information is required by law.
- The responsibility of keeping information confidential must be practiced continuously.

## HIPAA

### Health Insurance Portability and Accountability Act

*One of the main goals of this law is “the protection of privacy and security of healthcare information.”*

#### Why is the privacy of health information important?

- 1 in 5 Americans believes that an insurance plan, healthcare provider, or employer has improperly disclosed personal medical information, causing embarrassment or harm.
- 1 in 7 Americans has done something to protect their privacy and avoid embarrassment, stigma, and discrimination. They withheld or provided inaccurate information; doctor-hopped to avoid consolidated medical records; paid out of pocket for care that is covered by insurance; or have avoided care altogether.

#### Why is maintaining confidentiality important?

- The 13-year old daughter of a hospital employee took a list of patients' names and numbers when visiting her mother at work. As a joke, called each patient and told them they were HIV positive. One of the patients she told attempted suicide.

#### Impact of HIPAA on Volunteer Services?

- HIPAA requires all members of our workforce, including volunteers, to receive training relevant to confidentiality.

#### How can you help protect information?

- Be aware of responsibilities associated with access to information.
- Understand and follow procedures.
- Report any potential problems immediately.

## Medical Terminology

**CT Scan or CAT Scan** – A kind of x-ray that gives doctors a better detailed picture of what is going on inside the body.

**EEG (Electroencephalogram)** – A test in which a specially trained person pastes some buttons, called electrodes, on your head. These electrodes are connected by wires to a machine that records your brain waves.

**Endoscopy** - A diagnostic procedure in which a flexible fiber optic endoscope is passed into the esophagus, stomach, and upper small intestine.

**I.V.** – An I.V. is a small plastic tube that gets inserted into a vein in your body. This tube carries liquid medicine into your body that will help you get well or can help your pain go away.

**Intubation and Extubation** – Intubation is the process of putting a long tube *that gets put* in your mouth and down your throat to help you breathe during an operation. Extubation is when the tube is removed and help is no longer needed to breathe.

**MRI (Magnetic Resonance Imaging)** – A special picture of the inside of your body, like your stomach, your brain or heart. When this picture is developed you are able to see exactly what your insides look like in a very detailed way.

**Ultrasound** - Ultrasound, or ultrasonography, is another way doctors are able to take a look inside the body. Instead of X-rays, sound waves are bounced off the kidneys, the heart, or other places your doctor needs to check out.

**Xray** – Is a special kind of camera that takes a picture of things inside your body (bones and organs).

## Who's Who in the Healthcare System

Listed below are the roles and responsibilities of clinical staff and practitioners in the healthcare system that volunteers may encounter. Volunteers work closely with the interdisciplinary team including clinical care staff, Social Work, Guest Services, Child Life and Pastoral Care.

**Case Managers**– Case Managers are an integral part of the healthcare team who work closely with patients and their families to help them solve problems, through the provision of counseling, psychosocial support, crisis assistance, community referrals, discharge planning, housing, transportation assistance, financial assistance, and patient education.

**Charge Nurse**– A charge nurse is responsible for orchestrating the efficiency of patient care on the unit. Check in with the charge nurse before doing an activity, so as not to disrupt the flow of care on the unit or bother other patients. If you cannot find the patient's nurse, you can ask the charge nurse about any special precautions before making a bedside visit.

**Child Life**– Child Life Specialists at UF Health Shands Children's Hospital are certified professionals who specialize in child development and provide developmentally appropriate psychosocial interventions in an environment that will support normal growth and development of children and young adults.

**Clinical Leader**– The Clinical Leader coordinates the efforts of interdisciplinary patient care teams to keep everyone on the unit in accord with the patient's condition and care plan.

**Guest Services**– Guest Service Specialists provide hospitality services, answer visitor's questions, and give directions and information about non-medical resources in the hospital and Gainesville area.

**Nurse Manager**– The nurse manager coordinates the unit's financial and business operations. The nurse manager oversees and approves the implementation of regularly scheduled volunteers on the unit.

**Pastoral Services**– Chaplains are available to patients and families for counseling, spiritual support, rituals of faith and as a communication link with spiritual resources in the patient's home community.

**Patient Care Associate (PCA)/Certified Nursing Assistant (CNA)** – The PCA assists the nurse by taking the patient's vital signs and helping with patient needs like eating, bathing or dressing. They can provide a volunteer with information about the patient's general level of physical capability.

**Registered Nurse (RN)** – The Registered Nurse is responsible for guiding care of the patient based upon an individualized plan. Ask them about signs on the door, if any special precautions need to be taken when working with the patient, and if it is okay for the patient to leave his/her room to attend a group workshop.

**Support Tech** – Support Techs provide clerical support, mobility, and comfort. They can help to locate a patient's room and identify which nurse is assigned to the patient.

*UF Health Shands is a teaching hospital. While working in the hospital you may see many different types of doctors and medical professionals. There is a tiered system of doctors in a teaching hospital, which include intern, resident and attending physician all of whom have completed medical school.*

**Attending** – A doctor who has completed internship and residency. Responsible for the patient's care, and often supervises medical care provided by residents and interns.

**Intern** – A doctor who has finished medical school and is engaged in a year of additional training at a hospital before residency.

**Resident** – A doctor who has completed medical school and internship and is now receiving training in a specialized area. (For example, surgery, internal medicine, pathology or radiology.)