

# Family and Volunteer Services Volunteer Handbook

*An overview of the Nationwide Children's Hospital Volunteer Program guidelines, policies and procedures, including Customer Service, Confidentiality, Infection Control, Safety & Security, Interacting with patients & families, Expectations, Benefits, Recognition*



*When your child needs a hospital, everything matters.<sup>SM</sup>*



## Dear Volunteer,

Welcome to Nationwide Children's Hospital! We are delighted that you are willing to share your time, talent and enthusiasm at Nationwide Children's Hospital. Our programs are greatly enriched through the participation and commitment of volunteers.

As a volunteer, you are a valuable member of Nationwide Children's health care team. Your contributions enhance the comfort of children, family members, guests and staff. Whether you are working directly with patients or providing other supportive services, your assistance makes a significant difference.

Nationwide Children's Hospital is proud of the strong support it receives from volunteers. The hospital was founded by community volunteers, and the rich tradition of volunteerism continues. We depend on the services of volunteers in our hospital and community-based programs as well as many volunteers involved in fund raising.

We anticipate that your volunteer experience will provide you with new friendships, opportunities for personal growth, and the satisfaction that comes from helping others. We are certainly pleased that you have chosen to volunteer at Nationwide Children's Hospital and hope your experience is rewarding.

Welcome!

**The Staff of Family and Volunteer Services**



# History of Nationwide Children's Hospital



Elks Pavilion, Children's Hospital, 1894

The roots of Nationwide Children's Hospital date back to 1890 when a group of girls and young women, members of the King's Daughters of St. Paul's Episcopal Church, met at a home on East Town Street to discuss ways and means of establishing a children's hospital in Columbus. They planned and held a benefit fair, which raised \$125. This money was deposited in the Deshler Bank to earn interest while the women generated support for the new venture.

Less than a year later, a founding group of men and women met to plan a children's hospital in Columbus. The Articles of Incorporation were filed on February 27, 1892, and two days later, 15 trustees were appointed and 15 women were named to a "Board of Lady Managers." This latter group would volunteer their services to oversee the daily operations of Children's Hospital for more than 50 years.

The first patient was admitted in February 1894 to the then new, three-story brick hospital on Columbus' east side across from Franklin Park. Seventy patients were admitted to the nine-bed hospital that first year.

Children's moved to its present location in 1924 with the opening of an H-shaped 75-bed, red brick building that was easily expandable—and soon would be—to 150 beds.

The 1938 Marks addition to the hospital's east side began a period of physical expansion that still continues.

In the early 1940's, the Ohio State University moved its Department of Pediatrics to Children's and its chairman, Dr. Earl Baxter, was named the hospital's medical director, a dual appointment still used today. During that same period, Children's hired its first administrator, Robert M. Porter, who assumed operational responsibility from the Women's Board.

Timken Hall was built in 1950 as a nurses' dormitory so that badly needed space in the hospital could be converted for patient care use. Construction of a new five-story South Wing in 1960 increased the hospital's bed capacity to 304.

The first building devoted exclusively to research was built in 1961 with the opening of Ross Hall, which was expanded from two to four floors in 1965. The hospital's role in research was formalized in 1964 with the founding of the Children's Hospital Research Foundation.

A six-story patient tower was opened in 1976, followed by the completion of a two-story surgical addition in 1985. The five-story Wexner Institute for Pediatric Research was completed in 1987 to accommodate Children's burgeoning research programs.

The hospital's important role in education was tremendously enhanced in the fall of 1992 with the opening of a six-story Education Center. At about the same time, ground was broken for a seven-story Outpatient Care Center, which houses virtually all of the Children's outpatient programs, an Urgent Care and private pediatric practices on the hospital campus.

Nationwide Children's outreach into the community includes 20 *Close to Home*<sup>SM</sup> Health Care Centers and Primary Care Centers, including centers in Westerville, Dublin and the far east side of Columbus that provide urgent care services. *Close to Home*<sup>SM</sup> centers also provide services such as occupational therapy, physical therapy, speech therapy, radiology, lab services, behavioral health and counseling and primary physician care.

The expansion of the Research Institute at Nationwide Children's Hospital in December 2003, has helped to move Nationwide Children's forward in the area of pediatric research and support the hospital's mission of providing the highest quality patient care.

The Center for Child and Family Advocacy opened in January 2005 just across from main campus. The Center integrates, under one roof, comprehensive services for abused children and victims of domestic violence.

In September 2007, Columbus Children's Hospital became Nationwide Children's Hospital, honoring a transformational gift from the Nationwide Foundation. A new name and logo were adopted with the same commitment to treat all those in need of care, from newborns through young adults, regardless of ability to pay.

In 2008, Nationwide Children's breaks ground for a new 12-story main hospital building and opened a new four-story clinical and research expansion.

On June 20, 2012, the new main hospital opened at the corner of Livingston and Parsons Avenues. The new hospital is 750,000 square feet of clinical space, a third research building adds 225,000 square feet of research space, underground parking frees up six acres of green space for trees, pathways and gardens. Plus a LEED-certified Central Energy Plant makes the entire enterprise environmentally friendly. In addition to the in-patient unit moves, the new Emergency Department has 62 exam rooms almost double the previous size.

In 2016, Nationwide Children's announces plans for 11 projects (through 2020) focusing on expanding care, expanding research, building infrastructure and transforming behavioral health.

# Your Role as a Volunteer

Volunteers can provide warm, helpful, positive interactions with patients and families, which add to their comfort and happiness. You help to personalize the health care experience. Look for ways you can be of assistance in your designated volunteer area, as well as other areas such as the lobby, parking lot, elevators and cafeteria.

Volunteers provide extra services for patients and families, for which no staff are available. Services such as the admitting gift cart, art cart, Clubhouse support and reading to children in waiting areas are good examples.

Volunteers also assist hospital staff so they can do the jobs for which they are specially trained. Volunteers greatly enhance the quality of care we provide throughout Nationwide Children’s Hospital.

# Mission and Vision

We, as a multi-disciplinary team, strive to support Patient and Family-Centered Care to ensure a positive healthcare experience.

