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Welcome

Glendale Adventist Medical Center's physicians, nurses, technicians and staff are not the only ones who promote healing and wellness for the whole person. An important part of our team are the more than 600 volunteers who collectively, contribute thousands of hours annually in nearly every department of the medical center.

As a volunteer, your talents and commitment will complement our professional staff, ensuring every patient's stay is a pleasant one. Whether it be in assisting with transporting a patient from one area to another, greeting visitors or working "behind the scenes" in our business offices, you can be assured that your time will be well spent and appreciated.

Volunteers are an integral part of Glendale Adventist Medical Center’s professional team. We strive to make assignments that balance the needs of the hospital with your areas of interest. Understanding the need for flexible scheduling, volunteers are assigned during the day, evening or weekend.

It is my pleasure to offer my most sincere thanks to you on behalf of the patients, their families, and the medical center staff for the commitment you are making today. May your experience at GAMC be both gratifying and personally rewarding.

Liz Mirzaian
Director, Volunteer Resources Department
Helping to keep Glendale healthy has been our focus since we were first opened by the Seventh-day Adventist Church as the Glendale Sanitarium 100 years ago in 1905.

Today, we are part of Adventist Health – a health system that includes 20 hospitals and a number of other health care organizations in California, Oregon, Washington and Hawaii.

Christian caring—for the whole person—has always been at the heart of our approach.

We provide care not just within our hospital walls, but throughout the community—in churches, schools, workplaces and homes. We not only provide care for those who are sick, but we help our community find ways to stay well.

Through the unified strength of these many partnerships, we can continue our primary focus of meeting the health needs of our community.
Our Mission

To share God’s love with our community by promoting healing and wellness for the whole person.

Glendale Adventist Medical Center works diligently to infuse our daily activities with the hospital's mission to provide compassionate, professional health care services for the whole person — body, mind and spirit.

To accomplish this comprehensive approach in the delivery of health care, Glendale Adventist Medical Center commits: The deployment of nearly 2,000 employees, 650 physicians and more than 600 volunteers.

• 448 licensed beds
• A wide array of inpatient and outpatient services
• Cutting-edge, state-of-the-art technology, equipment and techniques
• Medical Residency programs that prepare tomorrow's physicians in the field of family practice
• Health care related community services that reach people who might not otherwise receive proper medical care
ABOUT VOLUNTEERING AT GAMC
A volunteer is a person who contributes personal service to assist an organization in achieving a mission – an unpaid staff member who performs duties consistent with his/her education, experience, or interests. Volunteers do not replace staff; they augment the functions of the paid staff.

Volunteering is also a spiritually rewarding experience. It is the opportunity to share, to learn and to make a commitment to a vision. Volunteers are vital, for without them we would be unable to provide all the services our community enjoys and deserves.

Volunteers work under the direction and supervision of paid staff and do not earn or collect a salary from the hospital, or department where they volunteer.
Glendale Adventist Medical Center welcomes enthusiastic individuals of all backgrounds and abilities. Anyone who meets the minimum requirements may be considered for a volunteer position. We are committed to providing equal opportunity for all applicants who wish to volunteer in the Medical Center.

The Volunteer Department has responsibility to recruit the most qualified volunteers, determine their capabilities and make assignments accordingly. Individuals about to enter the workforce who wish to gain experience, as well as people who have retired and wish to share their experience, can become valued members of our team. Volunteers perform tasks as described on their volunteer position description, or for which they have been specifically authorized by a manager, supervisor, or coordinator to perform. However, it is important to note that we do not place individuals in volunteer service to be specifically trained for paid positions. Individuals who are only interested in paid positions should visit the job opportunity page on our official webpage at: www.GlendaleAdventist.com.
As a GAMC Volunteer, You Have the Right to Expect to…

Be Given Sufficient Information, Orientation, and Training for Your Assignment.

In addition to the general orientation information, you will be oriented to your assigned role by designated staff members in the departments to which you are assigned.

Periodically, Volunteer Resources provides information updates, and conducts additional training sessions as needed to continue performing your volunteer work in an appropriate manner.

Be free to discuss problems, suggestions, or changes with staff. We welcome your thoughts and ideas on how we can better serve your needs as a volunteer, and those of our patients and visitors.

Receive Recognition.

We believe that acknowledging the efforts and support of our volunteers is something that should take place on a daily basis. A few of the ways in which we show our appreciation is by providing complimentary meals, parking, uniforms, faxing, photocopying, and notary services to volunteers. We also host a number of events throughout the year which focus on the highlights, achievements, and special recognition of our volunteers.
The Staff at GAMC Have the Right to Expect You, the Volunteer to…

Honor Your Commitment

Report to your volunteer assignment when scheduled. Please do not invite friends to visit with you while you are “working” (volunteering) without authorization from the Volunteer Department. Likewise, please do not visit with other volunteers in the hospital during their scheduled work time.

Additionally, It’s important that you inform your work area as much in advance as possible if you are not going to be able to report for your scheduled assignment.

Behave in a Professional Manner

This includes treating everyone with respect, taking directions willingly and carefully, and asking questions when assignments are unclear. When working with patients, please avoid discussions involving procedures or techniques used in their treatment or care. Also, do not offer personal medical advice, or discuss your own medical experiences or illnesses.

If patients or families have questions regarding their medical condition or medical care, please suggest that they speak to their nurse or physician.
Adhere to the policies and procedures of the medical center, as well as those of the volunteer resources department.

Wear your volunteer uniform and identification badge while on the medical center campus on scheduled work days. Report for duty only on your scheduled days and times. If you have extra time that you would like to spend as a volunteer, please consult with the Volunteer Department and/or your assigned department.

From time to time you may be asked to attend additional training sessions or an information update. Also, you will be expected to update your health screening requirements annually. The Volunteer Department will notify you when your annual screening is due. The screenings are performed here at GAMC at no charge to you.

