

The HonorHealth logo consists of the word "HONORHEALTH" in white, uppercase, sans-serif font, centered within a purple rectangular background. The background is composed of two overlapping horizontal bars of different lengths, creating a stylized, layered effect.

**HONORHEALTH®**

# **HONORHEALTH VOLUNTEER HANDBOOK**

**NOVEMBER 2024**

THE CONTENTS OF THIS EDITION SUPERSEDE ALL PREVIOUS  
EDITIONS OF THE VOLUNTEER HANDBOOK

Dear Volunteers:

Thank you for offering your time and talents to help us better serve our patients, their families, and our community.

Volunteers extend care and service to patients, empathy for families and visitors, and supportive services for the staff. For over 60 years our dedicated volunteers have served both within the healthcare system and in community outreach activities. We are proud of these traditions and know you will be quickly caught up in the enthusiasm that drives our volunteer program.

Our volunteers serve in many departments and areas throughout HonorHealth. As you begin your service under the direction of the HonorHealth Volunteer Services Department staff, it is our hope you will find a position compatible with your talents and personal desires while meeting the needs of the health system.

All new volunteers are encouraged to become familiar with this *VOLUNTEER HANDBOOK*, especially the sections covering the HonorHealth Mission, Vision, and Values statements, confidentiality and the HIPAA Privacy Rule, emergency codes, and infection control. In studying this material, you will also quickly note that at HonorHealth, our patients and their families are always our first priority. Enhancing and enriching the patient and family experience is our driving principle and you will hear it, see it, and feel it throughout your volunteer experience.

Before embarking on your healthcare volunteer journey, to ensure your peace of mind and to maintain HonorHealth's high standards of performance, you will receive training covering all the specifics of your assignment and how we deliver exceptional service within HonorHealth standards. Only when you and your trainer feel comfortable with your level of expertise will you be expected to perform any activities independently.

During your forthcoming volunteer adventure, you will have many new and interesting experiences and will meet new and interesting people each shift. Above all, you will experience the satisfaction—that warm feeling inside – of knowing your unselfish service made a difference in someone's day.

Again, thank you for choosing to give back to your community and selecting HonorHealth as your place of service. On behalf of the Volunteer Department staff, we welcome you into the exciting world of volunteering at HonorHealth and look forward to working with you soon.



Liz Hvatt  
Network Director  
Patient Experience & Services

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## HONORHEALTH HISTORY

In 2014, one year after affiliating, John C. Lincoln Health Network and Scottsdale Healthcare officially merged. In March 2015 came a new brand — HonorHealth — to signify our unity as a single company. Drawing on two rich legacies, HonorHealth continues to be a locally owned, nonprofit, integrated health system. Our commitment is to provide our communities with:

- Personalized, connected, quality care with a focus on improving the health and well-being of those we serve.
- More convenient access to healthcare.
- Increased coordination of medical care.
- An expanded network of high-quality primary care and specialty physicians.

### **John C. Lincoln Health Network**

- In the 1920s, people from other parts of the country migrated to Phoenix, hoping for a cure for respiratory ills, including tuberculosis. Some individuals and families, having spent all their money to reach their destination, camped in the desert north of the city limits. They needed food and medical care, and in 1927, Desert Mission was formed to help them. Its services continue today as part of HonorHealth to help the vulnerable in the community.
- In 1931, John C. and Helen Lincoln headed west from Ohio in hopes of curing Helen's tuberculosis. They stayed in Phoenix, Helen recovered, and she and John C. — an entrepreneur and millionaire — became actively involved in Desert Mission's work and its expansion into the area's first medical clinic and emergency station.

Eventually, a hospital was built at Dunlap and Central avenues and in 1954 was named John C. Lincoln North Mountain Hospital. John C. Lincoln Medical Center stands there today with 226 beds and one of the first Level I Trauma Centers in the Valley. The Lincoln family remains actively involved in HonorHealth, supporting initiatives, and offering guidance.

- In 1997, John C. Lincoln merged with Phoenix General Hospital to become a two-hospital system as John C. Lincoln Health Network. Located near Interstate 17 and Loop 101, Deer Valley Medical Center offers comprehensive medical services and has 204 beds.
- As communities continued to expand north into Cave Creek, Anthem, and beyond, the Sonoran Health and Emergency Center opened in 2013 to help meet their residents' healthcare needs. The facility is just east of Interstate 17, between Dove Valley Boulevard and Carefree Highway.
- In 2020, Sonoran Crossing Medical Center opened north on Interstate 17 and Dove Valley Road in north Phoenix featuring in-depth obstetrical and gynecological care, including labor and delivery services.
- Over the years, a network of primary and specialty physician practices joined the network, providing expert, convenient care for patients.

### **Scottsdale Healthcare**

- In 1962, the one-story City Hospital of Scottsdale opened at 7400 E. Osborn Road to serve the growing needs of the community of 10,000. Today, Scottsdale Osborn Medical Center's campus encompasses 337 beds, comprehensive medical services, a Level I Trauma Center, and one of the nation's largest military trauma training programs based at a civilian hospital.
- In 1984, Scottsdale Shea Medical Center opened to serve north Scottsdale. With 433 beds, the center is easily accessed from Loop 101 and Shea Boulevard and offers a wide range of comprehensive services.
- In 2001, the Virginia G. Piper Cancer Center opened on the Shea campus. The center is known throughout the Southwest and the United States for its commitment to providing personalized cancer care.

- In 2007, Scottsdale Thompson Peak Medical Center opened north of Loop 101. Each medical center in Scottsdale is about 10 miles apart to offer convenient care for the southern, central, and northern parts of Scottsdale and its neighboring communities.

**East Valley Expansion**

- In 2024, Steward Health Care faced some financial hurdles and declared bankruptcy, leading to their facilities being up for sale. As part of HonorHealth’s commitment to responsible healthcare development, HonorHealth acquired the three medical centers, one emergency center, and multiple outpatient physician practices.
- HonorHealth Tempe Medical Center, formerly known as Tempe St. Luke's Hospital, is a 74-bed, full-service hospital located in the heart of Tempe on Mill Avenue. Opened in 1944 as a community health clinic, our facility features an emergency department, critical care unit and specialty programs, including wound care and pain management.
- HonorHealth Mountain Vista Medical Center opened in 2007 with 178 beds and a wide range of services. Located off the US 60 highway and just east of the Loop 202, this medical center serves the growing east valley.
- HonorHealth Florence Medical Center is a 36-bed hospital offering emergency care, as well as surgical, imaging and laboratory services. Opened in 2019, HonorHealth Florence Medical Center is located on North Hunt Highway, just south of East Franklin Road in Florence.

Over a combined history spanning 150-plus years, HonorHealth continually invested in new and better ways to serve our community and its healthcare needs. One key factor remains the same in the 21st century: We always will be honored to be a part of your community.

Five hospitals in our health system have been awarded Magnet status. Magnet status is based on the 14 Forces of Magnetism, which are measurable criteria for patient care. Magnet designation is considered the nation's gold standard for nursing quality. As of 2024, only about 9.7%-of the nation's 6,000-plus hospitals have earned Magnet status. Less than half of that group has earned redesignation.

Deer Valley Medical Center (est. 1987)  
 Comprehensive Level 1 Trauma Services  
 Neuroscience Services  
 Intermediate Oncology Services  
 General Surgery  
 Intermediate Heart & Vascular Services

John C. Lincoln Medical Center (est. 1954)  
 Comprehensive Level 1 Trauma Services  
 Intermediate Neuroscience Services  
 Intermediate Heart & Vascular Services  
 Intermediate Oncology Services

Desert Mission Campus (est. 1927)  
 Adult Day Care  
 Food Bank  
 Lincoln Learning Center  
 Community Thrift Shop  
 Job Placement & Neighborhood Renewal

Mountain Vista Medical Center (est. 2007)  
 Emergency Services  
 Outpatient Services  
 Labor and Delivery Services  
 Comprehensive Orthopedic Services  
 Peripheral Endovascular Services

Florence Medical Center (est. 2019)  
 Emergency Services  
 Imaging Services  
 Laboratory Services  
 Bariatric Surgery Services

Scottsdale Osborn Medical Center (est.1962)  
Comprehensive Level 1 Trauma Services  
Comprehensive Neuroscience Services  
Hyperbaric Wound Care  
Comprehensive Vascular Services  
Military Training program

Scottsdale Shea Medical Center (est. 1984)  
Comprehensive Women’s & Children’s Labor and Delivery Services  
NICU, Pediatrics, and PICU  
Comprehensive Cardiac Services  
Comprehensive Oncology Services  
Comprehensive GI Services  
Bariatric Services

Scottsdale Thompson Peak Medical Center (est. 2007)  
Comprehensive Orthopedic Specialty Services  
Intermediate Surgical Services  
Peripheral Endovascular Services

Sonoran Crossing Medical Center (est. 2020)  
Emergency Services  
Labor and Delivery Services  
Comprehensive Breast Health  
Comprehensive Women’s Services  
Comprehensive Surgical Services  
Obstetric, Pediatric and Orthopedics Services

Tempe Medical Center (est. 1944)  
Emergency Services  
Critical Care Services  
Wound Care Services  
Comprehensive Orthopedic Services

**MISSION, VISION, VALUES, and BRAND**

HonorHealth is both a name and a call to action. It emphasizes trustworthiness and integrity while demonstrating respect and dedication to delivering the highest quality care in a personal and easy manner.

**Our Mission:** To improve the health and well-being of those we serve.

**Vision:** To be a partner of choice as we transform healthcare for our communities.

**Values:**

Innovation      Collaboration      Accountability      Respect      Empathy



**ICARE** – 5 simple letters, yet when linked together they become a bold proclamation of who we are, what we stand for, and what everyone should expect from us. It calls each of us to bring the best of ourselves to HonorHealth each day in service of each other, and those who come to us for help and aid. **Apart**, each word represents a core value that drives us. **Together**, they become something much more.

**ICARE means we...**

*Care deeply about the work we do*, which centers on providing the best experiences and services possible to our patients, their families, and our community.

*Care about each other* and foster an environment where EVERY person can have a voice, be a leader, and inspire positive change.

**ICARE** calls each of us to bring the best of ourselves to HonorHealth every day in service of each other, and those who come to us for help and aid.

**Brand Mantra: Go Beyond**

- At HonorHealth, we **go beyond** the surface by caring for the whole person, proactively engaging our communities in wellness.
- We **go beyond** traditional boundaries by holding ourselves to a higher standard, providing the best experience for every patient, every time.
- We **go beyond** care expectations by delivering the highest quality outcomes, ensuring our patients are always getting the best care possible.
- We **go beyond** our role as a health system by constantly innovating, investing in our community, and solving healthcare’s toughest challenges.

**HOW TO PRACTICE EMPATHY**

**What is empathy:** The emotional response to another’s pain or suffering involves an authentic desire to help. *Requires a mindset of curiosity.*

**Why empathy matters:** Cultures of compassion generate increased psychological vitality, resilience, and better patient experiences including:

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• <b>Reductions in:</b> <ul style="list-style-type: none"> <li>○ Responses to stress</li> <li>○ Back Pain</li> <li>○ Blood Pressure</li> <li>○ Pain Perception</li> <li>○ Headaches</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• <b>Improvements in:</b> <ul style="list-style-type: none"> <li>○ Functional Impairment</li> <li>○ Building Trust</li> <li>○ Quality of Life</li> <li>○ Healing Time</li> <li>○ Caregiver Wellbeing</li> </ul> </li> </ul> |
|---|--|

**How to Practice Empathy Through C.L.A.P.:**

**Connect:** Connect on a human level to build trust. Introduce yourself and use their name in conversation.

**Listen:** Make eye contact, nod, listen for details about their life. You must be fully present to listen for how you can make their visit special, unique to them. Be curious.

**Acknowledge:** Acknowledge the emotions you observe rather than continue talking.

**Partner:** Explain next steps in simple ways without acronyms or insider phrasing. Ask “how does that sound” or “what have I left out that is important to you” instead of “do you have any questions.”

**SERVICE BEHAVIOIRS:**

- **When people see me, they see HonorHealth.** That means I’m responsible for showing up and being present, engaged, and professional while living our values every day.
- **People are my priority.** That means saying hi, introducing myself, and connecting with others first before addressing situations or issues.
- **It takes a team.** That means treating anyone I meet like a valued partner.
- **My words matter.** They should always be friendly, responsive, respectful, and empathetic.
- **The words of others matter too.** That means being responsive to both the expressed wishes and nonverbal cues of patients, customers, colleagues, and guests.
- **I am committed.** Ownership and accountability start with me.