**F**amily and Volunteer Services

**A**dvocates for Patient and Family-Centered Care through a

**M**ultidisciplinary team

**I**ncluding Child Life, Early Childhood Development, Music Therapy, Hospital School Program, Sibling & Volunteer Programs, while providing

**L**eadership and expertise in the areas of child development, education, psychosocial needs and coping skills, for

**Y**outh and families, thus promoting positive healthcare experiences.

# Nationwide Children’s Customer Service Principles

- Treat each family as my top priority
- Treat each other as valued customers
- Take the responsibility to resolve customer concerns
- Assure that the customers’ expectations drive what I do
- Continuously improve the quality of services I offer

# Patient's Bill of Rights

Patients, parents and guardians at Nationwide Children's Hospital expect to:

- Be partners with the hospital staff who is caring for them.
- Be called by name and be given the names of the doctors, nurses, and others who provide care.
- Receive care from hospital staff who respect their personal values, beliefs and customs regardless of race, ethnicity, gender, religion, sexual orientation, gender identity or expression, cultural background, income level, physical or mental disability, education or illness.
- Have hospital staff take time to listen to what they say, value their opinions and choices, and answer questions.
- Receive prompt, thoughtful care that keeps the daily routine as normal as possible and respects their need to rest and to learn.
- Have a family member of their choosing and physician notified of their admission to the hospital.
- Have family and friends around to comfort and help take care when they are able.
- Be given pain relief and other forms of comfort care when needed, and not be restrained unless it must be done for their safety or the safety of others.
- Receive care and treatment in safe and clean surroundings and be protected from harassment and abuse of any kind.
- Be given as much information as they need to help decide whether to consent to treatment or refuse it.
- Have access to an interpreter if needed.
- Have privacy during exams and treatment and have the information about their illness kept private.
- Be taught what they need to know and do when they go home.
- Have access to their medical record unless restricted by law.
- Have their complaints heard and resolved.
- Have the right to decide on and to document an advance directive as allowed by law and have hospital staff and doctors comply with their wishes.
- Examine medical bills and have the charges explained to them.
- Have the right to consent or refuse to take part in any research program.

# Our Expectations of You

## Commitment

We ask that volunteers make a commitment of one shift a week for a minimum commitment of 50 service hours. Because volunteers are an important resource to the hospital we require and 80 percent attendance rate to maintain your volunteer status. New volunteers are asked to complete 50 hours of service before considering a second shift. If you would like additional shifts, please let the volunteer staff know.

We carefully consider the needs of the hospital to make sure volunteers are scheduled at times they are needed and to ensure we do not have too many or too few volunteers. Staff, patients, and families in the area where you help rely on you to meet your commitment.

### Retraining and Health Requirements

All volunteers are required to complete annual retraining on infection control, confidentiality, safety and boundaries. Additionally, volunteers must have an annual TB test and provide documentation to Employee Health. Annual flu vaccines are also required.

To meet this requirement go to **NationwideChildrens.org/VolunteerRetraining**. Information on the TB test is part of the retraining module. TB tests must be completed and submitted to Employee Health within one month of your annual training date. For more information on annual health requirements, please visit page 18.

### Service Descriptions and Role Specific Training Checklists

Service descriptions outlining responsibilities, qualifications and training are developed for each volunteer position. Please be sure that you complete only the tasks which are outlined in the description. Never attempt to perform any tasks for which you have not been properly trained. If you have questions or concerns about your assignment or are uncertain of your duties, please ask your immediate supervisor for clarification.

On your first day of volunteering you will be oriented to and trained on your specific volunteer tasks. At the end of your training, both you and your assignment coordinator will sign your training checklist. This checklist must be returned to the volunteer program office after your training is complete.

### Supervision

Volunteers are under the general supervision of the director, manager and coordinators of Family and Volunteer Services in matters relating to schedules, attendance, assignment, conduct, general hospital policies and volunteer guidelines. Volunteers function under the supervision of a designated staff person in the area where they volunteer.

### Uniforms/Dress Code

Adult volunteers need to maintain a professional appearance since they represent the hospital to patients, families and visitors. Each volunteer must follow dress guidelines and wear a volunteer photo name badge at all times. Rare exceptions to this rule must be cleared by the volunteer coordinators in Family and Volunteer Services.

Adult volunteers wear a volunteer shirt or vest over their own clothes. Nice, but casual clothes are best, and closed-toed comfortable shoes are required. For volunteers coming straight from work, we recommend a change out of office attire into something more casual. Scrub pants are permitted if they are khaki in color.

Volunteers can purchase volunteer shirts and vests at the gift shop. You must show your volunteer ID to purchase a uniform. Teen volunteers must wear a blue volunteer polo shirt, available in the gift shop, with khaki pants or skirt (knee-length or longer) and sneakers or other comfortable closed-toed shoes.

Volunteers are not permitted to wear blue jeans, capris, shorts, sweatpants, mini-skirts, leggings, spandex, halter and tube tops, hats, sandals, open-toed shoes, perfume, after shave, large jewelry or political buttons or stickers. Volunteers are requested not to chew gum while volunteering.

Personal appearance must be reflective of the professional environment in which you volunteer. In general, volunteers are held to the same standards as employees. Clothing should be wrinkle free, clean and in good repair and should be selected to wear within the work environment with the intent to present a professional image. Clothing should not be ill fitting, either baggy or too tight. Individual service lines may have stricter

guidelines regarding attire and appearance. Consult with your coordinator or contact person in the area in which you volunteer. The volunteer photo name badge is an essential part of the uniform and is to be worn on the shirt or vest above the waist. If you forget your volunteer uniform or ID, go to the volunteer office or your coordinator for directions because these items must be worn while you are volunteering.

Some overall guidelines regarding dress and appearance include the following:

- Volunteers are not allowed to have artificial nails or gel manicure. See page 20 for more information.
- Visible piercings are limited to ears only.
- Visible tattoos must be non-offensive or should be covered.
- Hair must be neat, clean and not be distracting.
- Volunteers must wear closed-toe shoes.
- Pants can be no shorter than three inches above the ankle.

### Record-Keeping Requirements

Hospital volunteers complete a two-part sign-in procedure each time they work. Please sign in when you come in and sign out when you leave. The volunteer department is accountable for volunteers while they are volunteering, so there must be an accurate record of volunteers who are in the hospital at all times. These records are also important for program reports and for volunteers' school or career requirements. Volunteers who serve off-site may have the option to record hours remotely. Please ask your volunteer liaison for more information.