The recording or posting of volunteer hours is mandatory. If your assignment is within the medical center campus you are expected to visit the volunteer office to clock-in and clock-out each day you work. If you volunteer for a GAMC program that is off-site you are expected to mail, e-mail, or fax your hours to the volunteer department on a weekly basis.

Volunteers may not accept compensation for tasks performed as a volunteer, including “tips”. If you are offered a “tip” (money) by a patient or family member, please thank them for their kindness and let them know that you are happy to help them in any way that you are permitted, but that you may not accept money at any time.
Attendance

The Medical Center expects consistent and reliable service from its volunteer support team. When you receive your assignment, please report for duty on time and stay for the period that is assigned. Volunteer dependability is essential to effective performance.

**Illness/Emergencies:** In case of necessary absence due to illness or emergencies, volunteers should notify their assigned work area as far in advance as possible. If you are seriously ill, please do not come to volunteer. After a serious illness or disability, a written statement from your private physician is required upon returning to your regular duties.

**Vacation:** Please provide sufficient advance notice of planned vacations to your work area, as well as to Volunteer Resources. It is often difficult to find a replacement for a last minute cancellation.

**Volunteer Office Hours & Holidays:** While the Medical Center itself remains in operation 24 hours a day, 7 days a week, the volunteer office is open Monday through Thursday from 9:00 am to 6:00 pm, and on Friday from 9:00 am to 1:00 p.m. We are closed on Saturday and Sunday as well as on the following holidays: Memorial Day, Labor Day, Independence Day – July 4th, Thanksgiving Day, Christmas Day – Dec. 25th, and New Year’s Day, Jan 1st.
Volunteer Records

Volunteer applications and other information regarding volunteers is maintained in the volunteer’s personnel file in the Volunteer Department. Volunteers should notify Volunteer Resources of any changes in personal information such as addresses or telephone numbers by calling 818 409-8057, or via e-mail at: volunteers@ah.org

Volunteers are required to “clock-in” when reporting for duty and “clock-out” when leaving the Medical Center, via the Volunteer Information Center aka “VIC” located in the Volunteer Office. Please be observant of the policy regarding this procedure. Volunteer hours demonstrate the Medical Center’s use of volunteers and reflect the degree to which GAMC involves and interacts with the community. During those times that the volunteer office is closed, the Volunteer “Sign-In” log should be used to record volunteer hours worked. This log is located at the Information Desk across from the entrance to the volunteer offices.

Complete and accurate attendance records are essential for security purposes and are necessary for the protection of the volunteers in case of emergency. Attendance records also support claims for income tax deductions, provide verification of unpaid work experience and the necessary data for annual volunteer service awards, and eligibility for specific benefits.
The Volunteer Information Center (also known as “VIC”)

The Volunteer Information Center or “VIC” is a computer software that permits volunteers to record hours worked, view a record of hours, receive v-mail from the Volunteer Director, and get information on upcoming opportunities and events, via a “touch screen” computer monitor. To enter hours simply touch the box or window on the computer screen, enter your volunteer ID number and work area to clock-in, and when you leave for the day, do the same again. It’s as simple as that. We will be happy to lead you through this process when you begin!
Volunteering provides benefits in so many different ways, in addition to the personal satisfaction that is derived. High school and college students may gain valuable work experience for college, résumés, and employment applications, and accrue needed hours to meet school course requirements. Adults participants, have the opportunity for personal and professional growth, and to explore career changes. Senior adults, 65 and over, have the opportunity to make new friends with people who share their interests and talents, and to attend various lectures, seminars and workshops designed specifically for healthy and active senior lifestyles.

Volunteering at Glendale Adventist Medical Center also provides other incentives such as:

- Complimentary meals in the cafeteria.
- Complimentary photocopying, faxing.
- Recognition events in appreciation of your participation.
- Making new friends and acquaintances.
- Earning hours, or credit for school, or community service.
- Free parking.
- Invitations to special events.
- Invitations to special Medical Center and Community events.
Volunteer Opportunities

Whatever the interests and skill level of a volunteer or the degree of social interaction desired, there is a good chance that a volunteer can find a place at GAMC. Volunteers currently provide assistance in most areas of the Medical Center which require skills ranging from basic to specialized. Some of these areas/departments includes:

- Admitting
- Cancer Center
- Central Services
- Children’s Center
- Clinical Lab
- Customer Service
- Emergency Department
- Escort/Messenger
- General Office Assistance
- Gift Shop
- Helping Hands
- Information Desks
- Information Systems
- Library
- Mail Room
- Maternity Center
- Mobile Book Cart
- Musical Troubadours
- Nursing Units
- Outpatient Registration
- Patient Menu Assistance
- Patient Room Service
- Patient Companions
- Pharmacy
- Physical Therapy
- Radiology
- Support Services
- Way Finders
Volunteers are meant to supplement the work of paid staff, and never to replace paid staff. They work under the direction and supervision of paid staff, and do not earn a salary from the hospital.

All volunteers are required to post their hours regularly either by signing in and out daily; or by faxing their hours if their work location is off-site.

Volunteers should come to the hospital to volunteer only on their scheduled days. Volunteering on unscheduled days should be authorized by the assigned department and the volunteer office.

Volunteers are required to wear the Volunteer ID badge at all times while on the hospital campus.

Volunteers may only perform tasks that they have been specifically authorized to perform.

The required health screening for volunteers includes a TB skin test, or chest x-ray if necessary, and screening for measles, rubella, and chickenpox.

Key Reminders...
Make it Your Business to Practice...