HonorHealth's commitment to diversity, equity, and inclusion:

At HonorHealth, we encourage you to bring your whole self to volunteer. Everyone is unique, and we celebrate our differences along with our similarities. We believe that respecting differences creates a workplace that is inclusive and supportive.

### [VOLUNTEERS ACTION: S.H.I.N.E.](#)

**S** – See something, do something. Litter on the floor? Does someone need a wheelchair? Fix with action.

**H** – Hi I'm (your first name). When you introduce yourself this way, it puts people at ease

**I** – Initiate a greeting using the 10/5 rule. Ask "Is there anything else I can do for you; I have the time".

**N** – Name badge, wear it so people can see it easily.

**E** – Escort when possible.

#### This looks like:

- Using the 10-5 Rule (Within 10 feet of a guest, make eye contact and smile. Within 5 feet of a guest, give a warm, sincere, courteous greeting.)
- Addressing the patient by their preferred name.
- Remember proper hand hygiene. Clean in, clean out.
- Using your name. Looking for non-verbal cues and tone and listening to our guests.
- Acknowledging emotion and showing compassion.
- Being Curious
- Looking for Common Ground
- Listening actively and asking open-ended questions
- Being Yourself

### [PATIENT EXPERIENCE](#)

HonorHealth has adopted the Beryl Institute definition: "The Patient Experience is the sum of all **interactions**, shaped by an organization's **culture**, that influence patient **perceptions** across the **continuum** of care."

Don't mistakenly believe that only clinical skills matter. Clinical skills are essential and are expected at all levels of care, but in today's healthcare environment, it is assumed that healthcare organizations will meet basic quality and safety standards and reequiem at every level of contact. To provide the best patient experience in the nation, we must be outstanding in the way we treat patients and the people around us every day. **Every day**. Little things do matter!!

#### **What do patients want?**

- To be treated with courtesy and respect.
- To be acknowledged with eye contact and a smile.
- For you to listen carefully to their questions and concerns.
- Answers to their questions or, "I don't know, but I'll find out and get back to you with an answer."
- Explanations in a way they can understand. Follow up. Do what you say you will do.
- A quiet, clean, safe, and healing environment.

**HonorHealth provides the right care at the right time at the right place by:**

- Communicating and collaborating across the health system to ensure that the patient always gets the best care.
- Working efficiently to provide care and reduce repeated questions and procedures.
- Explaining what we're doing and clearly defining steps to take to get healthier.
- Earning Magnet status for nursing care at all five hospitals. This prestigious designation ensures you receive the gold standard for nursing care, an honor earned by only 9.7% of the nation's hospitals.

Please remember that words are just a small part of face-to-face communication! Your message is conveyed through your tone of voice and your body language, too.

## CUSTOMER SERVICE

A Volunteer's greeting, helpfulness, smile, and going the extra mile leave a lasting positive impression on our customers today, tomorrow, and into the future. HonorHealth's most effective and least expensive form of advertising is the satisfied guest in the community.

**LISTEN ACTIVELY.** Listen more than you speak. Agree when you can and avoid arguing when you cannot agree. Be aware of body language and verbal and nonverbal communication.

**SPEAK POSITIVELY.** If you don't know the answer to a question, respond with "I'll find out". Concerns should be communicated to the Volunteer Services Department.

**BE AWARE OF THE LEVEL OF YOUR VOICE.** Look directly at the person and speak directly, distinctly, and quietly.

**HOSPITALITY ZONE.** Be aware of the person in your 10-foot hospitality zone. Offer assistance, smile, and make eye contact.

**PERSONAL PROBLEMS – LEAVE THEM AT HOME!** Put your problems on hold and concentrate on the moment.

**BE A TEAM PLAYER.** Be as cooperative as possible with staff members and fellow volunteers – for the benefit of the patient and their family.

**TELEPHONE MANNERS.** Identify yourself with your name and area of service. Speak slowly and distinctly, and take notes to help give clear and appropriate directions and answers. Smile, be cheerful, and be helpful. Step away from your service area if you need to use your cell phone.

**PERSONALIZE YOUR SERVICE.** Address patient with Mr./Miss/Mrs. and surname if possible unless the patient asks you to use their first name. Endearment terms are not appropriate, e.g. honey, sweetie, dear.

**DOCTORING IS FOR THE DOCTORS.** Avoid playing doctor. When guests have medically related questions, refer them to the appropriate clinician.

**PRIVACY.** Respect privacy. Knock on the patient's door and step away when staff is with the patient.

**SAFETY AND INFECTION.** In patient areas, always check patient requests with the patient's nurse before responding. Only accept roles you have been trained in and are comfortable doing. Always wash your hands before going into a patient room and after leaving a patient room.

## VOLUNTEER CODE OF CONDUCT

HonorHealth is committed to the practice and promotion of ethical conduct and integrity. HonorHealth's Board of Directors and leadership are committed to compliance with all laws and regulations that govern our organization. This Code of Conduct sets forth the standards by which HonorHealth conducts itself as a leader in the healthcare industry. Our Code of Conduct is designed to be a guide for employees and volunteers individually and for the organization as a whole, but it's not intended to be a comprehensive rulebook and cannot address every situation.

HonorHealth has numerous internal policies that support the overall Code of Conduct and provide guidance on a more detailed level. Although this Code of Conduct is directed to employees, the principles, practices, and ethical standards apply to all who work with or for HonorHealth including physicians, volunteers, researchers, contractors, and suppliers. All individuals who work with or for HonorHealth should uphold these ethical standards.

Volunteerism is based on humanitarian ideals. Volunteering is a public trust that requires integrity, compassion, belief in the dignity and worth of human beings, respect for individual differences, and a commitment to service.

Volunteers must comply with the Code of Conduct during their affiliation with HonorHealth. Compliance is a condition of involvement and violation of the following standards will be regarded as unethical behavior and grounds for immediate termination of roles and responsibilities.

As a HonorHealth Volunteer:

- I regard as my primary obligation the welfare of the HonorHealth patients.
- I will not discriminate because of race, color, national origin, religion, age, sex, or disability.
- I respect the privacy of the people whom I serve.
- I accept responsibility to help protect the patient against unethical practices.
- I contribute my knowledge, skills, and support to my volunteer position.

## VOLUNTEER RESPONSIBILITIES

### **TO THE PATIENT**

HonorHealth staff members strive for excellence when treating and caring for patients. This means their safety, privacy, and dignity are our top priorities. Remember patients are also your first concern. Every volunteer's service directly or indirectly influences patient care. In assisting professional staff members, you allow them to devote more time and give better care to patients.

Quality Patient Care: We're committed to providing quality care that's convenient, cost-effective, and accessible. We treat everyone we serve with compassion and honor the privilege of serving them. Our commitment to quality healthcare involves making sure that all services are medically necessary, safely delivered, and provided by appropriate licensed professionals. Keeping our patients safe is a top priority. We strive to maintain standards of excellence that ensure the safety of our patients.

### **TO YOUR TEAMMATES: STAFF AND VOLUNTEERS**

You are an important member of the team in the department in which you serve. You must cooperate with your teammates and contribute to the team effort. We honor our employees and volunteers by providing an engaging, productive, safe, and drug and alcohol-free work environment.

Teamwork: A team is quite simply a group of people who, *individually*, go out of their way to make the other people on their team look good. Working together makes everyone’s job easier.

Maintaining a Respectful Environment: You have the right to serve in an environment that is productive and free from harassment, violence, or extreme interpersonal behavior. HonorHealth does not tolerate violence or threats of violence in any form. Behavior that creates an intimidating, hostile, or offensive environment, or that is harassing — including comments or actions of a sexual nature — is not acceptable. For more information related to maintaining a respectful work environment, please see HonorHealth’s “Harassment in the Workplace” (HR1326) policy and procedure.

Maintaining a Safe Work Environment: HonorHealth strives to promote a work environment free from health or safety hazards. This includes providing you with training, education, and information to prevent injury or illness. You should immediately notify your supervisor and complete the appropriate reports about any workplace injury, or risk of injury, so that timely action may be taken to resolve the issue. For more information related to maintaining a safe work environment, please refer to HonorHealth’s “Safety Management System” (SP1001) policy and procedure.

## **TO THE VOLUNTEER SERVICES PROGRAM**

You serve within specific guidelines that have been established by staff and volunteers working together. HonorHealth is committed to honoring the promises we make to those we serve. We uphold our non-profit status by giving back to the community and strive to be a leader in healthcare within the community we serve. You and your volunteer colleagues must adjust to the organizational structure of HonorHealth.

Commitment: One of the primary reasons we come here each week is to give back to the community and make a positive difference in people’s lives.

Attitude and Consistency: Attitude and consistency are the most important elements of our interactions with patients, their families, visitors, and others within HonorHealth.

Use and Management of Controlled Substances: HonorHealth is a drug and alcohol-free workplace. The use of illegal drugs and abuse of controlled substances in the workplace is not allowed. As a condition of volunteer service, any involvement in the unlawful use, sale, manufacture, distribution, or possession of controlled substances, illicit drugs, or alcohol in the workplace, or working under the influence of such substances, is not allowed and may result in disciplinary action including termination of service.

Tax Exempt Status: HonorHealth is a tax-exempt, non-profit organization according to the Internal Revenue Code. HonorHealth is not organized or operated for the benefit of private interests. HonorHealth must comply with all state and federal laws regarding its tax-exempt status and engage in activities that further its charitable tax-exempt purpose.

## **TO YOURSELF**

Volunteering allows you to make your time and effort count. It offers you training, experience, and recognition, but also demands a commitment to your service and the inner discipline that holds you faithful to that commitment.

Use of Social Media: When using social media sites such as Facebook, Instagram, X, and LinkedIn, during non-service hours, HonorHealth expects volunteers to behave responsibly. Volunteers may not post proprietary, patient, or confidential information on social media sites. It is inappropriate to associate HonorHealth in social media posts to solicit or endorse a personal business venture, political

candidate, or religious cause. For more information on guidelines around social media use, please see HonorHealth's "Social Media" (HR1332) policy and procedure.

### **TO BE OPEN TO CHANGE**

You will find your volunteer service very rewarding if you are open to new ideas and remember *the patient's needs come first* and *we must be flexible to the changing priorities surrounding us*. Manage change through flexibility, a sense of humor, and the knowledge that you are here to serve others in a manner of excellence.

### **DO ORDINARY THINGS WELL**

The purpose of utilizing volunteers in the HonorHealth Network is to provide supplemental support to the staff; to enhance services provided to patients, clients, and their families; to promote community support of HonorHealth; and to enable the organization to offer extra services in a cost-effective, quality manner.

The volunteers of HonorHealth assist the organization in fostering a positive, professional work environment through their philosophy of volunteerism and community service. Moreover, their positive "we always care" attitude promotes the spirit of service orientation and quality guest relations.

## **TO BECOME A VOLUNTEER AT HONORHEALTH, APPLICANTS FOLLOW THESE STEPS:**

**APPLICATION:** Complete HonorHealth online application form at [HonorHealth.com/volunteers](https://HonorHealth.com/volunteers)

**INTERVIEW:** Interview with the Volunteer Services office on a Zoom call, or in person at the campus where you would like to serve, to match your interests with hospital and clinic opportunities.

**COMPLETE ALL DOCUMENTS:** Documents received after the interview confirmation or at the in-person interview are to be completed and turned in before starting service.

**ORIENTATION:** All volunteers are required to attend an orientation. Orientations occur a few times each month. Please allow 2 hours for orientation. A schedule of orientation dates will be provided to you after your interview. You can view those dates online and register for one at that time.

### **EMPLOYEE HEALTH REQUIREMENT:**

**Negative TB test(s)** must be completed before training. There is no charge for the test(s). Future TB tests may be required for volunteers and will be requested on an as needed basis.

**Immunizations** are required by Employee Health for all volunteers to verify vaccinations. This may include MMR (measles, mumps, rubella), Tdap (tetanus/diphtheria/pertussis), and Varicella (chicken pox).

**COVID-19 vaccination** is optional, but HonorHealth continues to advocate strongly for all team members, clinicians, and volunteers to keep their COVID-19 vaccinations up to date.

**Seasonal Flu Shot** is required for all volunteers unless there is a medical or religious exemption. If you have a medical or religious exemption, you will be required to wear a mask during flu season. If you elect not to receive a flu shot for personal reasons, you will be placed on a leave of absence during flu season.

