

Welcome!

**Orientation for
Pet Therapy
Volunteers**



We are Glad You Have Joined Us

This computer based training (CBT) contains a lot of important information. Please review this information carefully.


It is very important that you understand what is expected of you while you Volunteer at Carroll Hospital Center.



Our Mission

Our communities expect and deserve superior medical treatment, compassionate care, and expert guidance in maintaining their health and well-being.

At Carroll Hospital Center, we offer an uncompromising commitment to the highest quality healthcare experience for people in all stages of life. We are the heart of healthcare in our communities.



To meet the critical goal of our mission,
our professional conduct must be grounded
in honesty and integrity and the highest
ethical values.

Our SPIRIT Values.....

- Service:** Exceed customer expectations
- Performance:** Deliver efficient, high quality service
- Innovation:** Take the initiative to make it better
- Respect:** Honor the dignity and worth of all
- Integrity:** Uphold the highest standards of ethics and honesty
- Teamwork:** Work together, win together

Code of Conduct



Code of Conduct

- * The government has laws in place to prevent health care fraud and breach of patient confidentiality, HIPAA: Health Insurance Portability & Accountability Act.
- * This Code describes general guidelines for Associates , Volunteers, Physicians, Vendors & affiliated organizations on laws and policies affecting their professional activities.
- * The Code of Conduct should help you understand what is expected of you while you are here.

Guidance on Behavior

- * Maintain associate & patient privacy
- * Protect confidential information
- * Avoid inappropriate use of technology
- * Respect intellectual property
- * Control costs
- * No personal use of hospital property
- * No solicitation

Guidance on Behavior

- * Do not discriminate or harass
- * Prevent workplace violence
- * Drug-free, smoke-free workplace
- * Care for health & safety
- * Proper disposal of medical waste
- * Communicate with public through proper channels
- * Limit on gifts

Maintain Associate & Patient Privacy

As Volunteers of a health care organization, you hear and see information about patients, Associates and outside agents every day. This information is confidential and needs to remain so. Access to personal information is limited to individuals with a clear professional need to know.

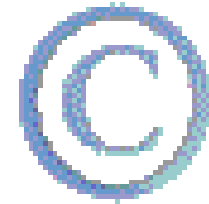
Protect Confidential Information

Avoid inadvertent disclosure of confidential business information. You are responsible for protecting confidential information that you may have acquired here at Carroll Hospital Center.

Confidential information includes; medical records, business plans, financial statements, marketing and sales programs, business methods, prospective supplies, or customers, and Human Resource information relating to wages, benefits, and disciplinary actions.

Respect Intellectual Property

We must respect copyright laws, therefore we cannot reproduce, distribute or alter in any way material that is copyrighted without express written consent of the owner. (another example is software licensing)



Control Costs

We cannot compromise our patient care but should bear in mind that cost efficiencies are essential to our ability to continue to deliver health care.



No Personal Use of Hospital Property

Our assets are intended to assist us in performing our duties while at Carroll Hospital Center and should not be utilized for personal reasons.

Do Not Discriminate or Harass

We recognize and respect the uniqueness of all Patients, Associates, Volunteers and others and prohibit all forms of discrimination.

Examples of inappropriate behavior include: jokes, slurs, derogatory comments that are racist, ethnic or sexist.

Sexual harassment can be difficult to define. What is funny to one person may not be to another. Examples of sexual harassment include unwanted advances or touching, dirty language or jokes. Be cautious and always use good taste, never risk offending someone.

Prevent Workplace Violence

We must make every effort to resolve conflicts in a reasonable and rational manner. When individuals are unable to resolve differences in a professional and mature manner, we expect associates to inform their supervisor.



Drug-free, Smoke-free Workplace



Abuse of drugs (legal and illegal) and alcohol can interfere with the safety and well being of patients, the public and fellow Associates. The use, selling, purchasing, possession or transfer of illegal drugs and the abuse of alcohol or legal drugs is prohibited.