PERSONAL SAFETY IN THE WORKPLACE
Hand Washing

Removing germs through hand washing is vital protection against many types of infection. Always wash your hands before and after you have contact with a patient or anything a patient has touched. Remember: Hand washing is the oldest and most consistent defense against the spread of infection from one person to another; there is no substitute for it. Wearing gloves does not replace hand washing. In order to provide a safe hospital environment, hand washing must be practiced faithfully by all hospital personnel, including volunteers, without exception as follows:

• When you arrive at GAMC.

• Before and after touching a patient or a patient’s belongings.
• Before you eat, apply cosmetics, handle contact lenses.

• Before and after using the restroom.

• After coughing or sneezing.

• After handling possibly contaminated articles such as blood tubes, culture plates, and trash.

• After removing personal protective equipment such as gloves, gowns, etc.

• Before you leave the hospital.
Hand Washing Method

The Centers for Disease Control (CDC) tell us that proper hand washing can reduce the number of nosocomial infections (a nosocomial infection is an infection that was not present in the patient at the time of admission, but was acquired during their hospital stay) by 33%. The two most important things to remember about hand washing are time and technique.

3. Use a paper towel to turn on the faucet. If you use a foot pedal sink, go to step 2.
4. Remove jewelry, wet hands, and apply soap.
5. Rub soap and hands together vigorously under running water, to work up a good lather and to create friction. Make sure to include all surfaces: between your fingers, under and around your fingernails, keeping hands lower than the elbow.
6. Wash hands for 15 seconds; this should be increased to 20 seconds when caring for patients in isolation.
7. Rinse thoroughly and dry.
8. Turn off faucet with a paper towel.
9. Use the same paper towel to open the door (if you are in a restroom).
10. Dispose of paper towels properly.
Infection Control

When to Stay Home

If you are feeling ill, or have symptoms of respiratory or gastrointestinal infections, such as coughing, sneezing, heavy nasal discharge, diarrhea, flu symptoms, or a rash, please stay home.

If you or another member of your household has a communicable disease such as measles, mumps, chicken pox, German measles, shingles, hepatitis, mononucleosis, salmonella, tuberculosis or a disease that you are not sure is communicable, please inform the Director of Volunteer Resources, and/or the Employee Health Nurse.

Infection Control is everybody’s business!

All employees and volunteers play a vital role in the Infection Control Program in preventing and controlling the spread of infections in the hospital setting. This is accomplished through education and training, good work practices such as good hand washing, and following policies for universal/standard precautions and other isolation/precaution policies.
Pathogens

There are four types of pathogens (disease-causing germs) of major concern in the hospital environment that if left unchecked pose a threat to our patients and to us:

1. Bloodborne pathogens
2. Droplet pathogens
3. Contact pathogens
4. Airborne pathogens

**What is a bloodborne pathogen?**

Bloodborne pathogens include such microorganisms (germs) as the AIDS virus (HIV), the hepatitis B virus, and the hepatitis C virus (HCV). They are transmitted via the blood and other potentially infectious materials (OPIM) such as semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any body fluid that is visibly contaminated with blood, and all body fluids where it is difficult or impossible to differentiate between fluids.

Since we are not always able to identify patients infected with bloodborne diseases, the blood and body fluids, excretions, secretions (except sweat), non-intact skin and mucous membranes of all patients will be treated as though they are infected, whether or not they are. **This is known as Standard/Universal Precautions.**
What is ….

…a Droplet Pathogen?
Droplet pathogens (disease-causing germs) are transmitted by large particle droplets that can be generated by the patient during coughing, sneezing, talking, or the performance of procedures that cause coughing (cough inducing).

…a Contact Pathogen?
Contact pathogens (germs) are transmitted by direct or indirect contact with the patient, patient care items or the patient environment.

Examples of a Contact Pathogen include MSRA (methicillin-resistant Staphylococcus aureus), VRE (vancomycin-resistant Enterococcus) and Clostridium difficile diarrhea.

…an Airborne Pathogen?
These pathogens are spread by very small particles called “droplet nuclei” that remain in and infect the air. They can be carried by air currents over long distances.

Examples of an Airborne Pathogen include Tuberculosis (TB), measles, and varicella (chickenpox or shingles).
PPE’s Provide Protection

**Personal Protective Equipment or PPE’s** such as gloves, masks, goggles and sterile gowns, help to protect you from the spread of infection by imposing a barrier between you and a potentially infectious substance.

**All volunteers should:**

- Wear gloves when it is likely that hands will be in contact with wet body substances (blood, urine, feces, wound drainage, oral secretions, sputum, vomitus). Change gloves and wash hands between each patient contact.

- Wear a personal protective gown when it is likely that clothing will be soiled with body substance.

- Wear masks and/or eye protection if there is a chance that body substances might be splashed or inhaled into the mouth, nose, or eyes.

- Wash hands for 15 seconds after patient contact paying particular attention to the area around fingernails and between fingers.
AIRBORNE INFECTION
ISOLATION PRECAUTIONS

Visitors must report to Nursing Station before entering

- Perform hand hygiene before entering and before leaving room
- Wear N95 respirator when entering room – Visitors see nurse for instruction on proper use
- Keep door closed
- Dietary may not enter
CONTACT PRECAUTIONS

Visitors must report to Nursing Station before entering

- Perform hand hygiene before entering and before leaving room
- Wear gloves when entering room or cubicle
- Wear gown when entering room or cubicle

Use patient-dedicated equipment or clean and disinfect shared equipment (BP cuff, thermometers) between patients
CONTACT PRECAUTIONS: SPECIAL ENTERIC

Visitors must report to Nursing Station before entering

Perform hand hygiene **before** entering AND wash hands with **soap and water** before leaving room

Wear gloves when entering room or cubicle

Wear gown when entering room or cubicle

Use patient-dedicated equipment or clean and disinfect shared equipment (BP cuff, thermometers) between patients
DROPLET PRECAUTIONS

Visitors must report to Nursing Station before entering

Perform hand hygiene before entering and before leaving room

Wear mask when entering room
Visitors see nurse for instruction on proper use

Dietary may not enter
Body Mechanics

Body mechanics refers to the way that one can maintain the spine in a neutral position. This position can safely support the combined weight of one’s own body and the weight of whatever is being lifted (e.g., patient, object). Most back injuries result from improper lifting. Back injuries can affect more than job performance. There may be an impact on every part of a person’s life – physical, social, and psychological. So it makes sense to learn about and use techniques that can protect your back.