**BACKGROUND CHECK:** Criminal background checks, excluding financial and educational information, are conducted on all volunteers; this includes an OIG check as well.

**PLACEMENT AND TRAINING:** Placement options will be provided upon completion of the above requirements. Training will be arranged after a service selection has been made by the supervisor of Volunteer Services at your campus of choice. Please note that training may need to take place on a day/time other than your regularly assigned service and will be conducted by either a qualified and trained volunteer or a staff member. Training will consist of a minimum of two (2) four-hour shifts; however, additional training is available and may be required if either you or your trainer, feel it is needed. While in training, volunteers wear the official uniform.

**IDENTIFICATION BADGE AND PARKING PERMIT:** The Volunteer Office will arrange for your ID badge and parking permit. Your badge is a part of your uniform and must be worn above the waist for all service activities. Do not wear the badge when you are on campus for personal reasons. Your parking permit will be placed on your vehicle, and parking in the designated staff parking areas is required on days you are on campus for service activities. Please note, a parking permit is required on some, but not all our campuses. Your supervisor will provide you with a permit if it is required on your campus.

**UNIFORM:** You will receive a uniform polo shirt at no charge when you begin your volunteer service. A purple apron is available for Food Bank Volunteers at no cost. If you would like, you may purchase additional polo shirts or smocks at the hospital gift shops.

Volunteer Services is seeking an ongoing relationship with its volunteers and is willing to be flexible to merge each volunteer's needs with those of HonorHealth. When volunteers contribute regular weekly service for a definite length of time, patients, staff, and volunteers come to know each other better and build a foundation of trust., each volunteer is expected to serve a minimum of one four-hour shift per week unless otherwise agreed upon with the Volunteer Services Supervisor.

**SPECIAL NOTE FOR SUMMER SERVICE – ADULT:** For those wishing to volunteer only in the summer months of June, July, and August we require the applicant to complete the full onboarding process by May 20.

**SPECIAL NOTE FOR SUMMER SERVICE – TEEN:** HonorHealth's Summer Teen Volunteer program provides high school students with valuable opportunities to engage with their local community while gaining an understanding of the healthcare industry. Those who will be a sophomore, junior, or senior in high school and at least 14 years old at the start of service are invited to complete an application in January. Teens selected for our program fill various volunteer roles that focus on providing our patients and their families with an extra layer of care and comfort while at HonorHealth. The Summer Teen Volunteer program is a seven-week session that runs in June and July. The program requires a commitment of two four-hour shifts of service each week with a minimum of six weeks of participation. Volunteer shifts are available Monday – Friday between 7 a.m. – 4 p.m.

## [ENTERING THE HOSPITAL](#)

All volunteers use the employee entry protocols. Osborn, John C. Lincoln, Thompson Peak campus' – enter through the main entrance. Shea campus – use the South Bridge entrance. Deer Valley campus – use the employee entrance by the Observation unit (nearest to staff parking). Desert Mission Food Bank – use the parking lot east of the building. Sonoran Crossing Campus- enter through the main entrance. Mountain Vista campus – enter through any of the four entrances. Tempe and Florence Medical Centers – enter through the emergency department or main lobby. Upon entry, sanitize hands and check in your time using Volgistics.

Please note, masks are always available at our entrances for volunteers, patients, guests, and staff. If you would like a mask, you can take one, but they are optional in most service areas. See your supervisor to check if a mask is required for your service area.

## [BENEFITS AVAILABLE TO HONORHEALTH VOLUNTEERS](#)

**Cafeteria:** Volunteers enjoy menu items at staff prices. You may enjoy a fountain beverage at no charge during your shift, including regular coffee (no gourmet), 20oz cup of soda, lemonade, or iced tea.

**Cardiac Rehab and Fitness Center:** On the campuses where this service is provided, a discounted supervised regular (non-cardiac) exercise program for volunteers and staff is available.

**Chaplaincy:** Hospital chaplains are available on all campuses. Chaplains are paid staff members who have trained in pastoral care and counseling as well as crisis intervention.

**Continuing Education:** Many educational classes are open to volunteers. Check your email and the volunteer newsletter for opportunities.

**Credit Union:** The Desert Medical Federal Credit Union is available for all staff and volunteers.

**Employee Health:** Most immunization shots are given to staff and volunteers without charge. Travel medicine and consultation are available. Please make an appointment for your visit.

**Gift Shops:** Staff and volunteers are offered a 10% discount, and there is no sales tax, on many items in the gift shops. The North Mountain Community Thrift Shop, located at 336 E. Dunlap, Phoenix, is also available to serve our HonorHealth family and community. The Essential Touch Spa located at the Shea Medical Center provides pampering for patients and the public and has a no-tipping policy.

**Human Resources:** Human Resources may be able to provide you with discount coupons that are available for many California and Arizona attractions.

**Security Department:** After dark, security is available to escort you to/from your car upon request.

**Tax Deductions:** Some volunteer expenses are tax-deductible and incidental to volunteering. Check with your tax service.

## [VOLUNTEER PERSONAL APPEARANCE REQUIREMENTS](#)

HonorHealth requires a consistent, professional appearance from all who wear the HonorHealth badge. **A VOLUNTEER CAN BE SENT HOME IF OUT OF UNIFORM.**

The HonorHealth Volunteer Uniform will consist of:

1. Volunteer ID Badge is worn above the waist on a badge clip or reel. No lanyards.  
*The Volunteer ID badge is property of HonorHealth and is to be returned to Volunteer Services upon completion, resignation, or leave of absence from your volunteer work.*
2. A purple or berry polo is available for all at no cost. A purple apron is available for Food Bank volunteers at no cost. A grey smock may be purchased in our gift shops.
  - a. Your first polo shirt or apron is provided to you at no cost. There is a fee for additional uniforms.

- b. **Your volunteer shirt should always be the top layer of clothing.** Please do not put a sweater, cardigan, or jacket over your uniform. If wearing a shirt underneath, it should be a solid color; white or black are strongly preferred.
3. Solid white, khaki, stone, tan, or black colored full-length pants. The following pant types are never permitted: “skinny’s,” shorts, capris, leggings, and athletic style or yoga pants. Hospital volunteers should never wear denim/jeans.
  - a. Food Bank volunteers may wear appropriate length shorts or denim/jeans
4. Flat, rubber-soled, closed-toe shoes (tennis shoes are great!) with socks.
5. Hair should be clean and neat. Artificial nails are not permitted in clinical service areas. Offensive tattoos and piercings (other than ear piercings) should be covered.
6. Keep jewelry simple and to a minimum so as not to be a distraction from your service. No long earrings or chains as these may present a safety risk.
7. Perfumes, colognes, scented hand lotions, and other body scents should be kept to a minimum.
8. A hospital-issued mask may be required in some service areas or during respiratory virus season. Check with your supervisor to see if this applies to your role.

**Identification Badge Policy:**

- Our patients have the right to know who you are and your role in the healthcare system. The ID badge is to be worn with your volunteer uniform on the days of your service. The ID badge picture should be visible and the badge attached to your collar.
- Inform your Volunteer Supervisor if a badge is forgotten on the day of your service.
- You will need your badge to receive discounts in the cafeteria or gift shops.
- Do not wear your volunteer ID badge when you are on campus for personal reasons, such as visiting a friend or family member or for your own medical needs.
- Inform your supervisor if you need a badge replacement. There may be a fee for the replacement of lost or damaged badges.
- It is the responsibility of the volunteer to return their ID badge to the supervisor upon resignation or termination.

**GRATUITIES**

Volunteers may NOT accept gratuities. If someone would like to give you a gratuity, please decline and suggest a donation to the HonorHealth Foundation. If someone does give you a gratuity after you decline, you must give it to your supervisor to give to the HonorHealth Foundation.

**HONORHEALTH FOUNDATION**

The HonorHealth Foundation is the philanthropic and fundraising arm that supports the organization’s charitable mission. The Foundation continues the legacy of improving the health and well-being of those in our community. As a community-focused nonprofit organization, every dollar of each gift goes toward making a difference in the lives of HonorHealth patients and their families.



## VALUABLES

Volunteers do NOT handle the valuables of patients, visitors, or vendors. HonorHealth is not responsible for personal items volunteers bring in during their service, such as cell phones, laptops, etc.

## WITNESSING OF DOCUMENTS

Volunteers must not serve as a witness of any documents. HonorHealth does not have a notary on-campus. Patients and staff must call a mobile notary or leave the hospital for notary services.

## EMPLOYEES AS VOLUNTEERS

An employee of HonorHealth may not serve as a volunteer in the same department in which he or she is employed or have a service assignment that is similar to the paid role. Volunteer Services works with Human Resources when employees request to volunteer to confirm that employees who wish to volunteer are:

- Placed in an appropriate assignment:
- In good standing in their employed position.
- Up to date on all Employee Health and HealthStream requirements.

## CONCURRENT EMPLOYMENT/VOLUNTEERING

To assist our employees with work/life balance, we do not allow volunteer department staff to volunteer at our facilities. Employees from other departments may volunteer in departments other than where they are employed in a service capacity that is not similar to their paid employment.

In general, being a volunteer does not give preferential treatment for employment opportunities within the system. You may apply for openings, and you will be evaluated based on the basic qualifications listed in the job posting. If you have been a volunteer, and you apply for and are hired for a position within Volunteer Services or the gift shop, you must surrender your volunteer position.

## EMPLOYEE RELATIONSHIP/VOLUNTEER SERVICE ASSIGNMENT

A volunteer may not serve in an area where a relative or significant other is employed.

## SERVICE ASSIGNMENT

For most service areas, we require a minimum of one 4-hour shift per week or four shifts a month in the assigned service area. Volunteers may not serve more than 12hours per week because a volunteer's schedule should not resemble that of an employee's schedule.

- Cross-training is encouraged! If you are interested in learning and helping in other service areas, please work with your campus supervisor to coordinate your training.
- Substituting for other volunteers in your assigned service area(s) is encouraged and appreciated. This will provide seamless service and reliability to our patients and staff.
- If you have an illness or injury that prevents you from volunteering for a minimum of two weeks, notify your volunteer supervisor. Once you are ready to return to volunteer, you must follow the procedures listed in the "Returning to Volunteer from Injury or Illness" section.
- To uphold the highest customer service standards, the Volunteer Services Department reserves the right to replace any volunteer who is absent two weeks in a row without contacting their supervisor.

- Please notify the Volunteer Services campus supervisor of if you plan to take a **leave of absence**. When a volunteer takes a leave from their service for two weeks or more, their assigned shift may not be held for them.
  - Notify your supervisor of Volunteer Services in writing via email that you are taking a leave of absence. We ask that you provide notice of your absence a minimum of two weeks in advance.
  - You must contact Volunteer Services upon your return to schedule an appointment. If your leave was for medical reasons, you must also follow the procedures listed in the “Returning to Volunteer from Injury or Illness” section.
  - Volunteers must update any annual requirements that may have lapsed during their leave before they return to service. This may include TB tests, seasonal flu shot, education requirements, etc.
  - Unfortunately, we cannot guarantee your position upon your return. Every effort will be made to reassign you. If a new volunteer is assigned to your former shift, they will remain in that shift position and Volunteer Services will work with you to reassign you to a role or shift.
  - If your leave is for six months or more, a returning volunteer may be required to repeat the orientation and service area training.

A volunteer unable to continue to serve in a volunteer capacity must notify their supervisor of their resignation. Volunteer Services may also ask a volunteer to retire if their physical, mental, emotional state or other factors are presenting a risk of harm to themselves or others.

## [TO CHANGE A SERVICE ASSIGNMENT](#)

If you would like to request another volunteer service area, please make an appointment with your volunteer supervisor to discuss your options. Service area assignments are made by the volunteer leader at each campus. Assignments are based on:

- Service performance in the primary placement.
- The availability of service by an individual.
- The individuals’ talents and abilities; and.
- The campus’ needs.

Available service positions matching the above will be discussed to assist you in selecting a new service area. You may serve in a new position only after being properly trained.

The Volunteer Services Department reserves the right to change your service assignment if it is felt that a more appropriate position exists in another area.