### Extra Volunteer Shifts

We appreciate volunteers wanting to volunteer for extra shifts. Requests are often posted for volunteers to help with special events on the bulletin board in the Volunteer Center or via email. Please watch for these postings. Your help with these activities is greatly appreciated.

If you would like to fill extra shifts in your regularly assigned area, please let us know first so we can make sure you are needed and that no other volunteers are assigned to that position at the same time.

### Holidays

Nationwide Children’s Hospital observes all the major holidays — New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas. Volunteers are not required to attend on these days, but we do appreciate volunteers who are able to come in on holidays. Volunteers are still needed to help at the Information Desk, deliver admitting gifts and to assist with some patient care requests.

Check with your area or FVS in advance to make sure they will be open and in need of volunteers.

### Cell Phone Usage

We ask that you come prepared to give your undivided attention to the staff, patients and families while you are volunteering. Please leave all electronic and cellular devices in a safe place designated by the staff (i.e. lockers for main campus volunteers). Text messaging, cell phone calls, tablets, laptops and other electronic devices that may impede your attention are prohibited while volunteering.

**You are not allowed to take any photos on your cell phones or any device while volunteering.**



Change of Schedule

The Family and Volunteer Services staff is committed to working out a volunteer schedule which meets your availability. If your work, school or other commitments change and will affect your volunteering, please notify us as soon as possible, and we will attempt to assign you to another day, time and/or position. We ask that you try to look ahead to anticipate potential changes and arrange your schedule accordingly.

Teen volunteers will be sent a form prior to the summer and then again prior to the following school-year to confirm continuation of volunteering and schedule. Please return the form to us as soon as possible. We assume that teens who do not return the form are not interested in volunteering.

Change of Address

Please notify the Volunteer Services Department if you move or have a new home or office phone number. Log into the Volunteer Information Center (VIC) to update contact information.

Disciplinary Action

Nationwide Children’s Hospital Family and Volunteer Services reserves the right to reassign or dismiss volunteers when such action is in the best interest of the volunteer and/or the hospital.

Reasons for dismissal include, but are not limited to:

- Inappropriate use of confidential information
- Sporadic attendance-Less than 80 percent of scheduled shifts
- Failure to wear volunteer uniform and identification
- Misconduct or insubordination
- Volunteering under the influence of alcohol or controlled substances
- Theft of property or misuse of equipment or materials
- Mistreatment of patients, co-workers or other
- Failure to satisfactorily meet physical or mental standards
- Failure to abide by Nationwide Children’s Hospital policies
- Failure to satisfactorily perform assigned duties
- Possession of a firearm on the hospital campus
- Inappropriate use of phones or computers
- Use of personal electronic devices in patient areas
- Violation of Volunteer Program Social Media Policy
- Violation of Volunteer Program Boundaries Policy

Record of Service and References

You can log in to **NationwideChildrens.org/Volunteer-Information-Center** to check your schedule, update your contact information, and print your hours. Your hours may be needed as a record of your service for school, work applications, or tax purposes. If additional assistance is needed, please give Family and Volunteer Services staff a one-week notice when requesting signed records of service.

Hospital and department staff may provide references for volunteers. Please give two weeks notice and a written request authorizing us to give information on your volunteer service.

Notification of Absence

Scheduled Absence (more than 24 hours in advance)

If you cannot work your scheduled shift on the main campus, please notify the volunteer office at (614) 722-3635 as soon as possible so we can make alternative arrangements if necessary. If you know ahead of time that you will be unable to volunteer at your scheduled time, please complete a **Notification of Time Off** form. These forms are available on the sign-in table in the volunteer office. After filling out the form, leave it in the communications box. Time off forms are also available on the website at **NationwideChildrens.org/Volunteering** in the current volunteers section.

Unscheduled Absence (less than 24 hours in advance)

If you are unable to work your scheduled shift and you have not been able to give advance notice, please call your area as soon as possible to let staff know. The phone number of your area may be located on the assignment sheet you received at orientation, or you will be given the number during your role specific training.

Volunteers are not required to make up missed shifts. Do not come in for an extra shift without contacting us first; we need time to confirm that there will be work for you to do.

If your assigned area has specific attendance requirements, you will be educated during your job specific training.

Poor attendance is reason for dismissal from the volunteer program. Repeated absences, especially without notification, have a negative impact on the volunteer program and the areas that rely on volunteers. If you miss several scheduled shifts without calling in, Family and Volunteer Services staff will try to contact you. If we cannot reach you and you have not contacted us to request a leave of absence, you will be terminated from the program.

Leave of Absence

If you will be unable to volunteer for six or more weeks, you will need to take a leave of absence. You can arrange a leave of absence by contacting Family and Volunteer Services staff. The time limit for a leave of absence is three months.

To return to active status, call the volunteer office three or more weeks before you want to resume volunteering. Since your position and shift cannot be reserved for you while you are on leave, we may have to schedule you for another shift or position. You may also be required to visit the Employee Health Department to ensure updated health requirements are met. Additional training may be required if you are scheduled for a different position. If you return to volunteering after an absence of thirteen months or longer, you will be required to repeat volunteer orientation.

Resignation

If you are no longer able to volunteer, please give staff two or more weeks notice of your resignation. We need this time to notify your supervisor and to find another volunteer to cover your shift. After your last volunteer shift, turn in your volunteer ID badge to the Volunteer Services office.

Notify the Family and Volunteer Services office if you would like a record of your volunteer service. Records are stored for 10 years.

# General Volunteer Information

## Parking

Volunteers are provided free parking at their volunteer location. Off-site volunteers are given parking information at training.

### Main Campus

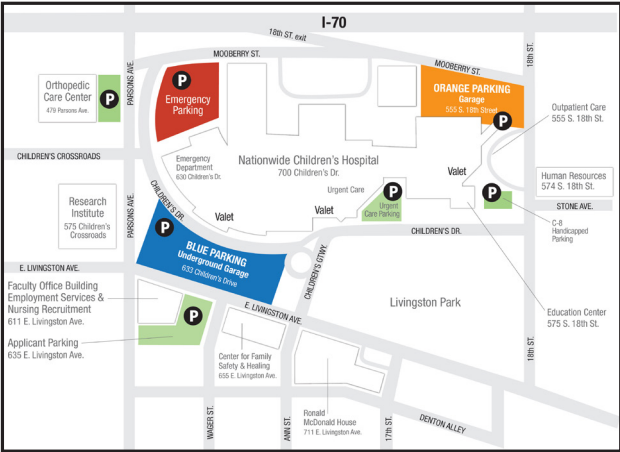
Volunteers with card keys are provided free parking in the Underground Blue Parking Garage located at 635 Children's Drive. This is the only parking area your card key will work to park. Volunteers who park in other areas will need to pay to exit.