We are also committed to a healthy smoke-free environment.



Care for Health & Safety

We are dedicated to creating and maintaining a safe work environment that is free of unreasonable hazards and in compliance with workplace health and safety laws. It is the Volunteer's responsibility to contribute to creating and maintaining this safe environment by wearing proper safety equipment and identifying and reporting potential safety hazards. You should notify the proper person/department of any safety issues so they can be quickly and appropriately addressed.

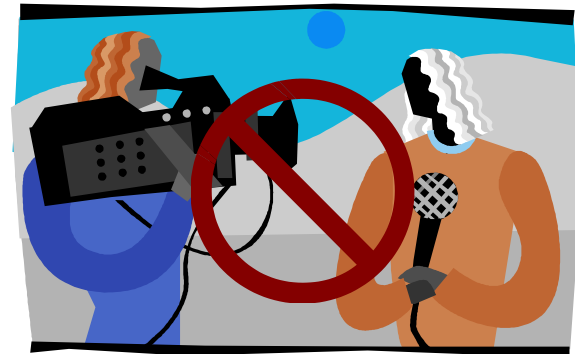
Proper Disposal of Medical Waste

All infectious waste should always be properly handled and disposed of only through approved techniques.



Communicate with Public through Proper Channels

All requests for information from reporters or the general public should be referred to the Public Relations Department. Volunteers should never release information by other means without the permission of the Public Relations Department.



Limit on Gifts

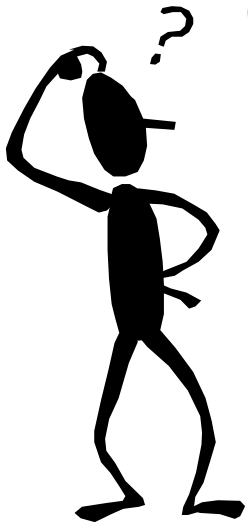


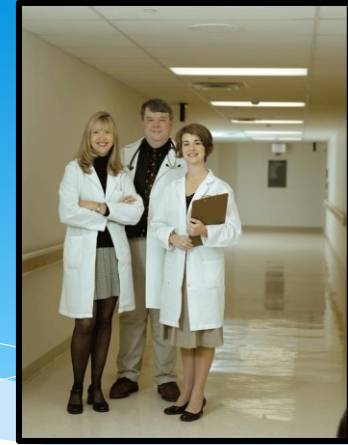
Volunteers should never offer, give or accept any benefits such as incentives, gifts, discounts or rewards from patients, suppliers or distributors that are beyond generally accepted practices. Items considered unacceptable include benefits, incentives, gifts and rewards which the recipient does not pay fair market value. Small gifts such as flowers or a tin of cookies are tokens of appreciation and are acceptable. Any questions concerning whether a gift is appropriate should be directed to your manager or the Corporate Compliance Officer.

Getting Help & Reporting Problems

It is always better to ask a question if the ethical or lawful answer is not clear than to risk getting it wrong.

Who's Job Is Customer Satisfaction?





**Everyone who comes in
contact with the
customer!**



Quality Customer Service is Everyone's Business!



Courteous Behavior

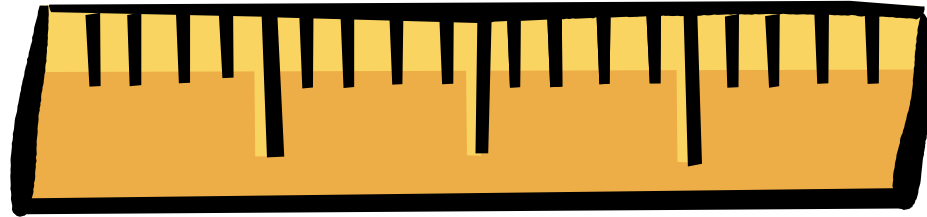
- * Make customers feel welcome
- * Follow the “10 Foot Rule”
- * Give directions
- * Appear approachable

Make Customers Feel Welcome



Introduce yourself, smile, make eye contact, acknowledge customer in passing, whenever possible, call the customer by name, use first name only with permission, refrain from endearments.

