

Occupational Safety & Health Administration

Volunteers also must comply with federal Occupational Safety and Health Administration (OSHA) regulations, designed to prevent transmission of blood borne diseases in the workplace. These regulations include:

- :: Use standard precautions.
- :: Do not eat, drink, apply cosmetics or lip balm, or handle contact lenses at nursing stations, in patient rooms, in patient care hallways, locations where patients are diagnosed or treated, or areas where patient specimens are stored, processed or discarded.
- :: Do not store food or drink in refrigerators, freezers or cabinets labeled with a biohazard symbol.
- :: If asked to transport a specimen, make sure it is in a sealed bag.
- :: Wear gloves when carrying a bag of blood from the blood bank to a patient care area.
- :: Wear gloves if handling visibly soiled linen.
- :: Artificial nails are **not** permitted for volunteers and staff with direct patient contact.

If you have a “sharps” injury, are bitten by a patient, get blood on your skin or have some other exposure to blood or body fluids, you should first wash the area thoroughly (or flush with water if in the eyes or mouth) and then immediately go to Employee Health, or the Emergency Department if during the evening or weekend. You also will need to file an incident report. Be sure to report the occurrence to your immediate supervisor and to a coordinator in Family and Volunteer Services; they will assist you in completing an incident report.

Safety and Security

Nationwide Children’s Hospital is committed to providing safe working conditions. Developing and maintaining a safe working environment requires everyone’s cooperation. You are essential in helping to prevent accidents and injuries. If you notice potentially unsafe acts or conditions, report them to your supervisor at once. Also, remember patients and visitors are not familiar with hospital routines, so you must always be aware of protecting their safety as well as your own. Report any injury or other safety or security concern to your supervisor immediately.

Bring only the amount of money you will need while at the hospital. Secure your belongings in a locker in the volunteer center. Lock valuable items in the trunk of your car.

Report any of the following conditions immediately:

- :: Wet or slippery floors or poor surface conditions (spills on the floor, ice on the sidewalk).
- :: Broken furniture, damaged or defective electrical equipment, cords, electrical outlets or any other condition that would be unsafe.
- :: Child safety hazards (i.e. latex balloons, sharp instruments, objects of a size that might cause choking).
- :: Any person acting suspiciously or who is in an area where he or she does not belong.

Security Services

The Security Department provide a variety of services to hospital staff, volunteers and visitors. Officers will help with jump starts, flat tires, keys locked in a car, escorts to vehicles and general patrol of the campus. If an incident occurs on hospital property, such as theft of personal or hospital items, vehicle collisions, disturbances or property damage, call 722-2130 for assistance.

Escort Services

The officers of the Security Department provide escorts for hospital volunteers, employees and visitors. Anyone in need of an escort should call #2-2130 (Emergency Communications Center). You may use the phone in the Volunteer Center or any house phone.

Lost and Found

Nationwide Children's Hospital is not responsible for articles lost or stolen on hospital property. If you bring valuables with you, you must take the necessary precautions to protect them. Unattended personal property may be an invitation to theft. If an article is lost and presumed stolen, it should be reported to your supervisor immediately. Also notify the Security Department #2-2130, and an officer will assist you.

Be S.A.F.E.

SECURE

- Offices and other areas when not attended
- Personal property in lockers, file cabinets, desks and offices
- Hospital property in appropriate storage areas
- Vehicle by locking doors, rolling up windows and keeping valuables out of sight

ALER T

- Be alert to your environment
- Watch for IDs on visitors
- Be alert for suspicious individuals or activities

FOIL

- Call attention to suspicious individuals or activities
- Call Security at #2-2130 when assistance is needed

EDU CATE

- Families and visitors on importance of security measures
- Promote safety and security

Weapons Policy

Nationwide Children's Hospital is a weapon-free zone. Volunteers are prohibited from possessing/carrying weapons at any Nationwide Children's facility, parking area or other hospital property.

Fire Safety

A working fire is one of the greatest threats any organization can face. The safety threat when a fire occurs in a hospital is increased because patients are not capable of protecting themselves, and visitors are often unfamiliar with the facility or fire procedures. Therefore, it is critical that all employees and volunteers work to maintain a fire-safe environment and know what actions to take if a fire occurs.

Fire Prevention

- :: If any piece of electrical equipment malfunctions or is observed to be damaged or defective, immediately discontinue use and report the problem.
- :: Nationwide Children's Hospital is a smoke-free environment.

Fire Protection and Preparedness (RACE)

"Code Red" is the hospital code word for fire. Whenever you hear "Code Red" paged and/or you hear the fire alarm system, you must respond as if an actual fire is in progress. Knowledge of the fire procedures, RACE, is the best tool for preparing for this type of disaster.