## [HOURS FOR VOLUNTEERS](#)

- **Arrival for Duty:** Please arrive on time for your shift. If you anticipate arriving late, please call and notify the Volunteer Services Department.
- **Sign-in and Sign-out:** Each volunteer is required to check in at the beginning of the assigned shift of duty and check out when the shift is completed. This is legal documentation of your attendance in our facilities, as well as a way to track volunteers in the event of an emergency. During the interview and training process, you will be instructed how to login to the kiosk at each campus. You will receive a volunteer number on your first day of volunteering.

- **Recording Your Volunteer Service Hours Away from a Kiosk:** You are responsible for recording your service hours however, wherever, and whenever they occur. Hours that cannot be logged at a kiosk should be entered through your personal Volgistics account as soon as the service occurs. If this is not possible, your volunteer supervisor should be notified of the service activities.
- **Recognition:** HonorHealth awards “hours of service pins” in 100-hour increments, and “years of service pins” for your volunteer service. Reinstated volunteers from prior years may receive credit for hours served during previous active service if records can be verified through the Volunteer Services Department (typically held for the previous seven years).
  - Hours of service pins can be picked up from the Volunteer Services Department as they are earned. Only one pin should be worn at a time.
  - Years of service pins are awarded annually at the Volunteer Recognition event which is generally held in April.
  - The Volunteer Services Department reports total cumulative volunteer service hours monthly and annually to various government agencies to verify community support within HonorHealth. Volunteers receive pins from their campus Volunteer Service Department.

## ABSENCES

Please notify your volunteer supervisor or volunteer staff when you are unable to fulfill your volunteer shift as soon as possible. We prefer you notify your supervisor 2 weeks in advance of an absence, but we require 72-hour notice. Letting your supervisor know about your absence in advance will help them prepare accordingly and find a substitute if possible.

## PERSONAL GUESTS AND VISITORS

Your service is critical to serving our clients, patients, families, and staff. Please do not bring guests, friends, or family members (including children) when you are scheduled to volunteer. They will not be allowed to accompany you during your volunteer shift. Volunteer Services does not allow academic or community programs to “observe” you in your service area.

## PARKING

Please ask your Volunteer Services Department for information on the proper locations to park your vehicle. Depending on your campus, your volunteer supervisor will give you a parking sticker for your vehicle. The parking sticker must be visible on your vehicle on the days of your service.

## BREAKS/MEALS/BEVERAGES

A 15-minute break is permitted during your 4-hour shift assignment. You may use your Volunteer Services Department, the cafeteria, or an outdoor courtyard for your break. Food should **never be eaten** in your public service area or at the information or surgery waiting (procedure) desks.

- Volunteers on duty in the same service area and on the same shift are asked to stagger their break times. Volunteers are encouraged to talk with their team members to ensure minimal disruption to the service when a break is taken.
- During a shift of duty and with your HonorHealth photo ID badge, a volunteer will be provided with **one** serving of coffee or tea (regular, not gourmet), lemonade (20 oz), or soda (20 oz.). Drinks are

recorded by the cafeteria staff; please remember to go through the service line to have your drink scanned.

- Using your HonorHealth photo ID badge, you may purchase certain food items at the staff rates in the hospital cafeterias, but only before or after an assigned shift.

## VENDORS

No staff members, or volunteers, or their families may consign or sell to the HonorHealth gift shops. Volunteers must disclose their relationship with HonorHealth vendors if one exists.

## SOLICITATION

A volunteer may not solicit or distribute literature for any purpose within any HonorHealth facility or site or at any HonorHealth activity. Examples may include but are not limited to:

- Promoting outside business interests.
- Distributing literature promoting a business or personal interests.
- Promoting or distributing religious or political material.

## CONFLICT OF INTEREST

A conflict of interest may arise any time an employee or volunteer's personal interests conflict or may appear to conflict, with the best interests of HonorHealth. As HonorHealth employees and volunteers, each of us has a duty and obligation to be loyal to HonorHealth. Since our primary focus is our patient's care and well-being, HonorHealth employees and volunteers must be able to make decisions that are free from bias, personal interests, and actual or perceived conflicts of interest.

HonorHealth must follow the **Stark Law**, which states we cannot be perceived as exchanging goods for services. You should avoid accepting marketing items such as pens, sticky notes, calendars, mugs, or other items that contain a vendor's logo or information. Such items are designed to market the vendor's products or services and should not be used or displayed in a HonorHealth setting. Most vendors are for-profit organizations and using or displaying such items is inappropriate in HonorHealth's non-profit environment.

The following are some examples of potential conflicts of interest and violations of the Stark Law.

**An ambulance company representative dropped off several calendars with its name and logo on them. Can we accept these?** No, you should not accept items that are designed to market an outside organization's business in HonorHealth's non-profit environment.

**A representative from a home health company dropped off lunch for our department as an expression of gratitude for referring patients to their service. Can we accept this?** No, employees should not accept gifts from healthcare providers to whom HonorHealth refers patients as it could create a conflict of interest. Politely thank the home health representative but ask them not to give lunch to the department.

Some employees/volunteers may be involved in personal outside business ventures such as acting as a sales representative for a consumable product, selling items as part of a hobby, or involvement in civic or political groups. You should make sure that your non-service activities do not conflict with your role at HonorHealth. You should never spend time in your role at HonorHealth, or use HonorHealth resources, engaging in activities that support your outside business ventures or interests.

**I volunteer on a patient unit at a HonorHealth hospital. I also work as a sales representative for a health food company. Can I share information about the health products I sell at HonorHealth? No, you may not conduct personal business on HonorHealth time or in HonorHealth locations.**

HonorHealth ensures that patients are treated fairly, equitably, and with the highest quality of care. Employees and volunteers must ensure their relationship with a patient, or their patient's family member is maintained at an appropriate distance. On occasion, patients or patient's family members may want to express their appreciation by giving gifts. You must not accept gifts that may create a conflict in the manner in which you fairly and equitably provide service to all patients. You must never accept monetary gifts (including gift cards) from patients or their family members. Gifts that are of low dollar value, perishable, and are shared with the entire department, such as food items or flowers, are acceptable.

**A patient gave me a box of chocolates as an expression of thanks for the service I provided. Can I accept this gift? Yes, it can be accepted if the gift has a low dollar value, is perishable, and you share it with the entire department.**

If you have any questions as to whether an outside activity or private interest might create a conflict of interest, contact your campus volunteer supervisor or the Compliance Services Department for guidance.

## SEXUAL HARASSMENT

Sexual harassment is against the law. Harassment based on sex is a violation of federal law. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical contacts of a sexual nature (explicit or implicit that creates an intimidating, hostile, or offensive working environment) constitute sexual harassment.

While volunteering at HonorHealth, refrain from:

- sexual, racial, or unethical jokes
- Innuendo
- Unwanted pursuit of dates
- Remarks to colleagues about an individual's appearance
- Words such as "*honey, gorgeous, sweetheart, darling, dear ...*"
- Negative "actions" that speak louder than words

## SMOKING/SUBSTANCE ABUSE

The Smoke-Free Arizona Act makes all public buildings and places of employment smoke-free and tobacco-free. By being 100% tobacco-free, we not only comply with the law but also encourage a healthy environment.

### **SUBSTANCE ABUSE**

Alcohol, marijuana, and/or illegal drugs are not to be consumed before or during volunteer service.

### **HANDLING OF CONTROLLED SUBSTANCES**

A volunteer must never handle or transport any controlled substance (narcotic) while at HonorHealth.

## VOLUNTEER DISCIPLINE POLICY AND PROCEDURE

This is a multi-step corrective action procedure and will be implemented to improve volunteers' behavior or performance. The multi-steps include a **Verbal Warning, Written Performance Improvement Recommendation, Formal Reprimand, and Volunteer Notice of Dismissal**.

**Purpose:** Opportunity for a volunteer to improve their behavior or performance. Explanation of problems or issues and clarification of corrective behavior. Clarification of expectations and steps to improve or remedy issues. Acknowledgment that further corrective actions will be taken up to and including termination, should there be no improvement of policies, procedures, team norms, code of ethics, and organizational values.

**Grounds for Immediate Termination:** There are some actions which by their very nature, will be cause for the immediate release of the volunteer from service. Following are some examples of this type of action:

- Failure to adhere to team norms and HonorHealth values or service behaviors.
- Verbal or physical abuse and/or inappropriate treatment of patients, staff members, visitors, or volunteers.
- Inability to perform duties; inability to improve after coaching from staff.
- Breach of confidentiality.
- Immoral or indecent conduct.
- Alcohol or illegal drug consumption and/or being under the influence while on duty.
- Theft or destruction of property, whether belonging to the hospital, a staff member, a patient, or a visitor.

**Volunteer Discipline Procedure Process Flow:** The Volunteer Services Department staff will determine and initiate the disciplinary process. The supervisor may make exceptions from this multi-step process, and terminations may be appealed to the Director of Volunteer Services.

- **Verbal Warning / Coaching for Improvement**
- **Written Performance Improvement Recommendation:** The supervisor will meet with the volunteer and present a plan of correction. Following the meeting, a summary of the meeting will be provided to the volunteer, and both will sign the written documentation of correction.
- **Formal Reprimand:** The director and supervisor of the Volunteer Services Department will schedule a meeting with the volunteer. The progression to Formal Reprimand follows the lack of improvement and persistent problem of the aforementioned counseling. Written performance improvement recommendations and a plan for improvement with a timeline will be presented to the volunteer to agree to and sign. Documentation will be submitted to the volunteer file.
- **Notice of Dismissal:** The volunteer may be dismissed by their volunteer supervisor should there be a lack of improvement or continuation of issues and problems.
- **Appeal.** The volunteer may request a meeting with the Director of Volunteer Services. An investigation or review of the situation may be conducted. During the investigation, the volunteer may not return to volunteering. The volunteer will meet with the volunteer director and will be presented with the results of the investigation and informed of what actions will be taken.

## GENERAL SAFETY RULES

The following practices assure safety for you, your volunteer colleagues, and the patients you serve. Observe them. **Volunteers may not lift a patient or move a patient from bed to stretcher, from stretcher to bed, or to/from wheelchair to/from bed or car.** Your training as a volunteer does not include the necessary skills to perform this safely. You may harm yourself or the patient by performing these tasks.

- You have the right to refuse to transport, lift, or carry any item or patient. Refrain from transporting any patient whose weight exceeds (250 pounds) as per safe transport guidelines. Apologize and explain, “For your safety and mine, I am going to work with our clinical staff to have you safely transported.”
- You may decline to enter or provide service if you feel uncomfortable or feel unsure of the situation.
- Never attempt to operate any piece of equipment unless you have been properly trained in its use and are comfortable using it.
- Patients in wheelchairs may not be transported past curbs surrounding the main hospital or outpatient surgery facility.
- At our Food Bank, carry-out service (assistance with loading food into a car) cannot extend past our curbside surrounding the main facility.

### **Safety Guidelines**

- Safety is everyone’s business. Immediately report any unsafe conditions to your supervisor. Call environmental services (also know as housekeeping) to clean or barrier any unsafe areas.
- It is never appropriate to be involved in horseplay or practical jokes while volunteering.
- Use every safeguard provided – your health and safety are important.
- Concentrate on what you are doing and how you are doing it. If you are in doubt about the safest way to perform a duty, ask your volunteer supervisor. **The safe way is the right way.**

### **Safety Data Sheets (SDS)**

- All departments are mandated to have **hazardous materials** clearly labeled and have the “*Safety Data Sheets*” (SDS) available in the department. These reference sheets describe all chemicals used in your department area. You should know where the SDS sheets are kept in the department that you are assigned to as a volunteer.

### **Basic Body Mechanics for Lifting**

It takes no more time to do a safe lift than it does to do an unsafe lift, so why not play it safe and lift it right by following these basic steps?

- Stand close to the object, with your feet shoulder-width apart and your toes naturally pointed outward.
- Squat down next to the object by bending at your knees and hips. Maintain your back’s natural curves.
- Pull the load close to you and grasp it firmly; hug it.
- Tighten your stomach muscles as they will act as a back support. Raising your head will help you lift with your legs rather than your back.
- As you rise with the load, lift with your legs. Use your strong leg muscles, not your back muscles, to power the lift. While lifting, keep your back straight. Raising your chin while lifting will help your back maintain its natural curves. Avoid twisting as it can overload your spine and lead to serious injury. Make sure your feet, knees, and torso are pointed in the same direction when lifting.

- Ask for help when you need to lift a load beyond your physical capacity. Be willing to help others with heavy loads.

In addition to these techniques, remember to make sure that your footing is firm when lifting and that your path is clear. Be sure to use the same safe techniques when you set down your load down.