Follow the “10 Foot Rule”



Greet customers who come within 10 feet of you.

If they appear to need assistance ask,

“May I help you?”

If turned down respond,

“I’ll be here if you change your mind.”

Give Directions



Make every effort possible to personally escort the customer.

Seek out another associate or volunteer to escort when you are unable to leave your post.

Give clear directions and alert the area to expect the customer.

Appear Approachable

Do not appear to be too busy, hurried, or preoccupied to seem unapproachable



Courteous Behavior

***G**reet

***O**ffer

***A**ssist

***L**ocate

EMERGENCY!!!!

What number do you call?

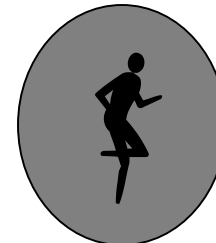
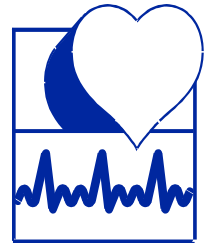
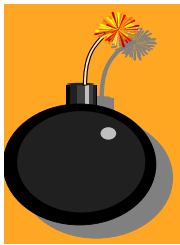
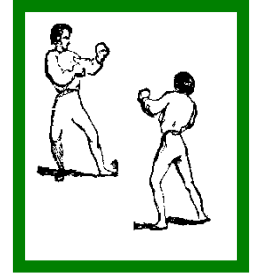
HELP!!!!


**How to I tell the operator what is
happening?**

Emergency Code Activity

- * The hospital emergency phone number is **4444**
- * Review the codes on pages that follow to know which code is appropriate to call
- * Know what to do if there is an emergency and what your responsibilities are

The State of Maryland adopted these codes to be used universally throughout Maryland hospitals





Emergency Codes provide a system to manage unexpected situations that may occur on our campus. Everyone should know how to report an emergency.

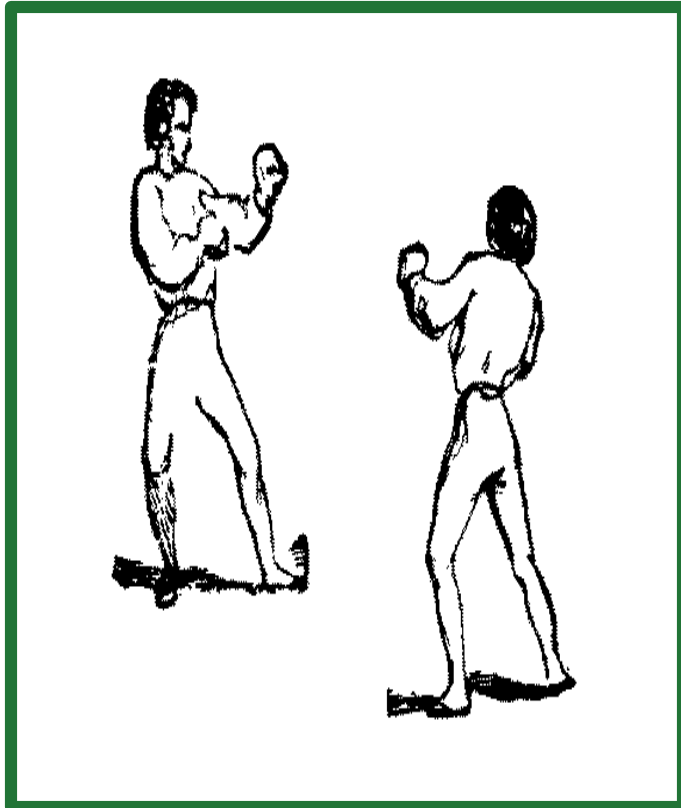
**To activate ALL CODES
call
Extension 4444**





**Let's review the Codes
utilized at
Carroll Hospital
Center**

Code Green



**Used for a
Behavioral
Emergency**



What Volunteers Need to Know:

- Make the staff nurse aware that the patient is starting to “escalate” .
- Position yourself in the room close to the door so that you have a way out if need be. Don't corner yourself in the room.
- Call a Code Green for any situation involving a patient with aggressive behavior.

