



GREATER LANSING

Volunteer Handbook



Handbook Effective- January 2022

Welcome to McLaren Health Care



McLaren Health Care, headquartered in Grand Blanc, Michigan, is a fully integrated health network committed to quality, evidence-based patient care and cost efficiency. The McLaren system includes 15 hospitals, ambulatory surgery centers, imaging centers, a 490-member employed primary and specialty care physician network, commercial and Medicaid HMOs covering more than 620,000 lives in Michigan and Indiana, home health and hospice providers, retail medical equipment showrooms, pharmacy services, and a wholly owned medical malpractice insurance company. McLaren operates Michigan's largest network of cancer centers and providers, anchored by the Barbara Ann Karmanos Cancer Institute, one of only 49 National Cancer Institute-designated comprehensive cancer centers in the U.S. McLaren has 26,000 employees and more than 85,500 network providers. Its operations are housed in more than 350 facilities serving Michigan, Indiana and Ohio.

HEADQUARTERS

GRAND BLANC MICHIGAN

YEAR FOUNDED

1914

COMPANY TYPE

NON-PROFIT

COMPANY SIZE

26,000 EMPLOYEES

Mission Statement & Company

*McLaren Health Care,
through its subsidiaries,
will be the best value in
health care as defined by
quality outcomes and
cost.*

MCLAREN GREATER LANSING IS A TERTIARY TEACHING HOSPITAL WITH 240 ACUTE CARE BEDS, LOCATED IN LANSING, MICHIGAN. THIS MEDICAL CENTER IS HOME TO CARDIAC PROGRAMS; STATE-OF-THE-ART CLINICAL CENTERS FOR ONCOLOGY AND WOMEN AND CHILDREN'S HEALTH; MEDICAL/SURGICAL UNITS; AND A FULL-SERVICE PHARMACY.

ESTABLISHED IN
1913

COMPANY TYPE
NON-PROFIT

COMPANY SIZE
2,100 EMPLOYEES



*"The care I received at
McLaren Greater Lansing
is something I brag about.
I am thankful for the
outstanding caregivers that
helped me and my family."
- a grateful patient*

Purpose, Scope & Contact Info

Purpose:

The purpose of the volunteer services department is to provide an effective and humanistic volunteer staff, which offers an extra dimension of care and services to patients, families, and visitors, and supportive services to various hospital programs.

Ensure that volunteers are properly registered and screened for assignments in the hospital.

Provide an opportunity for volunteers to give meaningful service, experience skill development, career exploration, and personal growth.

Assist in creating and promoting community interest and understanding about the hospital and its services.

Scope of Service

Includes, but is not limited to the following:

- Assist visitors and patients with directions and information
- Provide assistance to departments/services according to the volunteer service descriptions
- Support various hospital projects

Volunteer Services Location and Hours

Administrative hours are Monday - Friday – 8am – 4:30pm

McLaren Greater Lansing

2900 Collins Road
Lansing MI 48910

(517)-975-6900 – main office
(517)-975-6905 – fax

Volunteer Services Department Administration

SUSAN FIORILLO
Supervisor Volunteer Services
Susan.Fiorillo@Mclaren.org
t 517.975.6921

Milestones Over 100 Years



1913: Ingham County Tuberculosis Sanatorium opens with 10-bed capacity



1924: A 30-bed infirmary is built



1930: A four-story brick building is constructed to accommodate 100 patients



1941: Drs. Lawrence Jarrett and Harriet Jarrett open the McLaughlin Osteopathic Hospital, and first baby is born



1954: Ingham County Tuberculosis Sanatorium becomes Ingham County Chest Hospital

1958: Ingham County Chest Hospital receives accreditation from The Joint Commission on Hospital Accreditation



1959: McLaughlin Osteopathic Hospital moves to Pennsylvania Avenue and changes name to Lansing General Hospital



1960: Ingham County Chest Hospital becomes Ingham Medical Hospital, a 170-bed acute care facility



1966: First open-heart surgery is performed to close a hole in a 15-year-old's heart

1972: New hospital is completed and dedicated (Greenlawn Avenue campus)

1974: Ingham Medical Hospital becomes Ingham Medical Center



1980: Nation's first arthroscopic surgery center opens at Ingham Medical Center



1986: Breslin Cancer Center opens at Ingham Medical Center



1991: The McRee Guest House opens its doors for families of hospitalized patients



1997: A formal affiliation with McLaren Health Care commences



2001: The 72-bed Ingham Regional Assisted Living facility opens



2007: Grand opening of Chi Heart & Surgery Center



2012: Ingham Regional Medical Center undergoes rebranding and takes new name: McLaren Greater Lansing

2013: McLaren Greater Lansing celebrates 100 years

Our Core Values

T

TRUST ~ Portrays confidence in and reliance on good qualities, especially fairness, truth, honor, or ability.