Plan your route and make sure it is clear of obstacles.

Get a firm footing. Spread your feet to shoulder width apart for a wide base of support and to improve balance, pointing your toes outward. This allows your body to compensate for any shifts in weight.

Bend your knees to allow the stronger leg muscles to participate in lifting, more than the weaker back muscles. Do not bend at the waist.

Maintain a curve in your lower back to keep the spine in an optimal (neutral) position. Don’t “round” your back.

Keep the load close to your body. This improves balance and requires less muscle force for the lift. It also decreases the stress to your spine.

Never twist and lift. Turn with your feet first, rather than with your back. By twisting the spine, you place an enormous stress on your lower back. Twisting injuries are a leading cause of herniated discs.
Sexual harassment is defined as **unwanted** sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior that may include but are not limited to:

Ø Unwanted sexual advances.
Ø Offering benefits in exchange for sexual favors.
Ø Making or threatening reprisals after a negative response to sexual advances.
Ø Visual conduct; leering, making sexual gestures, and displaying of sexually suggestive objects for pictures, cartoons, or posters.
Ø Verbal conduct; making or using derogatory comments, epithets, slurs and jokes.
Ø Verbal sexual advances or propositions.
Ø Verbal abuse of a sexual nature, graphic verbal commentaries about an individual’s body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes or invitations.
Ø Physical conduct: touching, assault, impeding, or blocking movement.

Glendale Adventist Medical Center does not tolerate sexual harassment. In the case of harassment, corrective action cannot be taken unless the proper people have been informed. Any volunteer who feels mistreated in this manner is urged to contact the Volunteer Resources Director immediately for assistance. Any volunteer who sexually harasses others will be dismissed, and may be subject to legal action.
Key Reminders…

- Body Mechanics is the term we use when referring to an appropriate way to protect us from injury.

- Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature.

- The most important way to prevent the spread of infection is Hand washing.

- A Nosocomial infection is a hospital acquired infection.

- Blood borne pathogens, droplet pathogens, contact pathogens, and airborne pathogens are disease causing germs that can be of major concern in hospital environment if left unchecked.

- Personal Protective Equipment, also known as PPE’s should be used when it’s likely that your hands will be in contact with wet body substances, when it’s likely that your clothing may be soiled with wet body substances, and when there is a chance that body substances might be splashed or inhaled into the mouth, nose, or eyes.
PATIENT SAFETY PRACTICES FOR VOLUNTEERS
Patients in Bed...

Some patients are positioned in a bed for a specific reason. If they ask you to rearrange the pillows or raise/lower the bed, check with the nurse first.

Please do not sit on, lean against, or joggle a patient’s bed. Many patients have incisions or dressings; are positioned in a special way, or have equipment attached below or over the bed.

Transporting Patients...

When directed to do so, volunteers may transport patients by wheelchair as long as they do not have IV’s. Volunteers may only transport patients by bed or gurney if they are assisting a nurse or a designated hospital employee. Volunteers may never transport patients by bed or gurney on their own at any time.
Wheelchairs

Wheelchairs come in different styles; there is one type with large wheels useful for people to propel themselves and there is the type which has to be pushed by someone. All chairs have front wheels, which swivel, brakes, and should always have footrests. It is not difficult to handle a wheelchair. They roll easily and anyone who is able to walk with ease and has normal strength can handle a wheelchair.

It is of vital importance that the brakes be set before anyone sits down in the chair. They roll easily and could Page out from beneath the person trying to sit. **Use of the brakes is the most important part of learning to operate a wheelchair.**

Footrests are used to keep the patient comfortable and to keep their feet out of the way. Footrests are removable if you are working in crowded spaces or have to fold the chair for car transport.

There are a number of techniques used in helping patients:
• Have a patient place arms in lap when being transported.
• Push wheelchair from behind, stay close, and put your weight into pushing.
• Avoid slippery surfaces when propelling chair.
• Open doors then back wheelchair through.
• Always take the wheelchair in and out of the elevators correctly and carefully, i.e., back the patient on and off.
• Use caution at corners and doorways.
Feeding Patients

Food and drink become very important in the hospital. Measurements of intake and output are essential for diagnostic study. **NEVER GIVE A PATIENT ANYTHING TO EAT OR DRINK WITHOUT PERMISSION FROM THE NURSE.** Do not accept the patient’s word.

Always question when in doubt. Never assume. You learn by asking questions.
NEVER GIVE ANY SORT OF MEDICATION TO A PATIENT!!!
Key Reminders…

- If a patient asks you give them something to eat or drink you should check with their nurse first.

- Volunteers may transport patients by bed/gurney only if they are assisting a nurse or other designated employee, but never alone.

- Do not sit on, lean against, or joggle a patient’s bed.

- Whenever using a wheelchair, it is of vital importance that the brakes be set before anyone sits down in the chair.

- Never give any sort of medication to a patient.

