Online Volunteer Orientation
Online Volunteer Orientation
Let’s Get Started

• Thank you for viewing our orientation to see what volunteering at Maine Medical Center is all about

• Volunteers are well respected here

• If you come aboard as a volunteer, you will receive a handbook with the information in this orientation
Volunteer Services Staff

- Kathy Berube, CAVS, Director
- Karen Foster, Volunteer Coordinator
- Christine Ellis, Admin Specialist II
- Chesley Ferris, Admin Specialist II
Objectives

• This orientation will provide information on requirements and guidelines for MMC volunteers.

• Provide a general orientation to potential volunteers about:
  - sexual harassment awareness
  - customer service
  - safety
  - infection control
  - wheelchair overview
  - confidentiality
Maine Medical Center’s Mission

• Caring for our community
  - MMC is a hospital utilized by the entire state

• Educating tomorrow’s caregivers
  - MMC has a partnership with Tufts Medical School
  - Medical students, residents, nursing students from USM and UNE, and others do their training at MMC

• Researching new ways to provide care
  - Maine Medical Center Research Institute (MMCRI) is located on our Scarborough campus and is on the cutting edge with the country and the world
Mission of Volunteer Services

• Serve our patients
  - Some areas that work directly with patients are the Ambassador programs, Child Life Center, Hospital Elder Life Program (HELP), Reiki and Therapy Dog programs

• Support their families
  - Visitors coming to MMC need help with wayfinding and services

• Supplement the staff
  - Volunteers help departments with clerical tasks and projects
MMC Values

• **Patient Centered** - we partner to serve the needs of our patients, families and our community

• **Respect** - we treat all people with courtesy, dignity, and fairness, and recognize each individual for his/her unique talents

• **Integrity** - we practice the highest ethical standards by doing the right thing at the right time for the right reason

• **Ownership** - with initiative and pride we take responsibility for the quality, safety and cost of the care and services we deliver

• **Innovation** - we value intellectual curiosity, creativity, critical thinking and cutting-edge knowledge
Our Proud Past...

- 40 bed hospital
- 114 admissions 1st year
- Average stay: 30+ days
- Cost per week: $17.41 for room & board
- Five nurses: 3 on day shift and 2 at night

Maine General Hospital circa 1874
MMC Today...

- Flagship hospital of MaineHealth
- 637 bed hospital
- 29,606 admissions
- Average stay: 5.4 days
- 41,707 outpatient visits
- 84,129 emergency visits
- 2,630 births
- 1,357 medical staff
- 7,700 employees
- 573 volunteers gave 45,891 hours in 2017

Bramhall Campus
Our Auxiliaries

The Visiting Board of the Children’s Hospital (1910)
• Operates the Flower Box
• Proceeds benefit the care of children and adolescents, as well as hospital capital campaigns

Womens Board of Maine Medical Center (1877)
• Operates the Boutique, Gift Shop, Kiosk, Pavilion Grill and vending machines
• Proceeds benefit projects/equipment at MMC and nursing scholarships
• Established the Medical Education Residency Endowment Fund
MMC Locations

- Scarborough Surgery Center
- Scarborough Campus
- MMCRI
- Main Bramhall Campus
- Falmouth Medical Office Building
- Brighton Campus
Becoming a Volunteer

• Complete this online orientation
• Hold a valid U.S. Social Security number
• If English is a second language
  - ESL Proficiency Level 4 is required
• Application and interview
  - Apply online at mmc.org/volunteer
  - Applications are reviewed by our Director or Volunteer Coordinator
  - If possible placement, interview will be scheduled
    • Interviews are scheduled Monday-Friday between 9am-3pm
• Health screening
  - Four visits are scheduled with Employee Health on our Bramhall Campus
    • First appointment is scheduled on Monday or Tuesday 1:30 or 2:00 pm
  - No cost to volunteer
Becoming a Volunteer

• Background Check
  - Background checks are submitted for 18 years of age or older

• On Boarding
  - Final step, after receiving your background check and health screening clearances
    - receive your uniform (cost of $15-$25)
    - ID picture and parking
    - tour MMC
    - complete a hand washing class
  - On boarding is scheduled on Tuesday or Thursday from 9-10:30 am in the Volunteer Office

• Training
  - You will receive on-the-job training by your department

• Timeline
  - Plan on 6-8 weeks to go through the process to become a volunteer from application to training
Volunteer Commitment

• Once on board, we ask for a continuous minimum commitment of six months

• You will be scheduled to volunteer once a week on the same day and shift

• Most shifts are four hours

• Frequent absences may result in being removed from the assignment
Annual Requirements

• Annual Safety & Policy Review
• Confidentiality Agreement
• Hand Hygiene Training
• Annual Competency (for direct patient assignments)
• Flu Vaccination or Declination
Volunteer Benefits