E

EXCELLENCE ~ Performs overall job responsibilities at a very high quality or standard.

A

ACCOUNTABILITY ~ Is responsible for own actions and insures that others are held accountable for their actions, as appropriate.

M

MOTIVATION ~ Displays a feeling of interest and enthusiasm in the work that is performed. Energizes and encourages other staff.

W

WELCOMING ~ Expresses a friendly or courteous greeting to all medical staff, patients, visitors and staff.

O

ORGANIZATION ~ Conducts work in a systematic and efficient manner. Works cooperatively with coworkers to conduct business.

R

RESPECT ~ Shows consideration and appreciation to medical staff, patients, visitors, and staff. Maintains patient confidentiality, and respects the rights of patients.

K

KINDNESS ~ Is considerate, and demonstrates a caring and compassionate attitude when interacting with others.



McLaren Service Framework

Common Purpose

Service Standards



Service Behaviors

Compliance

WE DELIVER THE

extraordinary

Customer Service Standards

AIDET – Introductions



Acknowledge. Introduction. Duration. Explanation. Thank You.

Have you been doing your AIDET? These five steps make a huge impact on patient satisfaction and care. While an AIDET shouldn't be a script, it should be a reminder of important information that should always be shared with our patients.

"Hi, I'm Dr. Smith, a physician at McLaren Greater Lansing. I am going to take the next 10 minutes to go over your test results. Do you have any questions? Thank you for trusting me with your care and choosing McLaren."



The 10/5 Rule

The 10/5 Rule is a simple behavior that we are asking everyone to adopt so that we may continue creating an atmosphere and culture of caring that will be felt by visitors and employees alike.

In our hallways and common areas, when a guest, patient, or a member of our healthcare team comes within 10 feet, all McLaren associates and physicians should acknowledge the approaching person by smiling and making eye contact. At approximately 5 feet, we should offer a greeting, such as "Good morning". If a person appears to be lost or confused, offer assistance and use Key Words at Key Times, such as "I'll take you there".

The 10/5 Rule lets our guests and fellow staff know that we are approachable and ready to help. We can improve the care we provide by consistently practicing this simple rule, every patient, every time.

Key Words at Key Times

Key Words are used during important interactions, or "key times" with patients and families.

Key Words:

- Help patients and families feel cared for and welcome
- Helps patients and families better understand what we are doing
- Helps us show care and compassion

To Use Key Words:

- Be courteous – knock before entering a room, smile with your face and your voice
- Consistently practice AIDET
- Narrate your actions

Every Patient, Every Time

When choosing a health care system, patients place a high value on service. They rate the quality of their care upon the interactions they have with EVERYONE they encounter. Patients choose a hospital based on the hospital's reputation for quality of care and staff. If patients have a good experience with McLaren Greater Lansing they are more likely to return.

Our Patients Deserve and Expect Our Respect

Patients have the right to considerate, respectful and compassionate care. Respect means valuing the patient's needs, feelings, desires and ideas. Healthcare providers must respect the patient's:

- Culture and personal values, beliefs, and preferences
- Right to privacy
- Right to effective communication
- Right to pain management

Tips to make everyone feel welcome!

- Use AIDET and 10/5 Rule
- Make eye contact and smile
- Say good morning/afternoon when you are not engaged in conversation
- Politely and compassionately listen and respond to others.
- Offer assistance
- Escort whenever possible
- Treating each patient in a respectful manner that supports his or her dignity
- Accommodating religious or other spiritual services
- No personal cell phone use in public areas
- Monitor conversations in public areas
 - No patient information
 - Do not discuss problems, issues, other departments, staff, etc.

You should report to your supervisor immediately if you believe that a patient may be a victim of abuse or if you believe a patient or guest is being treated inappropriately.

Embrace Diversity

You WILL come in contact with people very different from you.

- Strive to create an atmosphere in which Diversity is valued and encouraged, not just tolerated.
- Be proactive in accepting differences and in creating an environment that is open and supportive
- Educate & be educated. Education plays an important role in eliminating stereotyping and generalizations.
- Remember acts of kindness and respect easily translate across all cultures and languages.

Ensure that all persons entering McLaren Greater Lansing, regardless of race, ethnicity or other diversity aspects, receive fair, and quality treatment

Volunteer Handbook

Volunteer Policies and Procedures

Becoming a Volunteer

All prospective volunteers must complete the Volunteer Application Form, found at <https://www.mclaren.org/main/volunteer-information-mclaren-greater-lansing>

Orientation/Training

All volunteers are required to attend a general Volunteer Orientation. Topics covered in the Volunteer Orientation include, but are not limited to, the following: mission and vision, confidentiality, HIPAA compliance, standard precautions, safety, infection control, customer service, volunteer policies and procedures and volunteer benefits. With few exceptions, volunteer duties will not begin until the Orientation is completed. If a volunteer takes a leave of twelve months or more they are required to repeat the orientation process.