Code Grey



Elopement



What Volunteers Need to Know:

- An elopement occurs when a patient attempts to leave/flee the unit assigned and/or the hospital.
- A Code Gray or elopement is *not* when a patient leaves against medical advice.

All staff/volunteers must observe corridors, look out windows and check general areas for the eloped patient.

Code Orange


**Hazardous Chemical
Spill**





What Volunteers Need to Know:

Any time a Volunteer is in an area where chemicals are used , it's their job to know and understand the hazards or risks to using that chemical.



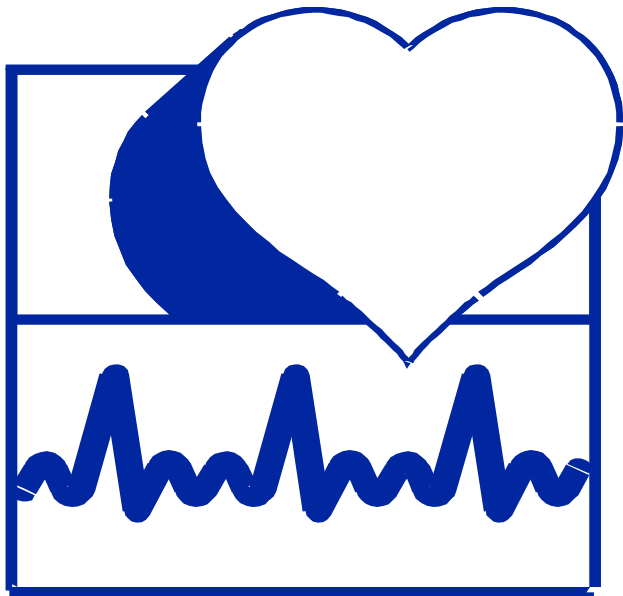
Information about Hazardous materials can be found on Material Safety Data Sheets (MSDS)

The MSDS can be found on the hospital's home page




MSDS

Code Blue: Adult/Child/Infant



**Cardiopulmonary
Resuscitation Emergency**




**This code is activated
when anyone is
discovered in
respiratory and/or
cardiac arrest.**

Code Pink



Infant/Child Abduction



**A Code Pink alert is
activated in the event of
an attempted or actual
infant or child
abduction.**



What Volunteers Need to Know:

Cover the building exit nearest to your location in accordance with the Code Pink Plan.

Environmental Services and Maintenance Associates will patrol the building perimeter during a Code Pink Alarm.

Be on Alert for:

- Anyone acting suspicious
- Any person or Associate carrying an infant or small child
- Any person or Associate carrying a large bag, box, coat or anything which could conceal an infant/child

OBRRT



OB Rapid Response Team

The OB Rapid Response Team (OBRRT) will respond to any woman presenting with an obstetrical or newborn emergency.