• Food allowance
  - $5 food allowance can be used toward a meal on the Bramhall, Brighton, Scarborough and Scarborough Surgery campuses
  - Can be used for any food item - dine in or take home
  - Lunch or dinner breaks need to be before or after your shift

• Credit union
  - You are welcome to join the Tru-Choice Federal Credit Union by showing your ID badge
Volunteer Benefits

- **Discounts**
  - Free enrollment in the PerkSpot program

- **Medical library**
  - Volunteers are welcome to use MMC’s extensive medical library

- **Flu shots**
  - Flu shots are given free of charge each year
  - Volunteers need to be vaccinated or masked in patient areas during flu season
Volunteer Benefits

• Accident insurance
  - National Volunteer Insurance Plan covers a volunteer if injured while volunteering for a maximum of $10,000 medical, $5,000 dental after volunteer’s insurance is billed

• Liability insurance
  - Volunteers are covered under MMC’s liability policy which protects volunteer from claims, provided volunteer was on duty and acted in good faith at time of incident

• Parking
  - Parking is offered free of charge in either our Visitor’s parking garage or medical building garage, depending on day of week and time of shift
A Sampling of Volunteer Assignments

• **Clerical** - Ambulatory Surgical Unit, Library, Leadership & Organizational Development

• **Direct Care** - Ambassadors, Hospital Elder Life Program, Reiki, Child Life

• **Indirect Care** - Patient Experience Volunteer, Surgery Waiting Room Support

• **Retail** - Boutique, Flower Box, Gift Shop, Impressions Café, Pavilion Grill
Guidelines for Volunteers

- Part of the team
- Your appearance
- Your manner
- Respect
- Diversity
- Patient safety
- Cell phones
Guidelines for Volunteers

• Part of the team
  - Volunteers follow the same rules, regulations and code of ethics observed by staff
  - If you see your doctor in the hallways, remember you are here as a volunteer and not as a patient
  - No solicitations allowed

• Appearance
  - Wear your ID badge above your waist at all times
  - Adult volunteers wear either a blue polo shirt or vest; our teenage volunteers wear a red polo shirt
  - Comfortable, soft-soled shoes covering your toes - sneakers are great
  - No jeans, sweatpants, shorts or scrubs - look professional
  - Extreme hair trends or colors such as pink, etc. should be avoided
Guidelines for Volunteers

• Appearance
  - All beards and mustaches should be shaped and neatly trimmed
  - No head coverings such as hats, handkerchiefs or bandanas unless approved due to special circumstances
  - Pierced earrings in the earlobe can be worn in moderation; other adornments need to be removed or covered
  - Visible tattoos should be covered
  - Artificial nails of any kind are not permitted if volunteer is assigned to direct patient care or food preparation
  - No gum chewing or eating in your work area
  - MMC is a fragrance-free environment (perfumes, colognes, lotions or similar products of any kind are not permitted)
  - MMC is smoke-free. No smoking while on duty, and clothing must be free of smoke smells
Guidelines for Volunteers

• Your Manner
  - Be soft spoken, dignified and approachable
  - People handle stress differently, sometimes we need to make allowances for others’ behavior - don’t take it personally
  - Knock on a patient’s door and ask if it’s okay to come in
  - Introduce yourself and say why you are there
  - Do not enter a patient’s room when a doctor is present

• Respect
  - Always say Mr. or Mrs. Smith unless told otherwise by the patient to call them by their first name
  - Never call anyone “honey”, “sweetie”, etc.
Guidelines for Volunteers

• Diversity
  - Patients coming to MMC have varied backgrounds, experiences and lifestyles and you must maintain a non-judgmental attitude
  - Approximately 60 languages are spoken in Portland; Somali is the most regularly translated language
  - If you notice a visitor is deaf or could use an interpreter, please bring them to one of our information desks for assistance

• No photographs can be taken of patients, visitors or family members.
Guidelines for Volunteers

• **Patient Safety**
  - Never exceed your responsibilities, abilities or training
  - Knowing what **not** to do is as important as what **to** do
  - Never change a patient’s bed position, lower bed rails or give them anything to eat or drink without their nurse’s permission

• **Cell Phones**
  - While volunteering, turn your cell phone completely off
  - Cell phones can interfere with medical equipment
  - If you need to check messages, do so away from patient areas. The cafeteria, lobbies, and other public areas are OK.
Sexual Harassment Awareness

Please be aware that Maine Medical Center and MaineHealth have zero tolerance for harassment, including sexual harassment.
Examples of Unwanted Sexual Harassment*

- Physical contact: touching, hugs, kissing.
- **Unwanted** contact of a sexual nature: e-mailing, stalking, social communicators.
- Repeated inappropriate requests for dates and socializing of a sexual nature.
- Sexually-oriented jokes, stories, questions.
- Visual displays of a sexual nature: photos, drawings, books, magazines, phone images.

