



UNC REX
HEALTHCARE

Volunteer Handbook

September 2017

Hello and welcome to the UNC REX family.

I want to personally thank you for choosing UNC REX. Volunteers are an integral part of the UNC REX team and make a valuable contribution to our patients, visitors and co-workers every day. From knitting infant caps, to delivering flowers, to greeting family members in waiting rooms, UNC REX volunteers contribute more than 140,000 hours of quality service throughout the organization. We are proud of our volunteers and the excellent service they provide to our patients and visitors.



You have joined a team of dedicated people who chose to generously share their time and talents at UNC REX.

On behalf of the executive team, and all of us here at UNC REX, welcome.

Steve Burriss,
President UNC REX Healthcare

Volunteer Services Department

How to contact and hours of operation:

Main telephone number: 919-784-3165

Fax number: 919-784-7034

E-mail: volsvcs1@unchealth.unc.edu

Website: www.rexhealth.com

Mailing address:

Volunteer Services

UNC REX Healthcare

4420 Lake Boone Trail

Raleigh, NC 27607-7505

Volunteer office: *Monday through Friday, 8:30 a.m. to 5:00 p.m.*

Korner Gift Shop: 919-784-2138

*Monday - Thursday, 9:00 a.m. to 8:00 p.m.; Friday 9:00 a.m. to 5:00 p.m.;
Saturday 11:00 a.m. – 4:00 p.m.; and Sunday 1:00 p.m. to 5:00 p.m.*

Heartbeat Gifts: 919-121-2124

Monday – Friday 9:00 a.m. to 5:00 p.m.

Staff and areas of responsibility:

Director:

Melinda R. Scott, CAVS, CHVM

919-784-2148

melinda.scott@unchealth.unc.edu

Volunteer Coordinators:

Sherry Mendenhall, CHVM

919-784-2297

sherry.mendenhall@unchealth.unc.edu

Paula O'Briant, CHVM

919-784-2210

paula.o'briant@unchealth.unc.edu

Korner Gift Shop & Heartbeat Gifts Manager:

Mary Upton

919-784-3411

mary.upton@unchealth.unc.edu

Equal Opportunity For All

UNC REX provides an equal opportunity for all individuals, strives to comply with all applicable laws prohibiting discrimination, and administers its personnel policies without regard to race, color, religion, sex, age, national origin or ancestry, physical or mental disability, veteran status, and any other basis protected by federal, state, or local laws.

UNC REX is a not-for-profit corporation. It is licensed by the State of North Carolina and is approved by The Joint Commission, the national organization providing hospital accreditation.

■ The REX Guild Board

The REX Guild Board was organized in 1936 at the request of the Board of Trustees. The Guild's initial purpose was to create a sense of goodwill toward the hospital. Today, that purpose continues and has expanded to include financial support for the organization and sponsorship of activities that enhance patient care and employee/volunteer satisfaction.

The Guild Board is comprised of up to 30 members who manage the business of the Guild. The Board sponsors many projects and activities each year, including the annual holiday tea, decorating and landscaping projects, and scholarships. Guild donations help to purchase medical equipment and medications for patients. The Guild has made significant contributions toward the funding of various building projects such as the UNC REX Cancer Center, the REX Women's Center, and the REX Child Development Center. The Guild's contributions are extensive and have played an important role in making UNC REX Hospital what it is today.

■ About the Volunteer Services Department

The Volunteer Services Department (VSD) is under the direction of the Director of Volunteer Services, who is administratively responsible to the Vice President of Foundation.

The Director is responsible for the Gift Shop, Child Development Center and the volunteer program. She is responsible for the overall work of the department, including the development of policies and procedures, service standards, continuous quality improvement, and service expansion.

Working with the director is the Manager of the Korner Gift Shop and two managers of the Child Development Center who oversee the day to day operation of their respective areas. Two Volunteer Coordinators are responsible for interviewing, placing, and training volunteers; ensuring that volunteers meet compliance requirements; daily office operations; and overall responsibility for specific programs and projects. The volunteer staff is aided by the services of several volunteer service chairpersons who have responsibility for volunteers in specific work areas.

■ Volunteer Services Department Mission

The mission of the Volunteer Services Department is to support UNC REX's mission of providing the best in health services and compassionate care. Specifically, the Volunteer Services Department maintains a staff of competent, dedicated, empathic, and caring volunteers who enhance and extend services provided to patients, family members, clients, and residents of UNC REX Healthcare.

■ Student Programs

VolunTEENS

Approximately 200 high school students donate their skills and energy to UNC REX Healthcare each year. Students must be 14 years of age and have completed their freshman year in high school to volunteer. The VolunTEEN program fosters career exploration, community service and personal development. Students are oriented to the program twice a year. They must donate at least 75 hours to be eligible for a letter of recommendation. The deadline for applying to the program can be found on our website.

College Program

Approximately 200 college students donate their time each year to UNC REX Healthcare as volunteers.

College students must commit to working for at least two semesters to qualify for the program. They must also donate at least 75 hours to be eligible for a letter of recommendation.

Students are a vital part of our community and UNC REX Healthcare takes seriously its commitment to introducing them to a variety of health-related careers.

■ Awards, Benefits, and Tax Deductions

Awards

The services donated by volunteers are recognized at an annual luncheon to which all adult volunteers are invited. Volunteers are recognized with a service pin when they reach hourly milestones. VolunTEENS receive their first pin when they reach 50 service hours and adults when they reach 100. Thereafter, pins are awarded for

each additional 100 hours until they reach 1,000 hours. After 1,000 hours, every 500 hours are recognized.

When a volunteer reaches 1,000 hours, a gold crown award is presented. A precious stone is placed in the crown for every additional 1,000 hours. Awards are listed in the *Volunteer Newsletter* and may be picked up in the Volunteer Department.