## WHEELCHAIR GUIDELINES

Everyone working in a HonorHealth care facility may, at some time, be called upon to use a wheelchair for transport purposes. To facilitate your proper use of a wheelchair, please observe the following guidelines.

### Always:

1. Check the style of the wheelchair you are using and familiarize yourself with its mechanisms before transporting patients.
2. Always set the brakes on the chair before allowing a patient to get in or out of it.
3. Place the wheelchair parallel to the foot of the bed, with the seat towards the patient. Turn up the footrests and lock the wheels. Adjust the footrests and ascertain whether the patient is comfortable.
4. For additional privacy, place a blanket or an extra cover over the patient's lap, if one is necessary, and tuck it around his/her feet and legs.
5. Back the wheelchair into an elevator so the patient faces forward.
6. When transporting a patient, keep to the center of a hallway, proceed slowly, and make wide turns. Be aware of bumps, etc., on the floor; the smallest bump can cause a patient pain.
7. Caution the patient is to wait until you have set the brakes on the chair and raised the footrests out of the way before standing to walk to a vehicle.
8. Park the wheelchair parallel to the side of the vehicle.
9. Clean the wheelchair after each patient use.
10. Return wheelchairs to their designated departments.

## VOLUNTEER ACCIDENTS, INCIDENTS, OR ILLNESS

All accidents must be reported immediately to your volunteer supervisor **and** Security. A seemingly insignificant injury may develop into a major health issue. You may choose to refuse treatment, but we ask that you notify us of the injury. A report must be completed by the staff.

If an injury occurs during Volunteer Services Department office hours:

- The volunteer supervisor and Security should be immediately notified that there has been an accident (injury to you) or incident (an accident where you were the witness).
- The volunteer supervisor will work with the volunteer to notify the Employee Health Department or the Emergency Department for care to be provided.
- The Security team will complete the incident report form with the volunteer.

If an accident or incident occurs during evening hours or on weekends:

- Immediately call the operator and ask for the Administrative Representative and/or Security.
- Explain to the Administrative Representative and/or Security the accident or incident and follow their instructions.



**Returning to volunteer from injury or illness**

Your physician must issue a release for you to return to volunteering regardless of whether an injury or illness is a result of volunteering. Contact your Volunteer Services Department to obtain the Position Description form **before** your doctor’s visit. Have your doctor review the volunteer service responsibilities listed on the Service Description Form. After your doctor has a good understanding of the physical requirements of the job, they can clear you to return to service. Any physical limitations you may have with your return to service must be listed with your doctor’s clearance note.

**SERVICE ANIMAL POLICY**

A service animal is defined as a dog or miniature horse that is individually trained to do work or perform tasks for people with disabilities. Service animals are working animals. Service animals provide their handler with a disability with enhanced function ability and quality of life, allowing the person to remain integrated into their community in a dignified way. All healthcare workers and ancillary staff must understand and respect the rights of the person with disabilities accompanied by the service animal. **The organization will accept the verbal reassurance of the person that he or she has a disability (and is protected by the ADA) and that the animal is a service animal.** If you have any questions regarding the service animal policy, please contact Security on your campus or your Volunteer Office.

**INFECTION CONTROL**

At any given time, about one in every 25 hospitalized patients has a Hospital Associated Infection (HAI) while over 1 million HAIs occur across the U.S. healthcare system every year.

**Why do infections occur in hospitals or in-home care settings?**

- Debilitating illness, injury, or surgery reduces a patient’s normal resistance to infection; the patient becomes a *target* for invasion from germs and viruses.
- Disease-producing organisms are always in our environment and on our bodies. When we are healthy, these organisms do not harm us. When we become ill and our resistance is low, these same organisms become opportunistic and may cause infection.

**Who is responsible for infection control?**

- **Everyone** has the responsibility to control the spread of infection. Another purpose of the infection control program is to protect healthcare workers.
- The best way to protect patients and yourself is to clean your hands frequently. As hand hygiene is the single most important practice in preventing infections, we have included the procedures and specific instructions.
- Pet Therapy volunteers and Tender Loving Crafters have additional Infection Control guidelines listed with their service assignment that must be followed.

**INDICATIONS OF WHEN TO DECONTAMINATE YOUR HANDS**

1. At the beginning of each shift.
2. Before and after entering a patient’s room.
3. Before patient care activities and after patient contact.
4. After contact with a patient’s equipment/inanimate objects near a patient.
5. After using toilet facilities.
6. Before and after meals.
7. Before handling food.

8. After handling or transporting specimens.
9. After removing gloves.

A clean hand is a caring hand! Hand hygiene is key to keeping yourself and your loved one healthy. Please help us protect all who come to us for care by frequently and properly sanitizing your hands when you volunteer.

## **HAND-HYGIENE TECHNIQUE**

### **When decontaminating hands with Alcohol Based Hand Rub (ABHR):**

1. Purell is the ABHR currently approved for use within HonorHealth. Please refrain from using any other hand sanitizer during your shift. Dispensers are located outside of patient rooms and also in the Volunteer Services offices.
2. **Apply.** Put enough product on your hands to cover all surfaces. You may need more than one pump.
3. **Rub** hands together until hands feel dry. This should take **around 15 seconds** if you use the right amount. Be sure to cover your fingertips, thumbs, and between your fingers. Do not rinse or wipe off the hand sanitizer before it is dry.
4. Should hands feel gritty or sticky after use, wash hands with soap or water before continuing use with the waterless agent. Use soap and water if your hands are visibly dirty.

### **When washing hands with soap and water:**

1. When washing your hands, use continuously running warm water.
2. Wet hands first with warm water, then apply 3 to 5 ml. of detergent to hands.
3. Rub hands together vigorously **for at least 20 seconds** (approximately the time it takes to sing the “happy birthday” song to yourself – twice), while washing all surfaces of your hands and fingers. Give special attention to the areas around and under your fingernails. Keep your hands lower than your elbows so any water runoff will go into the sink and not down your arms. Avoid splashing.
4. Rinse your hands thoroughly with warm water.
5. Dry your hands thoroughly; use a paper towel to turn off the faucet.
6. Discard paper towels in a waste basket.

## **PERSONAL ILLNESS**

- You should stay home when you are ill so that you don’t expose another person to illness.
- Please call or have a family member call (within 24 hours) to notify your supervisor of your condition if you are hospitalized and/or if you are unable to volunteer on your regularly assigned shift.
- The supervisor of Volunteer Services will attempt to schedule a substitute for you.
- **If you become ill while on duty** inform your supervisor. You should seek care from your PCP, Urgent Care, or the Emergency department if necessary.
- **Follow the policy on “Returning to Volunteer Duty after Injury or Illness,”** stated on page 24 of this Volunteer Handbook.
- If you are a patient in any of the HonorHealth hospitals, and wish to have HonorHealth “volunteer visitors,” you can call the supervisor of Volunteer Services.

## STANDARD/UNIVERSAL PRECAUTIONS

“Standard/Universal Precautions” refers to the use of appropriate barrier precautions to prevent skin and mucous membrane exposures when contact with blood or other body fluid is anticipated. HonorHealth requires Standard/Universal Precautions to be carried out with all patients.

### **The purpose of these precautions is to:**

1. Protect healthcare workers and volunteers from exposure to potentially infectious blood and body fluids.
2. Provide a safe environment for patients and personnel to reduce the risk of infection.
3. Prevent the transmission of community-acquired infections.

### **Protocol:**

1. All patients’ blood and body substance specimens are to be considered biohazards. When a volunteer is exposed to blood and/or body fluids, the same protocol as an employee will be directed and includes contacting Employee Health with an exposure process.
2. Hands must be sanitized before and after contact with patients. **Hands must be washed when gloves have been used.** If hands come into contact with blood or other body fluid(s), they must be washed with soap and water, and the exposure must be reported *immediately* to the immediate supervisor.
3. Gloves must be worn by healthcare workers and volunteers to prevent contact with blood, other body fluid(s), tissues, or contaminated surfaces. Gloves must be removed and discarded upon completion of the procedure. Gloves are not to be worn between patient rooms or in hallways.
4. Sharp objects must be handled in a manner as to prevent accidental cuts or punctures. All needle-stick accidents, mucous splashes, or open wounds contaminated with blood or body fluids must be reported *immediately* to the immediate supervisor and Security. If they are not available, contact the Admin Representative or House Supervisor.
  - Wash needlesticks and cuts with soap and water.
  - Flush splashes to the nose, mouth, or skin with water.
  - Irrigate eyes with clean water, saline, or sterile irrigating solution.
  - If the exposure occurs during weekday daytime hours, the volunteer must contact their supervisor who will assist them to the Employee Health for assessment.
  - If the exposure occurs after Employee Health business hours, the volunteer must call the hospital operator for the Administrative Representative on duty. The Administrative Representative will refer the volunteer to an appropriate location for assessment at that time or on the next normal business day.
  - Following exposure to known HIV/AIDS patients, the volunteer must contact their supervisor who will immediately assist them to the Emergency Department.
  - For questions, call Employee Health at 480-323-1880 (7:30am to 5:30pm M-F), after hours, call 480-528-9756.

## PRECAUTIONARY SIGNAGE/PROTOCOL FOR VOLUNTEERS:

**DO NOT enter a room that has precautionary signage posted on the door.** Always check with the nursing staff in that location before entering that room. If you are making a delivery of flowers, mail, or another item for a patient whose room is marked with an *isolation* sign, the volunteer must go directly to the nursing station and ask a nurse to make the delivery.

## EMTALA

The Emergency Medical Treatment and Labor Act (EMTALA) is a federal law that requires hospitals to provide emergency medical care to patients regardless of their ability to pay or insurance status.

EMTALA requires hospitals to:

- **Provide a medical screening:** Hospitals must perform a medical screening examination on anyone who requests it in the emergency department.
- **Provide stabilizing treatment:** Hospitals must provide stabilizing treatment for patients with an emergency medical condition.
- **Transfer patients:** If a hospital can't stabilize a patient, they must transfer them to a hospital that can.
- **Treat patients in order of need:** In an emergency department that's overloaded, patients must be treated based on their medical needs, not their ability to pay.

EMTALA applies to all HonorHealth hospitals.

As a volunteer, if you encounter someone on campus or within the main building that requests or appears to need medical assistance, please direct/assist them to the Emergency Department.

DO NOT:

- Ask questions about payment, insurance, wait times, etc.
- Give directions to urgent care or another hospital, clinic, etc. even if asked.
- Offer primary care or other physician options, etc. even if asked.

**Giving directions to an urgent care is a violation of EMTALA as it can be seen as us turning someone away who needs medical attention.**

You should tell the person:

- "Come with me. The Emergency Department will be happy to see you."
  - "Come with me. The Emergency Department can explain your options too."
- You may have to repeat these phrases multiple times.

## HIPAA PRIVACY STANDARDS

Each time a patient sees a doctor, is admitted to a hospital, goes to a pharmacist, or sends a claim to a health plan, a record is made of their confidential health information. Congress recognized the need for national patient records privacy standards in 1996 when they enacted the Health Insurance Portability and Accountability Act (HIPAA). The law included opportunities for healthcare businesses to save money by encouraging electronic transactions, but it also required new safeguards to protect the security and confidentiality of that information. New regulations known as Privacy Standards will guarantee patients new rights and protections against the misuse or disclosure of their health records.

Mandatory HIPAA training is included in the HonorHealth volunteer orientation process. The components of this law having the greatest impact on healthcare volunteers are:

**Privacy Rule: HPHI** – Standards for Privacy of Protected Health Information.

**Security Rule:** Standards to ensure the security and integrity of health information that is maintained or transmitted electronically.

**WHAT DOES HIPAA APPLY TO?**

All medical records, and other individually identifiable health information used or disclosed by HonorHealth in any form (whether electronically, on paper, or orally), are covered by the HIPAA Privacy Standards. This includes clinical information about the patient, as well as administrative data such as billing, insurance, and demographic information.

**PROVIDING THE MINIMUM AMOUNT OF INFORMATION NECESSARY**

The HIPAA Privacy Standards require HonorHealth to make reasonable efforts to protect the use or disclosure of patient information. The minimum amount of protected health information necessary to accomplish the intended purpose is disclosed on a “need-to-know” basis.