The service trainer of the placement area will provide an orientation to the floor/department and any specialized training required for the given service assignment. Any other training requirements are noted in the specific volunteer service assignment. Volunteers will be provided training regarding important changes to their service area, their assignment, or policies and procedures.

Mandatory Vaccinations

McLaren Health Care is mandated to comply with the final rule issued by the Centers for Medicare & Medicaid (CMS) requiring COVID-19 vaccination for all volunteers, employees, contractors, contracted services, vendors, and students at our McLaren facilities regardless of clinical responsibility or patient contact. In addition, the influenza vaccine is required by policy. Only fully vaccinated individuals will be permitted to volunteer or work at McLaren Facilities.

TB Screening

All McLaren Greater Lansing volunteers are required to have a TB screening prior to serving. New volunteers may present proof of a negative TB screen before assuming their volunteer duties. TB tests will be provided to all volunteers at no charge by the Employee Health Department. TB screening is available Monday - Friday from 7:30 a.m.-3:30p.m. in the Employee Health Department. They can be contacted at 517-975-6780.

Criminal Record Check

In compliance with the regulations set forth by the State of Michigan, a criminal records check is a mandatory requirement for all prospective adult volunteers and students who provide service on the premises operated by McLaren Greater Lansing. Information and/or paperwork needed to obtain such a criminal records check is part of the application packet. It will be used to disclose personal information only to the persons or agencies so designated by the written consent of the applicant. The criminal records check is conducted by the Volunteer Services Department. In some instances, the results of the criminal background check may exclude the applicant for consideration as a volunteer.

Volunteer Placement

The Volunteer Services Department recommends a placement based upon several criteria considering the skills and preferences of the prospective volunteer, the needs of the hospital, service areas available and physical ability. Volunteer service opportunities are available throughout the hospital and are designed to enhance and augment the services provided by paid staff. If a suitable placement cannot be found the Volunteer Services Department will notify the applicant.

Dress Code

Volunteers are expected to maintain a neat, clean and conservative appearance. Overall, your attire may be casual, yet professional. The dress code promotes the acceptance of volunteers in a professional light by visitors, patients, and staff. These guidelines are also in accordance with standards for the health and safety of workers and our clients.

- Shoes are to be comfortable, low-heeled, and closed toe and heel. Clean running shoes are acceptable. Sandals are not permitted.
- Minimum make-up and jewelry. Facial jewelry is not permitted. Only minimum amounts of perfume, after-shave or cologne should be worn. Heavy scents can adversely affect patients and co-workers.
- Socks or hosiery must be worn at all times.
- No shorts or short skirts/dresses, cut-offs, Capri's, tight-fitting clothing, T-shirts, tank tops, sleeveless shirts, sweats, shirts exposing the midriff (stomach), or scrubs (unless otherwise directed by staff).
- Blue jeans are not appropriate attire unless otherwise specified.

Uniforms

Uniforms serve to distinguish volunteers in a professional light to visitors, patients, and staff as well as attest to our commitment to provide a safe environment. Thus, while volunteering in the hospital, volunteers are required to wear an approved smock, jacket or shirt while on duty. There are a few exceptions to this rule. Uniforms may be obtained at the Volunteer Services Department.

Identification Badge

All volunteers are required to wear a McLaren Greater Lansing Volunteer Identification Badge while on duty as a volunteer. The badge must be worn above the waist and be visible at all times while the volunteer is on duty. ID badges are distributed through the McLaren Human Resources Department. Volunteer ID Badges are to be returned to the Volunteer Services Department upon resignation from your service(s).

Attendance

- Inform the Service President or scheduler of "planned absences" (i.e., vacations etc.) well in advance.
- In an area where a printed schedule is mailed out, except in an emergency situation, you are responsible for arranging your own substitute if you are unable to meet your obligation, this includes tardiness. The duties our volunteers perform are essential to the delivery of excellent customer service. ***Do not leave any position unstaffed. If a replacement cannot be found, notify the Service President of the service, the scheduling chairperson or your Department contact.***
- In case of illness, the volunteer should not come to the hospital.
- If illness occurs while at McLaren Greater Lansing the volunteer must notify his/her supervisor and/or the Volunteer Services Office before leaving the hospital.
- Reoccurring absences, problematic tardiness and/or leaving your shift early are not acceptable and will lead to dismissal from your service assignment. Due to the need for consistent coverage and service, volunteer positions vacant for more than 3 consecutive weeks may be re-assigned to another volunteer. Your volunteer shift is not guaranteed upon your return; however, every effort will be made to find a suitable shift/position.