Benefits

- Cafeteria, Café, and Kardia discounts
- Wellness Center discounts
- Over-the-counter drug discounts from the Outpatient Pharmacy
- Discounts at selected area businesses
- Free flu shot in the fall and annual health screenings
- Liability coverage while performing volunteer duties
- Free and secured parking, which includes assistance when experiencing car trouble on-site and a ride to or from your car, at any time, upon request
- Uniforms below cost and tax-deductible; replacement uniforms at no cost
- Use of Medical Library
- Invitations to special events, programs, and training opportunities for UNC REX co-workers
- Selected educational and training classes
- Opportunity for VolunTEENS to apply for scholarships
- Award pins
- Complimentary coffee, tea, and cocoa in the Volunteer Services Department
- Opportunities to enhance job skills
- Reference letters after 75 hours of service
- Eligible for membership in Summit Credit Union
- Bi-monthly newsletter

Tax Deductions

The cost of uniforms and mileage incurred by volunteers driving to and from their volunteer assignment are tax-deductible. Upon request, the Volunteer Services staff will provide receipts or letters verifying these items.

Dress Code

Appropriate good taste, good grooming, safety and consideration for others should govern the appearance of all co-workers of UNC REX Healthcare. Neatness and cleanliness are evidence of concern for our patients, families, the public and each other. Personal neatness and appropriate attire provide an atmosphere of professionalism and inspire confidence in our ability to provide healthcare services to our community. Your department may have specified additional requirements as appropriate for co-workers and patient safety.

Female volunteers should wear a smock or vest over their street clothes, or the approved volunteer polo shirt with the UNC REX volunteer logo. Male volunteers should wear a volunteer jacket over their street clothes, or the approved volunteer polo shirt with the UNC REX volunteer logo. VolunTEENS should wear a short-sleeved polo shirt with the UNC REX volunteer logo and khaki slacks.

Blue jeans, shorts, and t-shirts are not appropriate clothing with your uniform. You should wear closed-toe shoes that are comfortable for walking. Neither perfume nor large dangling pieces of jewelry should be worn on duty. In some work areas, volunteers do not wear regular volunteer attire but other clothing approved by the work area supervisor.

Identification Badge

You are issued an identification badge with your picture on it. You are required to wear this badge above your waist with the picture facing outward at all times while on duty. This will identify you as authorized to certain patient/administrative areas and discounts in food service and pharmacy.

Under no circumstances is it appropriate to allow another individual to use your identification badge. Should you lose, damage, or need to change your badge, please contact Protective Services to obtain information on payment and authorization for a new badge. Upon termination, you are required to return your badge to UNC REX.

Non-life-threatening medical emergencies

If you are in a patient care area and you discover someone experiencing a non-life-threatening emergency (such as falls, vomiting, or broken bones), locate a nurse immediately to assess the situation.

If you discover someone experiencing a non-life-threatening emergency and no medical staff are in the area (for example, a bathroom, hallway, or volunteer workroom), **call 784-3333** to notify Protective Services. Then:

- Look for a hospital wristband to determine if the person is a patient. If yes, contact that patient's care area through the hospital operator and ask for further instructions.
- If the injured or sick person is not a patient, comfort the person until Protective Services arrives.

The goal is to obtain the quickest assistance available without causing unnecessary alarm. If you are in doubt about whether an injury is life-threatening, assume that it is. For example, if you find a person who is obviously unconscious, locate a phone, **call *55**, say "Code Blue," and give your name and location. If an injury appears serious and it is on UNC REX property, but outside the main hospital, **call 919-784-3333** to inform Protective Services.

Lost and Found

Should you lose or find an item, please contact Protective Services at 784-3333. Also, if you become aware of a theft, you should immediately report the information to Protective Services. Protective Services will make every reasonable attempt to locate the belongings.

Ergonomics

Body Mechanics

Using good body mechanics improves your well being and increases safety on the job. Repeated stress and strain on the muscles and joints can lead to cumulative trauma disorders. Other risk factors include repetitive motion, excessive force, and awkward posture. If you have any questions about your job or workstation, please talk to your supervisor.

Things to avoid:

- Standing in one position for lengthy periods.
- Excessive twisting or stretching of the back.
- Awkward postures or reaching tasks.
- Repetitive hand, arm, and shoulder movements.
- Frequent exposure to excessive noise.
- If you use a computer, you should rest your eyes periodically by looking across the room or out a window.

Use Proper Lifting Techniques:

- Keep the item as close to the body as possible keeping the arms and back straight.
- Use your legs rather than your back.
- Ask for help.
- Don't turn at the waist.
- Use a cart or wheelchair to transport heavy boxes.

Wheelchair and stretcher safety

Overview

If you have knee, hip, or back problems, do *NOT* attempt any patient transport without assistance. (Injury to you or the patient may result!) You must complete the necessary training and meet other requirements before transporting any patient. After that, you may transport patients who are not in obvious distress, who are able to get into and out of wheelchairs, who do not have attachments (such as oxygen, restraints or IVs), and who are not too heavy to transport safely. If you are not comfortable transporting a patient, *please do not do it*.

Wheelchair safety hints:

- Place the wheelchair close to the patient.
- Set the brakes on both sides of the wheelchair.
- Ask the patient to hold onto the bed or wheelchair for support. When the patient gets to the wheelchair seat, ask him or her to pivot around so that the backs of his or her legs touch the seat of the wheelchair.
- When the patient is in position, ask the patient to hold onto the arms of the wheelchair and to lower him or herself into the seat. Ask the patient to sit with his or her back against the back of the wheelchair.
- Squat in front of the wheelchair (*don't bend over!*), place footrests down, and put the patient's feet on the footrests. Then release the brakes.

- Remind the patient to keep elbows inside the wheelchair and hands in lap. Make sure the patient does so before moving the wheelchair.
- When getting on an elevator, back the wheelchair through the door. When on the elevator, move the patient toward the back.
- To collapse a wheelchair, grab the seat and pull up. To open it, pull the handles apart or, on some chairs, carefully push down with your palms. Make sure the seat is locked down securely.

Stretcher transport

Volunteers by themselves must never transport a patient on a stretcher; however, you may assist professional staff with stretcher transport.

Infection Prevention

The purpose of infection prevention is to reduce the risk of infection to patients and staff. Nurses trained in Infection Prevention monitor select patient populations for development of healthcare associated infections and send that information to a national database. The database provides benchmark infection rates so that we can compare our performance to other participating hospitals and determine our success in preventing infection. Other processes in place to reduce the risk for infection include:

Hand Hygiene

Cleaning your hands is the single most important thing you can do to prevent infection.

Wash your hands with soap and warm water for at least 15 seconds:

- Upon arriving at work and before you go home;
- Before eating and after using the restroom;
- Whenever your hands look or feel dirty;
- Before and after caring for a patient with *Clostridium difficile* or gastrointestinal viruses.

