



## **Student Volunteer Handbook**

**Volunteer Services**

**2017**

## **How to Use the Handbook**

Welcome to the team! We hope you will enjoy your time as a UF Health Shands volunteer! This handbook has been designed to help you better understand our volunteer policies and expectations, as well as to help answer any questions you may have about volunteering.

This handbook covers important information we want to make sure you know, as well as addresses some of the most frequently asked questions we get. We arranged it by topic and included a table of contents so you can more easily find information on something specific, but it is important that you read through the handbook in its entirety. We tried to make this handbook as comprehensive as possible, but if there is anything you have questions about, please don't hesitate to ask the Volunteer Services staff.

Thank you so much for volunteering with UF Health Shands! Volunteers like you help us to improve the patient experience and make a difference in our community.

## **The Volunteer Services Team**

Director of Volunteer Services – Lindsay Krieg

Volunteer Coordinator – Kim Huebner

Volunteer Coordinator – Kiah Coleman

Evening Receptionist – Gloria Southworth

## **Volunteer Services Contact Information**

Office Hours: Mon - Fri 7:30a – 8p

Phone Number: (352) 265-0360

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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## **Volunteer Policies**

### ➤ Volunteer Uniform

- In order for our patients, staff, and visitors to easily identify your role in the healthcare team, you must wear the required volunteer uniform whenever you are volunteering.
- Required uniform for hospital/clinic volunteers is: UF Health Volunteer polo shirt, full-length khaki pants, closed shoes, and Volunteer name badge.
  - Capris, shorts, skirts, tights/leggings, and full-length pants in a color other than khaki are not permitted.
- Required uniform for dental volunteers is: UF Health Volunteer scrub set, closed shoes, and Volunteer name badge.
  - Scrub sets other than the official UF Health Volunteer scrub set are not permitted.
- The procedure for purchasing your volunteer uniform will be explained during your placement interview.
- 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.

### ➤ Volunteer Name Badge

- Healthcare laws require that proper identification must be worn at all times – This means you **MUST** wear your volunteer name badge when volunteering!
- If you leave your name badge at home, come to the Volunteer Services Office and we'll provide you with a temporary badge for the day.
- If your badge is lost and nowhere to be found, request a replacement badge from the staff in the Volunteer Services Office during regular business hours.

### ➤ Parking

- On-campus locations: Shands Hospitals, Medical Plaza/Davis Cancer Center, Orthopedic Sports Medicine Institute, Florida Surgical Center, and Children's Surgical Center
  - We cannot provide parking for UF student volunteers! The method of transportation you use to get to campus for classes should be the same method used for getting to your volunteering shift.
  - Santa Fe/non-UF students who volunteer in one of these areas during the week may park in the visitor garages and receive a parking voucher from the Volunteer Office. A valid Santa Fe/non-UF student ID must be shown in order for a parking voucher to be provided. This voucher will need to be obtained for each shift.
  - Weekend volunteers should consult the UF Transportation and Parking website to determine the times and locations of lifted parking restrictions. These times and locations can vary semester-to-semester so always check for the most current information.

- Off-campus locations:
  - Many, but not all, of our off campus locations have free parking available for volunteers. You should check with staff on your first day to see where staff parking is located, and park in that same area in order for patients to use the closest parking.
- Personal Absences
  - You are allowed to take up to two (2) personal absences each semester without penalty.
    - Personal absences can be used to cover circumstances such as getting sick, taking an exam during your volunteer shift, going out of town for unexpected family emergencies or planned trips with clubs/organizations, religious holidays, etc.
    - We strongly encourage you to use these absences wisely and only take one when truly necessary. Chronic absences may make you ineligible to continue with our program.
  - All absences must be reported in two places:
    - Directly to the service area in which you volunteer – contact information for the service area is provided on the Volunteer Agreement you're given during placement. Our areas rely on their regularly scheduled volunteer help and it is professional courtesy to provide them with as much advance notice as possible.
    - Online through the Volunteer Information Center (VIC) portal. (Please see the Volunteer Information Center (VIC) Portal section of the handbook for more details about reporting absences online.)
  - If circumstances occur in a semester that cause you to need to take more than the two (2) allowed absences, contact the Volunteer Office to discuss the situation and potential options for maintaining eligibility.
    - If you are absent more than two (2) times in a semester and do not contact the Volunteer Office in a timely manner to address the excess absences, you will be ineligible to volunteer in any of our programs for one year.
    - Any make-up shifts scheduled through the Volunteer Office must be completed in the same semester that the absences occurred. (You cannot make up Fall absences in Spring, etc.)
- Holiday Absences
  - Each semester, there are specific dates which are considered excused volunteering days due to being either federally recognized holidays or University of Florida holidays.
    - Exact dates are listed for each semester on the VIC Home Page and on the semester handout provided during placement; they also show up in your schedule in the VIC portal.
  - If your shift falls on one of the listed holiday dates, you're not required to be in attendance that day.