Service Hours

Volunteers must commit to a minimum of 35 hours of service a year. However, with approval of the volunteer supervisor, the amount of hours may be subject to change depending upon the needs of the department.

Each volunteer is responsible for keeping a record of their own volunteer hours. Time cards are provided for each volunteer. It is important that volunteers maintain accurate records of service hours. Hours must be reported monthly to your Service President. Service hours are presented to the Michigan Hospital Association and to the McLaren Greater Lansing Board of Trustees annually.

Holidays

Volunteers whose service day falls on a statutory/observed holiday are responsible for checking with their service area as to the changes/requirements of that day.

Service Award Requirements

Annually, McLaren Greater Lansing recognizes volunteers with Service pins marking the following years of service 3, 5, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55, 60. To be considered for a Service award the volunteer must have contributed a minimum of 35 hours each year of service.

Reference Letters

A request must be made to the Volunteer Services Department in order to obtain a record of your volunteer participation hours or a reference letter/form. It is the responsibility of the volunteer to document her/his hours. Please allow at least two weeks advance notice to ensure timely completion of a reference letter. Written authorization for release of your volunteer information to another person, agency or school is required. It is in your best interest to request a letter of reference within 30 days of leaving your volunteer assignment. McLaren Greater Lansing is not obligated to complete a reference letter.

Change of Address/Phone or Emergency Contact

Report any change in address/phone/email address to the Volunteer Services Department to keep your records up-to-date. Also, please notify the Volunteer Services Department if there is any change to your emergency contact information.

Transfer of Volunteer Assignment

Volunteers who are not satisfied with their placement and desire a transfer to another area/department are to contact the Volunteer Services Department. There are a variety of volunteer opportunities at McLaren Greater Lansing and it is our goal to help find a placement that provides you with a positive volunteer experience.

Resignation

In the event that a volunteer chooses to discontinue his/her volunteer participation, volunteers are to notify the Department of Volunteer Services immediately as well as their Service President. Also, volunteer ID Badges are to be returned to the Volunteer Services Department upon resignation.

Volunteer Agreement

The McLaren Volunteer Services Department Staff and Volunteer Agreement outlines the expectations for volunteers and the paid staff with whom they work. This type of agreement is standard in volunteer organizations and helps to avoid misunderstandings and build a strong and cohesive partnership between staff and volunteers. Each applicant must agree to sign this form prior to active volunteer service.

Performance Issues

Volunteers, like paid staff, are expected to adhere to high standards of performance.

When performance issues do arise, the Volunteer Services Department addresses the issues in a manner that is designed to resolve the issue fairly, swiftly and confidentially with the volunteer.

A volunteer is expected to uphold the values of McLaren Greater Lansing and the responsibilities of the Volunteer program.

If these expectations are not met, a meeting with the volunteer and the Director of Volunteer Services will be scheduled to determine actions to be taken. The Volunteer Services Department reserves the right to corrective action and/or terminate a volunteer as a result of, but not limited to:

1. Failure to comply with hospital policies, rules, and procedures and/or failure to follow supervisory direction.
2. Volunteering while under the influence of drugs or alcohol
3. Negative or inappropriate comments and/or conduct; insubordination
4. Theft of property
5. Physical or verbal abuse of patients, co-workers, hospital guests or staff, or other volunteers
6. Failure to maintain a clean and professional dress code
7. Problematic attendance or tardiness
8. Any other circumstances, in the judgment of the Volunteer Services Department, where continued service as a volunteer is in conflict with the best interests of the hospital and its clients.

Statement of Values and Ethical Guidelines

McLaren Greater Lansing volunteers are to abide by the same organizational values and code of ethics as the employees.

McLaren Greater Lansing is committed to improving the health and well-being of the people of mid-Michigan. Critical to achievement of that mission is the operational embodiment of our values: *trust, excellence, accountability, motivation, welcoming, organization, respect and kindness*. This requires that conduct at all levels, from the conduct of individual employees and volunteers to operational and corporate conduct, be carried out in an ethical manner. Employees and volunteers are expected to have the courage and conviction to live organizational values.

Volunteer Standards of Conduct

McLaren Greater Lansing is committed to providing excellence in the delivery of health care services. To accomplish this goal, McLaren relies on each employee and volunteer to maintain a high standard of conduct. The standards listed below are general in nature and are not necessarily all-inclusive. It is the employee's and volunteer's responsibility to be familiar with and uphold McLaren's policies/procedures, rules, regulations, and protocols.