**PATIENT RIGHTS UNDER HIPAA**

HIPAA gives patients greater control over how a healthcare provider uses and discloses their personal health information. Patient Rights under HIPAA include but are not limited to:

- Right to receive written notice of the healthcare provider’s information practices.
- Right to review and copy their healthcare information.
- Right to request a correction of protected health information that is inaccurate or incomplete.
- Right to receive an accounting of when information had been disclosed for purposes other than treatment, payment, and healthcare operations, or when authorized by the patient.
- Right to request restrictions of uses and disclosures.
- Right to request confidential communications.

**WHAT IS PATIENT CONFIDENTIALITY?**

Patient confidentiality is a conscious effort by every HonorHealth employee and volunteer to keep private all personal information revealed by the patient while receiving healthcare. It may include the patient’s identity, physical or psychological condition, emotional status, financial information, and any other sensitive information. Examples of confidential information include:

- Patient’s name, address, age, date of birth, social security number, and any other personal information that they are asked to provide.
- Patient’s medical condition, what treatments or medications he or she may be receiving, or past health conditions.

**WHO HAS THE RESPONSIBILITY TO MAINTAIN PATIENT CONFIDENTIALITY? EVERYONE!****WHAT IS A BREACH OF CONFIDENTIALITY?**

Communicating confidential patient information inappropriately, carelessly, or negligently (e.g., casual discussion regarding a patient, discussion in a public area, and/or unauthorized release of information while on or off campus) is a breach of confidentiality. Breach of confidentiality is a serious violation covered by HonorHealth’s Code of Conduct and related policies. Violation of the Code of Conduct and/or privacy policies will result in appropriate disciplinary review and action, which may include termination of an employee/volunteer associated with HonorHealth.

**PENALTIES**

Patient privacy protections will be enforced, and penalties will be applied when patient privacy is breached. Failure to comply with Federal privacy standards and requirements can result in substantial financial penalties and/or imprisonment.

## VOLUNTEER RESPONSIBILITY FOR CONFIDENTIALITY / PATIENT RIGHTS

- Read and sign HonorHealth's Volunteer Confidentiality Statement.
- Attend mandatory compliance-related training/educational sessions for volunteers.
- Maintain the privacy of patients and protect the confidentiality of information that includes, but is not limited to, the patient's name, medical condition, emotional status, financial situation, or other personal information.
- Do not access, use or disclose information about patients unless the information is required for you to carry out your assigned volunteer duties.
- When you see or hear information in the course of doing your assigned volunteer duties (even if this is a friend or neighbor), remember that the information is confidential and is not to be repeated or shared with others.
- Be mindful of your surroundings when discussing patient information. Avoid discussing patients in public places (e.g., cafeteria, hallway, elevator, a cubicle near a public area, etc.).
- Recognize that an employee or volunteer receiving medical treatment in any HonorHealth facility is entitled to all the patient rights of privacy and confidentiality. Do not share your knowledge of a fellow volunteer's hospitalization with your peers if you do not have their approval.
- Keep confidential papers (lists, reports, computer data, etc.) in a secure place. Never leave the information on a desk unattended. Minimize paper as much as possible and stick with electronic files and communications.
- Keep information concerning HonorHealth's business operations confidential. Access, use, and/or disclose this information only as expressly allowed by HonorHealth policy or by an appropriate HonorHealth administrator.
- Do not use your ID badge inappropriately.
- It is each volunteer's responsibility to immediately report known or suspected abuses of HonorHealth's privacy to the volunteer supervisor or Compliance Department.

### **Additional Confidentiality Guidelines:**

- When a member of the media phones or is in the hospital to inquire about a *patient's* condition, we **DO NOT** share information. We refer all inquiries to the Marketing Department.
- When the information desk or other volunteer areas receive phone calls from the public requesting information regarding *employees* or *volunteers*, information may **NOT** be shared. Refer all personnel requests to the volunteer supervisor.
- Visitors must check in with the volunteer supervisor or Human Resources when visiting a volunteer or employee. All process servers must be sent to the Corporate Office at 8125 North Hayden Road, Scottsdale, AZ 85258.
- If you know a neighbor or friend is a patient in the hospital **BEFORE** you arrive to do your volunteer service, feel free to visit. If you discerned the information **AFTER** you arrived to do your volunteer service, do **not** visit.

**Please remember that a breach of confidentiality is grounds for immediate dismissal from the HonorHealth Volunteer Services Program.**

**HIPAA AND PHOTOGRAPHY**

A HIPAA violation could result from something as simple as taking a picture for a patient. If you are asked to take a photograph by a patient, you must make certain that no other patients, visitors, employees or other protected health information are in the picture. (An Employees may give their consent, and then it would be o.k. to be photographed). Additionally, you must use the patient's own camera. Staff and volunteers are prohibited from taking a photo of a patient or PHI on their personal phone/camera. These precautions must be taken to maintain everyone's privacy.

Additionally, you must use the patient's own camera. These precautions must be taken to maintain everyone's privacy.

**[HONORHEALTH'S CONFIDENTIAL COMPLIANCE HOTLINE: 844-732-6241](tel:844-732-6241)****REPORTING A PRIVACY CONCERN**

If you are uncertain about an issue or have a concern, ask! Your supervisor and/or Volunteer Services staff can help educate you on various aspects of our privacy regulations and assist in reporting issues.

- Employees and volunteers of HonorHealth will be subject to disciplinary actions for failing to comply with HonorHealth's privacy and/or confidentiality-related policies or procedures.
- HonorHealth employees/volunteers will not intimidate, threaten, coerce, discriminate against, or take other retaliatory action against an individual who reports a privacy concern.

**EMERGENCY PROCEDURES**

HonorHealth has implemented the Hospital Emergency Incident Command System (HEICS) to become better prepared for responding in the event of a natural or terrorist-related incident or another mass casualty incident, and to be consistent with all hospitals nationwide. **All Staff and Volunteers must be familiar with the various emergency codes, their meanings, and your duties and responsibilities in the event an emergency is announced.**

**WHAT NUMBER SHOULD YOU DIAL FOR AN EMERGENCY?**

The following numbers can be dialed from *inside* your facility using a HonorHealth phone at each campus.

**Dial 4 9 9 9 9:** Osborn Medical Center  
Deer Valley Medical Center  
John C. Lincoln Medical Center  
Shea Medical Center  
Sonoran Crossing Medical Center  
Thompson Peak Medical Center  
Mountain Vista Medical Center  
Tempe Medical Center  
Florence Medical Center

**Dial 911:** Desert Mission Facilities

**CODE RED:** Fire, smoke, or burning smells in a specific area.

**Volunteer Responsibility:** Remain in your area. Report to the supervisor or nursing station and assist as directed. Follow staff instructions for reassuring patients or assisting with their evacuation if necessary. All areas of the hospital have designated evacuation routes. Be familiar with the evacuation plan for your area. Elevators are locked and are not available for use during a Code Red until the “All Clear” is announced. Remember to keep yourself safe as well as the patients and visitors.

In the Event of a Fire

- R** – **R**escue the Patient
- A** – **A**ctivate the fire **A**larm
- C** – **C**ontain the fire
- E** – **E**xtinguish or **E**vacuate the area

When Using a Fire Extinguisher

- P** – **P**ull the Pin
- A** – **A**im the spray nozzle at base of fire
- S** – **S**queeze the handle
- S** – **S**weep the spray side to side at the base of the fire

**CODE PINK:** Code Pink would be announced in the event of a potential infant/child abduction.

**Volunteer Responsibility:** Always be aware of your surroundings and persons in your area. If you are in an enclosed area when the code is announced, please go to a public area such as a hall or lobby to observe the activities. Report any suspicious activity to the staff supervisor or nursing station in your area. Call for HonorHealth Security to respond to any concerns or suspicious persons.

**CODE BLUE:** Cardiac/Respiratory Arrest

**Volunteer Responsibility:** Move quickly to the side of the hallway to enable easy access for the Code Team. Do not follow the Code Team. Do not escort a guest to an area where the code has been called until the code is clear.

**CODE ORANGE:** A hazardous material incident.

**Volunteer Responsibility:** Avoid that area until another announcement is made that the Code Orange for that location is clear or canceled.

**CODE YELLOW:** Bomb Threat

In the event of a bomb threat or other threat received by telephone, mail, or in person within HonorHealth, call your emergency number to report a Code Yellow. The operator will immediately notify HonorHealth Security.

**Volunteer Responsibility:** In the event that a Code Yellow is announced, volunteers should follow the direction of the staff in their assigned service area. *Volunteers who are serving on a desk that receives telephone calls should stay calm* and try to keep the caller on the line while you gather critical information. While you are gathering information, if possible, pass a very brief handwritten note to a staff member or another volunteer to alert HonorHealth Security immediately about a threatening call. **DO NOT PUT THE CALLER ON HOLD, AND DO NOT TRANSFER THE CALL!**

**CODE GRAY:** Code Gray is announced when Security is needed to respond in safely subduing a person who has lost emotional control and is a physical danger to self, others, or property. This includes civil



disturbances or a physical fight in a department on hospital grounds and any person who has a known restraining order against trespassing on any HonorHealth property, except for medical treatment.

**Volunteer Responsibility:** Move quickly to the side of the hallway to enable easy access for the Code Team. Do not follow the Code Team. Do not escort a guest to an area where the code has been called until the code is clear.

**CODE SILVER:** This code will be used regarding a person onsite who is combative and has a weapon or enters the facility with a weapon.

**Volunteer Responsibility:** Move quickly to the side of the hallway to enable easy access for the Code Team. Do not follow the code team. Do not escort a guest to an area where the code has been called until the code is clear.

**CODE SILVER – ACTIVE SHOOTER:** This code will be used during an active shooter situation.

**Volunteer Responsibility:** Evacuate/escape if possible. Be familiar with quick routes out of the area where you serve. If escape is not an option, you should hide and barricade yourself. Turn off lights and stay low in your hiding place. As a last resort, fight back. Throw or use whatever you have at hand.

**CODE TRIAGE–INTERNAL:** An internal incident that disrupts the daily operations of HonorHealth and can cause harm to staff, patients, visitors, and buildings.

**Volunteer Responsibility:** All volunteers *except those assigned to the Information Desk and the Emergency Services Department* must report to the **labor pool area**. Variations in this procedure may occur between campuses dependent on need and availability.

**CODE TRIAGE-EXTERNAL:** An external incident that creates a large number of casualties in a relatively short amount of time (e.g., plane crash, flooding, earthquake, terrorist, or biological incident).

**Volunteer Responsibility:** All volunteers on duty when this announcement is made must check with their area supervisor to see if they are needed. If not needed immediately in the assigned service area, volunteers should report to the **labor pool area**. Variations in this procedure may occur between campuses dependent on need and availability. Volunteers who are not on duty but wish to come to the facility for service should arrive at the labor pool area dressed in volunteer attire and with their ID badge. Friends and family are not permitted to join you for service.

**UTILITY FAILURE**

**Elevators:** In the event of an elevator failure, it is important to remain calm. If you have a patient with you, reassure him/her. Use the phone that is in each elevator and report the situation. Each elevator is also equipped with an emergency stop button and an emergency alarm button.

**Electrical Failure:** In the event of an electrical failure, remain in your service area and follow the directions of the staff person in charge.

**VIRAL RESPIRATORY INFECTION VISITOR RESTRICTIONS:** In the event of an abnormal increase in viral respiratory infection activity, the decision to move into Tier 1 or Tier 2 could be triggered. Your volunteer supervisor will share details of how Tier 1 or Tier 2 affects your service area, but below is an overview.

**Tier 1:**

- Mask required for mixed-use patient waiting rooms including the emergency department.
- Restrict 12 and under visitors except well siblings for well newborns.

- Patients can have 2 visitors at a time.
- Universal masking in units/departments servicing predominately immunocompromised patients, oncology, BMT.
- Volunteers and staff that haven't received the flu shot and were granted a medical or religious exemption must mask.

**Tier 2:**

- Restrict 12 and under visitors except well siblings for well newborns.
- 2 Dedicated visitors per patient encounter.
- Universal masking in all patient care areas including nurses' stations, lab and pharmacy.
- Volunteers and staff that haven't received the flu shot and were granted a medical or religious exemption must mask.

## Department Safety & Emergency Management Plan

For all HonorHealth medical center/hospital locations call Central Communications.