The underground garage is located directly in front of the new hospital. Access is from Children’s Drive.

Volunteers are asked to park on the Lower Level (P2) to leave space on the upper level for visitors.

Elevators in the garage will bring you in next to the Welcome Station Information Desk in the main lobby. Follow the blue path past the Gift Shop to the C-Lobby. Go left at the chapel to the Volunteer Office.

Group volunteers who do not have card keys will be given parking vouchers by their group facilitators.



## Telephone Calls

A telephone is available in the Volunteer Center for local calls. Dial 9 to get out of the hospital system. If you are calling within the hospital, dial the last five digits only of the phone number. Please limit use of the phone to brief, necessary calls.

If someone tries to reach you while you are volunteering, we will attempt to notify you of the call by contacting your work area or by an overhead page. If we are unable to reach you, we will leave a message on the VIC e-mail. Please ask friends and family not to contact you while you are volunteering unless it is urgent.


## Guests

Volunteers are not permitted to bring their children, friends or other guests with them when they volunteer.


## Accidents

If you have an accident or become ill while volunteering, please contact a Family and Volunteer Services coordinator. You may be directed to Employee Health Services, during weekdays between 7:30 a.m. and 4:30 p.m. When Employee Health Services is closed, you may use the Emergency Department. Your health insurance may be billed, depending on the nature of the visit.

**Whenever there is an accident or incident, notify Safety and Security so an incident report can be filed.**



**HOLD cardkey in front of reader to enter.  
Do NOT take ticket.**



**Use either lane to exit.  
Hold cardkey in front of reader to exit.**

## Lockers

Lockers are located near the Volunteer Program Office in the C-Building. Instructions for the keyless operation are located on or near the lockers.

Do not take your belongings to your work area. The keyless lockers automatically unlock if locked more than 8 hours at a time.

## Smoking

Nationwide Children’s Hospital is a smoke-free facility for the health and safety of our patients. No smoking is permitted inside the hospital or anywhere on Nationwide Children’s Hospital property, including all off-site locations. Nationwide Children’s Hospital reserves the right to ask volunteers to leave if their clothes smell heavily of smoke. The tobacco policy also includes smokeless/chewing tobacco and e-cigarettes.

# Corporate Integrity Program

Volunteers have the duty and responsibility to follow the Nationwide Children’s Hospital’s Standards of Conduct, policies and procedures, and conduct all activities in an ethical and lawful manner. Anyone who suspects a violation **must** report this information. Failure to report a known violation may result in a disciplinary action even if you are not involved. If you have any questions or wish to report a problem, you should talk to your volunteer coordinator, or hospital administrator. If your problem cannot be resolved through normal communication channels, or you do not wish to use these channels, you should report the matter to Nationwide Children’s Hospital Corporate Compliance Officer (CCO) or the Hotline. All calls to the CCO and the Hotline will be investigated promptly and professionally. Nationwide Children’s Hospital urges you to report any concerns to your volunteer coordinator.

## Integrity Program: Your Responsibility

- First, contact your direct supervisor/coordinator.
- Second, if you have raised an issue and it’s not getting proper attention or remains unresolved, relay your concerns to the next level of management, Director of Family and Volunteer Services.
- Third, seek guidance from Human Resources, the appropriate Executive Staff member, or the Corporate Compliance Officer.
- If assistance is still needed, or if you are uncomfortable taking the above steps, call the Hotline.

## Corporate Compliance Officer [www.NationwideChildrens.alertline.com](http://www.NationwideChildrens.alertline.com)

Call the Hotline at (877) 267-1935 when your concerns are not addressed through the standard resolution process.

## Non-Retaliation Policy

No disciplinary action or other form of retaliation shall be taken against any volunteer who, in good faith, reports an issue, problem, concern or violation to management, human resources, the Corporate Compliance Officer or the Hotline.

# HIPAA: Privacy, Confidentiality, and Security

Patients and families have every right to assume that confidential information about them will not be discussed among staff and volunteers. You have a legal and ethical duty to maintain confidentiality.

The Health Insurance Portability and Accountability Act (HIPAA) provides federal government standards and requirements for maintaining and transmitting health information. It defines and protects information that identifies a patient.



## Privacy Notice

Patients have a right to know how their information is used, who their information has been shared with and have a right to privacy.

### Patients can restrict use and disclosure of health information

- “Opt out” of hospital patient directories
- Limit amount and kinds of information that can be released

### Minimum Necessary and Reasonable Safeguards

- Access to minimum necessary information to perform assigned duties
- Taking the necessary precautions to keep protected health information from unwanted disclosure
- As a volunteer, this means you will be provided patient information needed for your interaction and you will not have complete patient history or details.

## What is Protected Health Information?

- |                         |                          |                                 |
|-------------------------|--------------------------|---------------------------------|
| • Patient name          | • Social security number | • Certificate/license number    |
| • Medical record number | • Telephone number       | • Vehicle serial number         |
| • Address               | • Fax number             | • Web/Internet provider address |
| • Names of relatives    | • Email address          | • Fingerprints or voiceprints   |
| • Names of employers    | • Subscriber number      | • Photographs                   |
| • Birth date            | • Account number         |                                 |



## **Your Role: Confidentiality**

### **Volunteers should:**

- Carefully dispose of confidential information and reports in confidential shredding bins—do not leave paper information unattended where other people may view it
- Be especially careful with all oral communications including not discussing information of a sensitive or confidential nature in public areas
- Report any errors or mistakes immediately

### **Volunteers should not:**

- Share confidential patient information-- this includes with patients' extended family or friends unless in the patient's interest (i.e., emergency)
- Invade patients' right to privacy by asking why they are in the hospital
- Take photographs of patients and/or their families - on cameras or phones
- Use hospital computers to access information for any other reason than to perform the job
- Disclose confidential information about employees, donors, other volunteers, or hospital business
- Violate any policy as outlined under the HIPAA law

**Failure to observe the confidentiality policy may result in the volunteer's dismissal from the program can have legal ramifications.**



# Health Requirements

## Employee Health Database

Nationwide Children's Hospital Employee Health Services (EHS) partners with Family and Volunteer Services and is responsible for managing all information related to employee and volunteer health. This includes initial and annual TB testing reminders and results as well as required flu immunizations. EHS has a database called ReadySet for this paperless record keeping. All volunteers are required to enroll in this system. It only needs to be done once for each volunteer. Once enrollment is completed, your records, reminders, consent forms (called surveys) for flu and TB will be kept there. An advantage to volunteers is that the records will be accessible to you on demand through a secure web portal.