- Always question when in doubt. Never assume.
EMERGENCY CODES AND PROCEDURES
A “Code Blue” is called whenever there is an ADULT in respiratory or cardiac arrest. If the “Code Blue” is called in the immediate area of where you are working, you should quickly and quietly remove yourself from the general area to permit medical personnel to attend to the patient. Be sure to check-in with your supervisor for further instructions. Volunteers may assist with leading family members or others away from the area if asked to do so. Volunteers should not rush to bedside of the patient to watch.
A “Code White” is called whenever there is a child in respiratory or cardiac arrest. If the “Code White” is called in the immediate area of where you are working, you should quickly and quietly remove yourself from the general area to permit medical personnel to attend to the child. Be sure to check-in with your supervisor for further instructions. Volunteers may assist with leading family members or others away from the area if asked to do so. Volunteers should not rush to bedside of the patient to watch.
A “Code Purple” is called when there is a child missing or known to have been kidnapped. Staff and volunteers are required to go to the nearest exit and questions anyone with a child. Departments should be searched for children with no adult attendant. If a suspicious individual is noted with a child, ask the individual to remain with the staff member until security arrives. Otherwise note description of individual and direction of travel.
A “Code Pink” is called when an infant is missing or known to have been kidnapped. Staff and volunteers are required to go to the nearest exit and questions anyone with an infant who is not being escorted by an employee with a badge, and anyone carrying a package or bag large enough to hide a baby. If a suspicious individual carrying an infant or package is found, ask to verify the identity of the infant by looking at the hospital wristband, and ask to see the contents of the package or bag. Note description of individual and direction of travel. All clear will be called by security when all infants are accounted for and the cause of the alarm code is found.
CODE YELLOW:

Bomb Threat

“Code Yellow” is called whenever there is notification of a bomb on hospital property, usually by an outside caller. STAY ON THE PHONE IF POSSIBLE. Obtain as much information as possible (refer to bomb threat procedure checklist on the emergency procedure guide). Have someone else call ext. 6464. Report information to your area supervisor.
“Code Orange” is the code for a hazardous spill.
• Call 6464
• Isolate the spill
• Deny entry to others
• Notify your area supervisor
• Assist Code Orange team members as directed.
A “Code Silver” is called when assistance is needed with a patient, visitor or staff member with a weapon.
DO NOT ATTEMPT TO DISARM!
Clear area of all staff and patients!
Call 6464 and report:
◆ Exact location
◆ Type of weapon
◆ Number of suspects
◆ Number of hostages
Immediately notify security and supervisor.
A “Code Gray” is called when a patient becomes verbally and or physically assaultive.

A “Code Disruption” is called when a visitor or staff member becomes verbally and or physically assaultive.

Talk to the threatening individual in a calm, respectful manner. Have a clear path to prevent injury. Call 6464 and notify supervisor immediately.
“Code Triage External” is called in the event of an internal or external disaster (i.e., earthquake, wildfire, flood, biological events, civil unrest, etc.) Report to your area supervisor or designated meeting area and await instructions on how to be of assistance. If you are at home – don’t tie up the phone lines! Initiate your family disaster plan, stay calm and help others to do so. Watch TV or listen to the radio announcements from the hospital. All available personnel, including volunteers will report to the Command Center for instructions on how to be of assistance in the event of a true disaster.
“Code Triage Internal” is called in the event of an internal or external disaster (i.e., bomb threat, earthquake, power outage, chemical leak, riot, etc.) Dial 6464 to report location of the disaster. All available personnel, including volunteers will report to the Command Center for instructions on how to be of assistance in the event of a true disaster.
A “Code Red” is called with there is a fire, smoke, or the smell of something burning.

Rescue anyone from immediate fire area.
Activate fire alarm, and dial 6464.
Contain the fire, close doors and windows.
Evacuate if safe to do so.

If the fire is smaller than you put out the fire with an extinguisher only if it is safe to do so (see fire extinguisher info on next page).

REMEMBER: DURING AN EMERGENCY EVENT DO NOT USE THE ELEVATOR AND KEEP ALL PERSONS FROM USING THE ELEVATOR DURING A CODE RED!!

Avoid Delay and Panic: The greatest dangers in most fires are delay and panic. Be calm and move with assurance
Fire extinguishers are classified in accordance with fire type. The most common types are rated A, B, and C. GAMC uses type A B C fire extinguishers, which can be utilized on the majority of fire types.

**CLASS A**  For common Combustibles Fires, i.e., wood, cloth, paper, trash, rubber, and many plastics.  
**Extinguisher contains:** Pressurized water – multi-purpose dry chemical – Halon

**CLASS B**  For liquid fires: gasoline, grease, oil, acetone, tar, oil-based paint, lacquer, flammable gasses.  
**Extinguisher contains:** dry chemical – carbon dioxide – halon

**CLASS C**  For electrical fires, i.e., energized electrical equipment, motors, switchboards, etc.  
**Extinguisher contains:** dry chemical – carbon dioxide – Halon

**TO USE A FIRE EXTINGUISHER**

P. A. S. S.

- Pull the pin
- Aim the hose/nozzle
- Squeeze the handle
- Sweep from side to side
Fire Safety Tips

It is the responsibility of every employee and volunteer to be constantly aware of conditions that can lead to or cause a fire and/or explosion. When fire strikes, the actions taken during the first few minutes can make the difference.

Fire is a chemical reaction involving rapid oxidation or burning of a fuel. It needs three elements to occur: **FUEL, OXYGEN, AND HEAT**

**FUEL** - Fuel can be any combustible material - solid, liquid or gas. Most solids and liquids become a vapor or gas before they will burn.

**OXYGEN** - The air we breathe is about 21 percent oxygen. Fire only needs an atmosphere with at least 16 percent oxygen.

**HEAT** - Heat is the energy necessary to increase the temperature of the fuel to a point where sufficient vapors are given off for ignition to occur.

**CHEMICAL REACTION** - A chain reaction can occur when the three elements of fire are present in the proper conditions and proportions. Fire occurs when this rapid oxidation, or burning takes place. **Take any one of these factors away, and the fire cannot occur or will be extinguished if it was already burning.**

All fires, including suspected and/or non-locatable or smoke must be reported immediately without any need for authorization from your supervisor of anyone else.