R

Rescue anyone from the immediate area of danger

A

Pull the manual fire alarm
Call #2-3333 and report the location and circumstances of the fire

C

Attempt to extinguish the fire with a fire extinguisher (PASS)

- 1. PULL** the pin
- 2. AIM** at the base of the fire
- 3. SQUEEZE** the handle
- 4. SWEEP** extinguisher from side to side

Do not expose yourself to unnecessary danger
Close doors and windows and leave the room

E

Remain in a safe area
Evacuate when instructed by supervisors or the fire department

Chemical Safety –MSDS

The Occupational Safety and Health Administration (OSHA) has developed the Hazard Communication Standard or “Employee Right-to-Know Law” as a guideline for the safe handling of hazardous chemicals/products. This federal law is applicable to all employees and volunteers at Nationwide Children’s Hospital. Everyone should know the following information.

- :: The written hazardous material program policy is located in the Safety section of the Nationwide Children’s Hospital Administrative Policy Manual.
- :: Material Safety Data Sheets (MSDS) are the in-depth safety research studies on all hazardous chemicals or products. The MSDSs for every hazardous chemical or product in the hospital are maintained in the Poison Control Center and are available to all employees and volunteers 24 hours a day.
- :: All hazardous chemical/product containers, including cleaning products, must be labeled with the product name and the associated health and physical hazards of the product.
- :: Keep all hazardous chemical or product containers out of the reach of children.

Severe Weather and Other Disasters

The Nationwide Children’s Hospital Disaster Manual provides procedural information for many potential internal and external disaster situations. If you have questions about your responsibilities during a disaster, please check with Family and Volunteer Services staff.

Severe Weather Warnings and the Disaster Plan

The hospital Disaster Manual is available in the Family and Volunteer Services office with specific procedures for dealing with evacuations and other disasters. In the event of a major disaster, volunteers on duty should report to the volunteer center. If the disaster involves the area of the volunteer center, all volunteers should report to the non-nursing disaster center in ED-138.

Weather Alerts

In the event of a **TORNADO WATCH** (weather conditions are such that formation of a tornado is possible), you can help by ensuring that windows, blinds and draperies are closed. Stay in your assigned area to await directions from your supervisor.

A **TORNADO WARNING** (a tornado has been sighted or indicated by weather radar in the vicinity) is more serious. Follow the steps above. Help staff ensure that all acute and non-ambulatory patients are moved as far from windows as possible, which may involve moving them into internal corridors and closing their room doors. Parents and visitors should remain in the area. If you work with babies in isolettes, cover them with blankets on the sides exposed to the windows. Remain in the area to await further instructions.

Overhead Announcements

From time to time you may hear warning announcements on the overhead paging system. The following is a guide to the announcements and what they mean:

Code Yellow	=	Major Disaster
Code Orange	=	Hazardous Materials Spill/Release
Code Red	=	Fire
Code Grey	=	Severe Weather
Code Black	=	Bomb/Bomb Threat
Code Adam	=	Missing Child, Infant Abduction Alert
Code Blue	=	Medical Emergency

Abandoned Newborns – Ohio Revised Code House Bill 660

Nationwide Children’s Hospital is a willing partner in the abandoned children’s law. It states, among many other things, that:

- :: Infants under 72 hours old (with no signs of physical abuse) maybe dropped off at a safe haven.
- :: A parent has the right to surrender any non-abused newborn infant to “any” staff member, without fear of detention, questioning or arrest.

If a newborn with no signs of abuse is dropped off at the main campus the following steps shall be followed:

- :: If approached by a distraught parent with a newborn, who wants to surrender the infant, the staff member or volunteer shall
 1. Assure the parent that this is a safe, confidential place for her and her baby
 2. Take the parent, if willing, with the newborn to the Emergency Department.

The Emergency Department is *solely* responsible for any follow-up.

Patient Safety

Identification

- :: All patients must wear an ID band. ID bands are usually worn as bracelets, but they can be taped to an infant's back or worn around the ankle. Please let a nurse know if a patient's ID band has fallen off. Always confirm that a patient has ID on before transporting out of their room.

Beds

- :: Crib side rails must be in the highest position when patients are unattended; put the side rails up, even when you are walking away from the bed for just a moment. Always check by pushing down on the side rails to ensure they are locked.
- :: Beds should be positioned so outlets, wall equipment, fire alarms, IVs and their pumps, and small items that could be swallowed are out of reach of children.
- :: Bed cranks are to be kept under the bed, and beds are to remain in low position except when giving direct care.