Fire	Hazardous Materials	Safety
<p><b><u>To Report an Emergency (Fire/Smoke)</u></b> Call Central Communications to initiate a <b>CODE RED</b> or activate a fire alarm pull station!</p> <p><b><u>Response Plan</u></b>  <b>If the fire/smoke is in your department:</b></p> <ul style="list-style-type: none"> <li>- Remain calm and do not shout "fire"</li> <li>- Remember the acronym:  <b>Rescue</b> – Remove patients/personnel in immediate danger.  <b>Alarm</b> – Activate fire alarm pull station or contact PBX/Central Communications.  <b>Contain</b> – Contain fire &amp; smoke. Close applicable doors.  <b>Extinguish or Evacuate</b> – If you have been trained to use a fire extinguisher, attempt to put the fire out. If not, then rescue and evacuate patients, visitors and staff horizontally at first and then vertically if needed.</li> </ul> <p><b>All personnel:</b></p> <ul style="list-style-type: none"> <li>- Reassure patients and visitors.</li> <li>- Do not use elevators unless cleared to do so by the Fire Department. Be prepared to evacuate patients to the next smoke compartment.</li> <li>- Clear all hallways and corridors of equipment.</li> <li>- Be prepared to use med sleds in case of vertical evacuation.</li> </ul>	<p>The variety and quantity of hazardous materials stored onsite requires preplanning for a safe response to hazardous material spills. Safety Data Sheets (SDS) are available through the HonorHealth intranet. <b><i>Clean-up of spills should only be performed by person(s) knowledgeable in the handling of hazardous materials.</i></b></p> <p><b><u>Incidental Hazardous Materials Spills</u></b>  <i>(can be handled safely by departmental staff or designee)</i></p> <ol style="list-style-type: none"> <li>1. Alert people in the immediate area of the spill.</li> <li>2. Avoid breathing generated vapors/dusts.</li> <li>3. Confirm the material - obtain and review SDS for guidance on required Personal Protective Equipment (PPE).</li> <li>4. Contain the material - obtain spill kit, select and don appropriate PPE.</li> <li>5. Confine spill to a small area - prevent the spill from travelling to other areas or towards a drain.</li> <li>6. Clean up the material - use appropriate sorbents, vermiculite or dry pads to absorb and/or neutralize the spilled material. Collect residue, place in proper container, and dispose of as directed by the SDS.</li> <li>7. Complete an incident report with Department Leadership using the Midas Event Reporting System.</li> </ol>	<p><b><u>Safety Surveillance</u></b>  It is the responsibility of every staff member to identify hazards and risks as well as unsafe working conditions or practices. If any hazards, risks or unsafe working conditions are noted, staff members shall correct the problem, if possible, or notify Department Leadership.</p> <p><b><u>Reporting</u></b>  Staff members have the responsibility to report all incidents of property damage, occupational illness, potential safety hazards, and injuries to patients, employees, or visitors. For incidents involving a patient, an incident report is completed using the Midas Event Reporting System. Notification shall be made to Department Leadership. Employee injuries/exposures should be reported immediately to Department Leadership. Employees should seek treatment at Employee Health or the Emergency Department (ED).</p> <p>For questions, contact the EH&amp;S team at <a href="mailto:EH&amp;S@honorhealth.com">EH&amp;S@honorhealth.com</a> or 480-587-5039</p>

<p><b>Fire Extinguisher use:</b></p> <ul style="list-style-type: none"> <li>- Remember the acronym: <ul style="list-style-type: none"> <li><b>Pull</b> – pull the pin</li> <li><b>Aim</b> – make aim at the base of the fire</li> <li><b>Squeeze</b> – squeeze the handle</li> <li><b>Sweep</b> – sweep spray from side to side</li> </ul> </li> </ul> <p><b>Employee Responsibility:</b> All employees should be familiar with the Network Life Safety Management Plan. There will be periodic drills where reporting and evacuation procedures are carried out in detail. Employees are required to be familiar with the location of exits, fire pull stations, oxygen shutoff valves, and fire extinguishers within their department.</p> <p><b>Note:</b> <i>The Fire Department must be notified of all situations with fire or smoke within the hospital, even if the fire has already been extinguished by staff.</i></p>	<p><b>Major Hazardous Materials Spills</b> <i>(immediate threat to life, potential for fire or explosion, beyond department capability, large quantity release)</i></p> <ol style="list-style-type: none"> <li>1. Alert people in the immediate area to evacuate to a safe location (upwind if outside).</li> <li>2. Close all doors to affected area and secure the location.</li> <li>3. Call Central Communications to report the spill and initiate a <b>CODE ORANGE</b>.</li> <li>4. If spilled material is flammable, and where possible, turn off ignition, heat and oxygen sources.</li> <li>5. If it is safe to do so, remove injured person(s) from the affected area. <b>YOUR SAFETY COMES FIRST. NEVER PUT YOURSELF IN A POSITION WHERE YOU WILL BECOME A VICTIM.</b> Wait for help to arrive.</li> <li>6. Complete an incident report with Department Leadership using the Midas Event Reporting System.</li> </ol> <p>For questions, contact the EH&amp;S team at <a href="mailto:EH&amp;S@honorhealth.com">EH&amp;S@honorhealth.com</a> or 480-587-5039</p>	<p><b>Utilities</b></p> <p><b>Outages &amp; Failures</b> All employees should report utility outages or disruptions, by contacting Central Communications to notify Facilities Engineering. This can include, but is not limited to electrical failures, water systems failures, sewer system failures, tubing system failures, air conditioning systems failures, and heating system failures.</p> <p><b>Media Inquiry and Notification</b></p> <p>The HonorHealth Marketing department will coordinate all media relations. Any contacts or requests from the news media should be immediately referred to the media relations on-call representative, available 24/7, at 480- 323-7367. Security, Risk Management, the Administrator On-Call, and others should also be notified as appropriate.</p>
<p><b>Compliance</b></p>	<p><b>Medical Equipment</b></p>	<p><b>Security</b></p>
<p>The Compliance Hotline is available online at <a href="http://www.honorhealth.ethicspoint.com">www.honorhealth.ethicspoint.com</a> or toll free 24/7 at 1-844-732-6241. The hotline is confidential and anonymous.</p> <p>Consider using the hotline for the following reasons:</p> <ul style="list-style-type: none"> <li>- You do not feel comfortable talking with your supervisor about a suspected wrongdoing.</li> <li>- You are more comfortable remaining anonymous.</li> <li>- You have concerns that you may be putting your job at risk by reporting.</li> </ul> <p>Revision 8.0 1/2023</p>	<p><b>Repairs and Sequestration</b> Malfunctioning / Broken medical equipment should be removed from service, labelled and sent to HTM (Bio-Med) for repairs. If the equipment was involved in an incident with potential / actual patient harm, it should be sequestered and Risk Management should be notified to collect the device along with any packaging.</p> <p><b>Preventative Maintenance</b> Medical equipment requiring updated preventative maintenance should be removed from service and sent to HTM (Bio-Med) for review. Contact Central Communications to notify HTM (Bio-Med).</p>	<p><b>Protection of Life &amp; Property</b> Access to the hospital for patients and visitors is on a 24-hour basis. Officers provide increased visibility and patrols to high risk areas. Escort services for patients, visitors, staff and vendors shall be provided as needed on a 24-hour basis by contacting Central Communications.</p> <p><b>Identification Program</b> Employees, physicians, students, volunteers, and approved outside contractors shall display photo identification (ID) badges. ID badges shall be worn so that they are visible at all times. ID badges may also provide a means of access control to sensitive areas for authorized personnel.</p>

## HONORHEALTH RESOURCES

**HonorHub** is the central source of information for HonorHealth employees and volunteers, designed to provide you with network-wide announcements, quality initiatives, employee spotlights, recognitions, and resources for performing your role. By signing-on to a HonorHealth computer you will have access to HonorHub.

The screenshot displays the HonorHub website interface. At the top, the HonorHealth logo and 'HonorHub' title are visible. A navigation menu includes links for Home, COVID-19, Employee Resources, Work Tools, News & Recognition, Giving Back, BEST Care, Clinical Tools, Transformation Office, and a user profile for 'Not following'. The main content area features several promotional tiles: 'Check your AZ A-4 withholding today' with a 'TAX TIME' graphic, 'Watch the latest Leadership Update' with a video player, 'Be the Beat! Find out more about Hands-only CPR', and 'Learn more about financial wellness'. Below this is an 'Upcoming events' section with a '+ Add event' button and a 'See all' link, listing events like Black History Month, Wellness Wednesday - Stress Reduction for Feb 15, Wellness Wednesday - Overcoming Barriers for Feb 22, and Gender Equality Month for Mar 1. A 'My HonorHealth' section shows a photo of two women talking with the caption 'Driving collaboration, respect and accountability through Performance'. A 'This week's go beyond spotlight' features a 'SPOTLIGHT' graphic and a congratulatory message for Logan Farrington, 'Our first Pharmacy Technician'. On the right, a purple sidebar titled 'Go beyond' contains a grid of service icons: Staff Member Self Service, LaborWorks (Payroll), ServiceNow Portal, Ethics & Compliance line, Policy library, Employee directory, HR Shared Service Portal, Employee Benefits, and Training and Education. At the bottom of the sidebar is a poll titled 'The big game is coming to Arizona on Sunday, Feb. 12! Which team are you rooting for?' with options for Kansas City Chiefs, Philadelphia Eagles, 'I'm watching for the commercials', and 'Go sportsball!', followed by a 'Vote' button and a 'Quick links' section.

SCRUB IDENTIFICATION



**Medical Center**



**Registered Nurse**  
Color: Navy



**Patient Care Technician**  
Color: Teal



**Transport**  
Color: Gray



**Cardiology Rehabilitation**  
Color: Red



**Laboratory**  
Color: Wine



**Diagnostic Imaging**  
Color: Eggplant



**Breast Health**  
Color: Shocking Pink



**Respiratory**  
Color: Caribbean Blue



**Rehabilitation**  
Color: Sage



**Non-Invasive & Invasive Cardiology**  
Color: Black



**Pharmacy**  
Color: Galaxy Blue



**Environmental Services**  
Color: Hunter Green

## General Instructions for Desert Mission Food Bank

Updated: November 2024

Thank you for volunteering with HonorHealth Desert Mission. We are glad you are here to help. Our faithful and hardworking volunteers are the heart and soul of the Food Bank. We appreciate everything you do to help us succeed. Our top priority is to promote a safe and efficient workplace for all. Below is a summary of policies and expectations for volunteering with our Food Bank. Please speak with our volunteer leadership team or the Food Bank staff for more information on these topics and any other question regarding service you may have.

### Contact Information:

**VOLUNTEER SERVICES CORPORATE OFFICE**

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Scottsdale, AZ 85258  
Email: [volunteers@honorhealth.com](mailto:volunteers@honorhealth.com)

**Network Manager:** Melissa Mahon**Phone:** 480-583-0819**Email:** [memahon@honorhealth.com](mailto:memahon@honorhealth.com)**DESERT MISSION CAMPUS VOLUNTEER SERVICES**

250 E. Dunlap Avenue  
Phoenix, AZ 85020

**Supervisor:** Amanda Anderson**Phone:** 602-786-2067**Email:** [amandanderson@honorhealth.com](mailto:amandanderson@honorhealth.com)**DESERT MISSION FOOD BANK STAFF**

602-870-6060 x1345

**Assistant:** Leslie Casarubias**Phone:** 602-786-2068**Email:** [lcasarubias@honorhealth.com](mailto:lcasarubias@honorhealth.com)

**Personal Appearance / Dress Code:** The top layer of clothing must be the HonorHealth berry polo shirt OR a plain shirt with the HonorHealth cobbler or butcher apron or the HonorHealth grey smock. All volunteers must dress in attire that is suitable for the environment. Casual attire is appropriate but clothes that show the midriff, low-cut blouses, muscle shirts/tank tops, short shorts, or low-rise jeans will not be allowed. No high heels, sandals, Crocs, flip-flops, or other types of open-toed or open-heel footwear will be worn in the warehouse or processing area due to safety concerns. Staff reserves the right to ask any inappropriately dressed volunteer to leave and change into acceptable clothing before continuing to their service activities.

**Personal Hygiene:** Volunteers are expected to maintain a high level of personal hygiene so as not to intrude on the comfort of others.

**Confidentiality:** As a volunteer at Desert Mission, you may be exposed to private information about Food Bank clients or volunteers in the regular course of your duties. To respect the dignity and privacy of all people affiliated with Desert Mission, client, and volunteer information will be used only for agency business and will be kept confidential. Volunteers will not discuss private information about clients or other volunteers.