A waterless alcohol hand rub should be used:

- Whenever your hands are not visibly soiled;
- After removing gloves;
- Before and after each contact with patients.

Alcohol hand rub dispensers are located in all patient rooms, work stations, hallways, outside elevators, and at entrances.

Co-workers assigned to care for patients are prohibited from wearing artificial nails, gels and extenders. Natural nails should be no longer than 1/4".

Standard Precautions

Since all patients with infectious diseases are not always identified, barriers (gowns, gloves, face shields) should be worn by all care providers when in contact with the blood, body fluids, secretions, excretions, and non-intact skin and mucous membranes of all patients.

Use standard precautions! This statement refers to the use of Personal Protective Equipment (PPE) to protect against exposure to blood and other body substances.

Remember:

- Gloves are available in all patient areas and in the Volunteer Services reception area.
- Put on gloves before cleaning up known spills or picking up items on the floor. Do not clean up spills of blood or body fluid. Call Environmental Services, **784-3155**, and ask them to clean up.
- Put on gloves when asked to transport specimens, even in sealed containers.
- Remove and discard your gloves when your task is complete and wash your hands or use alcohol gel.
- Never push trash down into a trash container with your foot or hand.

● Follow procedures when transporting specimens and used procedure trays.

This means:

- Wear gloves to transport specimens and used procedure trays.
- Specimens must be placed in sealed plastic bags to transport.
- Procedure trays that are returned to sterile supply for reprocessing must be contained in a clear plastic bag and labeled with a biohazard symbol.

The OSHA Exposure Control Plan

This plan is a reference for:

- A list of job titles of healthcare workers at risk for exposure to blood and body fluids;
- Engineering controls and safe work practices;
- Use of safe sharps;
- Use of barriers (personal protective equipment);
- Housekeeping and laundry standards;

- Management of regulated waste;
- Hepatitis B vaccination program;
- Hazard communication.

The Tuberculosis Control Plan

This plan is a reference for:

- Management of patients known or suspected to have tuberculosis;
- Screening and evaluation of healthcare workers;
- Engineering controls;
- The respiratory protection program.

If you would like a copy, see your supervisor or a member of the VSD staff.

Isolation of Patients with Communicable Diseases

In addition to Standard Precautions patients may be placed on Expanded Precautions if they have a contagious illness. Signs will be placed on the outside of the patient's room describing the category (as listed below) and the requirements prior to entering the room.

- Airborne Infection Isolation
- Droplet Precautions
- Contact Precautions
- Special Enteric Precautions
- Pediatric Droplet and Contact Precautions
- Airborne with Full Barrier Precautions

Never enter the isolation room.

Infection control is the responsibility of every staff member

- Maintain good health.
- Report any illness that may be contagious or any exposure to a contagious illness to Employee Health.
- Get the flu vaccine every year.
- Pay attention to hand hygiene.
- Do not wear artificial nails, gels, or extenders if you take care of patients.
- Work safely:
 - Use barriers to prevent blood and body fluid exposure to your skin and mucous membranes

- Pay attention to isolation signs.

Contact Infection Prevention at 784-3219 for questions or concerns.

Policies and Procedures for the Use of Social Media

With the increase in the use of social media (examples facebook, twitter, blogs, etc.), UNC REX has developed a policy that outlines the proper use of this technology. It is important to keep confidential material private. Also, unless you have permission from Marketing, you cannot represent yourself as a representative of UNC REX Healthcare.

Individuals should recognize that they are legally liable for anything written or presented online either while volunteering or away from UNC REX during your personal time. Co-workers may be subject to disciplinary action by the company for commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment. Individuals can also be sued personally by company co-workers, competitors, and any individual or company that views your commentary, content, or images as defamatory, pornographic, proprietary, harassing, libelous or creating a hostile work environment.

Discipline for Violations

UNC REX will investigate and respond to all reports of any violation or perceived violation of these procedures, guidelines and other related policies. Violations may result in disciplinary action, up to and including immediate termination. Discipline or termination will be determined based on the nature, factors, and severity of the violation.

Appropriate Personal Use of Social Media:

- Keeping personal communications separate from business communications
- Clearly stating that views expressed on the blog, website, etc., are yours alone and do not represent the views of UNC REX

Inappropriate Personal Use of Social Media:

- Commentary, content, or images that are defamatory, harassing, libelous or that can create a hostile work environment
- Posting pictures while doing your job or volunteer assignment at UNC REX

- Speaking on behalf of UNC REX without explicit authorization from Marketing
- Releasing information about UNC REX physicians, patients, co-workers, and volunteers

UNC REX Policies and Practices

Variance Reports (Accidents/Errors/Injuries)

If you experience an occurrence that indicates a deviation from normal procedures or outcomes, you are required to complete a variance report. Examples include patient falls, property lost by a visitor, staff member injury or other similar incidents. Whoever discovers the occurrence completes a variance report. The “patient / visitor variance report” is completed for all incidents related to patients and visitors. Incidents related to staff members are reported on the “hospital variance report.” All departments have access to these reports. Your supervisor can assist you in filling out the form.

Parking

There is no charge for parking. Volunteers are allowed to park anywhere on campus that is not reserved. Volunteers who leave UNC REX after dark and desire a security escort may contact Protective Services.

ABCs for Volunteers

The following paragraphs provide information that will assist you in better serving patients and family members. This information includes expectations, responsibilities, and requirements.

Absences

You should notify your supervisor or service chairperson and the Volunteer Services Department (VSD) when you are unable to report for your assignment. Planned absences must be recorded in the VSD absence book. Some positions may require you to arrange for a substitute for planned absences, depending upon the work assignment.

Advance Directives (Living Will, Healthcare Power of Attorney, Advance Instruction for Mental Health Treatment)

- UNC REX Healthcare has a special packet that contains Advance Directives forms and instructions for completing an Advance Directive. These packets are available at any registration/admissions area and accessible in every

clinical area. The clinical co-workers will be able to provide a packet to the patient/family when requested and arrange for a notary and witness if the patient wishes to complete the Advance Directive while at UNC REX.

If end-of-life care consultation is requested, counselors in Access Management Services (784-3163; M-F 8:30AM-5PM) or the Pastoral Care Department may be consulted (784-3371 or, if after hours, dial “0” and ask the operator to connect you with the chaplain on Pager 217).