- Provide every patient and visitor efficient and courteous service.
- Treat fellow volunteers and employees with courtesy and respect, handling any information relating to others in a confidential manner.
- Not participate in practical jokes, horseplay, harassing, abusive, or similar behavior that may interfere with work, create risk of injury, or is unduly offensive to others.
- Maintain confidentiality of patients by never discussing a patient or information relating to a patient with another person except as it may directly relate to required duties
- Direct any problems, comments, or suggestions to the Volunteer Services Department.
- Conduct yourself with dignity and professionalism.
- Be sensitive to the needs and concerns of others.
- Take the initiative - if unable to help directly, find someone who can.
- Eat/drink within designated areas (i.e., cafeteria) after your assigned shift--not on the program areas/floors. Chewing gum is not appropriate while on duty.
- Respect the patient's right to "peace and quiet"-- no talking/laughing loudly.
- Demonstrate and promote a positive attitude.
- Leave personal problems at home - you are needed to help others.
- Respect the cultural and religious values of the patients and their families.
- Do not ask the staff / doctor for medical advice, medication or have a corridor consultation for your relatives, friends or yourself.
- Do not give/receive gifts or money from patients or their families. Encourage patients to show their appreciation with a simple "thank you," smile, or card.
- Do not sell or attempt to sell goods or services, request contributions, solicit any written business, or distribute political petitions on hospital premises.
- Follow through on promises and commitments including your assigned shift schedule.
- Follow the Service Assignment including duties, training, and orientation
- Respect personal space and social distance.

Parking

Parking for McLaren Greater Lansing volunteers is available in designated parking areas free of charge to current volunteers who are registered and fully documented with the Department of Volunteer Services. The Department of Volunteer Services will provide a Volunteer sticker to you. This sticker must be placed in your vehicle's front windshield on the driver's side and must be clearly visible.

Lockers

A limited number of lockers are available for volunteers. Please ask the Volunteer Services Department for further details on the assignment of lockers. Please note that it is the responsibility of the volunteer to ensure that personal belongings are in a secure area. McLaren Greater Lansing is not responsible for missing or damaged items.

Cafeteria

Designated areas to eat a meal/snack or have a beverage include the dining area within the cafeteria or the tables located outside. Snacks, beverages, or meals are not to be consumed within the patient areas or in the front lobby. Cafeterias are located on the lower level. Vending machines located within or near the cafeterias, are always accessible.

Smoking

McLaren Greater Lansing is a non-smoking facility.

Volunteer Benefits

McLaren Greater Lansing offers the following benefits to all active volunteers:

Health Services

Each volunteer receives a free, annual TB screening. Whenever possible, McLaren will offer volunteers a free flu shot once a year.

Insurance

Volunteers are considered as unpaid staff and, therefore, are covered by the same benefits as employees with regard to Liability Insurance only.

Café Discount

Volunteers on duty during mealtimes can purchase meals in the cafeteria at a 20% discount.

Tax Deductions

Volunteers may deduct the following from their tax returns: unreimbursed travel and telephone charges; postage and supplies; transportation costs to and from volunteer shifts; monetary gifts/contributions to McLaren such as the McLaren Healthcare Foundation, McRee Guest House and memorials.

Employment of Volunteers

Volunteers who are interested in employment with McLaren Greater Lansing should contact the Human Resources department directly at 517-975-6700. All career opportunities are posted on www.Mclaren.org/Careers. McLaren Greater Lansing is an equal opportunity employer.

Volunteers who are employees of McLaren must adhere to the Fair Labor Standards Act. An employee cannot volunteer his/her services to perform the same types of service or task performed as an employee.

Additional Online Resources

- McLaren Greater Lansing
 - <https://www.mclaren.org/lansing/mclaren-greater-lansing-home>
- Patient and Visitor Information
 - <https://www.mclaren.org/main/patients-and-visitors>
- Patient Rights and Responsibilities
 - <https://www.mclaren.org/main/patients-rights-and-responsibilities>
- Standards of Conduct
 - [mhcstandardsofconduct.pdf \(mclaren.org\)](#)
- Career Opportunities
 - <https://www.mclaren.org/main/careers>

Compliance

Confidentiality

Confidentiality is the protection of the information and trust which patients give to McLaren Greater Lansing's staff and volunteers. As volunteers, you may have access to information concerning our patients, their families, or internal business. Every patient/employee/visitor/volunteer at McLaren Greater Lansing has a fundamental right to confidentiality. Therefore, all information acquired by a volunteer including an individual's personal information (i.e., name, condition, treatment, doctor's name, etc.), any facility related business, staff information, personal or otherwise, is to be held with utmost confidence. You have a legal and moral obligation to uphold the principles of confidentiality; failure to do so may result in the termination of your volunteer/student status and/or personal legal action.