Prevent Fires: Make it a habit to watch for fire hazards.
Evacuation and Patient Priorities

Drop to your hands and knees and crawl to safety – smoke will usually leave a pocket of about 30” up from the floor.

Move patients onto the floor if necessary to evacuate to avoid smoke inhalation.

Use your shirt as a filter and hold your breath as much as possible.

Evacuate laterally – fire barrier doors make a safe environment on the other side.

After removing all persons from immediate danger, evacuate in the following order:

*Ambulatory patients and guests*

*Wheelchair or minimally disabled*

*Non-ambulatory bedridden. Use Paraslyde evacuation devices if non-ambulatory patients must be dragged down the stairs (available on every nursing unit).*

*Medical records – only if it is safe to do so*
Key Reminders…

- In the event of a fire - remember the word RACE which stands for: R - rescue, A - alarm, C - contain, E - extinguish/evacuate.
- Code Blue is an Adult Medical Emergency.
- Code White is for a Pediatric Medical Emergency.
- Code Purple is for a Missing or Kidnapped Child.
- Code Pink is for a Missing or Kidnapped Infant/Baby.
- Code Yellow is for a Bomb Threat.
- Code Orange is for a Hazardous Material Spill.
- Code Silver is for a Security Threat with a Weapon.
- Code Gray is for a Disruption or Combative Person.
- Code Triage External is for an External Disaster.
- Code Triage Internal is for an Internal Disaster.
- Code Red is for FIRE
- To use a fire extinguisher, remember P.A.S.S. which stands for Pull the pin, Aim the hose/nozzle, Squeeze the handle, and Sweep from side to side.
- Do not use elevators during a fire.
CUSTOMER SERVICE
Customer Service Standards

“I’m H.E.R.E. for YOU…”

Heart  Putting our heart into our work

Energy  Sparing no energy in order to provide excellent customer service

Response  Always responding quickly to customer issues

Excellence  Earning our Customers’ respect and loyalty
Heart

We will…

Be caring and compassionate.
Treat all with respect and dignity.
Empathize.
Be aware and sensitive of cultural diversity.
Smile and be friendly.
Energy

We will…

Actively listen and communicate clearly.
Anticipate needs.
Ensure satisfaction.
Communicate continuously.
Be eager to help.
Respect confidentiality.
Be enthusiastic.
Response

We will…

Provide competent assistance.
Take ownership and accountability.
Do it, or find someone who can.
Be part of the solution.
Provide prompt response.
Excellence

We will…

Exceed expectations.
Continuously seek opportunities for improvement.
Conduct ourselves in a professional manner that promotes confidence.
Be team players.
Provide exemplary service.
Nurture a positive atmosphere.
Assisting Visitors

People visit GAMC for a variety of reasons. Some are here to visit hospitalized friends and family, some are here to receive medical services, and others come to conduct business. Whatever the reason for the visit, these visitors are our guests and expect to be treated with respect and courtesy, and to receive assistance in an efficient and appropriate manner. All visitors should be treated with respect. Listen with compassion and understanding. Answer their questions professionally and with competence. Treat visitors, as you would like to be treated. Treat everyone the same, regardless of age, race, color, creed, financial condition, appearance, or disability.

Visitors are usually unfamiliar with the Hospital surroundings. Make it a personal effort to assist them in locating elevators, rooms, departments, the cafeteria, or the Gift Shop. Keep in mind the “two turn” concept. If you need to explain to visitors more than two things they have to do to get where they are going, take them at least to the first turn if you are able to do so.

For example: A visitor needs to go to an elevator which can be found only after making a right turn and a left turn down a hallway. Treat the visitor as a special guest by walking with the visitor to the first right turn. This simple courtesy can avoid confusion and lessen the visitor’s anxiety.

In order for you to provide this type of service, it’s necessary for you to know the layout of the medical center, and the location of the various departments, etc. Take time to learn about the location of the various programs and departments in the hospital and other buildings on campus, and you will feel more at ease when giving visitors directions and assistance.
Responding To Guests’ Concerns

If a visitor becomes upset or complains, don’t take it personally. When you raise your voice, or respond emotionally with anger, sarcasm or tears, you can’t respond rationally and you may lose control of the situation. Respond by keeping a calm tone of voice, and by being reasonable, firm, pleasant, mature and professional to show the visitor that you’re going to do what you think is right and help them in any way possible. Here are some tips for dealing with upset or difficult guests and visitors:

Try not to use words or phrases that will upset or irritate the guest any more than they may already be. These include:

- I can’t help you; it’s company policy; I can’t…
  - ☺ Instead, concentrate on what you can do.

- I won’t
  - ☺ Instead, concentrate on what you will do

- I shouldn’t….
  - 😞 This implies that what you’re doing isn’t proper, and that you are working against the hospital, or that the patient/visitor doesn’t deserve the solution you’re giving.
Try using soothing words and courtesy to help calm the guests’ emotions. For example:

Ask what they want…

☺ “What would you like me to do for you?”
☺ “What would work best for you?”

Be courteous and caring…

☺ “Let me take care of that for you.”
☺ “Would you like to use our telephone?”
☺ “Please forgive me, but I must ask again.”

Take responsibility…

☺ “Give me a few minutes, and I will take care of this.”
☺ “I apologize for the misinformation, here’s what I can do....”

Take action…

☺ “I want to make sure I get down every word you say.”
☺ “Let’s take care of this right now.”

When in doubt of how to handle any situation, contact your supervisor immediately.
What Is Your Body Language Saying?

In-person communication relies heavily on gestures, and your body language may send the wrong message if you…

…stand or sit with your arms crossed while speaking with a visitor/patient
…sigh loudly and/or deeply
…roll your eyes
…slouch
…frown
…cover your mouth
…lean away from the person you’re addressing
…avoid eye contact
Use of “English” Standard

Glendale Adventist Medical Center is committed to providing the highest quality of patient care and guest relations in a safe and appropriate manner. To achieve this goal it is often necessary that employees and volunteers communicate in English while on duty. Volunteers, as well as employees, should speak only English in all work areas particularly when patients, families, and visitors are present who speak only English.