- If you would like to volunteer for your shift that falls on a holiday date, check with the staff in your service area to see if that is possible.

➤ Bonus Hours

- When opportunities arise in a semester for you to help out with special events, a description of the opportunity, the dates and times volunteers are needed, and instructions on how to sign up, will be posted on the VIC Home Page.
- Bonus hours are a great way for you to pick up some extra hours, help out in a different capacity from your regularly scheduled shift, and potentially network with other volunteers.
- Unless otherwise instructed, you will need to wear your volunteer uniform (including name badge) when volunteering for your bonus hours shift.
- If needed, bonus hours can also be used to make up for personal absences.

➤ Incident/Accident Reporting

- If anything happens to you while you are volunteering, make sure your service area 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, getting 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, and it's important for nurses to know about incidents/accidents and make note of it in patient records.
- If you are having issues with a staff member in your area, or with another volunteer, please come talk to Volunteer Services about it so we can help you address the issue. We never want you to be in a situation that makes you uncomfortable, but we can't help if you don't tell us what's going on.

➤ Relationships with Patients and Visitors

- As a volunteer, your relationships with patients and visitors should always be kept professional. This means you should never provide your personal contact information (including phone number, e-mail address, and social media handles) to patients or visitors, and you should never visit patients (in the hospital or outside the hospital setting) outside of your volunteering time.
- Bringing gifts to individual patients (including cards, flowers, homemade food, etc.) is not allowed. If you would like to donate items for patients, a general donation must be

- made to the hospital (donations are accepted in the Volunteer Services Office) and the items will be distributed appropriately by staff.
- These policies protect you as a volunteer, but they also help to ensure that we are treating all patients equally and not showing any favoritism.
- Semester Withdraw
- If you are unable to keep your commitment to volunteering with us for any reason, please contact the Volunteer Services staff as soon as you know this is the case. It is important that we receive this information in a timely manner so that whenever possible we can open that spot up for another volunteer.
  - Notifying the Volunteer Services staff in a timely manner will also allow us to advise you on what options are available to you to maintain eligibility.
  - Semester withdraws that are taken within the last 2-3 weeks of a semester may make you ineligible to continue volunteering unless there are extenuating circumstances. This will be determined by the Volunteer Services staff.
- Volunteer Status
- Your volunteer status in our system is determined as follows:
    - If you've volunteered within the last 6 months your status is ACTIVE and you are considered a returning volunteer for placement.
    - If you last volunteered between 6 months and 1 year ago, your status is INACTIVE and you will need to re-apply and attend a placement appointment for new volunteers in order to continue with our program. (You will not need to re-clear through Occupational Health.)
    - If you last volunteered over 1 year ago, your status is FORMER and you will need to re-apply, attend placement appointment for new volunteers AND re-clear through Occupational Health in order to return to our program.
- Annual Online Orientation
- In order to keep important information fresh in everyone's minds, and because it is healthcare law, you are required to renew your online orientation every year throughout your volunteer career with us.
    - The date that your orientation is due for renewal every year will be based on the date you originally submitted it (for example, if you submitted documentation of completion in January originally, then it will be due again each January).
  - Our system is set up to send automatic e-mail reminders when your orientation is coming due. We recommend taking care of it as soon as you get the first reminder e-mail.
  - Failure to renew your orientation before it expires will result in suspension from volunteering until orientation is complete. Any shifts missed during suspension will count as absences.

- Lunch/Snack Breaks
  - Because you are typically here for only a three-hour shift, we do not offer time for food breaks. Please make sure you eat something before you come for your shift.
  - It is very rare, but if you are ever volunteering for 6 hours or more, you will need to clock out for a 30-minute break.
  