Health Insurance Portability and Accountability Act (HIPAA)

In general orientation, all volunteers are informed of the HIPAA standards of confidentiality during orientation. The HIPAA Privacy Rule creates national standards to protect individuals' medical records and other personal health information.

- It gives patients more control over their health information.
- It sets boundaries on the use and release of health records.
- It establishes appropriate safeguards that health care providers and others must achieve to protect the privacy of health information.
- It holds violators accountable, with civil and criminal penalties that can be imposed if they violate patients' privacy rights.

Here are a few things that volunteers/students should keep in mind to safeguard an individual's right to confidentiality:

- Avoid casually discussing a patient's stay at McLaren Greater Lansing with anyone in hallways, client rooms, elevators, cafeterias, etc.
- When you are discussing a patient with someone involved in his/her care, keep in mind where you are and who might overhear. Speak discreetly when asking personal questions or discussing his/her illness.
- Without exception, don't take your privileged knowledge about anyone home with you to use as gossip. Become accustomed to saying, "I cannot disclose that information" to avoid any pursuit of the subject.
- Do not use your smartphone camera on campus
- Do not post patient or hospital business information on social media (Facebook, Instagram, etc.)

Patient and Guest Safety Factors / Quality Improvement

At McLaren Greater Lansing we take the safety of our patients, guests, staff, and volunteers very seriously. If you see any situations that you believe to be unsafe, don't hesitate to notify hospital Leadership. Let a Leader know as soon as possible so that the unsafe situation can be corrected. A few examples include a wet floor due to a spill, a tear in the carpet, ice and snow at the hospital entrance.

If you should encounter a patient or a visitor who has been injured in the hospital or on the hospital grounds, alert nursing staff or a hospital Leader. You may be asked to retrieve a wheelchair if needed. If the patient needs assistance to transfer into the chair alert nursing staff. Volunteers **never** initiate transfers.

Visitors should be encouraged to go the Emergency Department if they have been injured. If necessary, you may accompany them until they receive assistance from emergency staff. The hospital may assume responsibility if an investigation shows that we are responsible for the accident, however, **DO NOT tell the person that the hospital will pay the bills.** If the person asks, tell them that they will be contacted by a staff person who will be able to answer their questions.

Environment of Care

Infection Control

The primary purpose of infection control in hospitals is to prevent our already sick patients from developing additional acquired infections. Hand washing is the single most important means in preventing the spread of infectious germs. Thus, it is important that you follow the guidelines below regarding "How to Wash Your Hands." If proper hand washing techniques are not practiced, you may be responsible for transmitting infections from you to the patient, from patient to patient, and from the patient to you.

COVID-19 Screening and PPE

McLaren is screening all patients, visitors, volunteers, and our own staff for signs and symptoms of coronavirus before entering our facilities. Anyone experiencing symptoms is prohibited from entering and directed to the appropriate level of care. Volunteers must wear appropriate personal protective equipment (PPE) while on shift this includes but is not limited to protective masks. Hospital issue masks, gloves, eye protection, and any other required PPE will be provided to Volunteers at the beginning of their shift. Failure to comply with PPE standards will lead to dismissal.

Hand Washing

You may not think you need a lesson on anything as simple as hand washing, but ***proper hand washing is the single most important thing we do to prevent the spread of disease.*** There are germs all about us, but most are very quickly destroyed with the use of soap, water and friction, and 15 seconds of your time.

When to wash your hands:

1. Before and after your shift.
2. Before and after eating, drinking, preparing, or handling food.
3. After using the bathroom, blowing your nose, sneezing, or coughing.
4. Before and after contact with each patient.
5. Before and after wearing gloves
6. When coming in contact with bodily fluids
7. If hands are visibly soiled
8. Before and after self grooming
9. After handling money and newspapers.

How to wash your hands with anti-microbial soap that is available throughout the hospital:

1. Remove rings
2. Turn on water faucet and leave running
3. Apply sufficient amounts of soap
4. Use friction (brisk rubbing)
5. Lather hands going between your fingers, between jewelry and on the backs of your hands, for as long as it takes to sing "Happy Birthday".
6. Rinse soap from hands under running water
7. Wipe hands with paper towel.
8. Use paper towels to turn off sink.

Use of Protective Gloves

1. Wash hands before using gloves
2. Remove gloves after leaving a patient room
3. Wash hands after removing gloves
4. Change gloves between patients
5. Do NOT reuse gloves or wash hands with gloves on

Remember ...

A quick passing of the hands under running water is not washing hands, and only gives a false sense of security. In addition to hand washing, volunteers are required to follow two other means to help prevent the spread of infectious germs:

- Do not come in if you have a cold, infection, fever, cold sores, or diarrhea.

