



UC Irvine Health

Volunteer Services

Annual Training Handbook



UC IRVINE HEALTH OVERVIEW – FACTS & HIGHLIGHTS

The University of California, Irvine has built a state-of-the-art hospital at the UC Irvine Medical Center, located in Orange, California. UC Irvine Douglas Hospital replaces a structure built in 1960 and links to the existing University Hospital Tower. The new hospital, which opened its doors in March 2009, combines the latest medical technologies with patient comforts and strengthens UC Irvine Healthcare's ability to deliver the most advanced therapies and treatments.

UC Irvine Douglas Hospital is a spacious, well-lit seven-story building offering private rooms designed for optimal patient comfort and healing. UC Irvine Healthcare physicians, nurses and other medical professionals are committed to delivering the highest quality care and fostering medical breakthroughs through research and education at Orange County's only university hospital and Level I Trauma Center.

UC Irvine Health is Orange County's only university medical center. It includes:

- UC Irvine Douglas Hospital
- Neuropsychiatric Center
- UC Irvine Regional Burn Center
- H.H. Chao Comprehensive Digestive Disease Center
- Chao Family Comprehensive Cancer Center
- Region's only Level I Trauma Center and Level II Pediatric Trauma Center
- Region's only high-risk perinatal/neonatal and fetal transport programs

HOSPITAL FACTS

- 482,428 square feet
- 7 stories (plus basement)
- 236 beds, bringing the total number of licensed beds to 422, including the University Hospital Tower and the Neuropsychiatric Center
- 45-bed neonatal intensive care unit
- State-of-the-art Burn Unit with eight beds
- 19 high-tech operating rooms that are 50 percent larger than those in the former hospital
- Two dedicated cardiac catheterization suites
- Conference rooms and collaborative work spaces on each patient care floor

LEADERSHIP

Terry A. Belmont, Chief Executive Officer - UC Irvine Health

Alice Issai, Chief Operating Officer

MISSION (OUR PURPOSE)



The mission statement centers us and serves as an ever-present reminder for all of us on why our institution exists. This statement represents our interwoven/tripartite mission of excellence in patient care, research and education. Our mission is fundamental to our overall plan because it serves as the guide post by which strategic decisions will be made.

VISION (OUR ASPIRATION)

To be among the best (top 20) academic health centers in the nation in research, medical education, and excellence in patient care.

ARI²SE



Accountability,
Respect,
Integrity
Innovation
Service
Excellence

ACCIDENTS AND INJURIES

Volunteers who are injured while on duty at UC Irvine Health are covered under the Workers' Compensation Program.

If you are injured while volunteering, please notify your department supervisor immediately, seek medical attention, and file an "**Employee's Claim for Worker's Compensation Benefits**" form available in the Occupational Health Department or in the department in which you volunteer.

Procedure to report an injury:

- ◆ Seek immediate medical attention if needed.
- ◆ Immediately report any injury or exposure, sustained in the course of volunteering, to your department supervisor and to the Volunteer Services office.
- ◆ Complete the "**Employees Claim for Worker's Compensation Benefits**" form and submit it to the Volunteer Services office within 24 hours.
- ◆ Please keep the Volunteer Services office updated regarding your medical status.

It is essential that you sign-in each day before reporting to your volunteer assignment, and then sign-out each day when you leave. Otherwise, your presence at the medical center will not be regarded as authorized for insurance coverage.

CONFIDENTIALITY/HIPAA

It is essential that volunteers understand both the legal and ethical responsibility to protect the privacy of patients, employees, physicians and volunteers. The indiscriminate or unauthorized review, use, or disclosure of medical, personal, or business information regarding any patient, employee, or volunteer is prohibited.

All patient, employee, and volunteer information must remain confidential, including address, telephone numbers, age, marital status, and the nature of treatment.

Observed comments and conversation relating to a patient made by physicians, nurses, or other employees will remain confidential. Volunteers may ask questions relating to patients only as an aid to accomplish a task or service that they have been asked to perform.

Release of confidential information should be immediately reported to the manager of the department in which you volunteer or to the Volunteer Services office.

Computer passwords may not be disclosed to unauthorized individuals.

- As a condition of volunteering, all volunteers are required to sign a confidentiality agreement at the beginning of their volunteer service.
- Release of confidential information is a violation of hospital ethics. Release of confidential patient information can be grounds for dismissal from Volunteer Services.



DRESS CODE

I. Purpose

To establish standards of appropriate dress and appearance for UC Irvine Health volunteers. This includes off-site clinics and satellite work locations.

II. Background

A significant factor in setting and maintaining the image of UC Irvine Health is the manner in which our faculty, staff, volunteers and others participating in service delivery are viewed by patients, visitors and the general public. Dress and appearance play a major role in establishing an image of high quality, professional healthcare in the community.

