



Wellcome
Journey With Us

Orientation Manual

for Volunteers



Kaleida Health

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Kaleida Health

Dear Volunteer,

Thank you for choosing to join the Kaleida Health Family, a team committed to making a difference. As the largest and most preferred healthcare provider in Western New York, we make a profound impact on our community. As a result, we have a great passion to provide the highest quality patient-centered care. We are extremely proud to have you as a part of our team to contribute to this impact.

You are the perfect fit to help us achieve our goals at Kaleida Health. You were also chosen because we saw a spark in you; a spark that will ignite the patient and customer experience at Kaleida Health. We look to you to bring energy, enthusiasm, and a fresh perspective to our organization. It's people like you who will make a difference every day in the lives of those we serve.

Some of us save lives, others improve our community's health, many provide the support needed to make these endeavors possible, and some have the passion to volunteer their gifts and talents. Every job is important, and every person is important, including you. Even one person can make an impact that shines bright for patients and their families.

Thank you for becoming a part of our exceptional healthcare team, and welcome to the Kaleida Health Family.

Sincerely,

Your Kaleida Health Executive Team

Mission, Vision, & Values

Kaleida Health Mission: To advance the health of our community.

Kaleida Health Vision: To provide high value, quality care, improving health in Western New York and beyond, educating future health care leaders and discovering innovative ways to advance medicine.

Kaleida Health Values

- *Centered Around the Patient & Family*
- *Accountable*
- *Respect & Integrity*
- *Excellence*

Expectations of a Kaleida Health Volunteer

As a volunteer, you have the right to expect to:

- Be treated as a coworker.
- Be given sufficient information, orientation and training for the assignment.
- Have supervision.
- Have a written service description provided by the volunteer service office.
- Have a safe place to work.
- Be free to discuss problems, suggestions or changes with staff.
- Receive recognition.

Kaleida Health staff has the right to expect you, the volunteer to*:

- Be amenable to the assignment and request clarification if needed.
- Honor your commitment and inform the department ahead of time if unable to be there when scheduled.
- Be punctual.
- Maintain a satisfactory standard of work performance.
- Behave in a professional manner, maintaining confidentiality at all times.

Your Volunteer Services Manager has the right to expect the volunteer to*:

- Abide by the mutually agreed upon service commitment.
- Bring any problem related to the assignment to the Coordinator's attention.
- Cooperate with Kaleida Health staff and other volunteers.
- Record volunteer hours worked.
- Adhere to the policies and procedures of Kaleida Health and the Volunteer Services Department.**

Friends of Volunteers who are interested in volunteering should be referred to the Volunteer Services Department. Friends and family members CANNOT accompany another volunteer while volunteering. Only those volunteers who have been accepted through the regular volunteer process should be working.

*Your Volunteer Services Manager reserves the right to terminate your volunteer status if any of these expectations are not met.

**The Personnel Policy Manual referred to in this manual is available for your review on KaleidaScope.



Kaleida Health

Dress Code & Expected Behaviors

Volunteers must abide by the dress code policy. (HR.21) At the discretion of the Volunteer Services Department, any volunteer not in accordance with the dress code will be sent home for the day.

Volunteer Uniform Requirements

- **Student volunteers** (ages 15-17) wear the student volunteer polo shirt.
- **Adult volunteers** wear a volunteer jacket supplied through the Volunteer Services. As our supply diminishes, there will be a nominal charge for any new jackets. Please see the Volunteer Services for ordering instructions.
- Volunteers who work in a **patient care setting within the hospital or run errands throughout the hospital** **MUST** wear their volunteer jacket at these times. **All information desk volunteers and greeters** will wear the Kaleida Health volunteer jacket.

Attire (taken from Provisions A. 1-8 of HR.21 Standards of Appearance Policy)

- Dresses/skirts should be knee length or longer; sleeveless sun dresses can only be worn under a volunteer jacket. No hats of any kind, shorts of any kind, jeans, scrubs, capris, sweatshirts, sweatpants, jogging pants, cut-offs, tank tops, or low cut shirts.
- Shoes must be clean and polished, with a closed toe (no sandals). Sneakers are acceptable as long as they are neat and clean. Heels must have a heel less than two (2) inches tall.
- Keep all personal items at home. The hospital is not responsible for lost or stolen items. Cell phones are not allowed to be used while on duty.
- Generally accepted business norms will determine appropriate hair color, hairstyle and ornamentation. Hair color should be within naturally occurring color tones. If working in a patient care area where an infection risk to the patient is present, or near mechanical equipment, shoulder length or longer hair must be pulled back and off the collar.
- Employees are expected to maintain good hygiene at all times. Beards must be kept short, neat and clean. Non-bearded men are required to be clean-shaven.
- Jewelry should be conservative. In the patient care areas it is limited to: simple watches, wedding rings, employer, school, union or certification pins, necklaces worn inside uniform and stud or small hoop earrings (maximum two per ear).
- Tattoos, which may be inappropriate in the workplace or offensive to patients, must be covered at work.
- Opaque or dark shaded sunglasses may not be worn unless need is documented by a physician's order.
- Cosmetics should be conservative.
- Perfume, cologne, or aftershave fragrances must be light and non-offensive. Fragrances should not be worn in patient care areas.



