



HOC Volunteers AME (Annual Mandatory Education)

Thank you for volunteering at Hospice of Cincinnati.

Because volunteers are such an integral part of the care team, annual mandatory education (AME) is a requirement just like it is for employees. February is the designated month for Volunteer AME.

Please complete the AME steps by March 31st

1. Read the Enclosed Packet
2. Sign the Attestation and
3. Complete the Quiz
4. Return the Attestation and Quiz to your Volunteer coordinator by March 31st.

Please NOTE: Anyone not submitting their AME Attestation and Quiz by March 31st will be placed on a leave of absence and cannot volunteer until the requirement is met.

Thank you again for volunteering and making a difference in the end of life experience for patients and families. We are grateful for you! If you have any questions, please call (513) 246-9168 or email hocvolunteers@trihealth.com

Best,

Lori Asmus, CFRE | *Manager of Volunteer and Holistic Services*

4310 Cooper Road, Cincinnati, OH 45242

O: 513.246.9166 | **C:** 513.503-5156 | **F:** 513.246.9215

Main & Referrals: 513.891.7700

HospiceOfCincinnati.org



Fire Safety

The actions you take in the first few moments after the outbreak of a fire are *critical*. Your response to each fire alarm or drill must be the same as if it were an actual fire.

Fire Response

Know your department's fire plan.

REMEMBER THE EXPRESSION "R A C E":

Rescue staff, patients or visitors in danger.

Activate the fire alarm pull station—and call 911

Contain or **C**onfine the smoke and fire. Close doors to keep the smoke and flame confined.

Extinguish the fire—or **E**vacuate. Know your department's fire plan.

At Hospice of Cincinnati:

- Rescue people in immediate danger.
- The automatic fire and smoke doors are released and closed.
- Dial the emergency number for that location and/or activate the fire alarm pull box.
- The Operator notifies the Fire Department.
- The Alarm Response Team responds to the fire area.
- Clear the corridors of patients and visitors. Clear the corridors of equipment.

Fire Extinguishers

Used properly, a portable fire extinguisher can save lives and property by putting out a small fire or controlling it until help arrives. You must know how to use the extinguisher. **Do not use a fire extinguisher prior to reporting a fire, which is done by activating the pull station or calling the hospital emergency number.**

There is no time to read directions during an emergency. Learn the locations and types of fire extinguishers in your work area.

How To Use A Fire Extinguisher "PASS":

Stand 6 – 8 feet away from the fire.

Pull the pin: Release the lock latch, pressing a puncture lever, or other first step.

Aim at the base of the fire: Point the extinguisher nozzle (or its horn or hose) at the base of the fire.

Squeeze the handles together: This releases the extinguishing agent.

Sweep from side to side: Keep the extinguisher aimed at the base of the fire and sweep back and forth until the fire appears to be out. Watch the fire area. If the fire does not go out immediately, leave the area at once.

NEVER TURN YOUR BACK ON A FIRE.

Electrical Safety

Careless use of electricity causes **10 percent** of job-related deaths and many serious injuries. Electrical hazards may cause fires and/or explosions. **Conductors** are metals or other materials that conduct electricity. **Insulators** are materials like rubber or plastic that resists the electricity and keep the current on its path. A **ground** is connected to the ground through a conductor like a metal circuit box or a three-pronged plug to keep the wire from touching you and making you a conductor that electricity will go through.

Electrical Safety Procedures

1. Inspect electrical equipment and wires/cords before using
2. Read and follow the manufacturer's instructions for your equipment.
3. **Plug essential patient care equipment into red plugs** whenever possible.
4. Avoid using extension cords, use surge protected cords and ensure not running across the floor.
5. Never alter a plug or cram into an outlet if it doesn't fit correctly.
6. Do not use any piece of electrical equipment that sparks, smells, smokes or shocks.
7. Report faulty equipment it to your supervisor immediately and mark "out of order"
8. Always obey barriers, signs and other warnings to stay away from electrical equipment.
9. Patient care equipment must be approved by HOC and inspected by Clinical Engineering.