III. Policy

The UC Irvine Health Dress Code policy applies to all volunteers including references to professionalism, hygiene, safety and image, as well as provisions for identification, hair, clothing, shoes, jewelry, fragrances, etc.

Specific dress requirements for volunteers are as follows:

1. Volunteers must present a clean, neat, crisp, professional appearance.
2. All UC Irvine Health volunteers are required to wear the approved volunteer uniform.
 - Non-student female volunteers will wear the royal blue volunteer jacket, white or tan pants and closed toe shoes.
 - Non-student male volunteers will wear the royal blue volunteer polo shirt, white or tan pants and closed toe shoes.
 - Student volunteers will wear a royal blue polo shirt, tan pants and closed toe shoes.
3. Jeans, shorts, cropped pants, leggings and athletic wear are NOT acceptable attire.
4. Shoes must be soft-soled with heels and toes enclosed. Tennis shoes are acceptable.
5. Unless required for safety or for individuals whose work takes them outside, hats shall not be worn. Hats are to be UC Irvine logo or plain.
6. Make-up is to be understated and appropriate for a professional healthcare environment.
7. In consideration of the comfort and possible allergic reactions of others, perfumes and colognes shall be minimal. Minimal is defined as undetectable by customers or co-workers.
8. Hair on the head and face shall be clean and trimmed. Color and style shall be conservative.
9. Tattoos must be covered to the fullest extent possible at all times. Any questions regarding the interpretation of this requirement shall be decided by the supervisor or volunteer service office staff.
10. Jewelry (including pierced jewelry) is to be understated, small and kept to a minimum. Multiple earrings (more than 2 per ear) are inappropriate. Body piercing jewelry may not be worn in any visible pierced body part except the ears unless approved by the Volunteer Staff. Visible body part is defined as any area not covered by normal clothing.
11. Fingernails should be neat and trimmed.
12. Identification badges identifying the name and department of the volunteer must be worn at all times and are to be clearly visible and worn above the waist.
13. Any volunteer deemed to be inappropriately dressed may be sent home for the day.

EMERGENCY CODES

CODE BLUE	Resuscitation – adult
CODE WHITE	Resuscitation - child
CODE GRAY	Combative person
CODE SILVER	Hostage situation
CODE ORANGE	Hazardous material / radiation incident
CODE PINK	Abduction – infant
CODE PURPLE	Abduction - child
CODE RED	Fire
CODE TRIAGE	Internal/external disaster
CODE YELLOW	Bomb threat



EARTHQUAKE SAFETY

- ◆ Remain calm. Do not exit the building.
- ◆ Move away from windows and shelving. DUCK and COVER.
- ◆ Do not use elevators.
- ◆ After the earthquake:
 - Assess damage
 - Rescue those in danger
 - Report to your assigned evacuation site
 - Prepare for aftershocks
 - Clean-up debris to clear exits
 - Evacuate the area if told to do so
 - If at home, stay there unless requested to come in

FIRE SAFETY

It is the responsibility of every volunteer to be able to take proper action should a fire occur. The most important elements in a fire safety program are prevention and preparedness. When a fire is in your area, please remember these four basic steps, which may occur simultaneously or one at a time.

CODE RED is the code for fire. If you hear the operator page **CODE RED**, take the following steps:

R.A.C.E.

1. **R**escue

Remove all persons from danger.

2. **A**larm

Pull the nearest fire alarm box. Call Extension 6123 and tell the operator the exact location of the fire.

3. **C**onfine

Confine the fire by closing all doors and openings.

4. **E**xtinguish/Evacuate

Extinguish the fire if it is small and you have been trained to use a fire extinguisher. Evacuate when necessary or when ordered to do so.



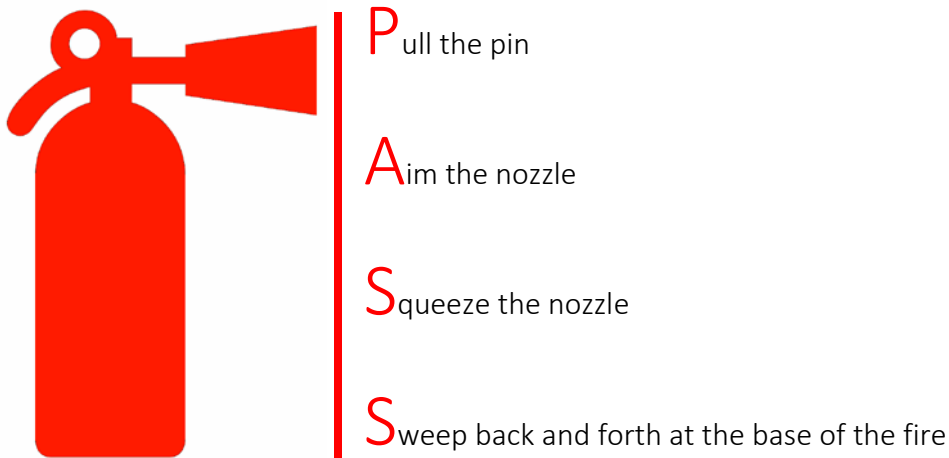
The Fire Department will arrive within minutes. Follow the instructions of the Fire Chief or staff. Refer to the evacuation procedure posted in the department in which you volunteer. Do not use the elevators.