## Immunizations

Proof of the following vaccinations are required prior to beginning volunteering. These can be obtained at a personal provider or at the Employee Health department for volunteers who are 18 years or older.

- MMR
- TDAP
- Hepatitis B
- Varicella
- TB (QuantiFERON Gold blood test)
- Influenza (For those who begin volunteering during flu season)

# Annual Requirements

## Tuberculosis

- Tuberculosis (TB) is on the rise in the United States. TB testing is required on an annual basis.
- TB is spread when people cough, sneeze, speak, sing
- Symptoms of TB include:
  - Cough lasting more than two weeks
  - Loss of appetite
  - Coughing up blood
  - Nausea
  - Unexplained weight loss
  - Fatigue
  - Fever and chills
  - Night sweats
  - Chest pain
  - Swollen glands
- Annual TB skin tests are required for all Nationwide Children's Hospital volunteers. Refer to the website for up-to-date information on testing and documentation requirements.
- Volunteers 18 years of age and older can have the test done at Employee Health. Volunteers under the age of 18 must get the TB test from their primary care provider or another community provider and provide documentation to Employee Health.

## Flu Vaccines

Flu vaccines are **mandatory** for all volunteers. Information will be provided during flu season on how adult volunteers can access flu vaccines at no charge via Employee Health clinics. Volunteers can also provide documentation of flu vaccine received at other providers to Employee Health. Medical exemptions for volunteers must be completed by a personal physician and approved by Epidemiology. Please obtain the proper form from Employee Health. No personal or religious exemptions are permitted. Volunteers under the age of 18 must get the flu vaccine from their primary care provider or another community provider and provide documentation to Employee Health.

# Infection Control and Standard Precautions

Volunteers must follow Nationwide Children's Hospital's infection control policies and procedures. These policies and procedures are in place to protect patients, visitors, employees and volunteers from getting or spreading infection while in the hospital.

Volunteers who have any sign/symptom of an illness or infection should not volunteer until they have been symptom free for 24 hours, unless the symptoms have been assessed and/or treated and the volunteer is cleared by a physician as being able to volunteer.

If you have specific questions, please contact Employee Health at **(614) 355-4135** or **EmpHealth@NationwideChildrens.org**

## Health Care-Associated Infections

Everyone has some microorganisms on the skin. If you are healthy and have no breaks in your skin, these microbes probably do not cause you any problems. However, if a person is very ill, very young, has a surgical wound or other break in the skin, normally friendly microbes may cause problems. An illness a patient gets while in the hospital is called a health care-associated infection. Microorganisms that frequently cause illness spread from person to person on the hands, which is why it is important for you to wash your hands to prevent the transmission of the organisms to others or from others to yourself.

### *Hand Washing/Hand Hygiene*

Hand washing is the single most effective method of preventing transmission of infections. Hand washing is a 15-second process. Have paper towel ready, wet hands, lather for 15 seconds, rinse and dry. Patting hands dry rather than rubbing will help prevent drying and chapping. Use the paper towel you used to dry your hands to turn off the faucet. The handles were contaminated when you turned them on; if you touch the dirty handles with your clean hands, you will contaminate your hands.

Waterless hand gel is available throughout the hospital and is acceptable to use. You must use the alcohol gel provided by the hospital. When using hand gel, make sure all surfaces of your hands are coated and continue to rub until gel is absorbed.

### **Volunteers are required to wash their hands:**

- When arriving at the hospital
- When entering and exiting a patient room—gel in and gel out!
- Before and after touching a patient or his or her belongings
- Between different types of patient care
- Before eating, applying cosmetics or handling contact lenses
- After coughing, sneezing or using the toilet
- After handling potentially contaminated items
- Before leaving the hospital
- Before putting on and after removing gloves

### Nail Policy

Volunteers are prohibited from wearing artificial nails. Nationwide Children’s defines artificial nails as any additional items applied to the nail surface other than standard nail polish. This includes, but is not limited to artificial nails, gel manicures, shellac, acrylics, overlays, wraps, tips, inlays, appliques, powders or bonding materials.

Approved nail polish must be easily removed within 30 seconds using a standard acetone nail polish remover; this includes nail polish that contains gel. Any polish that is LED or UV light cured is not allowed.

Nails should be kept clean and not cracked, chipped or peeling. It is recommended that natural nails be left unpolished. Clear polish is preferable over colored.

### Latex Allergy

Nationwide Children’s Hospital is committed to being 100 percent latex free. Because of potential allergy risks, latex gloves, tubing and items such as balloons and other latex toys are not permitted in the hospital.

### Standard Precautions

Standard Precautions is a method of infection control observed for all patients. Treat potential contact with blood or body fluids as if it could be contaminated with a blood borne pathogen, such as Hepatitis B, Hepatitis C, HIV, Syphilis, or Ebola virus.

A Hepatitis B vaccine is available through your personal physician or through your local health department.

**Remember the importance of Standard Precautions for all patients! Follow all signage posted outside each patient room.**

### Personal Protective Equipment (PPE)

Please put on and remove PPE in the correct order. Required PPE will vary room to room. Follow the instructions on the precaution signage.

**Sequence for putting on PPE:** Gown, Mask, Goggles, Gloves

**Sequence for removing PPE:** Gloves, Goggles, Gown, Mask

### Transmission-Based Precautions

Transmission Based Precautions are added to Standard Precautions when a patient is known or suspected of having a communicable disease. These procedures are designed to interrupt the transmission of infection and will last for the duration of the illness. Before interacting with a patient, review the color-coded signs by each room door and ask the nursing staff to explain if you are unclear about the precautions required.