Knowledge of a second language will be extremely helpful to patients and staff when using a language other than English is needed. However, use of other languages should be spoken with patients or visitors only when it is necessary to achieve effective communication.
Key Reminders…

• All visitors, guests, patients and their families should be treated with respect at all times.

• If a visitor or patient asks you a question that you are unable to answer, tell them that you don’t have that information, but you know where you can find someone who can help them.

• If a visitor asks for directions to the other side of the hospital campus, you should walk with them at least part of the way, if not all of the way.

• The best way to deal with an upset or difficult visitor is to keep a calm tone of voice and let them you are going to try your best to help them.

• In a situation with an upset visitor, a positive response or comment from you will be more effective than a negative response, i.e., “I apologize for the misinformation, here’s what I can do…” instead of “I can’t help you, it’s company policy…”

• Be aware of your body language.

• Smile, and be friendly!
CONFIDENTIALITY

THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT
a.k.a.
“HIPAA”
As employees and volunteers of Glendale Adventist Medical Center our first responsibility is to the welfare of our patients. This includes maintaining confidentiality of patient information and respecting our patients’ right to privacy, which is a practice GAMC has always adhered to and respected. However, in April of 2003, a new privacy regulation of the Health Insurance Portability and Accountability Act aka HIPAA went into effect across the nation to legally protect healthcare information.

This law, which requires confidentiality and security of “Protected Healthcare Information”, also known as “PHI”, applies to all health care professionals, physicians, hospital departments/units, employees, staff, volunteers, and other designated personnel (such as interns/students and contracted agency staff). Volunteers must exercise diligent confidentiality practices in order to avoid unintentionally revealing confidential and protected patient healthcare information.

It is extremely important that you be very observant and aware of how to protect patient information, and ask questions of your supervisor whenever in doubt.
What Does This Regulation Do?

The Privacy Rule for the first time creates national standards to protect individuals' medical records and other personal health information.

• It gives patients more control over their health information.
• It sets boundaries on the use and release of health records.
• It establishes appropriate safeguards that health care providers and others must achieve to protect the privacy of health information.
• It holds violators accountable, with civil and criminal penalties that can be imposed if they violate patients' privacy rights.
• And it strikes a balance when public responsibility requires disclosure of some forms of data - for example, to protect public health.
• For patients - it means being able to make informed choices when seeking care and reimbursement for care based on how personal health information may be used.
• It enables patients to find out how their information may be used and what disclosures of their information have been made.
• It generally limits release of information to the minimum reasonably needed for the purpose of the disclosure.
• It gives patients the right to examine and obtain a copy of their own health records and request corrections.
"But I’m a Volunteer, Not an Employee"!

Volunteers who work at the Information Desk, who deliver patient mail, and who assist in transporting patients have something in common with all other volunteers …they all have the opportunity to inadvertently disclose private patient information either through conversation, by mislaid paperwork, by not protecting information on a computer screen, and/or by reading or allowing others to read unauthorized confidential information, and more.

Volunteers, just as physicians, health care departments/units, all employees, staff, and other designated personnel (such as interns or students, and contracted agency staff), who are authorized to practice or conduct services in our facilities are responsible for appropriately safeguarding the healthcare information of patients.
What Identifies a Patient?

Protected Health Information, or PHI is information that can be used to identify a patient. PHI includes:

- Names
- Addresses
- Dates (DOB, death date)
- Telephone Number
- Fax Number
- Electronic E-mail address
- Social security number
- Medical record number
- Health plan beneficiary number
- Account numbers
- Certificate/license numbers
- Vehicle identifiers and serial numbers
- Device identifiers and serial numbers (medical equipment)
- Internet Addresses
- Finger or voice prints
- Full face photographs or like images

This information is referred to as individually identifiable health information (IIHI). Removing a patient name from a chart is no longer sufficient to de-identify the patient. HIPAA refers to this information as protected health information or PHI. Any health information that identifies someone or can be used to identify someone MUST BE PROTECTED.
Sharing Patient Information

HIPAA, under the Consent Rule, allows for the provider of care to use health information for Treatment, Payment, and Healthcare Operations (TPO). Before HIPAA, it was common to use patient information for other purposes and to share more than the minimum necessary information. Now patients need to give prior authorization for the use of their health information for non-TPO purposes. Under the Minimum Necessary Rule volunteers should only have access to the information they need to fulfill their assigned duties.

HIPAA allows us to share patient information for:

- **Treatment** – Providing care to patients
- **Payment** – Getting paid to care for patients
- **Operations** – Normal business activities such as quality improvement, training, auditing, customer service and resolution of grievances.

If use of the information does not fall under one of these categories you must have the patient’s signed authorization, before sharing that information with anyone! When in doubt, ask your supervisor!
“Loose Lips Generate Lawsuits”

At Glendale Adventist Medical Center it has always been against hospital policy to share, use, or dispose of patient information in an improper manner. Under HIPAA, there are now fines and penalties for this. Because we have always taken privacy seriously, GAMC volunteers have always received education regarding the confidentiality and privacy of patient information, as part of their orientation, and have also been required to sign and date a volunteer confidentiality statement and agreement.

A breach of privacy may result in termination from our program. Wrongful and willful disclosure of health information carries fines and involves jail time.
Under HIPAA, patients have a right to know how their health information may be used or disclosed, and that they have certain privacy rights. These rights, some new and some revised are communicated to our patients through a document called the Notice of Privacy Practices (NPP).

**NEW rights** allow patients to:
- Obtain a list of who we have shared their health information with for the past six years.
- Request to amend their medical record.
- Request other communications such as asking to be notified of lab results only at work and not at home.