Administration of drugs to patients

You cannot administer any prescription or over-the-counter drug or medication to patients.

Alcohol and drug abuse policy

You cannot possess, use, or distribute illegal drugs or alcohol on any UNC REX property, nor may you report for duty while under the influence of either illegal drugs or alcohol. UNC REX reserves the right to require testing if a reasonable suspicion indicates such use.

Annual requirements for volunteers

You are required annually to review and document the following:

- Infection control knowledge
- Stroke awareness
- Heart attack awareness
- Health screening
- Corporate compliance
- Safety requirements and emergency codes
- HIPAA, confidentiality, and patient privacy requirements
- EXCEL Principles and Diversity
- Abuse and neglect reporting
- Bariatric sensitivity
- Flu vaccine

ATM (Automatic Teller Machine)

Automatic Teller Machines are located on the second floor near the center bank of elevators, in the Main Lobby, and in the Main Cafeteria on the first floor.

Attendance of volunteers

You must report to work on time and on the day(s) scheduled. Frequent absences may result in a change of job assignment. Substitutes may be required, depending on work assignments.

Beauty shop and barber services

A hairdresser works in the UNC REX Rehabilitation and Nursing Care Center. She is often available to provide service to patients within the hospital. To make an appointment or to obtain information or cost, call 919-784-6612, Monday through Thursday.

Billing of patients

Representatives are available to answer questions concerning insurance or hospital bills. Patients or their authorized representatives can visit the Patient Financial Service Office at 2500 Blue Ridge Rd. Suite 219 or call a Financial Counselor at 919-784-7641. The hours are 9:00 am to 6:00 pm Monday through Friday.

Books and magazines for patients and family members

Books and magazines are available for sale in the Korner Gift Shop.

Café

(See “Korner Café”.)

Cafeteria

The cafeteria, known as the Courtyard Café, is on the first floor, across from the outdoor courtyard. Its hours of operation are posted beside the cafeteria entrance. You may also dial “0” to obtain that information.

Cancer Resource Room

The UNC REX Cancer Center Resource Room is located in the lobby of the Cancer Center on second floor. Generous funding by the REX Guild helps assure that wigs, scarves and caps are available at no cost to patients of the Cancer Center who lose their hair during treatment.

Cellular phones

UNC REX prohibits the use of cellular/cordless telephones and two-way communication devices by patients and visitors except in the Main Lobby, the Women's Center Lobby, the Critical Care Waiting Room, the Emergency Department Waiting Room, the Same Day Surgery Waiting Room, the Cancer Center Lobby, the Cancer Center Waiting Areas, the Courtyards, the Main Cafeteria, the Business Occupancies', Visitor and Family Waiting Areas, and the Korner Café. Cellular telephones and other wireless transmitting devices must be turned off when not in designated areas for safe use. In UNC REX offices located outside the hospital, cell phones may be used in visitor, family waiting rooms, and outside the buildings.

Change of address or personal information for volunteers

Please notify VSD when you change your name, mailing address, phone number or email address. "Change Forms" are at the VSD reception desk inside the VSD office. You can call 919-784-3165 or email us at volsvcs1@unchealth.unc.edu with your changes.

Chaplain services/Pastoral Care Services

Chaplains are part of Pastoral Care Services and are available seven days a week, 24 hours a day, to patients and families for support related to the impact of hospitalization, illness, grief, and other issues. Chaplains are trained theologically to provide spiritual and emotional care for anyone. Call Pastoral Care at 919-784-3371 to request a chaplain's visit or pager 217.

Chapel

The Chapel is open 24 hours every day and is available to all. The Chapel is on the second floor between the Patient Tower Entrance and the Main Entrance. For special requests, call Pastoral Care at 919-784-3371, or dial "0" and ask the operator to connect you with Pager 217, or call extension 919-784-5122.

Convalescent Care Centers

(See "Rehabilitation and Nursing Facilities".)

Confidentiality policy for volunteers

Because you may have access to privileged information, you must sign a confidentiality statement that commits you to protecting patient and organizational privacy. (See "HIPAA".)

Corporate compliance for volunteers

You must renew annually a corporate compliance form, which states that you will act in an honorable and ethical matter and report (1-877-227-3739) any action that you feel compromises UNC REX standards.

Co-workers who volunteer

UNC REX provides opportunities for paid staff to serve as volunteers. However, because of labor laws, employees may not volunteer to do the same work for which they are paid, nor may they volunteer in the same division where they work as paid staff.

Donating blood and platelets

The hours of operation are 7:30 a.m. to 6:30 p.m. Monday through Thursday, 8:30 a.m. – 4:30 p.m. Friday and 9 a.m. – 1 p.m. the 1st, 2nd, 3rd Saturdays of each month. Donors must be at least 17 years old and weigh at least 110 lbs. The address for the Blood Services is Suite 150, 2709 Blue Ridge Road. A mobile unit is also available on a scheduled basis to make donating more accessible to groups. Call 784-4750 for additional information.

E-mails to patients

Family and friends may send e-mail greetings to patients at UNC REX Hospital. E-mail messages are delivered once a day, Monday through Friday. To access this service, visit www.rexhealth.com and click on “For Patients and Visitors.”

Evaluation of volunteers

Performance feedback will be obtained about individual volunteers and volunteer programs.

Flowers for patients

- *Flowers and plants purchased in the Korner Gift Shop* are delivered immediately to patients by members of the Gift Shop staff. Call 919-784-2138 to order flowers from the Gift Shop.
- *Flowers and plants purchased outside UNC REX* are received from the florists by volunteers Monday through Friday, and are delivered to patients between 2:00 p.m. and 4:00 p.m. the same day. Patients are asked to sign for receipt of flowers. If questions arise concerning flower deliveries, call Volunteer Services at 784-2210. If a patient has been discharged, the flowers will not be accepted by the hospital or, if accepted, the flowers will be returned to the florist.

Note: Flowers are not delivered to the Critical Care units or to patients who have not yet been assigned a room. However, when patients in those areas are moved to regular rooms, flower deliveries will begin.

Food trays (guest trays) for family members

Meals are available through Food and Nutrition for family and visitors. The visitor can purchase a voucher from the cafeteria or Korner Café. The visitor can order off the At Your Service menu after giving the voucher number to the dietician. This service is not covered by insurance and a charge is incurred.