**Workplace Violence/Harassment:** HonorHealth and Desert Mission is a bully-free zone. All people serving at the Food Bank have a right to be treated fairly and with respect. No inappropriate comments about anyone or toward anyone will be tolerated. Any verbal and/or physical abuse by any person must be

reported immediately to the Food Bank staff, which will investigate the matter and determine the appropriate actions to be taken.

**Use of Food Bank Resources:** The Food Bank is a non-profit, community asset designed to feed hungry people. All donations become the property of the Food Bank and will be used to support our mission to our communities. No Food Bank resources (money, food, property, etc.) will be used for personal reasons or gain by any volunteer or employee. In general, Volunteers are not eligible to take food home after completing shifts at the Food Bank, however, there may be exceptions based on donations that come in. You will be made aware of these exceptions and are expected to drive around to the front of the Food Bank to pick it up. If any volunteer is also a client of the Food Bank, it is strongly preferred they receive their food items at a time other than their volunteer shift.

← Volunteer breakroom

# Sorting donations

Hygiene	H2O	Misc.*	Cereal*	Snacks	Other Cans	"F2E" -Bagged/ Boxed	"F2E" -Canned	"F2E"Drinks
		<ul style="list-style-type: none"> <li>✓ Peanut Butter</li> <li>✓ Condiments</li> <li>✓ Dressings</li> <li>✓ Baking items</li> </ul>	<ul style="list-style-type: none"> <li>✓ Bran</li> <li>✓ Oatmeal</li> <li>✓ Granola</li> </ul>	<ul style="list-style-type: none"> <li>✓ Chips</li> <li>✓ Crackers</li> <li>✓ Fruit snacks</li> <li>✓ Cookies</li> <li>✓ Granola bars</li> </ul>	<ul style="list-style-type: none"> <li>✓ Soup</li> <li>✓ Meals</li> <li>✓ Broth</li> </ul>	<ul style="list-style-type: none"> <li>✓ Dried Beans</li> <li>✓ Lentils</li> <li>✓ Rice</li> <li>✓ Pasta</li> <li>✓ Rolled Oats</li> <li>✓ Grains</li> <li>✓ Nuts</li> </ul>	<ul style="list-style-type: none"> <li>✓ Veggies</li> <li>✓ Fruit</li> <li>✓ Tuna</li> <li>✓ Chicken</li> <li>✓ Beans</li> <li>✓ "Natural" Peanut Butter</li> </ul>	<ul style="list-style-type: none"> <li>✓ Water (or in H2O bin)</li> <li>✓ Sparkling Water</li> <li>✓ 100% juice</li> <li>✓ Coffee</li> <li>✓ Tea</li> <li>✓ Unsweetened</li> </ul>

**Personal Property:** Volunteers are provided lockers for their personal belongings. Please feel free to bring a lock as the Food Bank will not provide it. The Food Bank is not responsible for any lost or stolen items.

**Tobacco Policy:** HonorHealth is a tobacco-free organization. As such, smoking is not allowed anywhere in the building, around the building, or at pickup points.

**Illness:** All volunteers should be fit for service when they begin their shifts. Volunteers will not be allowed to serve when sick, running a fever, or in ill health. If you are ill, please do not come to service. Staff reserves the right to ask a volunteer who appears to be sick to sign out and leave until fully recovered.

**Telephone Use:** The Food Bank phone system is for conducting official business. Volunteers are permitted to make emergency phone calls, please ask for assistance, and please keep the call brief and to the point.

**Breaks:** You may take a 15-minute break after every two hours of volunteering – remember to notify leaders of your intentions. If you volunteer for an 8-hour shift, you must clock out for a 30-minute break after 4 hours. Food and drinks are not allowed in the processing or warehouse areas. You are welcome to bring food/drinks to put in the refrigerator (please label your personal items). The only food from the Food Bank that can be eaten while on break or otherwise is that which has been placed in the breakroom for staff consumption.

**Substance Abuse:** No person may use, possess, sell, or be under the influence of alcohol or illegal drugs while on HonorHealth premises or while conducting Food Bank-related activities. The legal use of prescribed drugs is only permitted during service if it does not impair a person's ability to safely and effectively perform the essential functions required. If any individual is threatening, causing harm to anyone, or destroying property, notify a staff member IMMEDIATELY.

**Parking:** When reporting for a shift at the Food Bank, please do not park on the street in front of the Food Bank or across the street in the parking lot. The designated staff parking lot is located behind the Food Bank off 5<sup>th</sup> Street and Hatcher.

**Training:** Staff member will assist with training volunteers in their basic duties, and most tasks are learned through "hands-on" training. A new volunteer may be assigned to serve alongside an experienced volunteer. Staff will continually educate volunteers on important issues such as Food Safety, Workplace Safety, and the Basics of Safe Lifting. You will be required to attend at least one mandatory in-service training each year.

**Supervision:** The staff or a designated representative of the Food Bank will provide supervision of all volunteers and make assignments to coordinate the daily service of individuals and groups that may be present.

**Security:** Our HonorHealth Security officers are available at all hours of operations and will be walking through the warehouse during the day. We also have a "red button" by the cash register that can be used in an emergency to get a Security response.

**Facility Cleanliness:** The Food Bank must maintain the highest standards of cleanliness to ensure public and volunteer safety. The facility will be cleaned daily, and staff will make cleaning assignments as needed. Always wash your hands before and after each task when handling food products. Remember to wash your hands with warm soapy water for at least 20 seconds after using the restroom, coughing, sneezing, or touching your face or head. Keeping surfaces (countertops and tables) clean between uses is mandatory to reduce the possibility of cross-contamination.

**Environment Safety:** Safety is a top priority at the Food Bank. To promote a safe environment, our policies need to be fully understood and followed. Violations of any of these policies may result in disciplinary action, including dismissal. Please bring any safety concerns to the attention of a Food Bank staff member.

Volunteering in the warehouse involves physical labor. Make sure to take frequent breaks and drink plenty of fluids, especially in the warmer months. If you feel unusually tired, dizzy, or weak go to a staff member who will make sure that you receive the appropriate care.

To promote a safe work environment, the following practices are prohibited:

- Using your cell phones within the warehouse/processing area.
- Using earbuds to listen to music or other audio from any electronic device.
- Climbing on pallets or shelves, standing on rolling carts, operating the forklift or handcart/lift/pallet jacks.
- Standing or sitting on the industrial scale.
- Horseplay with the shopping carts.
- Entering/exiting through the forklift entrance (use designated enter/exit doors).



The following best practices must be followed when volunteering for Desert Mission Food Bank:

- Keep aisles and walkways clear and refrain from placing food items on the floor. This is a health regulation.
- Place items only in designated areas. Keep items away from doors and high-traffic areas.
- Clean up spills immediately. Use caution signs to indicate wet floors.
- Find a staff member who can assist when items above your safe reach need to be obtained.
- Alert others near you of your movements to avoid collisions or other accidents.
- Learn and use proper lifting procedures. Do not try to lift or move something beyond your physical abilities. Letting someone know that the requested task is beyond your physical abilities is okay and encouraged.
- Use cleaning products as directed by the manufacturer, use proper protective gear and never store chemicals in the warehouse. Material Data Safety Sheets (MSDS) are available should any volunteer have a concern regarding our cleaning products. These are in a binder above the sink in the food processing area. Cleaning products are kept outside in the storage shed.
- All injuries, accidents, and other incidents need to be reported to our Food Bank staff and/or your volunteer leader as soon as possible. Security will also be notified to come over and provide the official incident documentation. Depending on the severity of the accident, you may be required to be checked by Employee Health for clearance before returning to volunteering.

**Safe Lifting Basics**

A healthy person with no physical restrictions on lifting will not pick up or move boxes weighing more than 30 pounds by themselves. Any person with physical or medical limitations will not exceed the limits set by their doctor under any circumstances. Volunteers are responsible for making staff aware of any physical limitations and will be reassigned to tasks they can safely complete.

**DO:**

- Take the extra minute to lift properly. Plan each lift. Split heavy loads into two boxes if needed.
- Stand close to the load with your feet apart. Keep a shoulder-width stance with your feet.
- Tighten your stomach muscles.
- Bend at the knees and hips into a squatting position.
- Lift with your legs, NOT with your back!
- Move your legs, DO NOT twist at the waist while lifting.
- Get help when needed; use the buddy system.
- Use special handling equipment as available (e.g. carts).
- When lifting with another person, work together to avoid injuries.
- Inform the staff of any injury or problem IMMEDIATELY!

**DO NOT:**

- Lift or move a load that is too heavy for you.
- A good way to check if an object is too heavy for you is to try to move it with your feet. If you cannot move it with your feet, it is too heavy to lift.
- Be in a hurry.
- Reach for a load over your shoulders.
- Bend or twist at the waist while lifting.
- Try to catch a falling load.

- **Sharp Surfaces** – Be careful when working with the milk crates, especially the metal ones. Also, use caution when reaching under the metal racks for food. Make sure you are completely away from under the metal rack before lifting your head.
- **Pallets** – Do not stand pallets on end; this makes them unstable, and they could fall and hurt a volunteer. Pallets should not be left empty in the middle of the aisle as anyone could trip. All empty pallets should be immediately removed from the warehouse and stacked outside with the others. If you are not able to do this, please inform a staff member. Be aware that pallets are sometimes larger and stick out further than the boxes and products they are holding. Watch your step not to trip on them.
- **Spills** – The smallest spill can be the cause of a dangerous fall. Please be careful when handling open liquid containers. If you find a spill, please mop it up immediately to prevent serious injury. Also, use caution when walking across areas that have been recently mopped.
- **Operation of Equipment** – Only certified personnel are permitted to operate forklifts and electric pallet jacks. If you use the manual pallet jack, training must be documented.
  - Please stay clear of all equipment during operation by using the following guidelines:
    - Do not walk within 5 feet of a moving forklift or pallet jack.
    - Do not cross in front or behind a forklift in operation.
    - Do not distract the driver. They are concentrating on their load and cannot always see or hear you.
    - Whenever possible, use another aisle.
- **Walk-in Refrigerator & Freezer** – Volunteers that have been trained in stocking should be the only ones to enter the refrigerator and the freezer as needed and time spent in them should be kept to a minimum. Use caution when entering either the refrigerator or freezer. Do not close the door while inside. If you see the door open, verify that there is no one inside before closing the doors. Although caution is important in both, it is imperative in the freezer. Make sure that you step firmly and wear rubber-soled shoes. The floor of the freezer may have a layer of ice that could lead to a serious fall.

If at any time you observe anything that you think may be unsafe, you must report it to a staff member as soon as possible.

**Food Safety Rules:** We are licensed as a food salvage operation. For reasons of public safety, we must handle the food as any grocery store or restaurant would. Food Bank staff members are responsible to make sure that food safety rules are ALWAYS followed. All food will be transported and handled safely according to Health Department regulations. Food must be stored at least 6” above the ground for sanitation and pest control reasons. Cold foods must be stored at or below 40 degrees Fahrenheit. Coolers should be closed and sealed when in use. Food storage areas for frozen foods should be closed and locked when not in use. Do not leave freezer/coolers propped open for extended periods. Staff and volunteers must watch for spoiled or opened food containers, dented, swollen, or rusty cans, moldy bread, and sweets, spoiled or opened meats, etc. Such items will be disposed of properly as follows:

- Properly label repackaged food items with the current date, content in the package, and a Food Bank address label.

- All spoiled or open packages of food will be removed from the original packaging and placed in the red trash cans. Do not fill past the taped line.
- Under no circumstances will food in the red bin be given to any individual.
- Wash your hands frequently.

Remember: When In Doubt, Throw It Out!

**Volunteer Rights:** Volunteers have the right to:

- Perform meaningful work in a healthy and safe environment.
- Have personal information about them kept confidential.
- Be treated fairly and without discrimination.
- Be fully informed and trained about job duties and expectations.
- Be recognized for their contributions to the organization.

**Volunteer Responsibilities:** Volunteers are responsible for following all Food Bank and HonorHealth training guidelines. These guidelines have been briefly summarized in this orientation packet, as well as the HonorHealth Volunteer Orientation and Handbook.

**Violations/Terminations:** Volunteers can be terminated for a variety of reasons. Violation of Food Bank policies and procedures, poor performance, disruptive behavior, habitual tardiness or absenteeism, or falsification of service hours will result in termination. In most situations, any problems brought to the attention of the volunteer leader will be discussed with the Food Bank staff and/or HonorHealth Network Director of Volunteer Services to determine an appropriate course of action.