**REVISED rights** allow patients to:
- Review and copy their medical record.
- Request restrictions on the use or sharing of their information, such as “opting out” of the hospital directory.

Before HIPAA, it was not uncommon for some organizations to provide patient’s private information to other companies for the purposes of marketing products or services. Now, HIPPA states you must get the patient’s signed authorization before doing this.
“HIPAA: It’s Not Just a Law – It’s A Whole New Way of Doing Business”

COMPUTERS

We have to make sure all health information, no matter where it is used or stored, is secure. This includes information stored on computers. Everyone who uses a computer has a duty to keep health information secure.

HIPAA says we must protect all patient information on computers by:

• Properly signing-on with individual ID’s and passwords.
• Signing-off of computers if walking away from the desk.
• Keeping ID’s and passwords CONFIDENTIAL.
• Protecting computer screens from unwanted viewing.

FAXES AND E-MAILS

HIPAA also says that we must protect all patient information transmitted electronically. Volunteers involved with these tasks will receive appropriate training. Here at GAMC all fax transmittals, and e-mail communications must include a statement notifying the recipient that the fax or e-mail may contain confidential and private patient health information.
It is very important that we handle and dispose of patient information carefully, such as using a shredder instead of throwing patient information away. The procedure for the proper disposal of health information will be explained to you in the individual areas where you volunteer. There are several “bins” located throughout the campus, where PHI can be deposited for later destruction. Please be aware of their locations, and when you should be using them. Remember, NEVER dispose of patient information in any trash bin. When in doubt, ASK.
Protected Health Information (PHI) is anything that identifies (or could identify) a patient.

Patients can be identified by several types of information including their names, address, social security number, medical record number, phone number, account numbers, date of birth, and more.

PHI no matter where it is, must be maintained in a secure and confidential manner.

When copying any and all portions of documents containing PHI, the copy machines are not to be left unattended – and documents SHOULD NEVER be left on the glass.

Refrain from discussing patients in open areas where the discussion may inadvertently be overheard by the public. It is never okay to discuss patients or their care with anyone else, including friends or other volunteers.

Wrongful disclosure of PHI is subject to a fine and jail time.

All sensitive and confidential materials containing PHI and intended for disposal must be placed in the locked shredding containers provided throughout the hospital.

Materials intended for disposal may never be placed in a non-secured recycling container, nor may they be discarded in a wastebasket, even if the wastebasket is behind a desk in a locked office!

Everyone is responsible for the security of PHI, and everyone is responsible for reporting HIPAA violations.

Should you have any questions concerning PHI, privacy and security rules please contact Liz Mirzaian, GAMC’s Volunteer Resources Director at 818-409-8057; or Claudia Kanne, GAMC’s Privacy/Security Officer at 818-409-8010.
COMPLETING THE STEPS TO BECOMING A GAMC VOLUNTEER
Interviews & Health Screening

Upon completion of the orientation information and quiz, all volunteer applicants will be interviewed by either the director of Volunteer Resources, or the department’s volunteer program assistant. The interviews, which are conducted much like a job interview, are usually scheduled to take place either on a Monday or Tuesday. During the interview process the desire or need to volunteer will be discussed, along with any experience or qualifications you may have. This discussion will help us to determine an appropriate assignment and schedule.

Following the interview, the volunteer applicant will submit to a health screening conducted by the Medical Center’s Employee Health Nurse. The screening may consist of a Tuberculosis Skin Test, a chest x-ray (if TB test results are “positive”), and lab tests to determine immunity to measles, German measles, and varicella (chicken pox). If you have an immunization record which documents your immunizations, etc., it would be wise to bring it with you to your scheduled interview in order to avoid unnecessary screening tests. Upon successful completion of the health screening your start date will be determined, and you will be issued an identification badge and uniform.
Uniforms & Identification

Volunteers receive a uniform and ID Badge on or before their scheduled start date. The volunteer uniform consists of the following:

- GAMC photo identification badge, arranged by Volunteer Resources, and obtained in Human Resources. The I.D. Badge is to be worn above the waist while on duty. The I.D. badge must be returned to the volunteer office upon termination of your volunteer status.
- The Volunteer Uniform is provided by Volunteer Resources at no charge. You are responsible for maintaining your uniform which must be clean and pressed each time you volunteer. The uniform is to be returned to Volunteer Resources upon completion or termination of your volunteer work.
- A white shirt or blouse and black pants and closed toe shoes should be worn with the uniform.
- **Jeans and shorts are not permitted.**
- **No sandals, or open toe shoes.**

Other Uniform Guidelines:

- Hair should be clean and neat.
- A minimum of makeup may be worn.
- Jewelry should be limited to a watch, small ring, and small earrings.
- Perfume, cologne and aftershave should be as light as possible as fragrances can be offensive to some patients.
You have now completed reviewing the basic orientation information. To advance to the next step, please complete the attached quiz, confidentiality agreement and volunteer application, and return them to us by fax or mail:

**Fax:** 818-546-5687 or mail to:

**Glendale Adventist Medical Center**

**Volunteer Resources Department,**

1509 Wilson Terrace, Glendale, California, 91206

Upon review of your completed quiz, you will be notified either by email or phone of your invitation to attend the next New Volunteer Information Meeting.

At the meeting we will review orientation information and you will have an opportunity to ask questions and obtain additional information. Snacks and beverages will be available, and parking will be validated. At the end of the meeting you will be able to schedule your volunteer interview.

If you have any questions, please don’t hesitate to call us at 818-409-8057.

Thank you.
Volunteer Resources Department
1509 Wilson Terrace
Glendale, CA 91206

Department Staff & Contact Information:

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MirzaiEP@ah.org

Edita Madatyan, Program Assistant
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Phone: 818-409-8057
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Visit GAMC’s official webpage at:
www.GlendaleAdventist.com