Protective equipment is located in cabinets near each patient room. Masks are located outside a patient room and should be worn before entering a room, if indicated. After leaving a room, all protective equipment should be placed in designated trash or laundry containers.

Patients on precautions should not leave their room unless medically necessary. Playgroups and playrooms are off limits. Family and visitors may not be required to follow the same precautions as staff and volunteers.



### Contact Precautions

- Hand hygiene
- Wear gloves (before entering room)
- Wear a gown (before entering room)
- Gloves and gown **MUST** be worn, even if not touching surfaces or patient



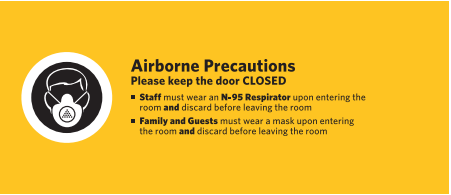
### Contact And Droplet Precautions

- Hand Hygiene
- Wear Gloves
- Wear a Gown
- Wear a Mask



### Keep Hands Clean

- Clean Toys with Bleach Wipes
- Wash hands with soap and water



### Airborne Precautions\* (Yellow)

- **VOLUNTEERS MAY NOT ENTER**
- Require fitted N-95 mask
- Keep door closed

*\*There are 2 types of Airborne Precautions. Volunteers may only enter rooms where surgical masks are required (purple).*



### Droplet Precautions

- Hand hygiene
- Wear a mask (before entering room)
- Wear gown if staying in the room



### Airborne Precautions (Purple)

- Hand hygiene
- Wear a mask (before entering room)
- Keep door closed
- See nurse first to discuss your history of chicken pox if you have not been vaccinated



### Keep Hands Clean

- Gel In and Out of Every Room



### Attention: See Charge Nurse before entering room

- Do not enter room without talking to nurse



Other signs you don't recognize?

- Check with the nurse's station, do NOT open the patient room door
- Take deliveries to the nurse's station

Exposures

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). After washing, immediately notify the nurse in charge and 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. While exposure to blood or body fluids is unlikely, it may happen on rare occasions. Any mucous membrane (i.e. eyes, nose, mouth, open sore) exposed to blood or body fluid should be washed for at least 15 minutes.

If you get blood or body fluids on your clothes or uniform while volunteering, please contact the charge nurse and let a Family and Volunteer Services staff member know. We will give you scrubs to wear home and have your clothing cleaned. We will also complete an incident report and may follow up with Employee Health.

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 and wear gloves.
- Wear gloves if handling visibly soiled linen.
- Artificial nails are *not* permitted for volunteers.

Safety and Security



Nationwide Children’s is a strong national leader in patient safety because each and every one of our employees have dedicated themselves to being Zero Heroes. Since its inception in 2009, the Zero Hero patient safety program has focused on changing traditional thinking from the concept that complications are expected to instead view them as a challenge to reduce, prevent and ultimately eliminate. The focus is on the opportunity to improve patient care and, in the process, raise the bar in patient care by eliminating preventable harm. Since January of 2013, our focus has shifted to not only reduce all patient harm but also reduce all employee and volunteer harm.

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 coordinator immediately.

Bring only the amount of money you will need while at the hospital. Secure your belongings in a volunteer locker if volunteering on main camppus or at the LAC building. 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 (614) 722-2128 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 #2-2128 (Emergency Communications Center). You may use the phone in the Volunteer Center or any house phone. Dial (614) 722-2128 from non-hospital phones.

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 #2-2128, 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

ALERT

- 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 #2-2128 when assistance is needed

EDUCATE

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

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
Code Violet	=	Combative Person
Code Silver	=	Weapon

The area you are in may not be impacted. Check with staff in the area for specific directions.

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.

RESCUE

Rescue anyone from the immediate area of danger

ALARM

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

CONTAIN

- 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

EVACUATE

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

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

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.

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.

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.

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 30 days 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 them 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.

## 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.

## ABCs of Safe Sleep

- **Alone** - Babies should always be on their own sleep surface.
- **Back** - Babies should be on their backs for every sleep.
- **Crib** - The crib should be empty. This means no bumper pads, pillows, blankets, stuffed animals, toys or supplies such as diapers and diaper wipes.

## Aspiration

- Make-shift pacifiers are not to be used.
- 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.
- All patients are required to wear slippers or non-skid socks.
- Never allow a child to walk with a straw or lollipop in his or her mouth.
- Patients should not ride on IV poles.

## Transporting Patients

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

- Only adult volunteers may transport patients off unit.
- 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.
- If you are unsure about transporting a patient seek staff help.
- Patients are not to be transported by way of the stairwells. Use the elevators, except in the case of a fire.
- 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 non-skid socks or shoes 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 | • Wagon       | • Ambulatory (walking) |
| • Cart       | • Bed or crib |                        |



### *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 non-skid 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.

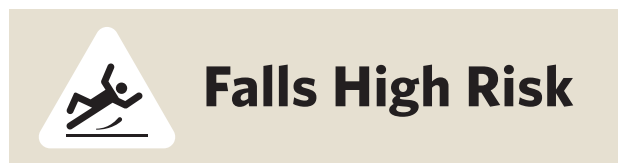
### *Eliminating Patient Falls*

This sign on a patient room means that the patient has been assessed as being at **HIGH RISK** for falls. We are all expected to do what we can to reduce the risk of falls.

When you see this sign, ask the nurse how this may impact your interactions with the patient.

**Precautions may include:**

- Side rail left up
- Bed in lowest position
- Help with walking
- Place call light and personal items within reach
- Patient wearing non-skid footwear





# 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.
- Listen actively and with respect. Whether the message is verbal or non-verbal, you can listen carefully and reflect back the feeling you hear expressed.
- Use language geared to the child’s developmental level. Consider the vocabulary you choose as well as the complexity.
- Avoid the use of intimidating, threatening, preaching and judging statements. “If you don’t cooperate, we’ll have to call your mother/father.” “You’re a big boy now. You don’t need to cry.” “You are being such a grouch today. Just cheer up.” “I won’t leave until I get a smile.”
- Treat each child as an individual.
- Try to remember the child’s name.
- Do not refer to a patient as his/her medical condition.
- Treat patients as if they are normal, even if they don’t look that way.
- Always check with a patient’s nurse before providing a patient with food or drink.
- Do not awaken a patient who is sleeping, unless specifically instructed by staff.
- Volunteers should not be in a patient room during invasive medical procedures.
- Remember that we have all kinds of children as patients. Do not be shocked or offended if a child is rude, manipulative or uses bad language.
- Provide a supportive, encouraging climate with your presence.
- Make allowances for individual abilities and limitations.

