



Volunteer Manual

“We make a living by what we do,
but we make a life by what we give.”

—WINSTON CHURCHILL



YAVAPAI REGIONAL
MEDICAL CENTER

Welcome to YRMC!

On behalf of the staff, I'd like to welcome you to the Volunteer Services Department of Yavapai Regional Medical Center. I hope that you will find your volunteer service rewarding.

YRMC is dedicated to providing high-quality inpatient and outpatient care for the people we serve. An understanding of YRMC, as well as its services, creates a true ambassador of goodwill in the community. I hope you will find that your own appreciation of YRMC and the standards of care YRMC provides will grow with your service as a volunteer.

As part of the YRMC Volunteer Services Department, you are a member of a group of individuals concerned with patient care and community relations and you may be the first YRMC representative people will meet. Unfamiliar surroundings and stress can produce confusion for patients and their visitors. Each volunteer, therefore, is expected to exercise care, consideration and courtesy in dealing with patients, visitors and employees.

Some volunteers have direct contact with patients while others may work behind the scenes. Whatever the assignment, our volunteers' efforts improve YRMC's customer service and lighten the load for employees, making it possible for increased care and assistance available for patients.

Thank you for your willingness to partner with us by contributing your time and talents. Again, welcome to our program. I look forward to working with you!



Nancy Thomes
Director of Volunteer Services
Yavapai Regional Medical Center

About This Manual

This manual is provided to help you become more familiar with Yavapai Regional Medical Center (YRMC), the services it offers, the general policies under which it operates and its philosophy of patient care. It covers many of the questions you may have about being a YRMC volunteer. For any questions that are not addressed in the manual, please stop by or call the Volunteer Services Department at:

West Campus, Prescott
(928) 771-5678



East Campus, Prescott Valley
(928) 442-8678



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YRMC General Information

About YRMC

Yavapai Regional Medical Center (YRMC) was incorporated in 1942. What started as a simple community hospital in the old Jefferson School building on Marina Street is today a state-of-the-art healthcare system with two acute care hospitals, a network of primary and specialty care clinics, outpatient health and wellness centers, cardiac diagnostic centers and outpatient medical imaging centers. Together, YRMC's network of services provides medical care and wellness resources to a geographic area encompassing 5,500 square miles and covering the communities of Prescott, Prescott Valley, Chino Valley, Dewey, Humboldt, Mayer, Paulden, Bagdad, Yarnell, Kirkland, Skull Valley and Crown King.

As the region's leading not-for-profit healthcare provider, Yavapai Regional Medical Center is guided by a community-based board of trustees, a values-based team of experienced administrators and hundreds of physicians in multiple specialties who form the YRMC Medical Staff. Complementing this outstanding leadership are the skills, training and competence of professional nurses, therapists, technicians, support personnel and generous volunteers.

Yavapai Regional Medical Center is a full-service, not-for-profit community health system that relies solely on patient revenue and community support for all of its funding. We are proud of the fact that no property taxes have ever been levied to fund Yavapai Regional Medical Center programs or to pay for capital improvements.

Mission Statement

To provide comprehensive, high-quality healthcare consistent with our communities' needs.

Vision Statement

Creating a Total Healing Environment—an environment in which the people of YRMC work in partnership with patients and their families to provide peace of mind and peace of heart, as well as physical cure and comfort, because we understand the indivisible relationship that exists between body, mind, and the human spirit.

Values

- **RESPECT**
Behaving in a way that honors self and others
- **INTEGRITY**
Being consistent in word and deed
- **QUALITY**
Providing service excellence in meeting others' expectations
- **COMMITMENT**
Demonstrating dedication to one's work, personal development, the organization, and our Mission and Vision
- **ACCOUNTABILITY**
Following through and taking responsibility for results

Teamwork is the ingredient that integrates all the values at YRMC.

IDEA Program

IDEA is a customer-service and patient-satisfaction program that all employees and volunteers are asked to incorporate into their daily routines. This model is designed to take our hospital from “good” to “great.”

IDEA stands for:

I – Introduce

Introduce yourself to patients or visitors. Let them know you’re a volunteer and where you volunteer.

