

CENTRAL FLORIDA REGIONAL HOSPITAL
1401 WEST SEMINOLE BOULEVARD
SANFORD, FL 32771

SUBJECT: Confidentiality
DEPARTMENT: Volunteer Services

APPROVED BY: CRAIG BAIR, MARKETING DIRECTOR

DATE REVIEWED OR REVISED:	02/17/03	2/1/06	5/25/07
REVIEWER'S INITIALS:	CB	CB	CB

PURPOSE: It is the policy and obligation of Central Florida Regional Hospital to keep in strict confidence all information that pertains to any patient and patients' affairs. Every person holding employment or volunteer position within Central Florida Regional Hospital shares this obligation.

PROCEDURE:

- Information regarding the diagnosis, condition, and treatment of any patient is confidential and may be disclosed only by persons specifically authorized to do so. Non-medical information of a personal nature is equally confidential. Discussion of such information by associates or volunteers is prohibited. Any violation of this confidentiality policy is grounds for immediate dismissal.
- All patient related communication between associates, volunteers and medical staff should be respected and held with the same degree of confidentiality as information regarding patients.
- Members of the hospital Auxiliary are required to comply with the Administrative policies and procedures pertaining to patient privacy and the Health Insurance Portability and Accountability Act of 1996 (HIPPA).
- Refer to Administrative Manual for more information.

CENTRAL FLORIDA REGIONAL HOSPITAL
1401 WEST SEMINOLE BOULEVARD
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SUBJECT: Volunteer Counseling or Dismissal
DEPARTMENT: Volunteer Services

APPROVED BY: CRAIG BAIR, MARKETING DIRECTOR

DATE REVIEWED OR REVISED: 2/17/03 5/25/07
REVIEWER'S INITIALS: CB CB

PURPOSE: To define the policies that govern dismissal or counseling of a volunteer.

POLICY:

Volunteers are expected to observe certain standards of behavior and standards of performance in their duties as outlined in, but not limited to, the Code of Ethics for Central Florida Regional Hospital volunteers. Where, in CFRH's judgment, the volunteer's performance or conduct does not meet our standards, CFRH may provide a reasonable opportunity to correct the deficiency according to the progressive steps described below. CFRH, however, may eliminate or accelerate any of the steps.

The progressive process could consist of:

1. Verbal counseling
2. Written notification and/or written documentation of second verbal counseling.
(Summary of verbal counseling to be maintained in volunteer office)
3. Dismissal of Volunteer

PROCEDURE:

A. Reasons for Dismissal from Volunteering:

1. Unlawful manufacturing, possession, or use of controlled substance while volunteering. Volunteers may use prescription drugs prescribed by their physician.
2. Insubordination.
3. Striking or threatening another volunteer or CFRH employee. Fighting with fists or other weapons on CFRH property.
4. Stealing or other forms of dishonesty including, but not limited to personal use of long distance phones, copiers, office supplies or other CFRH Supplies.
5. Use of profanity or otherwise exhibiting an uncaring attitude toward patients, visitors, employees or other volunteers.
6. Destruction of CFRH property, supplies or equipment.

7. Violation of established CFRH safety, security, infection control, fire or smoking rules.
8. Gambling, including but not limited to, games of chance, operation of pool, lotteries, etc. on CFRH property.
9. Unauthorized possession, use, copying or reading of CFRH records, particularly patient charts.
10. Divulging confidential information relating to patients, volunteers or employees to unauthorized persons, including names, addresses and telephone numbers of employees and volunteers.
11. Unauthorized possession of firearms, explosive or other weapons on CFRH property.
12. Sleeping while on duty.
13. Inappropriate behavior but not limited to unsolicited sexual advances, violation of CFRH harassment policy, lewd conduct or other acts of a sexual nature during work hours and/or on CFRH property.
14. Carelessness in performance of duties including participating in acts of "horseplay".
15. Unauthorized use of the CFRH computer system, including but not limited to the Internet.
16. Conduct detrimental to patient care or the CFRH operation or any act compromising CFRH's reputation.
17. Unsatisfactory performance.
18. Unauthorized use or abuse of free meal policy.