* Each issue is evaluated on its own merits and set of circumstances.
Performance Counseling & Termination

• Volunteer performance issues should be addressed immediately.

• The department supervisor will inform the volunteer of the problem and clarify performance expectations to be met within a certain time frame.

• Written documentation is provided to Volunteer Services.

• If expectations are not met, the volunteer may interview with Volunteer Services for another position if applicable. If there is no suitable position, the volunteer will be terminated.
Performance Counseling & Termination

• Termination of a volunteer's service at the discretion of the Director of Volunteer Services would be the result of the following circumstances:
  - Breach of patient confidentiality
  - Well documented complaint by a staff supervisor, a patient, or a patient's family
  - Significant life changes which no longer allow a volunteer to perform the assigned duties of the position

• Upon termination, the volunteer’s security badge must be returned to Volunteer Services. A personal letter will be sent to the volunteer, along with an exit survey.
Customer Service

• Customer service is job #1 for our volunteers.

• A hospital may be one of the last places patients and family members wish to be - consider their feelings.

• Your smile is part of your uniform and shows you are approachable.

• A Moment of Truth is an interaction between one person or another.
  - A tragic moment is if you are aware a person is lost but you are in a hurry and walk right by.
  - A magic moment occurs when you assist the person in need.
Customer Service

• Our Patient & Family Advisory Council (PFAC) philosophy helps patients’ and families’ priorities and choices drive the delivery of healthcare services.

• Ethics at the Center: if you see something that does not look right or ethical, please call the Ethics & Compliance Helpline 662-4646.

• MMC Values in Action
Fire Safety

• Emergency Fire Plan is the same for all campuses.
• If you see fire or smell smoke—stay calm.
• Announce **CODE RED**.
• Activate RACE procedure.
• The alarm will sound and lights will blink if the fire is in your building.
• If the fire is in an adjacent building, only the lights will blink.
RACE

R  Announce “**CODE RED**” and **Rescue** anyone in danger from fire.

A  Pull nearest fire **Alarm**. Phone emergency number (662-2345 or 911), give exact location and type of fire.

C  **Contain** the fire and smoke, close all doors and windows.

E  **Evacuate** the building.

**KNOW** location of fire alarm/equipment

**KNOW** the fire plan
Fire Drills

• A red Fire Fighter Hat means a Fire Drill.

• You must activate the RACE procedure.

• Yes, you actually pull the alarm and tell staff and patients it is a drill.

• We practice just like it is a real fire - you never know when it just might be!
And it was real...

Aftermath of a kitchenette fire, Richards Wing -1996
Chemical Hazards

• Chemicals are necessary in day-to-day operations of a hospital
• Volunteers do not use or handle hazardous chemicals

OSHA’s Right to Know law:
• What hazardous chemicals you face in your workplace.
• What the hazards are.
• What to do in an emergency.

Exposure to chemicals can occur by the following:
• Ingestion (eating)
• Inhalation (breathing)
• Absorption (soaking)
• Injection (needle stick)
The Best Sources of Information

- Safety Data Sheet (SDS): a list of all hospital chemicals
- Labels: must be on all containers, including secondary containers
- Pharmacy
- Northern New England Poison Control Center
  (1-800-222-1222)
Accidents and Emergencies

Codes

<table>
<thead>
<tr>
<th>Color</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Red</td>
<td>Fire, follow RACE plan</td>
</tr>
<tr>
<td>Blue</td>
<td>Medical emergency, life threatening</td>
</tr>
<tr>
<td>White</td>
<td>Rapid response team, medical, not life threatening</td>
</tr>
<tr>
<td>Pink</td>
<td>Infant abduction</td>
</tr>
<tr>
<td>Purple</td>
<td>Child abduction</td>
</tr>
<tr>
<td>Yellow</td>
<td>Bomb threat</td>
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<tr>
<td>Gray</td>
<td>Behavioral emergency</td>
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<tr>
<td>Silver</td>
<td>Active violence; weapon/hostage</td>
</tr>
<tr>
<td>Orange</td>
<td>Hazardous material spill</td>
</tr>
<tr>
<td>Green</td>
<td>Patient elopement</td>
</tr>
<tr>
<td>Triage</td>
<td>Possibility of internal or external disaster</td>
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Dial 662-2345 at Bramhall or Brighton Campus. Dial 911 at all other sites.