D – Duration

If known, give patients or visitors an estimate of how long it will be before someone will assist them or how long it will take to get to a specific location if you are escorting them.

E – Explain

Offer additional information to ease any potential anxiety or to enhance patients’ or visitors’ knowledge when possible.

A – Ask

Ask patients or visitors if there is anything else you can do for them.

Volunteers are the only human beings on the face of the earth who reflect this nation’s compassion, unselfish caring, patience, and just plain love for one another.

—Erma Bombeck

YRMC Outreach Services

YRMC offers outreach services and is committed to providing a comprehensive continuum of care with a focus on prevention and wellness. For a complete list of areas that YRMC supports, please go to www.yrmc.org or ask the Volunteer Services staff.

Volunteering at YRMC

Volunteer Services Department Mission Statement

The Volunteer Services Department of YRMC was established to develop and maintain an efficient and compassionate staff of volunteers who offer an extra dimension of care and service to patients, empathy for families and visitors and supportive services for YRMC's employees, while providing meaningful service opportunities for our volunteers.

Volunteer Services Office Hours

The Volunteer Services office on each campus is open Monday through Friday from 8:00 a.m. to 4:00 p.m. and other times by appointment. Call 928-771-5678 (West Campus) and 928-442-8678 (East Campus). Voice mail is operational 24 hours a day.

Training and Development

The Volunteer Services Department is responsible for providing initial orientation and ongoing training as needed. Each service area will also have a mandatory annual meeting with its volunteers to review service descriptions and competencies. Volunteers who have served for one year are required to complete the mandatory training sessions each year.

Volunteer Advisory Committee

The Volunteer Advisory Committee is comprised of volunteer chairs in most service areas, the Human Resources Director and the Volunteer Services staff. The committee meets periodically to develop policy for the department and to provide leadership guidance to the chairs and feedback to the Volunteer Services staff. The committee is also the voting arm of the department and provides input on relevant department issues. All volunteers are welcome to attend the meetings and meeting minutes are available.

Volunteer Complementary Therapies

The following areas of service are offered in addition to departmental volunteering opportunities.

Music Program

The healing power of music is noted throughout history. Played softly, live music is a calming experience that often promotes peaceful and relaxed feelings. Soothing music is known to have a healthful effect on respiration, pulse rate, temperature and pain responses.

Volunteer musicians, playing music appropriate for every patient in all areas of the hospital, provide the soothing sounds of acoustic music free of charge in the lobby areas or at a patient's bedside, not as a concert, but as a service to our patients.

PAWS (Pets Are Warm Support) Visitation Program

The medical community is increasingly aware of the soothing and therapeutic effects that animals can have on people. Clinical studies show that animals may lower blood pressure, reduce anxiety levels and contribute to better healing. In acute-care settings, bedside visits by a pet can calm and comfort patients.

The PAWS program offers patients a bedside visit from a well-trained and caring dog as long as the visit has the approval of the patient and the patient's caregiver. YRMC is affiliated with Pet Partners, a nationwide nonprofit organization dedicated to providing public education and linking thousands of member pets to people who are ill, disabled or have emotional needs. Pet Partner evaluators test each animal to ensure that its health, skills and aptitude meet rigorous standards.

Chaplain Services

In a spirit of loving concern, spiritual aid and comfort are offered to all YRMC patients, their families and to hospital personnel according to their beliefs and desire without violating the individual's religious tradition.

Our chaplains are trained, experienced counselors as well as clergy. They complement the YRMC healing team that meets the total-care needs of patients and their families. A Chaplain of the Day is available for emergencies and special requests on a 24-hour basis. Counseling, prayer and sacramental services are available by individual request.

The chapels on both hospital campuses are located near the main entrances. Religious and devotional literature and scriptures are available in the Chaplain Services offices on request.

YRMC Newsletters

The Pulse is the volunteer newsletter published quarterly and is sent via e-mail for those with e-mail addresses and available for pickup at all kiosk locations for those who don't. Reader contributions for this publication are welcome.

Published twice a month, *The Main Vein* is the employee newsletter. It can be accessed throughout YRMC in offices and lobby areas, in the Volunteer Services Department and on the YRMC Intranet.