Other acts of a similar nature may result in counseling, including dismissal from volunteering. The above list is not intended to be all-inclusive.

- B. Unsatisfactory Performance: In cases where unsatisfactory performance is evident, the Director of Volunteer Services should first address the deficiencies verbally to the volunteer. A sufficient amount of time (usually 30 days) should be given for improvement. The time is to be determined within the sole discretion of CFRH. If performance has not improved within the allotted time period, the Director of Volunteers should then address the deficiencies in a written format that will include the time to be given for improvement and the consequences of failure to meet stated objectives. Consequences may include change in service or dismissal.
- C. The Director of Volunteers has the authority to dismiss a volunteer in accordance with the terms of this policy.
- D. CFRH may require any current volunteer who is believed to be unsafe, whose performance is believed to be impaired is reported to be impaired or who is involved in an on the job accident to submit to a drug and alcohol test. Refusal to submit to such a test is grounds for immediate dismissal.

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SUBJECT: Hospital Codes
DEPARTMENT: Volunteer Services

APPROVED BY: CRAIG BAIR, MARKETING DIRECTOR

DATE REVIEWED OR REVISED:	02/17/03	2/1/06	5/25/07
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PURPOSE: To define Hospital Codes.

PROCEDURE:

1. Upon hire, Volunteers shall receive education on Hospital Codes at hospital-wide general orientation.
2. Volunteers shall receive annual education regarding Hospital Codes.
3. Hospital Codes:
 - Code Red (Fire)
 - Code Blue (CPR)
 - Code Green (Disaster)
 - Code Grey (Weather)
 - Code Yellow (Bomb)
 - Code Pink (Baby Abduction)
 - Code Purple (Manpower Emergency)

CENTRAL FLORIDA REGIONAL HOSPITAL
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SUBJECT: Emergency Preparedness Plan
DEPARTMENT: Volunteer Services

APPROVED BY: CRAIG BAIR, MARKETING DIRECTOR

DATE REVIEWED OR REVISED: 02/17/03 5/25/07
REVIEWERS INITIALS: CB CB

PURPOSE: Central Florida Regional Hospital has developed an emergency preparedness plan to manage consequences of natural disaster or other emergencies requiring management of mass victims. The purpose of emergency preparedness plan is to establish a coordinated effort in providing and securing needed medical services in response to an actual or potential disaster.

PROCEDURE:

- The hospital CEO or designee will determine whether to activate the emergency preparedness plan. Once activated, volunteers will be needed in a variety of areas (i.e. transportation, running errands, baby-sitting, assisting families, etc.) All assistance must be coordinated by Central Florida Regional Hospital emergency preparedness plan to enable the best use of volunteer assistance where and when needed.
- The front information desk and waiting room services volunteers should remain in service area and wait for assignment.
- All volunteers working in other services such as Emergency Department, Sunshine Cart, Recovery Room, and Trolley should report to the classroom for assignment.*
- The gift shop volunteer should inform all customers that the Gift Shop is closing and request they leave the shop immediately. Volunteers should secure all money, lock up the shop, and report to the boardroom for assignment.

* If an Auxilian wishes to leave the hospital during a Code Green (Disaster), if able, they should check out with the person in charge of the employee pool in the Classroom. Check out is necessary so that all persons can be accounted for as part of the Code Green procedure.

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SUBJECT: Wheelchair Use
DEPARTMENT: Volunteer Services

APPROVED BY: CRAIG BAIR, MARKETING DIRECTOR

DATE REVIEWED OR REVISED: 02/17/03 02/01/06 5/25/07
REVIEWER'S INITIALS: CB CB CB

PURPOSE: To establish a policy concerning proper procedure for wheelchair use by volunteers.

SCOPE: Auxilians transporting patients in wheelchairs.

POLICY: Volunteers are frequently asked to transport patients by wheelchair. For the patient's safety and comfort, it's important to know the proper wheelchair usage.

- I. To assist a patient into a wheelchair, observe the following procedure:
 - A. Before the patient is seated:
 1. Set brakes on both wheels of the chair so that it won't roll.
 2. Raise the foot pedals upward to provide a clear entry to the chair.
 - B. After the patient is seated, adjust foot and leg rests.
 - C. Release brakes before wheeling chair. Hold wheelchair handle with one hand while releasing breaks.
- II. When transporting the patient observe the following procedure:
 - A. When wheeling the chair always use both hands -one on each handle.
 - B. The volunteer should back the wheelchair, into an elevator; and if possible, exit going forward. Bear down gently on the handles and apply pressure to foot operated tilting device to lessen the weight on the front wheels when going over the elevator entrance. This will help to avoid tipping the chair forward.
 - C. When wheeling patients through hallways, always check the hallways at intersections and proceed with caution.
- III. When assisting a patient out of the wheelchair, observe the following procedure:
 - A. Before patient gets out of the wheelchair, set both brakes. Hold on to wheelchair handle with one hand while releasing breaks.
 - B. As the patient gets out of chair, stand behind the chair with both hands on the handles.
 - C. If patient needs assistance from chair, ask staff to assist patient. Do not touch the patient!

EFFECTIVE DATE: 2/17/03

CENTRAL FLORIDA REGIONAL HOSPITAL
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SUBJECT: Safety Policy
DEPARTMENT: Volunteer Services

APPROVED BY: CRAIG BAIR, MARKETING DIRECTOR

DATE REVIEWED OR REVISED: 02/17/03 5/25/07
REVIEWER'S INITIALS: CB CB

PURPOSE: The primary goal of Central Florida Regional Hospital is to provide a hazard-free environment for patients, visitors, physicians, volunteers and associates, thereby contributing to a high quality patient care environment. All levels of hospital management, volunteers and associates share this responsibility, which can be met only by continuously promoting safe work practices, observing all rules and regulations, and consistently maintaining property and equipment. To assist in meeting this goal, the Volunteer Services department adopts the following policy.

PROCEDURE:

1. Prevent falling accident -most hospital falls are on level ground and could be prevented if:
 - You watch where you are walking.
 - Do not read while walking.
 - Do not carry items that restrict vision.
 - Liquid spills are reported immediately to the Environmental Services department.
 - Maintain good housekeeping habits. Keep all foreign materials off the floor.
 - All floor surfaces that are uneven, damaged, or in poor repair, should be reported.
 - White closed toe shoes with a low heel, rubber soled is to be worn at all times.
2. Desk and file drawers should be kept closed when not in use.
3. All wastebaskets, chairs and other mobile office equipment should be kept out of the aisles.
4. Never use chairs or makeshift platforms for reaching overhead objects. Request assistance from maintenance or housekeeping.

5. Do not enter dark rooms or halls without adequate lighting. Poor visibility hides hazards.
6. Be cautious on stairways and ramps. Use handrails and walk cautiously.
7. Employ proper lifting techniques. Ask for assistance if the load is too big or too heavy.
8. Inspect all office equipment for splinters, sharp edges, and malfunctions and report all unsafe conditions to department director.
9. Floors must be clear of any/all objects.
10. When storing on shelves, clearance of no less than 18 inches from ceiling.
11. Report all electrical shocks from any electrical equipment.
12. Overhead bulbs should be replaced or repaired by the maintenance department only.
13. Fires are often caused by people.
 - This is a smoke free facility.
 - Smoke only in designated smoking areas.
 - Be careful in the disposal of matches or cigarettes.
 - Arson is fire, which is deliberately started. Report suspicious persons or activities in or around the hospital immediately to security or the volunteer services office.
14. Volunteers work in many different service areas throughout the hospital; therefore, it is important for volunteers to know the following about their service area:
 - Location of fire pull stations.
 - Dial 111 to report a fire.
 - Close all doors and windows to contain fire.
 - Evacuation routes specific to service area.
15. The Auxiliary's trolley receives a maintenance inspection every 3 months from the distributor. See Periodic Service Schedule checklist for more details.
16. Volunteers should never sign for or accept packages delivered to the Hospital. During business hours, all mail and package deliveries should be directed to Supply Chain. After business hours, all mail and packages delivered should be directed to Security.
17. Volunteers delivering patient mail (after being received by Supply Chain or Security) that appears to be suspicious, should immediately put it down and call Security.