Foreign language assistance

This service is available at no charge. Please see the nurse for more information.

Garden

The REX Guild established the Maude Grimes Garden for patients, visitors, and co-workers to enjoy. The garden is in the courtyard on the first floor, across from the cafeteria.

Gift Shop

The Korner Gift Shop hours are 9:00 a.m. to 8:00 p.m., Monday through Thursday; 9 a.m. to 5 p.m. on Friday; 11 a.m. to 4 p.m. on Saturday; and 1:00 p.m. to 5:00 p.m. on Sunday. The Gift Shop carries items such as flowers, gifts, magazines, greeting cards, jewelry, balloons, and toiletries. Snacks, candy, and soft drinks are also available. Cash, personal checks, and MasterCard or VISA are accepted. The Gift Shop is on the second floor, next to the Patient Tower Lobby. Proceeds from Gift Shop sales benefit the UNC REX Guild, which provides services to assist needy patients and supports special hospital projects and programs.

Gifts and gratuities

You may not solicit nor accept gifts, gratuities, tips, or services from patients, visitors, organizations, or vendors. Donations to UNC REX should be referred to the UNC REX Foundation or to the UNC REX Guild.

Grievance procedures

If you experience a problem or have concerns related to your work, you should talk with your supervisor or the professional person involved. In addition, VSD has several policies in place to deal with potential problems between you and your supervisor. If you encounter a problem in your work area, please contact the VSD staff to learn more about grievance policies and procedures.

Health Information Management (medical records)

The Health Information Management office is on the first floor near the main cafeteria. Call 919-784-3158 for additional information.

Health requirements for volunteers

- You must comply with all infection control policies, including:
- If you have draining skin lesions, including fever blisters, you cannot have contact with patients nor can you handle patient care equipment.
- You must complete or show proof of annual influenza vaccine.
- You cannot report for duty when you have any symptoms of respiratory, gastrointestinal, or other infectious disease until the condition is resolved.
- You must complete an annual TB screening, whether testing positive or negative.
- You must show proof of measles, mumps, and rubella vaccination. If you do not have proper documentation, you will be “titer tested.” If you have no immunity, you will be vaccinated against MMR.
- You must show proof by physician documentation that you have had chicken pox or have had the varicella vaccine, or titer testing showing immunity. If you are working in an area with babies or children, you will be required to have a Tdap (Tetanus/Pertussis) vaccine.

You will be meeting with Employee Health to complete these requirements. If you have documentation of the above vaccinations, please bring them with you.

Healthcare Power of Attorney

Refer to Access Management at 919-784-3163 or, after normal business hours, dial “0” and ask the operator to connect you with the on-call chaplain on Pager 217.

HIPAA: an overview

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) outlines federal regulations governing the privacy and security of health information and standardized electronic data transactions. A key goal of HIPAA regulations is to protect the privacy and confidentiality of protected health information by setting and enforcing standards. Under HIPAA, every staff member must keep silent when it is not appropriate to share protected health information. This is the law. Significant penalties exist for employees, volunteers, and organizations that violate a patient’s privacy.

Information about the HIPAA law

HIPAA, a federal law, has been designed to safeguard against a breach of patient confidentiality. The Act includes privacy regulations that ensure that information will be handled in a confidential manner by all who have access to it. The Act also includes security regulations to protect medical information. The following patient information is considered by law to be Protected Health Information (PHI) and may not be disclosed without written permission:

- Names
- Telephone numbers
- Fax numbers
- Electronic mail addresses
- Social security numbers
- Medical record numbers
- Health plan beneficiaries
- Account numbers
- Certificate and license numbers
- Internet protocol address numbers
- Vehicle identifiers and serial numbers, including license plate numbers
- Device identifiers and serial numbers
- Web universal resource locators (URLs)
- Biometric identifiers, including finger and voice prints
- Full-face photographic images and any comparable images
- All geographical subdivisions smaller than a state, including address, city, county, precinct, or zip code
- All elements of date (except year) for dates directly related to an individual, including birth date, admission and discharge dates, date of death
- Any other unique identifying number or characteristic

To comply with HIPAA, follow these rules:

- Access only the information you need to know to do your job.
- Share patient information with health care team members only on a need-to-know basis.
- Do not leave a computer on and unattended.
- Discuss confidential information in private locations.
- Keep patient information in a secure, private area that is not accessible by patients, visitors, and others who do not have a need to know.
- Protect and never share your password.

Holidays

UNC REX observes the following holidays: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Your services may be needed on these days if you are assigned to a patient unit, the Critical Care Waiting Room, Information Desk(s), or the Emergency Department. If you wish to work, your services are always appreciated. Volunteers who work on holidays receive double credit for hours served.

Identification badge policy

You must wear the UNC REX-issued identification (ID) badge on your collar on your right side, with the picture facing forward, at all times while on duty. You must never allow another person to use your ID badge. When your service at UNC REX is discontinued, the ID badge must be returned to the VSD.

Inclement weather

If severe weather occurs, do not come to work unless it is safe to do so. Please call the VSD office at 919-784-3165 for an updated message concerning the current weather conditions at UNC REX.

Interpretive Services

A Spanish interpreter is available from 8:00 a.m. to 4:30 p.m., Monday through Friday, by calling 919-784-3021. At other times, the hospital operator can access an international language telephone line to provide interpreters. This line is available 24 hours a day.

Kardia Cafe

Kardia is located on the first floor of the NC Heart & Vascular Hospital. It features a Mediterranean menu.

Korner Café

The Korner Café is on the second floor, across from the Gift Shop. Its hours of operation are posted beside the Café entrance. You may also dial "0" to obtain that information.

Leave Of Absence (LOA)

A leave of absence may be appropriate when needed for health, travel, or personal reasons. Because of patient and staffing needs, your schedule may change when you return after taking a LOA. However, if a substitute is provided during a LOA, the same position will be available to you upon your return.

Living Wills

Refer to Access Management at 919-784-3169 or, after normal business hours, dial “0” and ask the operator to connect you with the on-call chaplain on Pager 217.

Lost and found procedure

Lost and found items are handled by Protective Services. A log is kept of all items found. If you lose or find an item, call 919-784-3333.

Mail boxes

U.S. mailboxes are just outside the Patient Tower entrance and outside the Medical Office Building.