Volunteer Rights

As a YRMC volunteer, you have the right to:

- A written job description.
- An interview with the staff supervisor before assignment.
- Training and supervision.
- Assignment in an area of interest.
- Transfer from one department to another if and when an opening exists.
- Share your feelings and concerns with administrative personnel.

Volunteer Responsibilities

Confidentiality - Health Insurance Portability and Accountability Act (HIPAA)

Volunteers are obligated to maintain complete confidentiality of information in order to protect patients, families and YRMC employees from improper disclosure of confidential information. This includes ALL information regardless of source, including patient charts, computer records, financial reports, personnel files, spoken word, other records or comments overheard.

As you begin volunteering at YRMC, you will be asked to sign a statement regarding confidentiality. Patient privacy is not just a moral and ethical issue—it could be a legal issue as well. Be sure you understand the following responsibilities regarding confidentiality of patient information:

1. Confidentiality is of utmost importance. Do not give out ANY information regarding patients; this includes volunteers and employees who may be hospitalized.
2. Never repeat any information of a professional or personal nature seen or heard in the course of duty.
3. Do not read correspondence, charts or patient records that are not related to your service tasks.
4. Do not give any information to any patient about herself/himself. Refer the patient to the appropriate staff person.
5. Do not express opinions or offer advice concerning physicians, diagnoses or medical care to patients, staff, other volunteers or outsiders.
6. Do not give or ask for personal medical advice.
7. Consider all information seen and heard as confidential. If someone asks

for information regarding a patient or any clinical personnel, direct them to the appropriate staff member and feel free to simply say “I don’t know” or “That information is not available to me.”

8. Do not discuss any patient information in elevators, cafeteria lines and other public areas.
9. Do not leave patient information visible on your desk or at your work area.
10. All documents with any patient information must be shredded. Do not throw away in the regular trash. Shred containers are located throughout the facility.

These responsibilities are particularly important when patient information pertains to a friend or an acquaintance. While often difficult to follow, the regulations direct you not to repeat what you see or hear while you are volunteering.

A violation of this standard or inappropriate dissemination will be considered a breach of the YRMC Code of Ethics and will be cause for immediate review. The volunteer may be suspended or dismissed if confidentiality is not maintained. A breach of confidentiality may also result in legal or financial repercussions.

Customer Service and Patient Satisfaction

We rely on our volunteers to assist staff to ensure patients have the best experience possible.

1. Be friendly, courteous, patient and compassionate.
2. Make eye contact and greet everyone you encounter with a warm smile and “hello.”

3. Escort patients and visitors to their destination instead of giving directions.
4. Never leave a patient or visitor without an answer, inquire with staff who can answer their question.
5. Help keep the hospital quiet; a quiet environment promotes healing and shows respect to our patients and visitors.
6. Help keep the facilities clean; notify housekeeping of needs.
8. Keep your work area neat and clean at all times.
9. Talking and texting on your cell phone while you are volunteering is discouraged. Should you need to make or take a call, step away from your volunteer area. It does not look professional to be talking or texting on your cell phone in your service areas.
10. Don't criticize what you don't understand; there may be a reason. Please ask for clarification about policies that you question.

General Guidelines for Volunteers

1. Be dependable and committed. The Volunteer Services Department has an obligation to cover the services it offers. YRMC depends on volunteers being on duty as scheduled.
2. Arrive on time and allow enough time to sign in and proceed to your area.
3. Begin your shift by reviewing the communication book in your area of service.
4. Keep your personal belongings out of public view.
5. YRMC promotes a tobacco-free facility. Smoking (including e-cigarettes) is not permitted anywhere on the premises or in parking lots; additionally, you and your clothing cannot smell of tobacco. No alcoholic beverages or illegal drugs may be consumed before coming on duty.
6. Gum chewing while on duty is not permitted.
7. Eat your meals in the cafeteria either before or after your shift (no eating at your work area). You may, however, have a covered beverage in your area.

11. While we all have our own opinions, when we are talking with patients or visitors, we are speaking for YRMC. Please refrain from discussing controversial subjects while volunteering.

Always be aware of how you are being perceived by others. Be the kind of volunteer that you would like to meet if you were a patient or visitor here!