- Lockers
  - There is limited space available in our service areas and so lockers are provided in the Volunteer Office for volunteers to store their personal belongings (backpacks, purses, laptops, etc.) during their shift. Phones in lockers must be on silent and any alarms turned off.
  - If you volunteer in a location that is not on campus, or during a shift that is after hours when the Volunteer Office lockers are not accessible, please try to bring as little with you as possible.

### Expectations

- Length of Commitment
  - As a volunteer, you will have a regularly scheduled three-hour shift for the entire semester, on the same day and time each week.
  - If you are a dental volunteer, the College of Dentistry requests a two-semester commitment due to the level of additional trainings required. The two semesters do not have to be sequential and you may have different assignments within the College of Dentistry for each of those semesters.
  
- Signing In and Out Every Shift
  - In order for us to keep accurate records of your volunteer time, you will need to sign in and out for every single shift. (This also helps us to know who is where in case of an emergency.)
    - Please do not sign in for your shift until just before you are heading to your service area. (i.e. lock up your stuff, change into your uniform, etc. before you sign in.) Signing in early and “hanging out” to get more time on your record is unethical.
  - A majority of our volunteers will use a volunteer PIN number on designated computers to sign in and out. (Typically the last five digits of your phone number, but a reminder about how to determine your PIN number is displayed on the initial sign-in screen.)
    - Follow the prompts to complete the sign in/out process. Don’t forget to make sure you hit the “ok” button and get back to the initial screen, otherwise the computer doesn’t actually clock your time!



- If the computer has a black screen, simply touch the screen to wake it back up. Log books next to the computers should be used as a final resort.
  - Please report any computer issues to Volunteer Services so we can work with the IT team to get them fixed.
  - Some areas have log books instead of computers for volunteers to sign in and out. These time sheets are faxed or brought to our office for manual entry, so you may see a delay in when your hours show up in the system if you use a log book to sign in/out.
    - Please note there may also be a delay in entry during peak times for the Volunteer Services office – i.e. the beginnings and ends of semesters.
  - Some areas will have an additional sign-in location apart from where you sign in/out for Volunteer Services. If your service area instructs you to sign in/out in an additional location you will need to sign in/out in BOTH locations!
  - Sign in at the time you arrive, and sign out at the time you leave. Signing out for the end of your shift and then leaving early is unethical and may result in removal from the service area/our program.
- Cell Phone Use
- Cell phones are not to be used during your volunteer shift! (We promise it won't kill you to put it in a locker or leave it in your car/backpack for three hours.)
  - If you lock up your belongings in the Volunteer Office, please make sure your phone is set to silent and that all alarms set during your shift are turned off.
- Professional Behavior
- You should arrive for your shift on time and stay for the duration (unless expressly dismissed by your service area).
  - As a volunteer you are here to assist staff members and make a valuable contribution to the team and the level of care we 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!
  - Maintain good lines of communication with the staff in your service area and with Volunteer Services.
- Volunteer Responsibilities
- It is your responsibility to keep track of your volunteer start date, schedule, and the date/time for any orientation required for your service area. Volunteer Services will provide you with some tools and resources and will be happy to answer any questions you may have, but ultimately it is up to you to make sure you are in the right place at the right time.

- Volunteer Services uses multiple methods to communicate information to our volunteers (see the “Communication Methods” section for more details) and it is up to you to make sure you are checking for and receiving the information.
- If you wish to volunteer for another semester, it is up to you to sign up for and attend the appropriate placement appointment. Volunteer assignments DO NOT rollover from semester to semester!
  - This means even if you want to stay in the same area, you will still need to attend a placement appointment in order to be assigned to that area again.
  - If you have made arrangements with the corresponding coordinators to continue volunteering with AIM, Ronald McDonald Family Room, Al’z Place or Meals on Wheels, you will still need to come to Volunteer Services before the start of each semester to update your paperwork.
- After you are placed for a semester, it is your responsibility to notify Volunteer Services in a timely manner if you have any scheduling conflicts with your assigned volunteer time, or if there is any reason you cannot fulfill your semester commitment.
  - Not providing us with timely notification may result in ineligibility to continue volunteering. A good rule of thumb is the sooner, the better.