- Nails should be well groomed and not interfere with performance of duties and should be appropriate for business. No artificial nails or tips may be worn by direct patient care givers; and may be prohibited in other areas such as Food Service.
- The official Kaleida hospital identification name badge must be worn picture side forward at chest or shoulder level. Identifying photograph must be visible. The Kaleida identification badge may not be defaced with attachments of any type.

Eating & Drinking

- No food, beverage, or gum chewing allowed on duty; please eat in a designated break area and not at your volunteer assignment location
- Meal and rest periods need to be scheduled with your manager in a manner that does not interfere with the department's normal operations; please inform your manager of your break prior to leaving the department.
- **If you are ill, please do not come to the hospital to volunteer.** If you have a medical condition, you will be asked to obtain clearance from your doctor before you are accepted back into the program.

Kaleida Health Facility Requirements

- Abstain from smoking near any Kaleida Health facility.
- All news media inquiries which involve Kaleida Health, its policies, plans or its patients should be referred to the Public Relations Office.
- As tactfully as possible, discourage the giving of gifts or gratuities in recognition for Kaleida Health services. If individuals wish to express their appreciation, you may suggest that they contribute to the Kaleida Health Foundations.
- Turn in any lost and found items to the Security Office.
- Use the parking lots reserved for volunteers or employees. Please DO NOT park in any of the areas noted for patients, physicians, emergency vehicles, handicap spots or gated areas.
- You are not permitted to visit patients while volunteering. You may visit patients when your shift is completed. After signing out in the Volunteer Services Department, go to the Information Desk to get a visitor's pass. Remember you must observe the hospital's visiting hours and rules.
- The Hospital Administration reserves the right to inspect employee and volunteer lockers, desks, belongings, purses, bags, packages, briefcases and person during the investigation of a theft. Refusal to cooperate with or submit to a search of belongings may be treated as serious insubordination, warranting disciplinary action up to and including immediate discharge.



Timeliness, Absences, & Active Status Requirements

- Report to your assigned volunteer location on time.
- Your sign-in is the official record of your time during a given period. Under no circumstances are you permitted to record another volunteer's time nor are you permitted to authorize any other person to record your hours.
- Volunteers who are placed at satellite areas off-site (i.e. physician's offices) are responsible for signing in/out. The off site manager will send the hours via fax to the Volunteer Services Department. Off-site volunteers are responsible for turning their sign-in/out sheets to the Volunteer Services Department on a monthly basis. Please contact the Director/Manager/Supervisor to make sure this has been done and submitted.
- Please check with your Volunteer Services Department for minimum hour requirements to remain as an active volunteer.
- You will need to notify the Volunteer Services Department within 24 hours when you cannot come to volunteer at your scheduled time. Gift Shop volunteers will need to notify the scheduling chairperson of the Gift Shop within 48 hours.

Please contact your Volunteer Services Department if you:

- Have a complaint.
- Need to take a leave of absence.
- Change your name, address, or emergency contact information.
- Have concerns or questions while volunteering.
 - You can also report safety or compliance concerns anonymously to the Corporate Compliance Hotline at 859-8559. There will be no retribution for reporting a Compliance Concern.
- Experience an injury at Kaleida Health.
- Wish to resign from your volunteer position.



Guest Relation Guidelines

Greetings

- Use AIDET (Acknowledge, Introduce, Duration, Explanation, Thank).
- Stop what you are doing, make eye contact smile and say “hello”.
- Introduce yourself first.
- Use people’s preferred name.
- When on the telephone, use a friendly greeting with a smile.

Listen with Empathy

- Let others talk; show a sincere interest.
- Listen eagerly and with an open mind.
- Be receptive to comments, suggestions, questions and complaints.
- Ask good questions to learn more about the situation.

Pride

- Show your professionalism.
- Dress and act with pride.
- Remember that positive actions receive positive reactions.
- Make only complimentary comments about other staff.

Respect

- Preserve the dignity and privacy of others. Never enter a room without knocking if the door is closed.
- Assure the person of confidentiality.
- Use everyday courtesies; please, thank you and excuse me.
- Every courtesy and consideration should be given to patients, their families and friends.
- Accept each patient as an individual with his or her own strengths, weaknesses, and needs. Realize that illness presents many problems for the individual and the family.

Responsiveness

- Take the initiative and offer to help – whether asked or not.
- Respond quickly; speed of service is the key to satisfaction.
- Explain in the listeners words.
- Always respond to the patient or his or her family in a positive way without providing advice or counsel of a professional nature.
- Commit – without promising more than you can deliver.
- Follow up to ensure satisfaction.