*If you want to lift
yourself up,
lift up someone else.*

— Booker T. Washington

Volunteer Benefits

Personal satisfaction is probably the most important “reward” that you receive, but there are other benefits to being a YRMC volunteer.

Cafeteria: When volunteering, you are entitled to one free meal each day that you volunteer. You must show your badge to the cashier at the checkout in order to receive your meal free of charge. Please do not use this privilege to take additional meals home for later consumption or to obtain meals for friends, relatives or anyone else who is not a YRMC volunteer.

Coffee, hot tea or iced tea are free while volunteering. Beverages from Starbucks are not included as a benefit.

Pendleton Centers for Health and Fitness: YRMC volunteers are entitled to use the Pendleton Center at a discounted price. The adult fitness program is monitored by health professionals and offers access to state-of-the-art exercise equipment. Volunteers may use either location.

Social Events: Volunteers are included in various employee events such as the Spring BBQ lunch, the annual picnic and the annual holiday meal in December. In addition, the Volunteer Services Department holds an annual luncheon during National Volunteer Week to honor all YRMC volunteers.

Volunteer Recognition Awards: As you complete your volunteer hours, you will receive recognition awards. Pins and bars are awarded in various increments as you reach new levels of achievement. Pins are also awarded for years of service.

Gift Shops: The YRMC Gift Shops are located near the entrances of both campuses and feature an eclectic blend of merchandise. They are tax-exempt stores; therefore, no sales tax is charged on purchases. All volunteers are offered a once daily 10% discount on any item priced \$9.99 and over. Revenues generated from Gift Shop sales are re-invested in hospital programs and services.

Shifts

Most service areas have four-hour shifts, beginning at 8:00 a.m., 12:00 noon and 4:00 p.m., but times may vary.

Attendance

The Volunteer Services Department requires a minimum of a six month or a 100 hour commitment. YRMC relies on you to report as scheduled. However, do not come in if you are ill or if weather creates hazardous driving conditions. Instead, please notify your chairperson or the Volunteer Services Department office. Generally, if schools are closed because of inclement weather, we consider the Volunteer Services Department closed as well and do not expect volunteers to report for service.

Holidays

The Volunteer Services office is closed on the holidays listed below. Volunteers may choose to work their regular shift if it falls on a holiday or to take it off.

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving and the day after
- Christmas Day

Absences

If you need to take time off for any extended period, please contact the Volunteer Services staff to discuss your schedule. Efforts will be made to return you to your prior position, but positions cannot be guaranteed depending on your area of service and substitute availability.

Substitutes

Finding a substitute will depend on where you are volunteering. For some areas, you will be given a list of people who are willing to substitute and you should call one of them to take your place. Another option would be to contact your volunteer chairperson. For positions without substitutes or a chairperson, please call the Volunteer Services staff to report that you won't be coming in; service will not be provided for that shift.

Signing In and Out

Please sign in and out at the computer kiosks. Hours are recorded for recognition and insurance purposes and are included in the tabulation of hours provided each year to the YRMC Board of Trustees. In addition, when you sign in you verify that you are on site; if there is an emergency or we need to reach you immediately, we can only locate you if you have signed in. PLEASE be sure to sign in and out each and every time you are here for your shifts, meetings and other mandatory volunteer requirements.

Dress Code

As representatives of the organization, volunteers are responsible for presenting a professional image to our patients, visitors and staff. YRMC has specific dress code expectations for its volunteers:

- Always report in uniform.
- Make sure your uniform is neat and clean, including your shoes.

- Wear your identification badge on the upper portion of your body at all times while volunteering. Ensure that your badge is turned to the proper side so that your name, photo and department are visible.
- Tattoos must be of an appropriate and non-offensive nature if visible to patients and visitors.
- No visible body piercings are allowed other than earrings. Gauged ears are not allowed.
- Hair must be neat, clean and appropriately styled. Extreme hair colors or styles are not permitted. Facial hair should be short and neatly groomed.
- Practice good personal hygiene. Clean nails, hair and breath make an ideal healthcare representative.
- YRMC has a "No-Scent Policy." Because patients, visitors and employees may be sensitive to odors, no perfumes, colognes or scented lotions should be worn while volunteering.

What volunteers bring is the human touch, the individual, caring approach that no government program, however well-meaning and well-executed, can deliver.

—Edward James Olmos

Uniforms

Uniform shirts are provided free of charge. White or tan slacks with light-colored, soft-soled, closed-toe shoes complete the uniform requirements.

Exceptions: During Rodeo week, Halloween week, and the month of December, it is acceptable to wear attire that is in good taste and appropriate to the season or event. Additional exceptions throughout the year are posted in the newsletter. Please use good judgment and do not wear anything that would interfere with the performance of your duties or would be inappropriate for a medical setting.

Parking

If you are physically able, please park in the employee designated areas. We prefer to keep the first parking tiers available for our patients and visitors. For our evening volunteers, feel free to park near the front area of the parking lots. At no time should a volunteer park in the doctors' parking lot, which is clearly labeled.

“As you grow older, you will discover that you have two hands — one for helping yourself, the other for helping others.”

— Audrey Hepburn

Tuberculosis (TB) Testing

New volunteers are required to get a series of two TB tests. You may begin your training/volunteering after your 1st test has been completed and read. The 2nd TB test must be administered in 7 – 21 days after the 1st test is read. For anyone who is a reactor to the TB vaccine: validation of the reaction status is required along with a form signed by the volunteer.

Complaints and Concerns

Complaints and concerns are handled in a specific way. All efforts are made to deal with the concern at the lowest level and proceed up the chain of command.

If you are the recipient of someone's venting, do not take it personally. Be careful not to become involved in the issue. Remain calm and objective and direct the person to the correct staff member for the particular situation.

Please remember that while you are volunteering you are part of the YRMC staff and must be discreet and tactful. Voicing your opinions on medical personnel, politics, religion or other sensitive issues is not allowed.

Wheelchair/Staxi Chair Transport of Patients

Important note: ONLY volunteers who receive specific training in wheel/staxi chair use and safety may transport patients by wheel/staxi chair. Due to liability issues, volunteers are not allowed to assist anyone into or out of a wheel/staxi chair. This is done only by trained YRMC clinical staff.

Services Volunteers May Not Provide

1. Any medical tasks ordinarily performed by YRMC staff.
2. Feeding patients.
3. Administration of medication.
4. Assisting patient in/out of bed, wheel/staxi chair, or car.
5. Opinions/advice on personal affairs, medical treatment, choice of physicians or referral of services.

Telephone Etiquette

It is important that our patients, visitors and general callers do not become confused about which hospital campus they have reached. Volunteers should answer the telephone by clarifying their specific campus and department and then provide their name. For example: “East Campus, Information Desk, this is Mary.”

Never give anyone the home phone number of an employee or volunteer.

Media Communication Awareness

In accordance with YRMC’s Coordination of Information to the Media policy, volunteers must not speak to the media on the medical center’s behalf. Direct all media inquiries that request a company response or statements to the Executive Director of Philanthropy and Community Outreach.

Please keep this in mind if you engage in social media as well. Our policy dictates that you maintain the confidentiality of YRMC proprietary information. Express only your personal opinions.

Elevator Etiquette

- Do not discuss patient information in the elevator.
- When patients are on the elevator, wait for the next empty elevator.
- If a staff member is transporting a patient to another floor, politely request visitors to wait for another elevator.

Printed Handouts

No personal handouts (business cards, flyers, etc.) or any religious materials are permitted to be given out by any volunteers.

Resignation

It is your responsibility to notify and turn in your badge to the Volunteer Services Department staff if you decide to stop volunteering.

Termination

Volunteers are representatives of YRMC. Everything a volunteer says and does here reflects on our organization. Therefore, volunteers will be terminated for the following infractions (this list is not all-inclusive):

1. Breach of confidentiality.
2. Harassment of patient, visitor, volunteer or staff.
3. Reporting for duty under the influence of alcohol or drugs.
4. Inability to perform volunteer requirements.
5. Inability to follow volunteer and YRMC guidelines / policies.
6. Excessive absences.
7. Rudeness, bossiness, complaining or other inappropriate behavior.

YRMC Policies and Procedures

Harassment

Harassment is conduct that has the effect of substantially interfering with a person's performance or creating an intimidating, hostile or offensive environment, and as defined in state and federal law.

Harassment may be willful and intentional, verbal, written or physical conduct by employees, supervisors, physicians, volunteers, vendors and visitors that would be deemed offensive by a reasonable person.

Harassment may include actions or statements, expressed or implied, impacting conditions of volunteering. Sexual harassment may be any unwelcomed sexual advance, request for sexual favors or other verbal or physical conduct of a sexual nature.

An activity may be considered harassment if either of the following conditions exists in the above definitions:

1. The offender is told or knows that the activity is unwelcomed, offensive or creates a hostile environment.
2. The event or action is sufficiently severe or intense to be considered abuse by a reasonable person.

Volunteers should report any instances of harassment or abuse to the Volunteer Services office. The office will then report the incident to the Director of Human Resources for investigation.

Translation Services for Non-English Speakers

CyraCom phones are available to provide translation to any non-English-speaking person. There is a phone at the Information Desk in the lobby and at various other locations throughout the hospital.

If a person comes to your area and needs translation assistance, please have an escort take the individual to the front desk.

Translation services may only be provided by individuals who have been tested and are approved to be on the hospital's official translator list. Merely being bilingual does not qualify a person to translate for someone.

The CyraCom phone is the first and best choice when interpretive services are needed.

Communicating with the Deaf and Hard of Hearing

Auxiliary aids or interpretive services are available to ensure effective communication. These aids include sign-language video remote interpreting (VRI) carts and laptops, sign linguists, teletypewriter (TTY) phones, listening devices and amplified phones. Volunteers may contact Security to obtain the appropriate assistive device.

We are all responsible to ensure that our patients and visitors understand what we are talking about.

Infection Control

Good hand hygiene is the first step in controlling the spread of infection. Remember to wash your hands frequently for a minimum of 15 seconds each time. Use alcohol hand gel if you don't have access to soap and water (gel dispensers are located throughout the hospital).

1. It is especially important to wash your hands or use sanitizing gel before and after entering a patient's room or after any patient contact.
2. Remember to wash after rubbing your eyes, sneezing or blowing your nose.
3. Use only hospital-approved lotions—do not bring any lotions from home.
4. Wear gloves if delivering specimens or washing beds or wheelchairs. The disinfectant wipes contain strong chemicals and gloves should be worn to protect your skin.
5. Do not enter rooms where isolation signs are posted.

White Rose Symbol

A laminated sign of a white rose is placed on patient door frames or on the glass door in ICU/CVICU/MCU if the patient is nearing the end of life. We want to be sensitive to the needs of the patient and family members; therefore, unless directed by staff, volunteers do not enter these rooms, with the exception of our volunteer chaplains.

Quiet Time

To encourage rest and relaxation for our patients, we observe Quiet Time on the patient floors from 2:00–4:00 p.m. daily. The lights are dimmed and we curtail visiting in these areas during this time.

YRMC as a Safe Haven

In accordance with Arizona state law, YRMC will provide a “safe haven” for newborns when a parent voluntarily wants to surrender a newborn infant. If you are approached, please encourage the parent to wait until a staff member can be located.

Lost and Found

If someone mistakenly leaves an item in the hospital, turn it in to the Environmental Services Department (EVS), which manages a lost-and-found service. Leave a note for the volunteers covering the next shift so they will be aware that the item was found and taken to EVS.

YRMC Concern Line

The purpose of the Concern Line is to help employees, volunteers or other individuals with questions, concerns and complaints that have not been addressed through other resolution procedures. Calls are directed to YRMC's voice-mail system and the Corporate Compliance Officer or designee has access to messages (callers can leave anonymous messages if desired). The Concern Line number is 928-771-5532.

YRMC Safety and Security

General Safety Procedures

In case of an emergency, dial 222 from any in-house telephone. State your name and inform the operator which campus you are calling from, the physical location of the code and the nature of the emergency so that the proper code can be called. Safety is everyone's responsibility. Be aware of the various safety procedures at the hospital.

Personal Safety Tips

1. Do not lift items that weigh over 20 pounds.
2. Please safeguard personal belongings brought to the Medical Center or used during your volunteer assignment. It is recommended that volunteers only bring the minimal items needed to conduct daily activities. Check with your chairperson regarding the availability of storage for safekeeping personal belongings.
3. Report unsafe conditions to your department supervisor.
4. If your shift requires you to work after dusk, feel free to request a security guard to escort you to your car.
5. When leaving the building, be aware of your surroundings. If you are not comfortable, return to the building and ask for an escort.
6. Always lock your vehicle.

YRMC Emergency Codes

Important: Codes are listed on a safety-code card worn behind your badge.

- Codes are announced in the hospital via an overhead speaker.
- Do not go to the area of the code unless asked by someone in authority.
- Avoid using the elevators.
- All the stairwells and elevators at the hospital are numbered. It is important to know the physical locations and numbers of stairwells and elevators in the area in which you work. Volunteers should also become familiar with the various locations of fire pull alarms, extinguishers and fire exits. If you are in a corridor, stay close to the wall so you are not in the way of equipment or personnel responding to the call.

The codes and response actions are as follows:

REMEMBER R.A.C.E.E.:

Rescue Immediate lifesaving. Close that door!

Alarm Pull the alarm and notify the switchboard (dial 222).

Confine Close doors and windows to prevent the spread of fire and smoke.

Extinguish Know where fire extinguishers are located and how to use them.

Evacuate Use the stairs and leave the building.

FIRE EXTINGUISHERS— REMEMBER P.A.S.S.:

P Pull

A Aim

S Squeeze

S Sweep

9**CODE 9**

Unusual odor in the area
Engineering personnel respond.

CODE RED

Fire is discovered or the fire alarm is pulled. YRMC staff are first to respond. Never shout “Fire”—use “Code Red.”

CODE GRAY

Violent Individual

CODE SILVER

Violent Individual with a Weapon

CODE YELLOW

Bomb Threat

CODE ORANGE

HazMat Spill
YRMC Security responds.

CODE BLUE

Cardiac Arrest

**RAPID RESPONSE**

Medical situation requiring ICU nurse and Respiratory

CODE PINK

Infant/Child Abduction
During a Code Pink, staff will follow specific guidelines. Volunteers are asked to report any suspicious activity directly to YRMC Security.

CODE PURPLE

Patient or family initiated emergency

**TRAUMA ALERT**

Specific trauma situation as defined by Emergency Department staff
Appropriate team responds.

Triage Internal/ Triage External (YRMC’s Disaster Plan)

There are different levels of disaster, from the less serious where available staff is able to handle the situation, to one where additional employees and volunteers will be called to help. Each department has specific functions and duties assigned to it during a Triage Internal or Triage External.

During an actual disaster or a disaster drill, hospital doors are locked. To gain entry, you must have your badge and/or know the password, which is the current month.

Hazardous Materials

A Safety Data Sheet (SDS) must be available on any product used in the hospital. A SDS sheet will list information about a particular product, including such things as hazard identification, first-aid measures, handling, storage and disposal. SDS information is available on the YRMC Intranet under “Safety and Security.”

Do not bring any cleaning products, lotions or other products to the hospital.

Accident/Incident Reports

Report all accidents or injuries to the Volunteer Services Department. If you require treatment, the department has an insurance policy that will cover up to \$25,000. Please obtain paperwork from Volunteer Services personnel as soon as possible to ensure the correct information is promptly submitted. NOTE: Volunteer injuries are not covered under Worker’s Compensation.



In Closing...

Volunteers Are the Heart of YRMC

As you can see, volunteers are vital to our organization's success. We appreciate the expertise that you bring to YRMC as well as your willingness to serve. You make it possible to collectively do the things that are not feasible for us to do alone. You are united with us for a shared cause, exemplifying the spirit of cooperation. We honor the journey that led you to engage in volunteer service at YRMC and extend to you our sincere appreciation.

Again, we welcome you to YRMC!



YAVAPAI REGIONAL
MEDICAL CENTER

Proudly Caring for Western Yavapai County

VOLUNTEER SERVICES

West Campus, Prescott: (928) 771-5678
East Campus, Prescott Valley: (928) 442-8678