Mail delivery to patients

Mail is delivered to patients Monday through Friday by volunteers. If a patient has been discharged, attempts will be made to forward the mail to the patient’s home address.

Mail Room

The Mail Room is on the first floor behind the central elevators.

Media

If you are contacted by phone, email, or in person by any media, such as television, radio, newspapers, or magazines, please refer them to the Marketing Department at 919-784-4550 or to the Executive Office at 919-784-7264. Do not answer questions or make comments.

Medical records

See “Health Information Management”.

Newspapers

A Newspaper stand is on the second floor in the ATM room.

Newsletters

Volunteer Services publishes a bi-monthly newsletter. You will receive it at your email address or it may be mailed to you.

Notary Public

A list of notaries is available on the nursing units. Contact the patient’s nurse or Case Management 919-784-3163 to arrange for this free service.

Orientation

Orientation is required for all new volunteers before they can report to their assigned work areas. An onboarding session is held every other week and is scheduled through the volunteer coordinator. Annually, all volunteers are required to be re-oriented. (See “Re-orientation”.)

Parking for visitors

UNC REX does not charge for parking. Parking decks and open spaces are available for patients, family members, and visitors in the following locations: Main Hospital, Cancer Center, Women and Children’s Center, Medical Office Buildings, and the Wellness Center. Protective Services staff make frequent rounds to all lots and decks and are available to assist those needing transportation to and from their cars. If visitors leave UNC REX after dark and would like to request escort service to any parking area, call Protective Services at (919) 784-3333.

Parking for volunteers

You may park anywhere on campus that is not reserved. If you need assistance, call 919-784-3333 for transportation to or from the lot

Pastoral services

(See “Chaplain Services”.)

Patient information

Call 919-784-3100 for patient information.

Patient privacy

A patient’s right to privacy is protected by federal law under the Health Insurance Portability and Accountability Act of 1996. See “HIPAA”.

Pharmacy for outpatients

The Outpatient Pharmacy 919-784-3242 is near the Main Lobby on the second floor at the west end of the hospital. Hours are from 7:00 a.m. to 7:00 p.m., Monday through Saturday, and from 1:00 p.m. to 6:00 p.m. on Sunday. Volunteers may purchase *over-the-counter* items at a discount. To receive the discount when you make your purchase, show your ID badge to the clerk.

Physician referral services

For assistance in locating a physician, call UNC REX HealthNet at 919-784-4490, Monday through Friday, from 8:30 a.m. to 4:00 p.m.

Political activities policy

No political activities may be conducted at UNC REX. In your individual political behavior, you are not to identify yourself as, or in any way imply that you are, a representative of UNC REX.

Protective Services

Call 919-784-3333 for security.

Recruiting volunteers

If you have a friend who is interested in or would enjoy volunteering, please have him visit our website at UNC REXhealth.com to learn more about our program and to complete an application. You can also tell a VSD staff member, or suggest that the friend call 919-784-3165.

Rehabilitation and nursing care facilities

UNC REX Healthcare operates two rehabilitation and nursing care facilities. One facility is on the hospital campus (919-784-6600) and the other facility is in Apex (919-363-6011).

Re-orientation

To ensure that volunteers are up-to-date on important information, including safety and emergency procedures and HIPAA laws, re-orientation material are distributed in the fall of each year. Volunteers must complete a home-study course to continue to volunteer.

Resignation of a volunteer

Volunteers are asked to give at least two weeks notice when leaving the program. Volunteer ID badges must be returned to the VSD upon departure.

Room cleaning for patients and for common areas

Call 919-784-1872 or 1873 for room cleaning services or questions.

Scheduling

Changes in work schedules are easily arranged. Please see a member of the VSD staff for assistance.

Sign-in and sign-out

You must sign in when reporting to work. Signing in records your presence and documents your service for award purposes and helps us locate you quickly in case of an emergency. It also provides us with quick access to you if you are needed

elsewhere. When you leave, please sign out. If the computer is down or if you work off-site, please use the paper forms.

Solicitation policy

Employees and volunteers may not solicit, distribute, be solicited, or receive products or information unrelated to their jobs during times when they are expected to be performing their duties. These activities are also prohibited during non-working time in patient care areas because of disruption and interference with patient care.

Stamps

Stamps may be purchased in the Korner Gift Shop.

Substitutes

Because of the importance of your service and its impact on patients, some areas require that you obtain substitutes when you are not able to report for duty. See your supervisor or a member of the volunteer staff to obtain a copy of the substitute list.

Suggestions

Your suggestions are important. Please give your ideas to a member of the VSD staff.

TDD (Telephone Device for the Deaf)

Refer requests for TDD to the patient's nurse or dial "0" for assistance. From the hospital, call 9-711 or 9-1-800-676-3777 for the national relay number.

Telephone standards

If your volunteer assignment includes answering the telephone, please observe the following:

- Calls should be answered by the third ring in a professional, unhurried, and friendly manner.
- Always state your name and department and then ask, "How may I help you?"
- Messages must be taken accurately and delivered promptly.
- Callers should never be left on hold for an extended period of time.

Tips

(See "Gifts and gratuities".)

Training

Training is provided for each volunteer placement. A checklist, which must be returned to the VSD, is also provided. This completed checklist ensures that you are fully trained for your position. Additional training opportunities are also available.

Transfers

Transfers from one work assignment to another can be easily accomplished. If you are not happy for any reason, after a reasonable trial period, talk to a VSD staff member to discuss transferring to a different position.

Valuables

Please do not bring valuable items to the hospital. Carry only the money you need in your pocket. UNC REX Healthcare cannot be responsible for lost or stolen items.

Valuables belonging to patients

Patients should not bring valuables to the hospital. If patients want to have their valuables secured, they may call Protective Services at 919-784-3333.

Vending machines

Vending machines are outside the cafeteria, in the Surgical Waiting Room, in the Main Lobby Waiting Room, in the Emergency Waiting Room, and on some patient care units. These machines will accept dollar bills as well as change.

Website (www.rexhealth.com)

The UNC REX website provides more information about services and directions.

Witnessing signatures for patients' documents

For legal protection, no member of the UNC REX staff, paid or volunteer, may serve as a witness for any patient document, including, but not limited to, witnessing the signatures for wills.