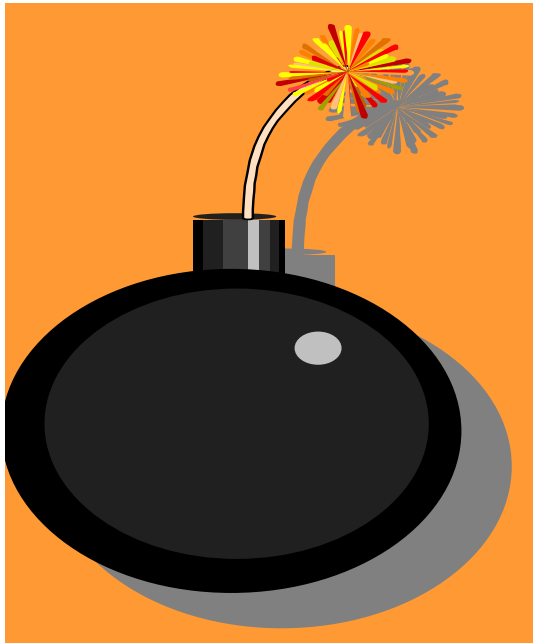




What Volunteers Need to Know:

- **The OBRRT can be initiated by any staff member by dialing 4444.**
- **Ask the operator to page an OBRRT.**
- **Caller will need to give the patient location.**
- **All OBRRT members carry pagers.**
- **A group page is sent out to the team.**
- **An overhead page will be announced.**

CODE GOLD



Bomb Threat



What Volunteers Need to Know:

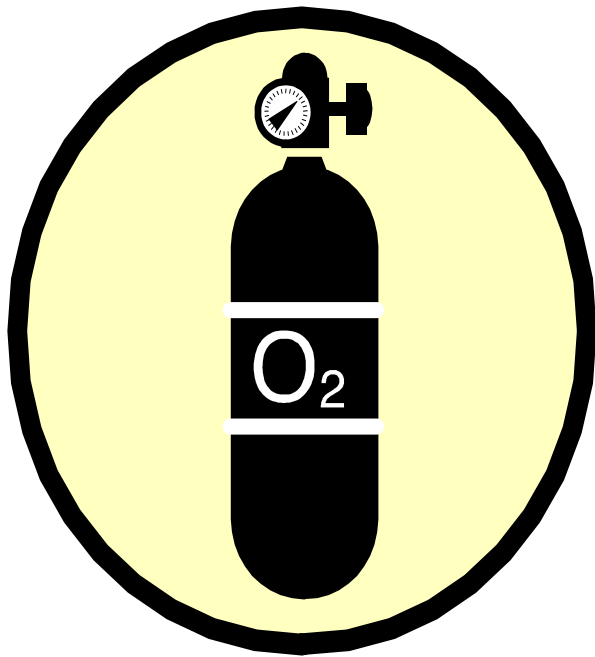
All Associates/Volunteers will assess their own area for any suspicious objects

If a suspicious object is located:

- Do not move the object

- Do not touch the object or anything attached to it

CODE O₂



Oxygen Emergency Procedure



What Volunteers Need to Know:

- Telecommunications will page the:
Nursing Shift Coordinator
Cardiopulmonary Director
Respiratory Therapist
Maintenance personnel
- Those on duty will report to Telecommunications

Code Purple




**Firearm / Weapon
Present**



What Volunteers Need to Know:

- If you observe or receive a report of an individual(s) displaying a fire arm or other lethal weapon **in a threatening manner**, contact the following:
 - Operator @ ext. 4444
 - Maryland State Police – 911
- Notify patients and visitors of the situation and direct them to an area of refuge



An area of refuge is any area that will keep you out of harm's way, such as:

- locked restroom
- locked office
- closet
- exit the building

Code Red



Fire Response Plan

This code is activated in the event of a fire, smoke, odor of smoke, or suspected fire.



If you report the fire by telephone (ext.4444), you **MUST** also activate the nearest Fire Alarm Pull Station.



What Volunteers Need to Know:

Ensure that all exit doors, especially those to stairways, are not propped open.

All stairwell doors must remain closed and latched to prevent smoke and fire from entering escape routes.



DO NOT use elevators during a fire emergency.