### **The Volunteer Information Center (VIC) Portal**

- The VIC portal is a vital resource for you as a volunteer. You will use it often throughout your volunteer career with us for a variety of things, including:
  - Keeping track of your hours
    - A record of your volunteer hours can be found under the “My Service History” tab, including a printable version. If you notice any inconsistencies in your hours, please contact Volunteer Services.
      - Please note: Your assigned start date each semester will have two entries in your volunteer service record. One entry will have zero hours (this is how we mark your start date in our system) and the other entry will have the number of hours you volunteered that day (your start date is a required shift so you should be recording hours on that date!).
  - Receiving important information
    - Links to important documents, announcements, and reminders can be found directly on the home page when you first sign in.
  - Reporting absences to Volunteer Services
    - In addition to reporting your absences directly to your service area, you will need to report them online through the VIC portal. Directions for doing so can be found under the “Time Sheet” tab.

- Marking your absences online gives you a great resource to go back to later in a semester if you need to determine how many you've already taken.
- See your schedule and assignments
  - Your volunteering schedule for the semester is located under the "My Schedule" tab. Holiday dates will show up on this calendar as well – your regular assignment will be replaced by the name of the holiday and a reminder that the date is excused.
  - If you notice that your schedule continues on the calendar past the end of the semester, or do not see your schedule showing on the calendar, please contact Volunteer Services so we can make the needed corrections.
  - On the home page in the box labeled "Your Assignments", you should see your current assignment. If your assignment from a previous semester is still listed, please contact Volunteer Services so that we can update the information.
- Sign up for placement each semester
  - At the end of every semester, returning volunteers have the opportunity to sign up early for the coming semester. Once we open registration, you can sign up for a placement appointment online through the VIC under the "My Schedule" tab.
  - See the Placement Process section of the handbook for more details about how placement works.

### **Communication Methods**

- E-mail
  - When we need to get important information and announcements out to our volunteers, we will usually send it to you via e-mail. Please make sure that the e-mail address you have on file with us is one you check regularly so you don't miss anything!
    - If you need to change the e-mail we have on file, please contact the Volunteer Services Office and one of our staff members will update the information in our system.
    - Also, make sure your spam filters are set up so that our e-mails are going to your inbox and not your spam folder.
    - If you opt out of any type of e-mail, you may miss important information! Please make sure that you are set to receive all types of e-mails from Volunteer Services. You can do so by making sure all boxes are checked in the "What kinds of email would you like to receive?" section of your "My Profile" tab in the VIC.

- VIC Home Page
  - As a backup in case our e-mails do not reach you, important information sent in e-mails may also be posted on the VIC home page.
  - Some information may be posted only on the VIC home page and not sent out via e-mail, so be sure you are in the habit of checking the home page frequently throughout the semester.
  
- Phone
  - For time-sensitive matters we may reach out to you via phone, so please make sure your phone number is correct and you are checking your voicemails.
    - If you need to update your phone number you can do so through the VIC portal; just click on the “My Profile” tab and follow the directions.

### **Placement Process**

- Semester Placement
  - Placement happens every semester for ALL volunteers!
  - Your schedule DOES NOT rollover into the following semester, even if you wish to stay in the same area you are currently volunteering in!!
  - As a returning volunteer, you have “priority placement” in the sense that you have the opportunity at the end of each semester to sign up for the following semester before we place new volunteers on to the schedules.
    - Return Volunteer placement appointments are typically held during the last 2-3 weeks of the semester (occasionally during reading days and/or exam week if needed).
    - You can sign up for a Return Volunteer placement appointment online through the VIC portal (usually about a week before appointments start – information will be posted on the VIC Home Page).
  - If you volunteer with AIM, Ronald McDonald Family Room, Al’z Place, or Streetlight, you will arrange your semester schedule with the coordinator for that area, but then you MUST come to the Volunteer Office by the end of the first week of the semester to update your paperwork! Failure to do so may result in suspension from volunteering.
  - New volunteers are placed during the first 2-3 weeks of each semester according to the number of spots available after returning volunteers have been placed.
    - You can sign up for ONE placement appointment online through the VIC portal after you have completed your online application.
    - All required documentation must be completed before your appointment!

- Volunteer Agreements
  - During your placement appointment, you will be given a copy of the Volunteer Agreement for your service area. This agreement contains important information such as contact information for reporting absences, service area location, requirements, responsibilities, where to sign in/out, your start date and shift time, etc.
  - Please make sure you read this agreement in its entirety so you do not miss any important information about your service area!
  - We highly recommend putting this agreement in a safe place that will be easy for you to find later in the semester should you need to refer to any of the information (such as contact information for reporting absences).
  