# Interacting with Families

When relating with family members, please remember they are undergoing extreme stress. Having a child in the hospital can be numbing, frightening, depressing, guilt-causing, aggravating and heartbreaking. In addition to worrying about their child, they may also be concerned about finances, missing time from work, other children at home and strain on their marriage and other relationships. Family members experiencing these emotions have a hard time thinking straight and are often not able to express their needs, desires or appreciation very well. Here are some tips to help you:

- Avoid assuming roles of the adults present. Introduce yourself and ask for introductions.
- Don’t be intimidated by apparent unresponsiveness or disinterest. Explain the type of help you can offer and wait for a response, or check back after giving the parents time to think.
- Most parents want to be with their child as much as possible, but the constant vigil can be very exhausting. Therefore, taking a child to an activity or playing with a child while a parent takes a short break can be extremely helpful.
- If Mom or Dad wants to talk, try to be a good listener. They don’t want advice or to hear about your experiences or problems. They just want to tell somebody about what they are going through. Please let a staff person know if you think the parents could use the help of a chaplain or social worker, or if they have a complaint about the hospital.
- Talk about yourself and your family only when asked or when applicable to the situation. Divert the conversation back to the patient. Don’t discuss personal problems.
- Do not offer medical advice.
- Remember to respect cultural, religious, family and personality differences.
- Be optimistic, but don’t encourage unrealistic goals or attitudes.
- Some parents will not have the parenting skills we might wish. Try to model good behavior for them. Should you observe concerning behavior, let a staff member know.
- Maintain confidentiality unless the information shared would be important to the staff in caring for the patient. (e.g. the patient tells you she is discouraged and just does not want to live anymore.)
- Do not accept gifts.
- It is up to you as the volunteer to create a therapeutic (healing restorative) relationship with a patient. It is not up to the patient or family to know where the boundary lines should be drawn. By creating a one-way relationship, which is supportive of the patient and family you are being:
  - Empathetic
  - Compassionate
  - An advocate
  - Patient-centered
- NICU volunteers, please be aware that a purple butterfly outside of a patient room indicates the infant was born as a multiple but one or more sibling did not survive.



# Respecting Differences

Everyone wants to be treated with respect and compassion. However, respect and compassion may be expressed differently in different cultures. Shaking hands or touching someone may be alright in some cultures, but seem offensive in others.

Families may practice religions which involve different beliefs and behaviors from your own religion and may have special requirements. We want to treat all belief systems with respect and make all possible accommodations to their required practices.

Family dynamics also differ from culture to culture, family to family. Interactions between family members, authority and decision making, and discipline of children may vary. Sometimes many family members may want to visit the patient and family in the hospital since this is a way of demonstrating support and caring.

The safest way to learn about the preferences and needs of a family is simply to ask before you act. You may say,“I want to be helpful to you and am not sure how. Will you please tell me about your special needs? I will appreciate learning from you.” The fact that you asked with sincerity is a sign to the family that you are a caring person — a quality which is valued by all.

# Interacting with Staff

Staff experience a unique kind of stress. Many deal with complex and highly emotional situations every day. It is sometimes difficult for them to balance their work assignments and direct time to delegating tasks to volunteers.

You can establish good working relationships with staff by:

- Being reliable. Staff know which volunteers they can count on to come in when scheduled and to complete tasks enthusiastically.
- Learning as much as possible so you can work independently.
- Asking for clarification if you are not sure how to do something.
- Being a part of the team and willingly accepting instructions and assignments from staff.
- Looking at the broad picture. If you are asked to do something that does not sound like fun, remember that by doing it you are freeing up a professional to do their job.
- If you see something you think you could help out with, volunteer to do it. You do not always have to wait to be assigned a task (as long as you have been trained to do it).

### Nationwide Children's Hospital Staff Dress Colors

To help the volunteers to distinguish the different staff members in the hospital, here is a brief list of the staff member and their color coded pants.

**RNs : wear royal blue pants**  
**PCAs: wear jade green pants**  
**UCs : wear purple pants**  
**RTs: wear ceil blue pants**

**RN = Registered Nurse:** You will see them all over the facility and primarily perform direct patient/family care.

**PCA = Patient Care Assistant:** You will see them working on units and elsewhere helping the nursing staff with direct/indirect patient/family care.

**UC = Unit Coordinator:** You will see them primarily behind the desks on the various units and clinics. They are responsible for entering orders, answering the phone, computer work and managing the unit.

**RT = Respiratory Therapist:** You will generally see them on the patient units conducting breathing exercises, managing ventilators and supporting physicians and nurses with any respiratory task.

## Vocera

Vocera badges are two-way communication devices worn by many staff. To reach a child life specialist or other direct care staff on your unit, ask if they can be reached via Vocera, and get instructions for reaching them during your assignment training

## Social Media

Volunteers of Nationwide Children’s Hospital may not use any type of social media as a tool for communication in relation to Nationwide Children's, or for sharing confidential information. This technology includes but is not limited to Facebook, Twitter, YouTube, Instagram, LinkedIn, Google+, blogs, message boards, wikis, podcasts, product review sites, online forums, gaming sites or any other site where information like text, images, video, sound or other files that can be uploaded or posted.

Volunteers may not “friend” patients or families on social media sites upon meeting them at Nationwide Children's or after they are discharged, or post pictures or status updates involving patients or families, or have any exchanges which involve any type of personal information regarding patients or families, even if names are not used. Volunteers may not accept friend requests from patients or families. Cell phones or camera use is not permitted while volunteering.

Volunteers are not expected to end previously established social media relationships. It is impossible to capture every scenario in a rule. The intent of the policy is to maintain a professional relationship between volunteers and patients and families. It is not up to patients and families to decide where that boundary lies or what a professional relationship should be. Please consult your coordinator for assistance.