Standard Precautions for Volunteers

To comply with Federal law, McLaren Greater Lansing requires all volunteers to receive orientation in standard precautions and Bloodborne Pathogens. Guidelines are set by the Michigan Department of Community Health and OSHA. **Volunteers may not perform functions that have the potential of physical contact with blood or patient bodily fluids.** In the event of an unforeseen accident, where the volunteer has contact with a fluid, needle or item of unknown or questionable safety, contact the Supervisor or Charge Nurse in the unit immediately.

It is highly unlikely that a volunteer would be exposed, but just in case, you **MUST** report the incident immediately, and be evaluated within 2 hours of the exposure which includes:

- Needle sticks from used needles
- Cuts from sharps (needles etc.) contaminated with blood
- Splashes of blood or body fluid in eyes, nose or mouth
- Contact with blood or body fluid into chapped or broken skin. Intact skin is NOT an exposure

Occupational Health & Safety

Hazardous Materials

The Michigan Occupational Safety and Health Act (MIOSHA) requires that all organizations develop standards regarding the rights and responsibilities of their staff and volunteers in relation to the safe handling of hazardous materials. The "Right to Know" standards of McLaren Greater Lansing volunteers are as follows:

- Volunteers have the right to receive information regarding the safe handling of any hazardous materials with which they may come in contact while performing their duties.
- Material Safety Data Sheets contain information on potentially hazardous substances used in the hospital. These sheets contain safety information such as contents of the substance, safe-handling instructions etc. The sheets are available in each department where hazardous materials are used. The Data Sheets are also available in the Safety Department.
- Volunteers have the right to request information from the Volunteer Services Department or the Safety Department.

Electrical Hazards

Damaged electrical cords can lead to possible electrical shocks or electrocutions. Report electrical cord/equipment problems to the Environment of Care Department or the Department of Volunteer Services.

Evacuation

In the event of an evacuation of a hospital facility, volunteers will assist staff by any means necessary including, if they are able, the evacuation of patients and guests. Volunteers are expected to follow the exit procedures of the particular department in which they serve. Volunteers should also identify stairwells in their service areas for evacuation purposes.

Spills

Blood or other Body Fluid spills should be cleaned up promptly with a chemical germicide that is approved for use as a hospital disinfectant, at recommended dilutions. Notify your supervisor or call housekeeping **immediately**. **Do not clean up such spills yourself.**

Patient Isolation Signs

Volunteers are not required to render service to patients in isolation. McLaren Greater Lansing requires all volunteers to receive orientation on Isolation and Precaution Signs. Isolation precautions will be reviewed at general orientation.

Safety and Security

McLaren Greater Lansing endeavors to maintain a safe environment for all patients, guests, employees, and volunteers. An extensive camera system monitors all parking lots and ramps, as well as all hallways and elevators. McLaren has a clear policy that prohibits all persons who enter McLaren property from carrying a prohibited weapon of any kind regardless of whether or not the person is licensed to carry the weapon. McLaren is authorized to search lockers, desks, purses, briefcases, baggage, toolboxes, clothing and vehicles parked on McLaren property.

When volunteering, be alert to patients or visitors who:

- Have a history of violence
- Over-react to uncertainty/delay related to health problems
- Threaten other patients, guests, staff, volunteers
- Demonstrate excessive anger
- Use abusive language
- Appear to be under the influence of alcohol or drugs
- Show or claim to have a weapon

Should any of the above occur; remain calm, and contact the Security Department at 975-8000. Just the presence of a Security officer can be helpful in keeping a situation under control, and McLaren's officers are well trained in de-escalating problem situations.

Volunteers can enhance safety and security by:

- Reporting unidentified persons in restricted access areas
- Securing purses/other belongings in locked drawers and/or lockers
- Never loaning out an ID badge, key or access code to anyone
- Reporting any poorly lit or burned out lights in halls, stairs or parking areas

Security Services Available to Volunteers

The Security office is staffed 24 hours per day and may be reached at (517) 975-8000.

1. 24-hour escort to vehicle
2. 24-hour monitoring of all campus parking lots by use of surveillance cameras, vehicles and foot patrols
3. Lost and found service
4. 24-hour emergency response to trouble calls and panic alarms (located in Admitting, Cafeteria, Gift Shop, Emergency, Pharmacy, and Visitors Lobby).

Lost and Found Items

If you find an item or if a patient or guest brings you something they have found, please take it to the satellite security office (by the Emergency Department). If a staff person (particularly from a patient care area) gives you lost and found items and asks you to take them to Security, do so only if the staff person also gives you an occurrence report. If the items are coming from a patient care area, the staff person may have information that will help security return the items to their owner and they must complete the appropriate paperwork to help with this process.

Incident Reports – McLaren Safety First

In the event of an accident or incident while on duty as a volunteer at McLaren Greater Lansing, the volunteer is to immediately notify the Volunteer Services Department and, if appropriate, his/her supervisor to report the incident. Details of the incident must be completed on a Safety First form online. If a volunteer is injured, she/he will be directed by the supervisor to seek appropriate medical attention through her/his personal physician, if the injury does not require emergency treatment. If no treatment is requested, the volunteer must notify Volunteer Services so that a Safety First form can be completed, noting that no treatment was requested or required. When treatment is requested or required, the employee will be directed to her/his personal physician if a non-emergency situation. The volunteer is expected to allow her/his personal health insurance to assume financial liability for further treatment. If there are out of pocket co-pays and/or deductibles, submit them to the Volunteer Services Office. If the injury or illness requires emergency treatment, the volunteer will be directed to the

McLaren Emergency Department. Again, the volunteer is expected to allow her/his personal health insurance and/or Medicare to assume financial liability for treatment.

Emergency Codes / Fire Safety

All volunteers are provided information regarding the hospital emergency codes and the role of the volunteer in these situations at the general orientation. Volunteers are provided an annual reorientation on hospital codes.

EMERGENCY CODES

Call a Code: **22222** Disaster Hotline: **58007**

CODE NAME	EVENT
CODE BLUE	CARDIAC ARREST - ADULT
CODE WHITE	CARDIAC ARREST - CHILD
CODE LITTLE BLUE	RESPIRATORY/CARDIAC ARREST - INFANT
TRAUMA ALERT	INCOMING TRAUMA
RAPID RESPONSE TEAM	PATIENT DISTRESS
NEURO ALERT	POSSIBLE STROKE
CODE WALKER	PATIENT ELOPEMENT
CODE PINK	INFANT ABDUCTION
CODE PURPLE	CHILD ABDUCTION
CODE RED	FIRE
CODE GRAY	VIOLENT/COMBATIVE INDIVIDUAL
CODE SILVER	WEAPON OR HOSTAGE INCIDENT
CODE YELLOW	BOMB THREAT
CODE ORANGE	HAZARDOUS MATERIAL INCIDENT
CODE TRIAGE <small>(INTERNAL/EXTERNAL)</small>	DISASTER INCIDENT
CODE WEATHER <small>(WATCH/WARNING)</small>	SEVERE WEATHER



McLaren
GREATER LANSING

Volunteer Agreement

I agree to serve as a Volunteer for McLaren Greater Lansing and to uphold the following expectations:

- Follow all hospital rules, regulations, policies/procedures, including those listed in the Volunteer Handbook, and uphold the philosophy and standards of the hospital at all times.
- Satisfactorily meet the requirements of the position with no monetary compensation
- Report for shifts when scheduled or notify the service or Volunteer Services Department when emergencies arise preventing you from working the shift
- Conduct myself with dignity, courtesy and consideration of others and endeavor to make my work professional in quality
- Not to impose personal beliefs or values on patients, families, visitors, volunteers or paid staff
- Maintain confidentiality of patients by never discussing a patient or information relating to a patient with another person except as it may directly relate to required duties
- Attempt to resolve any problems/concerns related to my volunteer duties with the supervisor or Service President, and, if needed, will contact the Volunteer Services Department for possible solutions
- Attend service meetings, read newsletters and participate in all mandatory programs such as annual TB tests, and health/safety and HIPAA trainings

I understand that MGL Staff Agree To:

- Provide the volunteers with appropriate policies, procedures, and regulations
- Provide orientation, training, resources and supervision for volunteer work assignments
- Provide job descriptions (in conjunction with individual departments and services)
- Give volunteer assignments compatible with volunteer skills and interests
- Treat volunteers as part of the team like other paid/unpaid staff
- Keep volunteers informed about the organization through newsletter and service meetings
- Give recognition for time and energy devoted to MGL
- Suggest new assignments or alternate assignments as appropriate
- Resolve conflicts as necessary

I understand that the Volunteer Services Department reserves the right to terminate my volunteer status as a result of A.) failure to comply with hospital policies, rules and regulations; B.) absences without prior notification; C.) unsatisfactory attitude, work or appearance; or D.) any other circumstances which, in the judgement of the department director, would make my continued service as a volunteer contrary to the best interests of McLaren Greater Lansing.

If I am unable to continue as an MGL Volunteer, I will notify the Volunteer Services Department at least one month in advance.

I reviewed and will comply with the following documents:

- **Standards of Conduct adopted by McLaren Health Care and its subsidiary organizations**
- **Acceptable Use and Confidentiality Acknowledgement**
- **Volunteer Handbook**
- **Student Volunteer Training Manual (if applicable)**