Fire Safety Tips

- ◆ Know the medical center **CODE RED** procedure.
- ◆ Report all suspected fire or smoke immediately by calling ext. 6123.
- ◆ Know the location of fire alarm pull boxes, fire extinguishers, emergency exits, and the department fire plan.
- ◆ Keep corridors, exits, and stairwells clear at all times.
- ◆ Keep emergency doors closed. NEVER block them open.

P.A.S.S. – *Fire Extinguisher Use*

When using a fire extinguisher, remember to use the **P.A.S.S.** method.



Fire Drills

Fire drills are frequently conducted at the medical center. The overhead page operator will announce “Code Red Drill.” During a fire drill, follow the R.A.C.E. procedure as if there were an actual fire. Observers will be on hand to evaluate the actions of the staff and volunteers during the drill.

HAND HYGIENE

Hand cleaning is the single most important and effective way of preventing the spread of infection. The best rule of thumb is clean your hands each time you enter and exit a doorway.

Hand washing using soap and running water:

1. Wet hands.
2. Apply a generous amount of soap.
3. Lather, rubbing hands together vigorously and scrubbing between fingers, under fingernails and around wrists for at least 15 seconds.
4. Rinse well under running water.
5. Pat hands dry with paper towel.
6. Use the same paper towel to turn off the water faucet.
7. You may wish to use the paper towel to open the door.
8. Discard paper towel in wastebasket.



Hand cleaning using an alcohol-based gel:

1. Apply manufacturer's recommended amount of gel to hands.
2. Rub hands together, spreading gel over entire hand surface until thoroughly dry.

Always clean your hands:

- ◆ Before and after your volunteer assignment
- ◆ Between contact with patients
- ◆ Before and after eating, drinking, smoking, applying make-up, or handling a contact lens
- ◆ Before preparing or serving food
- ◆ Before and after using the restroom
- ◆ Before and after sneezing, blowing your nose, or rubbing your eyes
- ◆ Whenever hands become soiled

ILLNESS

- If you are ill, do **NOT** report for your volunteer assignment. Colds, sore throats or other illnesses can be easily transmitted to patients, staff and other volunteers.
- Please **DO** call your assigned department to report all unscheduled absences (including illnesses).
- A written statement from your physician, or clearance from Occupational Health, may be required to return to your regular volunteer duties following a serious illness or contagious disease.
- If you are having difficulty meeting the attendance expectations of your assigned department, please speak with your supervisor and the Volunteer Services office.
- Chronic absenteeism may result in reassignment to a volunteer activity not requiring regular attendance or may result in eventual termination of the volunteer.

INFECTION CONTROL

The goal of infection control is to identify and reduce the risk of infection in patients, staff and volunteers. It is essential that volunteers have an understanding of hospital policies and procedures related to Infection Control. As a volunteer, you should:

- ◆ Participate in annual health screenings, including TB testing.
- ◆ Follow infection control guidelines for hand hygiene and standard precautions.
- ◆ Maintain good personal hygiene.
- ◆ Do NOT report for duty when ill.



STANDARD/UNIVERSAL PRECAUTIONS

Standard or Universal Precautions are guidelines to protect volunteers and employees from contagious diseases. Precautions must be followed whenever there is a possibility of exposure to blood or other body fluids or substances.

Volunteers are **NOT** allowed to handle patient blood or body fluids, however, you should be knowledgeable on how to protect yourself from exposure to blood borne pathogens (disease-causing germs carried by blood or certain body fluids).

Volunteers with questions about appropriate protective equipment should always ask the patient care staff for directions and information. Treat **ALL** blood and body fluid as if infectious.

Rule of thumb for body fluids:

If it's wet and it's not yours don't touch it, and don't let it touch you!

Patients with contagious diseases will have warning signs posted outside their rooms. Volunteers should not enter any patient room with a warning sign unless directed to do so by the nursing staff.

Here are some warning signs to note:

