

VOLUNTEER SERVICES

Baptist Health exists to provide quality, patient-centered services, promote and protect the voluntary not-for-profit healthcare system, provide quality health education and respond to the changing health needs of the citizens of Arkansas with Christian compassion and personal concern, consistent with our charitable purpose.



Baptist Health

ALL OUR *Best*

BAPTIST HEALTH
Volunteer Services

9601 Interstate 630, Exit 7
Little Rock, AR 72205
Phone: (501) 202-2847

Jim Gibbons, CVM
Volunteer Services Manager
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GENERAL INFORMATION

Orientation

Volunteers are required to attend (or complete a self-directed) training, passing the orientation test with a minimum score of 80% prior to service on the Little Rock campus.

Background Check

Volunteers, 18 year of age and above, must successfully complete a criminal background check in the Employment Office on the BHMC-LR 1st floor prior to serving. Volunteers will need to provide photo ID and complete a simple form.

Attendance

Please plan other activities around your volunteer schedule. Our patients and staff are counting on you! Call your assigned area and the Volunteer Office when you must be absent. If you wish to volunteer on non-scheduled days, clear this in advance with the Volunteer Services Manager.

“Sign In” and “Sign Out”

Please “sign in” on your personal time card or the volunteer sign-in sheet each time you serve on behalf of our Little Rock campus. You may record your hours in the following locations:

- Volunteer Office, BHMC-LR Mezzanine
- Front Information Desk, BHMC-LR 1st floor
- Admissions Desk, BHRI 1st floor
- Therapeutic Recreation Room, BHRI Ground Floor

Always “sign in” at the time you left home and “sign out” at the time you anticipate returning home. All hours served on behalf of our Little Rock-based hospitals or facilities, whether on or off campus, should be reported. Your hours may also be emailed to the Volunteer Services Manager, Jim.Gibbons@baptist-health.org.

Policies and Procedures

Standard practices of the Volunteer Services Department are outlined in the Policies and Procedures Manual located on the bookshelf (below the sign-in sheet) in the Volunteer Office.

Uniforms

Volunteer uniforms, in several styles, are royal blue with the word “Volunteer” embroidered in white over the pocket area.

Ladies wear a blouse and pants with their uniform, while gentlemen wear a shirt and pants. (The pants may be either khakis or dress slacks.) All volunteers should wear soft, comfortable shoes suitable for lots of walking. Standard attire should be kept clean, comfortable and in good taste.

Volunteers are subject to the same dress code standards as hospital employees regarding attire, facial hair, jewelry and overall appearance. No one is permitted to wear denim or shorts at anytime.

ID Badges

ID badges, provided at no charge, are worn face forward when a volunteer is on duty. No additional decoration may be worn on the ID badge.

Grooming

Volunteers should refrain from wearing strongly scented fragrances, costume jewelry, heavy make-up, extreme hair-styles, and bright nail polish when on duty. Please observe all standards of good personal hygiene.

Parking

Free parking is provided in designated areas on the Little Rock campus.

Meals

Volunteers receive a 20% discount on food purchased in the hospital cafeteria or Breeze's Deli when they wear their ID badge.

Gratuities

Volunteers may not accept gratuities (or tips) from any patient or family member.

Smoking

BAPTIST HEALTH is a smoke free environment. Smoking is not permitted on the campus at any time.

Tuberculin (TB) Skin Test

All volunteers must have an annual TB skin test. These are provided at no cost, on any Tuesday in the BHMC-LR Employee Health Office.

Benefits

In addition to discounts in the cafeteria and Breeze's Deli, volunteers receive the same reduced prices as employees in the Medical Towers Drug Store when they wear their ID badge. A listing of discounts available to staff and volunteers may be viewed under "Discount Listings" on *EmployeeNet*, which may be accessed on one of the free-standing kiosks on the Little Rock campus. Mileage driven to and from the BHMC-LR/BHRI campus when volunteering may be claimed as a tax deduction. (Volunteers are responsible for maintaining their own records.)

References

Volunteering provides valuable work experience. Feel free to list your volunteer service on employment or college applications.

Room Entering

Please respect a patient's right to privacy. Always knock before entering. If a physician or minister is in attendance or treatment is being administered, please come back later. If you have questions, ask a nurse for instructions.

Occurrence Report

An Occurrence Report should be completed and filed immediately for all incidents causing even a potential injury. Should such an incident occur while you are volunteering, please have your supervisor, a security officer or the Volunteer Services Manager complete the form on your behalf.

Security

For safety, please park in lighted areas and walk in groups when possible. Remember, there is safety in numbers! To contact Security or request transport to your vehicle, please call Ext. 2700.

Accessibility and Appointments

Our department maintains an open door in response to volunteer needs. If you have questions or concerns regarding our organization, please demonstrate loyalty to BAPTIST HEALTH and do not discuss them with others. Schedule an appointment with the Volunteer Services Manager if you wish to share your thoughts. Every effort will be made to resolve your concerns in a spirit of cooperation.

Solicitation and Distribution

Please do not solicit or distribute literature or materials on the BHMC-LR or BHRI campus for any purpose at any time.

Telephone

Please limit telephone usage to necessary calls. If anyone needs to reach you, they may call the Volunteer Office at (501) 202-2847 and leave a message.

Hospital Auxiliary

The BAPTIST HEALTH-Little Rock Auxiliary is a nonprofit organization that exists to support the work of BAPTIST HEALTH Medical Center-Little Rock, BAPTIST HEALTH Rehabilitation Institute and the BAPTIST HEALTH Schools. The auxiliary provides a strong public relations program, service projects, fund-raising efforts and volunteer involvement.

Membership is open to anyone interested in the work of the institutions. Annual dues are \$5.00 and Life memberships are \$100.00. The auxiliary year begins on June 1 with newly installed officers assuming their duties. All volunteers are encouraged to join. Applications for membership are available in the Volunteer Office.

HIPAA AND CONFIDENTIALITY

Health Insurance Portability and Accountability Act (HIPAA)

The HIPAA legislation sets a national standard to protect an individual's personal health information (PHI) and requires us to take reasonable precautions to protect against unauthorized uses or disclosures of a patient's PHI. Any information that could be traced to or identified with a particular patient could be construed as a PHI violation.

PHI may be found on such items as: (a) medical charts, which normally list a patient's name, medical history, diagnosis and lab results, (b) prescriptions, (c) identification bracelets, and (d) meal descriptions.

Special care must be taken to protect and where necessary, destroy anything that identifies a patient's name, address, social security number, date of birth, age, medical history, diagnosis and lab results.

Examples of "HIPAA-sensitive" areas affecting volunteers include information desk and reception areas, patient care

areas such as nursing units and therapy departments, waiting rooms, and activities which involve pastoral care visitation and services such as patient transporters, couriers and greeters.

Under HIPAA, healthcare facilities must give patients a written notice of their privacy practices and patients' privacy rights.

Wrongful disclosure of personal health information and non-compliance with requirements can bring huge fines and/or imprisonment.

Confidentiality

Medical records are confidential and protected by law, as is all information volunteers learn or observe through their association with BAPTIST HEALTH. Records may include information about a patient, family member, healthcare professional or items of sensitive nature. The fact that a patient is hospitalized may itself be confidential information. Volunteers must agree to never discuss any patient's condition, reveal, copy, fax or in any manner disclose the contents of the medical record of any patient who has, is or will receive healthcare services through BAPTIST HEALTH. Breach of this trust is grounds for immediate and irrevocable dismissal from the Volunteer Program of BAPTIST HEALTH and any further such association with any entity of the BAPTIST HEALTH organization.

RULES AND REGULATIONS

Infection Control Guidelines

- Volunteers must have an annual TB Skin Test.
- Volunteers must not serve if they are sick.
- Volunteers must wash their hands before and after each patient contact.
- Volunteers must not enter the room of an Isolation, Burn, Transplant or Active Tuberculosis patient without first checking with the nurse.
- Volunteers must not handle blood or body substances.
- Volunteers must not handle or carry laboratory specimens.

If a volunteer is inadvertently exposed to blood, body substances or active tuberculosis, they should report immediately to Employee Health Services.

Patient Requests

Volunteers should check with a patient's nurse before giving them any food or beverage. Even water may be temporarily forbidden. Patients should not be taken to the bathroom without prior approval from their nurse. Volunteers should not run errands for patients unless it has first been cleared with the nurse. *A good rule of thumb is to ALWAYS talk with the nurse before taking any action.*

Other Departments

Volunteers should remain in their assigned work areas during their scheduled hours. Visits to other departments should be for business only.

Rules for Transporting Patients

In general, please . . .

- Push with the back straight.
- Do not jar the patient when going over bumps.
- Avoid bumping the patient against doorways, walls and elevators.
- Watch for pedestrians, stretchers and other wheelchairs.

When using wheelchairs, please . . .

- Lock the wheelchair before the patient sits or rises.
- Put the foot pedals up when a patient gets in and out of the chair.
- Transport with the patient's face forward.
- Back into elevators and through one side of a swing doorway. Have the patient facing the door you will exit.

Religion

BAPTIST HEALTH is an openly Christian organization, yet there are some proper guidelines for facilitating faith issues in a healthcare setting that serves a diverse community.

Please do not initiate a discussion of religion with a patient; however, if a patient wants to discuss spiritual matters or faith issues, remember these key points:

- Be a good listener and demonstrate sensitivity to the patient's perspective.
- Never argue; show respect for the patient's point of view.
- Affirm them in their concern about religion or faith.

- Offer the services of Pastoral Care; refer the patient to a hospital chaplain at Ext. 2569.
- Encourage them to utilize their own faith resources in the healing process.

EMERGENCY CODES

Code Adam (Announced 3 times)

This refers to a possible baby abduction in progress. All volunteers and paid staff should stand in hospital entrances and exits, in front of elevators, at stairwells or at any location where an abductor might exit the hospital premises. This should be done until “*Code Adam . . . All Clear*” is announced over the hospital public address system.

Doctor Red Stat (Announced 3 times)

A fire alert is announced over the public address system as “Dr. Red Stat” and the location of the fire is given. If a volunteer is with a patient, the patient’s safety is always the top priority. Please do not use the elevator or go through the closed fire doors. Should you discover a fire, call the hospital operator (Dial “88”) and report its location. When the fire alert is over, the operator will announce “*Dr. Red Stat . . . All Clear.*”

Remember the R.A.C.E. acronym –

RESCUE the patient
ACTIVATE the alarm
CONTAIN the fire
EXTINGUISH the fire

Plan B (Announced 3 times)

The hospitals have received a bomb threat. Remain calm.

Code Blue (Announced 3 times)

A potentially life-threatening situation and its location are announced as “*Code Blue*.” Please do not congregate in the location of the “*Code Blue*” and keep the path clear for emergency personnel.

Stat 13 (Announced 3 times)

A call for assistance from all available males in an emergency situation and its location will be announced as a “*Stat 13*.”

Disaster Preparation

When a disaster occurs in central Arkansas, volunteers may be needed to assist at our hospitals. Please do not call the hospitals, but remain near your telephone, have your uniform ready and listen to local media who will announce the need for hospital personnel (*including volunteers*) to report for duty. All volunteers report to the Volunteer Office for assignment.

Weather Alert (Announced 4 times)

The county has been placed in a “Tornado Warning” status in areas near our hospitals. Volunteers should close drapes in patient and waiting rooms.

Tornado Alert (Announced 4 times)

A tornado has been spotted moving in the direction of the hospitals. Volunteers should assist in moving patients to safety, if necessary.

Yellow Alert (Announced 4 times)

The hospitals may receive a sudden influx of emergency patients.

Red Alert (Announced 4 times)

It is confirmed that the hospitals will receive a large number of emergency patients. Volunteers should remain in their assigned work stations unless their services are not needed. If this is the case, they should report to the Volunteer Office to become part of the Personnel Resource Pool.

Volunteers may assist by collecting and storing patients' belongings, transporting patients, escorting guests, serving food and beverages, and making phone calls.

Volunteer Dismissal

Volunteers are a special gift to our hospitals, yet in rare circumstances a volunteer may be removed from service. A volunteer may be dismissed for:

- dishonesty
- excessive absence or tardiness
- breach of confidentiality
- disruptive behavior
- failure to accept supervision from hospital staff
- accepting gratuities
- being under the influence of alcohol or drugs
- inappropriate language
- lack of motivation
- insubordination
- failure to remain in assigned work station
- sexual harassment
- improper fraternization
- bringing a weapon on the hospital campus
- fighting

- actions casting a bad reflection on our hospitals
- (For Volunteers) leaving the hospital campus without parental permission and without notifying the Volunteer Office

THINGS TO REMEMBER

- Volunteers should SMILE, be pleasant and maintain a positive, cooperative attitude in dealing with patients, visitors, staff and other volunteers. Respect everyone. Leave personal problems at home.
- Volunteers should be good listeners, speak and walk quietly in the hallways, follow instructions, accept supervision graciously and exercise tact in dealing with staff members.
- Volunteers should avoid criticism or recommendation of specific doctors.
- Volunteers should avoid seeking free medical advice for themselves or others.
- Volunteers should avoid chewing gum, smoking or consuming adult beverages when on duty or in uniform.
- Volunteers should avoid unnecessary use of cell phones and headset listening devices when on duty.
- Volunteers should avoid gossip and the tendency to engage in negative conversation.
- Volunteers should avoid giving any medication to a patient or performing duties which they have not been taught or licensed to do.
- Volunteers should model the BAPTIST HEALTH System Values of Service, Honesty, Respect, Stewardship and Performance.

BAPTIST HEALTH is the state's most comprehensive healthcare system. With more than 180 access points — including major medical centers, family clinics and therapy and wellness centers — BAPTIST HEALTH is committed to delivering all our best in healthcare to the people of Arkansas.

BAPTIST HEALTH Medical Center-Little Rock

BAPTIST HEALTH Rehabilitation Institute

For more information,
call BAPTIST HEALTH HealthLine
at B-A-P-T-I-S-T (227-8478) or 1-888-B-A-P-T-I-S-T,
or visit our web site at www.baptist-health.com.