To help you remember the steps to take in the event of a fire, use the acronym **RACE**

R - rescue

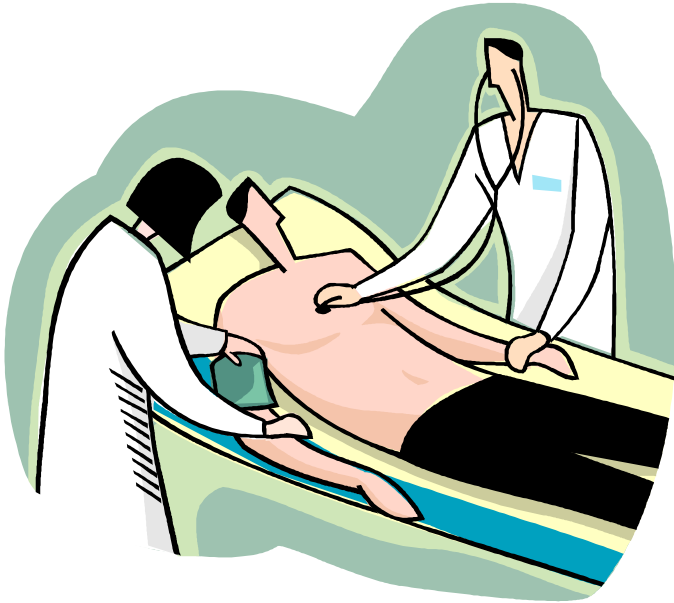
A - alarm

C - confine

E - extinguish

COT

Critical Outreach Team





What Volunteers Need to Know:

- **Inpatient** requires urgent attention
- Initiated by nurse or other clinical staff
- Reasons for call: Acute clinical change or nurse considers patient at risk

Code Emergency Response





What Volunteers Need to Know:

This code is called when a Staff member, Volunteer, Visitor, or Outpatient is in need

Code Emergency Response is to ensure that all individuals requiring emergency care, who are located on the hospital campus, receive care in a well-coordinated manner.

Infection Control

Infection Control

What is the
single most important measure
you can take to prevent the
spread of infection?

Wash Your Hands!!!!



Back Safety

The next slide will review important things to remember about bending and lifting.

Remember: THINK BEFORE YOU MOVE!!!!

Back Safety

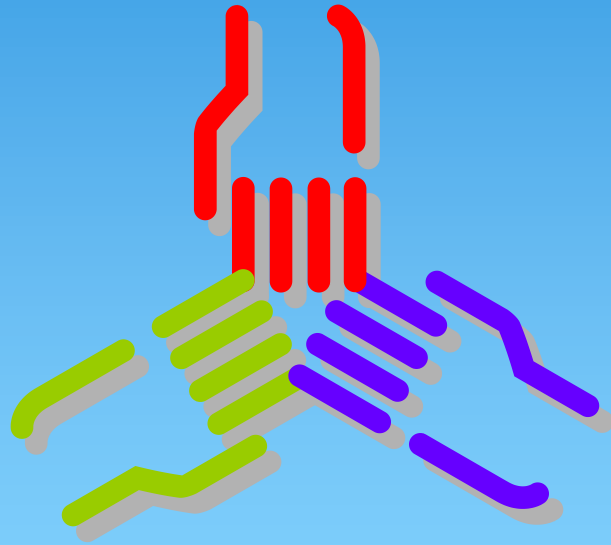
- * Bend at hips and knees, not from your back or waist
- * Bend at hips and knees to get closer to the object or person
- * Kneel down on one knee for support
- * If you need to lean forward, move your whole body, not just your arms
- * Keep your feet shoulder-width apart
- * Lift with your arms and legs, not your back
- * When carrying an object, hold it close to your body
- * You can push twice as much as you can pull

CONCLUSION

Remember the information you have reviewed today is **important** . It helps you to help us take care of our patients.

The last slide of this presentation is a certificate. By signing, you acknowledge that you have reviewed all the information.

Welcome to the Team



Certificate of Completion

**This certificate is verification that I have reviewed
the Volunteer Orientation Packet for Pet Therapy.**



Name of Recipient

Signature

Date