Dealing with Complaints

- If a patient or a visitor complains about something, don’t argue or offer excuses. Simply say, “I’m sorry you have had difficulty. I will report that to the proper person,” and do so.

Confidentiality

- All staff members of Kaleida Health having access to information concerning patients must hold all information in strict confidence and shall abide by the Health Insurance Portability and Accountability Act (HIPAA) regulations. There are strict penalties for persons and/or hospitals that violate HIPAA privacy regulations. These penalties can include fines and federal prison sentences.



Keeping You & Our Guests Safe

The Security Office is located on the main floor of the hospital next to the Emergency Department. Each site has a Security Office and can be contacted by dialing 0 for the hospital switchboard. In an emergency, you may also call 7-911.

Guidelines That Make a Difference

- If a Code is called, follow the Emergency Code plan; you can find a copy of the Emergency Codes in your Volunteer Services Department.
 - **Fire Alarm Activation:** If you should see a fire, or smell smoke, quickly go to the closest staff member and report it. If no one is available, find a telephone and call extension 7911 to report a FIRE ALARM ACTIVATION and give the exact location of the fire.
 - **Medical Emergency (Adult, Pediatric, Neonatal):** Specialized teams have been assigned on each floor to respond to a MEDICAL EMERGENCY immediately. Please keep clear of them and stay away from the MEDICAL EMERGENCY site. If you should encounter a person unassisted in severe medical distress and needs medical attention, find a telephone and call 7911 to report a MEDICAL EMERGENCY and give your exact location.
- Do not prop open exterior doors or allow unauthorized persons to enter through unauthorized entrances.
- Only use equipment you are trained to use.
- Volunteers do not usually become involved in lifting heavy items. Contact your manager should you be called to do any lifting of heavy items, and appropriate personnel will be called to assist patients/visitors.
- Report any unsafe condition or act that you observe to Security.
- Open doors slowly, using the handle or push plate. Be sure the other side is clear before opening doors.
- Walk, do not run, especially in the hall and on the stairs. Keep to the right, using special caution at intersecting corridors.
- Know the hospital's fire safety plan. Know the location of fire alarms and how to use them.

Patient Care Safety Reminders

- Never give a patient anything to eat or drink without permission from the nurse.
- Never give any sort of medication to a patient. Only authorized personnel may adjust, change equipment or give supplies of any kind to a patient.
- Never leave a pediatric (child) patient unsupervised if she or he is involved with materials that could be dangerous. Check with nursing staff if in doubt.
- Never carry a child, or walk with a child in your arms for any reason unless you have been authorized to do so.
- Check notices on the outside of a patient's door concerning isolation or other important notices concerning the patient. Do not enter the room if an isolation notice is listed. Always knock before entering a patient's room.



Infection Control Practices

There are two approaches used for patient care: Standard Precautions and Transmission-based Precautions. They work together to provide protection for healthcare workers and patients from exposure to infectious agents. This means that we always assume materials or people are “infected” and must take appropriate actions to prevent the spread of infection.

Hand Hygiene

- Hand-wash with antimicrobial soap for 15 seconds; apply friction & rotating action to dislodge bacteria.
 - If using manual hot/cold faucets at a sink, use paper towel to turn off faucets.
 - While entering & leaving a patient’s room.
 - Always after using a restroom.
 - If visibly soiled, any contact with blood body fluid.
 - Entering a room where the patient has a diarrheal illness/C-diff.
 - Prior to gloving and immediately after removing gloves.
- Alcohol-based hand rub can be used before direct patient contact, after any contact with patient's skin, belongings, or room surfaces, and after removing gloves when moving from contaminated body site to a clean body site.

Personal Protective Equipment (PPE)

- **Gloves**
 - To be worn when providing direct patient care, when touching patient body fluids or other contaminated items.
 - Do not wear gloves outside a patient's room.
 - Do not wash gloves; remove & reapply when re-entering the room.
 - When wearing gloves, do not touch your cell phone, pager, pens, etc.
- Wear **masks** when:
 - Visiting a coughing patient.
 - Splashing/spraying oral or nasal secretions to the face may occur.
- **Gowns** are utilized when removing dirty bed linen.

Transmission-Based Precautions include contact, droplet, enteric & airborne. Signage with specific instructions is provided outside the patient's room. 100% compliance is required.

Needle Sticks: If you get stuck by a needle, immediately go to the Emergency Department and notify your Volunteer Services Manager.

Food & Beverages: No food or beverages are allowed in patient units. Do not carry beverages/food into any department.

We must hold everyone accountable to keep you and our guests safe. Report any non-compliance to your Volunteer Services Manager. Questions or concerns may be addressed to your Volunteer Services Manager.