Volunteers may follow Nationwide Children's organization sites and pages as another way to stay connected.

## Boundaries

It is up to you as the volunteer to create a therapeutic (healing, restorative) relationship with a patient.

It is not up to the patient or the family to know where the boundary lines should be drawn. By creating a one-way relationship, which is supportive of the patient and family you are being: empathetic compassionate, an advocate and patient-centered.

Boundary ground rules include:

- Do not bring food or gifts to patients or families
- Do not accept gifts from families
- Volunteers should not socialize with patients or families outside the hospital setting, including providing babysitting services
- Do not provide transportation to patients or families
- Do not provide personal contact information

*Your Family and Volunteer Services Coordinator will assist you any time you have questions about a particular situation or patient. Please don’t hesitate to ask.*

## Family Guest Code

When visiting friends or family members who are patients, volunteers may not use their name badge to access the patient unit. You must stop at the information desk and obtain a visitors badge by providing the family code.

# Benefits of Volunteering

In addition to the benefit of helping patients, families and staff in a meaningful way, you may benefit from the following:

## Information on Hospital Activities

The hospital publication, *Inside Nationwide Children's*, features the in-depth articles about hospital happenings. Hospital information is also available on the website. The volunteer newsletter will be emailed to your home. It is important for volunteers to use these publications to make themselves aware of hospital activities and changes in procedures.

## Liability Insurance

Volunteers are covered by the hospital's professional liability insurance program for actions performed in the scope of volunteering at Nationwide Children's Hospital and its subsidiary organizations. Volunteers are not covered by Workers' Compensation because they are not employees and do not receive monetary compensation from Nationwide Children's.

## Educational Opportunities

Volunteers are encouraged to take advantage of the many educational opportunities that the hospital and Family and Volunteer Services Department have to offer. Some programs are offered on a regular basis and are open to volunteers as well as employees. Information on many educational programs is posted in the Volunteer Center. If you are interested in a program, please ask volunteer services staff to register you to attend.

## Library

You are also welcome to visit the Nationwide Children's Hospital Library, a branch of the Ohio State University Health Sciences Library. The library is located on the second floor of the Education Center.

The Family Health Information Center (FHIC) is a special consumer health information service located in the C lobby. The FHIC has a wide variety of children and family-related health information, including books, magazines, pamphlets and videos covering topics including chronic and acute illnesses, general parenting and family issues, diversity, death and dying. The FHIC welcomes all visitors, especially children and families receiving care at Nationwide Children's Hospital.

Photocopying is available in the library for a nominal fee. A computer lab is also available.

The library is open Monday through Thursday from 8:30 a.m. to 7 p.m., and Friday from 8:30 a.m. to 5 p.m. The library phone number is 722-3200.





Tax Benefits

When you volunteer, you may incur some out-of-pocket expenses which you may be entitled to deduct from your itemized tax return.

Direct gifts of money to Nationwide Children’s Hospital or the Nationwide Children’s Hospital Foundation may be deducted. A receipt for the gift will be necessary to claim the donation as a deduction on your tax return, as is the case whenever a monetary gift is made. Please view the Nationwide Children's Foundation website for more details.

Recognition and Appreciation

Nationwide Children’s Hospital and Family and Volunteer Services staff recognize the many contributions of volunteers, and we try to share our appreciation informally each time you volunteer. We also have more formal recognition events including celebrating National Volunteer Week in April.

Service pins are distributed each year. Special awards are also given at the volunteer recognition event.

The **New Kid on the Block Award** is presented to a volunteer who joined the program in the previous eighteen months and has made a significant contribution to the hospital and the volunteer program during that time.

The **Volunteer of the Month Award** is presented to volunteers who consistently demonstrate outstanding performance. Eligible volunteers have at least one year of consistent service and have not been selected as a Volunteer of the Month in the previous two years. Other selection criteria include the volunteer’s quality and quantity of work; attitude toward patients, families and staff; dedication toward volunteerism; and support of the hospital mission.

The **Volunteer of the Year Award** is presented to one individual who has been previously chosen volunteer of the month.

The **Virginia Denman Award** is presented to volunteers who demonstrate a special spirit of volunteering, which includes caring, sensitivity, commitment and contributions beyond those normally requested of volunteers.

**Teen Volunteer Scholarships** are presented annually to a graduating volunteer. To be considered for the scholarship, a volunteer must be a graduating high school senior planning higher education; have given 100 hours of exemplary service to Nationwide Children’s Hospital; have maintained a good scholastic record in high school; and exhibit positive citizenship within his or her school and community. Attitude and consistency while volunteering are also considerations affecting the selection of the scholarship winner as well as planned use of the scholarship.

Volunteers are welcome to contribute to the scholarship fund through the Nationwide Children’s Hospital Foundation.

Important Numbers

**Family and Volunteer Services:** (614) 722-3635  
**Information Desk:** (614) 722-2000  
**Security:** (614) 722-2128

Department Contacts

**Volunteer Program Main Office:** (614) 722-3635  
**Clubhouse:** (614) 722-9248  
**Director**  
Donna Trentel (614) 722-4287  
**Volunteer Program Manager**  
Kim Cummin (614) 722-3634  
**Volunteer Program Coordinators**  
Kylee Quitar (614) 722-8593  
Brittany Wirthman (614) 722-4282

On the Web

[NationwideChildrens.org/Volunteering](http://NationwideChildrens.org/Volunteering)  
**Email**  
Volunteering@NationwideChildrens.org  
**Individual Email**  
First.Last@NationwideChildrens.org  
**Retraining**  
NationwideChildrens.org/VolunteerRetraining



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Nationwide Children's Hospital  
700 Children's Drive  
Columbus, Ohio 43205-2696  
[NationwideChildrens.org](http://NationwideChildrens.org)

### **Equal Opportunity Policy**

It is the policy of Nationwide Children's Hospital to provide volunteer opportunities to all individuals without regard to race, sex, religion, national origin, veteran's status, disability or sexual orientation. All recruitment, placement, promotion, transfers, discipline, separations or any other terms or conditions of volunteer involvement will be administered according to the principles of equal opportunity.



**NATIONWIDE  
CHILDREN'S**

*When your child needs a hospital, everything matters.<sup>SM</sup>*