- Schedule Conflicts After Placement
  - Requests for changes to your volunteer schedule must be made in person at the Volunteer Services Office and there must be a valid reason for needing to make the scheduling change (i.e. conflict with your class or work schedule).
  - Requests should be made as soon as you know there is a conflict! The sooner you contact us, the more options will likely be available to you.
  
- Start Dates, Assigned Shifts, and Required Trainings
  - Your Start Date is the first day you are scheduled to volunteer for the semester. Your Start Date IS a required shift and if you do not attend, it will be considered an absence.
  - You will be assigned to a regular shift each semester and will be expected to volunteer on the same day each week at the same time.
    - When you are signing up for a shift, please consider all aspects of your schedule and make sure it is a day and time you will not have multiple conflicts with throughout the semester.
  - Some service areas require that you attend a group orientation before you begin volunteering. If additional orientation is required, you will sign up for an orientation date during your placement appointment.
    - It is your responsibility to keep track of the date/time for your orientation, make sure you are in attendance, and make sure that you check in/sign in appropriately so your attendance is recorded!
    - If you cannot attend the training you originally signed up for, contact Volunteer Services ASAP so we can try to get you re-scheduled into another training (this may change your start date). You CANNOT begin volunteering until after you have attended the training!
    - If you do not attend a required training for your area, you will need to be placed in another service area for the semester. These areas do group trainings because they

do not have the time/resources to provide training to volunteers on an individual basis.

### **Obtaining Verification of Service Hours**

- Unofficial Report of Volunteer Hours
  - You have access to a report of your volunteer hours through the VIC portal. If you do not need a signature from staff in Volunteer Services, you can print a report of your hours straight from the VIC.
    - Use the “printable view” button under the “My Service History” tab.
    - If you need to print out the exact dates of your volunteering, click on the year to expand it out and then click on “printable view.”
  
- Official Report of Volunteer Hours
  - A signed, official copy of your volunteer hours can be obtained from the Volunteer Services staff.
    - You can either request a hard copy in person at the Volunteer Office or send a request for an electronic copy via e-mail.
    - Please allow at least 2-3 business days for the Volunteer Office to process requests for official hours reports. (More time may be needed for processing during busy times for Volunteer Services, i.e. the start and end of semesters.)
  
- Reference Letters
  - Reference letters are only written for volunteers with 150 hours or more of volunteer service.
  - Please request reference letters at least two (2) weeks before they are needed. Include any pertinent information (who to address it to, what it is for, etc.) with your request so that we may better tailor it for the intended audience.
    - Please also include with the request if you would prefer to receive a scanned copy of the letter via e-mail or would prefer to pick up the hard copy from the Volunteer Office.

### **Disciplinary Actions/Processes**

- Infractions of volunteer or hospital policies and procedures will be handled on an individual, case-by-case basis.
  - Volunteers will be asked to meet with Volunteer Services to discuss the situation.

- The disciplinary course that will be taken will be determined based on hospital policy, the severity of the infraction, and the conversation Volunteer Services has with the volunteer.
- Volunteer Services must look out for the safety and well-being of ALL the patients, staff, and volunteers in our healthcare system. While we try our best to educate our volunteers and provide opportunities for correcting behaviors, in some instances removal from the volunteer program is in the best interest of the big picture.

## *References*

### **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.

**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.

**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.

**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.

**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.

**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.

**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.

**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.

**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.

**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.



## **Wheelchair Training**

1. You will **not** be transporting patients that have I.V. poles or any other types of tubing (unless you are assisting medical staff).
2. Always ask the patient if you may assist them, and then hold your arm out for them to hold.
3. Lock the wheels before the patient sits down and before the patient gets out of the chair.
4. Make sure the patient's foot pedals are down and their feet are resting on the pedals.
5. Make sure the foot pedals are lifted before the patient gets out of the wheelchair.
6. Be sure the patient's clothing is not hanging outside the arms of the chair (this is so the clothing doesn't get caught in the wheels of the chair).
7. 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.
8. Walk at a normal pace while pushing the wheelchair.
9. Push the wheelchair with caution when going around corners – use safety mirrors in the hallways to see if anyone is coming around the corner.

## 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.).
  - e. 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'.

## 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, wash for 30 seconds. Hand sanitizer (i.e. Purell) is acceptable for use between patients. You must wash your hands with soap and water if they are visibly soiled.
3. REMEMBER: Everything you touch has germs, so you can never wash your hands too much when in the hospital!
4. Wash hands before you put gloves on and after you remove gloves.

*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.*