Worship services

Various worship services are offered on a regular basis and are posted on the notice board by the Chapel. Sunday morning services are held at 11:00 a.m. Call 919-784-3371 for information.

Population Specific Care – Bariatric Patients

- Obesity is defined as “a life-long, progressive, life-threatening, genetically-related, costly, multi-factorial disease of excess fat storage with multiple co-morbidities (health related health condition).” Quote from ASMBS.
- Obesity is a world-wide epidemic, estimated to be 25% of the industrialized world with approximately 64.5% of US adults being classified as overweight.
- How did we get here? Larger portions, abundance of convenience foods, more sedentary life styles and absence of physical education classes in our public schools are a few contributing factors.
- What are the physical limitations of the obese population?
 - limited clothing choices and higher costs for these clothes
 - seating that does not accommodate (airplanes, restaurants, movie theaters)
 - difficulty with toileting and showering due to space limitations
 - difficulty with simple, daily tasks such as walking and cleaning house
- What are some of the social impacts on the obese population?
 - studies show that society has low respect for obese people
 - many have limited friends
 - many report being treated disrespectfully by an M.D.
 - social isolation, depression and low self esteem
- What are some the economic impacts on the obese population?
 - educational discrimination
 - employment discrimination in hiring, promotions and assignments
- When addressing an obese person, key components are
 - avoid making remarks about their size when outside the doorway
 - be mindful when asking for equipment, don't ask for anything “BIG”
 - follow the Golden Rule...treat thy neighbor as thyself
 - speak to the person in an intelligent manner
 - remember that obesity does not numb feelings
 - obesity is not a character flaw, but a disease
- Interactions with obese patients should be respectful and engaging, remember to
 - encourage them
 - discuss expectations
 - encourage questions
 - address issues
 - LISTEN

Guidelines For Populations Served

Infant (birth to 1 year)

Tasks and Issues

- They move toward independence from their parents.
- Parents are the infant's "world."
- Infants love being the center of attention.
- They need to develop trust with their caregiver.

Safety

- Because the infant is now rolling, crawling, and walking, they must be protected and constantly watched.
- Because the infant puts things into their mouth to learn, nothing smaller than the inside of a toilet paper roll should be available.
- Look for sharp edges and corners.
- Parents are encouraged to stay with the child and be involved in their care.

Toddler/Preschooler (1 to 4 years)

Tasks and Issues

- The child is learning to assert him/herself.
- They are working on mastering toilet skills.
- The child is also getting more active, thus getting more restraints placed by their caregivers.
- They may begin to have nightmares.
- By age 3 ½, they may recognize colors, follow simple instructions & button their own buttons.

Safety

- This child is very mobile, thus they must be watched closely.
- They may continue to put small things in their mouth – watch for choking.
- They need to be protected from getting lost.
- In the health care setting, they may use coping behavior typical of their age group: crying, temper tantrums and holding their breath.
- A sense of trust is promoted by being truthful and supportive, "the injection will hurt, but I will stay with you and hold you."
- Use play, fantasy or affection to divert their attention from something unpleasant.

Kindergarten And Schoolage Children (5 to 12 years)

Tasks and Issues

- They begin physical development focused on strengthening muscles.
- By ages 10 to 12, their fine motor skills will closely resemble those of an adult.
- They are developing sense of right and wrong.
- They need lots of encouragement and explanation because they are developing a sense of adequacy in their abilities.
- Coping skills usually involve nail biting, dependence, humor, and fantasy.
- When under stress, they will frequently develop stomachaches.

Safety

- Safety problems will usually stem from their growing sense of independence.
- To help them through a health care encounter, show equipment, explain, and let them handle things or “play” with the equipment.

Adolescence (13 to 15 years)

Tasks and Issues

- They experience rapid growth spurts with the onset of puberty.
- They may experience emotional swings.
- They are developing a sense of individuality, but are greatly influenced by others.
- Peer pressure is intense.

Safety

- They may begin experimentation with drugs, alcohol, and sexual behaviors.
- Information about these issues will be important to avoid serious consequences.
- Teens may need help coping with emotional swings and issues facing him/her.
- To cope, teens may use humor, defensive behavior or socialization.
- Privacy is of utmost importance.

Late Adolescence (16 to 18 years)

Tasks and Issues

- At this time, they reach physical and sexual development consistent with adulthood.
- He/She is extremely aware of their physical appearance and is concerned with body image.
- Privacy remains a critical concern.
- They are able to use abstract thinking, but remain oriented towards the present.
- They continue to experience strong peer pressure.
- It is important not to treat them as a child.

Safety

- Pressure from peers may encourage the young teen to act against their better judgment, disregarding the consequences.
- May be influenced to use cigarettes, alcohol, or drugs.

Young Adulthood (19 to 29 years)

Tasks and Issues

- They are beginning to accept them self and develop a self-concept and body image.
- They are developing personal identity and achieving independence from their parents.
- They are establishing a career, home, and intimate relationship outside of their family of origin.
- Always explain your reason and be aware that learning is best accomplished in a friendly, informal environment.

Safety

- Major health problems are related to accidents.
- They may struggle with anxiety or depression related to pressures of independence, competition in the workplace and acceptance by peers.
- They may use humor, anger, drugs, alcohol, music, meditation, TV and social contacts as coping skills.

Middle Adulthood (30 to 69 years)

Tasks and Issues

- They continue to develop their own homes and careers.
- They continue to balance various roles of work and home.
- As their children grow and parents age, they may feel caught in the middle.
- They need to deal with physical changes related to aging process.

Safety

- Focus on prevention of chronic illness, hypertension, heart disease, diabetes, etc.
- Safety is closely related to their lifestyle habits, human sexuality, family planning & substance abuse.
- Cardiovascular disease is a major threat to this group.

Late Adulthood (70 and beyond)

Tasks and Issues

- They continue to experience significant effects of the normal aging process, which may contribute toward some disease states.
- Visual acuity may be decreased and night vision is decreased.
- High-pitched sounds may be difficult to hear (sirens, horns, some voice ranges).
- Gastrointestinal tract tone is decreased leading to digestive problems.
- Muscles which are not used will atrophy or decrease in size which will affect the ability to do work and may lead to walking problems if leg muscles are involved.
- Skin wrinkles and is more prone to injury.
- Reaction time is slowed.
- They may not respond in their usual way when they are in a hospital environment.

Safety

- Face the person you are speaking to and use formal names.
- Ask the person if they are able to hear you.
- Check to see if the person wears eyeglasses or a hearing aid.
- Watch how the person responds to you. Do they seem to hear you? Do they respond in a non-verbal way to you, such as by smiling or nodding?

Population Specific Care

Definition: Population-specific care relates to possessing the knowledge, skills, ability and behaviors essential to providing care to a specific population. Race, age, gender, disability, religion, personality style, language, sexual orientation, and other cultural and socioeconomic factors influence health promotion and help-seeking behaviors.

At UNC REX, we are committed to creating an environment that is respectful of differences.

All health care providers must learn to recognize, respect and work with patients across different developmental stages; from different cultures and with different values, beliefs, practices, rituals, and medical diagnoses.

Barriers to providing population specific care:

People who have negative attitudes towards other people's differences often engage in negative behaviors, including:

Prejudice: a preconceived feeling or bias without ever really getting to know a person.

Stereotyping: applying a certain belief to all members of a particular group.

Discrimination: treating people differently and unequally just because they are a member of a particular group.

Tips to providing population specific care includes:

- willing to learn other about cultures.
- knowing and understanding cultural norms, attitudes, beliefs and culturally influenced health behaviors.
- listening to patients carefully.
- valuing diversity.
- recognizing personal biases, stereotypes, and prejudices. Eliminating stereotypes and generalizations.
- providing an interpreter so that the patient can participate in decisions regarding care.
- learning verbal and nonverbal cues of other cultures.
- implementing care to meet the needs of patients based on culture values, beliefs, and patient diagnoses.

Heart Attack Awareness

The Society of Chest Pain Centers designated UNC REX Hospital as an Accredited Chest Pain Center in 2005 for its community education programs and expertise in diagnosing and treating acute coronary syndromes and heart failure. The designation as an Accredited Chest Pain Center, which was the first for a hospital in the Triangle, establishes UNC REX Healthcare as a premier hospital for acute cardiac care in this area.

Every 25 seconds, an American will have a coronary event, and every minute, someone will die of one.

- There were 544 pre-hospital cardiac arrests in Wake County in 2012. Of these, 16% were discharged neurologically intact from the hospital.

UNC REX Hospital's Nationally Accredited Chest Pain Center has partnered with the Society of Chest Pain Centers in support of Early Heart Attack Care (EHAC).

- A campaign intended to educate everyone as to the early symptoms of a heart attack in order to prevent the heart attack from ever occurring. Preventing the heart attack prevents heart damage.
- A plea to the public to be responsible, not only for themselves, but for those around them who may be experiencing early heart attack symptoms, and to help them obtain immediate treatment.
- A public education program that concentrates on benefits of receiving early treatments, and activating emergency medical services.

Unlike most programs that promote recognition of the signs and symptoms of an impending heart attack, the EHAC initiative encourages early recognition when symptoms may be mild. For the 50% of people experiencing these symptoms, the heart attack can be prevented with early treatment – before any of the damage to the heart can occur.

The early symptoms of a heart attack may include:

- Nausea
- Feeling of fullness
- Anxiety

- Fatigue
- Jaw pain and/or back pain
- Shortness of breath
- Chest pressure, squeezing or discomfort
- Pain that travels down one or both arms

Stroke Awareness

A stroke is the sudden death of brain cells due to a lack of oxygen when the blood flow to the brain is impaired by blockage or rupture of an artery to the brain. A “mini-stroke” or TIA (transient ischemic attack) has the same symptoms as a stroke but are temporary with no permanent brain damage. This is considered a warning sign that a stroke is likely.

Signs and Symptoms of Stroke

- Severe headache
- Numbness or weakness on one side of the body or face
- Drooping on one side of the mouth
- Difficulty speaking or understanding
- Dizziness or stumbling

What to do if you notice any of these signs and symptoms of stroke:

- If you are outside of the hospital setting, call 911. (This includes areas such as the convalescent and rehab centers, wellness centers, suburban locations, etc.)
- In you are in UNC REX Hospital, dial *55 and state your emergency.

For more information on the prevention and treatment of stroke, visit the American Heart Association’s website at americanheart.org and click on the link for the American Stroke Association.

EMTALA

EMTALA stands for Emergency Medical Treatment and Active Labor Act. It is the federal law which requires hospitals that accept Medicare patients to evaluate and treat individuals presenting for a potential emergency medical condition regardless of their ability to pay. If patients inquire about wait times encourage them to speak to the appropriate person in the ED (registration or nurse). Never tell an individual who may be seeking evaluation or treatment to go to another facility. If patients inquire about the cost of care, reassure them that the hospital will provide emergency department care regardless of ability to pay.

Abbreviations

Cath.Lab	Cardiac Catherization Lab
CIC	Cardiac Intensive Care Unit
CEO	Chief Executive Officer
CFO	Chief Financial Officer
CNA	Certified Nursing Assistant
CNO	Chief Nursing Officer
CTICU	Cardiac-Thoracic Recovery Unit
ED	Emergency Department
EKG	Electrocardiogram
Endo.	Endoscopy
HIPAA	Health Insurance Portability and Accountability Act of 1996
HR	Human Resources
I & O	Intake and Output
ID	Identification
IT	Information Technology
IV	Intravenous
LPN	Licensed Practical Nurse
MMR	Measles, Mumps, and Rubella vaccination
NA	Nursing Assistant
NPO	Nothing by mouth
OR	Operating Room
OSHA	Occupational Safety and Health Administration
OT	Occupational Therapist
PA	Physician's Assistant
PACU	Post-Anesthesia Care Unit (Recovery Room)
PDCA	"Plan, do, check, act"
PHI	Protected Health Information

PO	By mouth, orally
PPE	Personal protective equipment, such as gloves and masks
Pre-Op.	Preparation for surgery
PT	Physical Therapist
Pt.	Patient
RN	Registered Nurse
RRNCC	UNC REX Rehabilitation and Nursing Care Center
RT	Respiratory Therapist
SDS	Safety Data Sheets
SPD	Sterile Processing Department
STAT	Immediately
SW	Social Worker
TB	Tuberculosis
Tech	Technician
Temp	Temperature
TPR	Temperature/Pulse/Respiration
Tx.	Treatment
VSD	Volunteer Services Department
Wt.	Weight