For Your Own Safety
- stay to right of corridors
- take one stair at a time
- watch for slippery floors
Wheelchair Overview

Prepare the wheelchair
• Footrests up and brakes locked before patient sits
• Patients should access chair without your assistance
• Never lift the weight of the patient

Preparing the patient
• Patient should sit back
• Keep hands and clothing away from wheels

Transporting the patient
• Stay to the right of the corridor
• Approach corners/doorways cautiously
• Check mirrors in halls
• Back chair in elevator
• Hold tight when on ramps
Infection Control

• Standard Precautions
• Hand Hygiene
• Transmission-Based Precautions
• Personal Health
Standard Precautions

• A set of practices used for all patients, regardless of diagnosis

• Helps reduce risk of transmitting unknown germs/infections

• Assumes all body fluids are potentially infectious

• Prevention practices include:
  - Hand hygiene
  - Use of barriers or PPE (personal protective equipment) i.e. gowns, gloves and face protection
  - Utilize proper equipment/environmental cleaning services

• Volunteers should not put hands in anything that is wet or was wet
Hand Hygiene

- Hand Hygiene is the most important Standard Precaution
- It protects you, the patient, visitors and staff
- New volunteers attend a mandatory ½ hour hand hygiene class when they come on board as a volunteer
Transmission-Based Precautions

- Transmission-Based Precautions are used with standard precautions when certain organisms are known or suspected.
- A green door caddy or cart will be used with appropriate signs on patient door.
- Volunteers do not work with patients on precautions except for a few assignments—additional training would be provided.
- If you think you were exposed, notify your supervisor as soon as possible.
Transmission-Based Precautions

- **Airborne:** tuberculosis, measles, chicken pox
- **Contact:** respiratory, skin or wound infections that can’t be covered or contained, i.e. scabies, lice
- **Droplet:** influenza, whooping cough, pneumonia
- **Drug Resistant Organism:** organism easily spread, i.e. MRSA, E. coli
- **Enteric:** gastrointestinal or diarrheal illness, i.e. noro-virus, c. diff
Transmission:
Direct or indirect contact with patient or objects
Transmission:
Through the air (breathing)
Personal Health

• Stay home if you are sick.
• Stay home if someone in your family has a contagious illness—chances are you may be carrying the germs.
• We will miss you—but stay home!
• Please call your department to let them know you will not be in.
Confidentiality

• Privacy of our patients is a priority

• MMC’s policy
  - We do not give out patients’ room numbers
  - Direct visitors to the unit and tell them to check in at the nurses’ station

• Maine State Law
  - Protects patients on our psychiatric units or those who wish to remain anonymous
  - Reveal no information on the patient with this status
  - Call the unit to verify if the patient wants the visitor
  - If yes, direct them to the unit’s nurses’ station
  - If no, tell the visitor we don’t have a patient by that name
Confidentiality

• Federal Law: Health Insurance Portability and Accountability Act 2003 (HIPAA)
  - Grants privacy rights to patients
  - Requires healthcare privacy protections
  - Provides security standards for storing, accessing and sharing patient information

• HIPAA requires us to use “Reasonable Precautions”
  - Do I need to be in this patient record, as part of the work I am doing today?
  - Do not discuss patient medical information in public areas (i.e. elevators), outside of work, or with co-workers not involved in direct care of the patient.
Confidentiality

- HITECH Act (2009)
  - Patients must be notified if their privacy has been compromised
  - Penalties established for healthcare organizations who fail to protect privacy
Confidentiality

- Accessing your own, your family, friends, neighbors or colleagues’ medical information for a personal reason is a federal privacy violation.
- Medical information is available via the Health Information Management Department for all patients.
- A Confidentiality Statement is signed by all volunteers annually.
- Always give good customer service but not at the expense of a patient’s right to privacy.
Confidentiality

• Confidential Information Defined:
  - PHI stands for Protected Health Information
    » Individually identifiable patient data elements combined with a portion or all of their health information
    » Can be paper, electronic, verbal communications, etc.
  - ePHI stands for electronic Protected Health Information
    » When PHI moves into the electronic world, there are greater benefits for the patient, but additional risks we need to protect against
  - PII stands for Personally Identifiable Information
    » PII, when coupled with a financial account number, such as a bank account or credit card number, is also subject to regulation and requires additional protections
Confidentiality

An individual’s past, present or future health information combined with any of the following ‘18’ identifiers is PHI:

- Name
- Location
- Date elements (i.e. DOB, admission, discharge date)
- Telephone #
- Fax #
- Email addresses
- Social Security #
- Medical Record #
- Certificate/license #

- Health plan #
- Hospital Account #
- Vehicle identifiers (i.e. license plate)
- Device identifiers and serial #
- Web Resource Locators (URLs)
- Internet Protocol (IP) address
- Biometric ID (i.e. fingerprints)
- Full face photo image
- Any unique identifier that allows ID of an individual
Next Steps

• Applications and evaluations are downloaded weekly.
• Once your application and evaluation form is reviewed, we will be in contact with you.
• Next, please complete and submit the online evaluation/checklist and Volunteer Application.

Thank you for your interest in volunteering for Maine Medical Center!