Toys

- :: Electrical and battery-operated toys are not to be used near oxygen equipment.
- :: Supervision is required for activities involving scissors, glues and paints. Toys should be removed from a patient's bed when he or she is sleeping.
- :: Patients may not have latex balloons; only mylar balloons are permitted.

Suffocation

- :: Make-shift pacifiers are not to be used.
- :: No pillows are allowed for infants.

Aspiration

- :: Objects which could be swallowed (such as coins, small toys or small parts from toys, hard candy, nuts) should not be given to children under three years of age.
- :: Glass bottles, sharp instruments, plastic bags and other dangerous items are not to be left in the rooms of young patients.
- :: Medications and ointments should never be left on the bedside stand.

Mobility

- :: Patients are not to run in the corridors and should not play near linen or trash chutes.
- :: All patients are required to wear slippers.
- :: Never allow a child to walk with a straw or lollipop in his or her mouth.

Transporting Patients

If you transport patients to other areas of the hospital, please follow these guidelines:

- :: Inpatients are not to be taken off the unit unless permission is received from the patient's nurse.
- :: ALWAYS sign the patient out on the unit Patient Sign Out Sheet or the Patient Transportation Log when taking a patient off the unit.
- :: Notify the patient's nurse before leaving the unit.
- :: Some testing areas (such as Radiology and GI) have sign-out sheets. If they do, sign the patient in and out. Make sure the receptionist knows the patient has arrived.
- :: Patients are not to be transported by way of the stairwells. Use the elevators.
- :: Patients in isolation who need to be transported must have proper isolation maintained. Ask a nurse to help you maintain isolation. If you go off the unit, take the isolation sign with you.
- :: All patients must wear foot coverings when they are out of bed.
- :: Check all patients before leaving the unit to be sure they have their ID bands.
- :: Check IVs to ensure there is enough fluid to last until you return to the unit.
- :: Take a blanket or robe for patient privacy and warmth.
- :: When returning a patient to their unit remember to sign them in on the Patient Transportation Log and notify their nurse that they have returned.

Modes of transportation

**wheelchair
cart
bed or crib**

**stroller
wagon
ambulatory (walking)**

Transporting by Wheelchair

- :: Patients must be able to sit up on their own.
- :: Use a safety belt.
- :: Have the patient place their arms in their lap while being transported.
- :: Push the wheelchair from behind, stay close and put your weight into pushing. Make sure you can push the patient safely without injuring the patient or yourself.
- :: Back wheelchairs into elevators. Lift the rear wheels if the elevator isn't even with the floor. When doors open, back the wheelchair through.
- :: Avoid slippery surfaces.
- :: Use caution when approaching corners and doorways. Many hallway intersections have mirrors which help you see around the corner.
- :: Use the brakes when you have reached your destination and when the patient gets into and out of the wheelchair.

Transporting by Cart, Bed or Crib

- :: All side rails must be up during transport.
- :: To avoid injury, keep the patient's arms and legs in the bed at all times.
- :: Patients must be lying down or sitting when in transport.

Transporting by Stroller or Wagon

- :: Use safety straps when available.
- :: Patients in wagons should be sitting or lying down with pillows and blankets for support.
- :: Do not leave children unattended in a stroller or wagon.

Assisting an Ambulatory Patient

- :: Make sure the patient is wearing slippers or shoes.
- :: Verify with the staff that the patient can walk the entire distance on their own.
- :: Never allow a child to walk or run with a straw or lollipop in his or her mouth.

Interacting with Children

Each child experiences hospitalization differently. While children are in the hospital they are constantly meeting new people, which may be overwhelming for them. Some patients experience fears, pain and boredom; others enjoy the extra attention. When you approach a child for the first time, use special care and consideration. The following are some helpful hints for interacting with children:

- :: Move toward children slowly and quietly. Some children need more time to accept strangers and may need to make the first move.
- :: Tell the child your name. A first name is usually easier for the child to understand and to remember. Also, explain why you are there.
- :: When speaking to children, stoop or sit at their level and remember to use their name when addressing them.
- :: Do not promise anything you are not absolutely sure will happen. Before you state a fact to a child, verify it with someone who knows or tell the child you do not know.
- :: State suggestions or directions to children in a positive rather than a negative form. This lets them know what you expect them to do rather than what not to do. (e.g. "Sally, we need to walk to your room", rather than "Sally, don't run.")
- :: Do not ask a child why he or she is in the hospital or how long the stay will be. If the patient wants you to know, they will tell you.