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SUBJECT: Infection Control Plan
DEPARTMENT: Volunteer Services

APPROVED BY: CRAIG BAIR, MARKETING DIRECTOR

DATE REVIEWED OR REVISED: 02/17/03 5/25/07
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PURPOSE: To assure the health of the volunteers of Central Florida Regional Hospital and to protect and assure the health of the patients cared for Central Florida Regional Hospital.

POLICY:

Volunteer Health:

- Volunteer's shall not work if they are ill or show symptoms of infection, e.g. cold, diarrhea, or skin infections.
- They shall report illness to the volunteer director.
- Volunteers will have a PPD test or chest x-ray (if PPD positive) before starting their duties.
- Volunteers are required to have an annual health assessment and are required to fill out a medical history, which includes signs and symptoms of disease. Volunteers are not permitted to work at the hospital until the assessment and history are completed.
- Volunteers are not to transport patients with known or suspected communicable disease.
- Volunteers are to observe standard precautions at all times while in patient care areas.
- Volunteers are required to have annual education regarding the Hospital's infection control policies and procedures.

Hand washing:

- Between handling patients, after handling a piece of equipment, specimens or trash.
- After using the toilet.

- Before eating.
- After sneezing or coughing.
- Upon completion of duties.
- Before and after removing gloves.
- Before entering a patient room.
- After leaving a patient room.

Dress Code:

- Clean and pressed uniform must be worn when coming on duty.
- White closed toe with rubber sole. Shoes should be polished and clean.

Traffic Control:

- Volunteers will stay in their assigned areas as much as possible during their shift.
- Volunteers will observe and follow the traffic control policies of the hospital. Areas designated as low or NO through pedestrian/visitor traffic are to be strictly observed.

Additional Concerns:

- Volunteers are to contact the Infection Control Coordinator or Nurse at anytime there is a concern of exposure to a communicable disease either in the hospital or in the community including but not limited to Chicken Pox, Measles, TB or Hepatitis.

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SUBJECT: Injury/Occurrence Reporting
DEPARTMENT: Volunteer Services

APPROVED BY: CRAIG BAIR, MARKETING DIRECTOR

DATE REVIEWED OR REVISED:	02/17/03	2/1/06	5/25/07
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PURPOSE: To establish a policy for volunteer injury or occurrence while performing duties related to service assignment.

PROCEDURE:

1. Notify the Volunteer office or the nursing supervisor on duty.
2. Complete an occurrence report form.
3. Go to the Emergency department, if medical treatment is necessary.
4. Keep the Volunteer office informed of treatment and condition.
5. The volunteer is responsible for all bills related to the injury.
6. The injured volunteer's physician or emergency physician will determine an appropriate time frame to return to duties and modification of duties, if necessary.

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SUBJECT: PPD Test
DEPARTMENT: Volunteer Services

APPROVED BY: CRAIG BAIR, MARKETING DIRECTOR

DATE REVIEWED OR REVISED: 02/17/03 5/25/07
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PURPOSE: To establish a policy for PPD Test.

PROCEDURE:

PPD Testing:

- The employee health nurse will provide the PPD testing for all volunteers prior to beginning work as an Auxilian.
- Volunteers complete an annual health survey which is reviewed and signed by the employee health nurse.
- Compliance is tracked by the membership chairman.