Equipment Procedures

If a piece of equipment should fail during use, please alert a supervisor. Equipment should be removed from the clinical setting, a tag attached detailing the problem and alerting of maintenance personnel.

If you observe a problem with any of the above, report it immediately to your supervisor.

Hazardous Materials

The Right to Know

Some products at HOC and TriHealth contain one or more chemicals that may pose a physical or health hazard. Training must proceed working with any hazardous materials or when there is a material change. These items can include flammables/combustibles, explosives, corrosives or irritants. Health hazards may include heart problems, kidney or liver damage, reproductive problems like sterility or cancer. Each department maintains a chemical inventory of all hazardous products at HOC. Safety Data Sheets (SDS) are available on the TriHealth Bridge or requesting from a volunteer coordinator. Volunteers should assume that every product is hazardous and thoroughly read the label and instructions prior to handling or use.

Safety Event Reporting

IRIS Safety Event Reports are completed to identify, and document safety issues or concerns that impact the care of patients or the safety of patients, staff members or visitors. A safety event can be submitted by anyone who has access to the TriHealth Bridge.

When an actual safety event, near miss or potential safety hazard is identified:

- ◆ Care for those injuries as your first priority.
- ◆ Alert your immediate supervisor.

- ◆ Retain any equipment involved just as it was during the incident and remove it from service.
- ◆ Complete and submit the IRIS Safety Event Report on the TriHealth Bridge.
- ◆ The computerized Safety Event Report will automatically be sent to Patient Safety and your department manager.

If serious harm or injury occurs, Risk Management will be notified at 569-4051 and Patient Safety at 569-5181. After regular office hours, ask the operator to page the person on call for Risk Management. The Safety Event Report should be a clearly stated, factual record of the incident. Avoid speculating, stating opinions or assigning blame or criticism regarding the event.

Infection Prevention

Hand Hygiene, Isolation protocols and proper use of PPE (personal protective equipment) are three important standard precautions for volunteers to use everyday in preventing infections! Use of standard precautions are designed to protect volunteers from infections and are used for all patients at all times regardless of the patient's diagnosis or presumed infectious state.

HAND HYGIENE

The purpose of hand hygiene is to

- 1) Prevent or decrease the transmission of pathogens from one patient to another
- 2) Prevent or decrease the risk of a volunteer infection.

Hand hygiene should be performed

- Before and after direct patient contact
- Touching surfaces, equipment or furniture in the patient's room
- after removing gloves
- upon entering or exiting patient rooms
- There are **NO** exceptions to practicing Hand Hygiene
- Periodically offer your patients and visitors the opportunity to wash their hands, especially just before meals.

Hand Hygiene is performed using one of two methods:

1) Handwashing with soap and water

The purpose of handwashing is to remove transient microbial contamination acquired by recent contact with infected or colonized patients or environmental surfaces. Volunteers should complete handwashing with soap and water when hands are visibly soiled or contaminated with organic material, when coming on duty or leaving the patient's home, nursing home or inpatient care center, after going to the bathroom, before going to lunch, dinner or breaks

Handwashing procedure:

1. Wet hands with water
2. Apply soap and rub hands together vigorously for **at least 15 seconds** covering all surfaces of the hands and fingers.
3. Rinse hands with water and dry thoroughly

4. Use a paper towel to turn off faucet
5. Apply approved lotion

2) Use of an alcohol hand rinse/foam.

The purpose of using the alcohol hand rinse/foam is to inhibit or kill transient and resident hand flora. Only a hospital approved alcohol hand rinse/foam may be used. Volunteers should complete hand sanitizing Upon entering or exiting a patient room, Before and after routine patient care, even if the hands appear clean, immediately after removing gloves, after contact with a patient's intact skin or personal item and before contact with patients with weakened immune systems.

Alcohol hand rinse/foam procedure:

1. Apply enough alcohol-based hand rinse/foam to cover the entire surface of the hands and fingers (generally considered 1.5 ml, the amount dispensed from one pump, or an application the size of a nickel). The alcohol-based hand rinse/foam should come into contact with all surfaces of the hand.
2. **Rub** the solution vigorously into hands until dry. Pay particular attention to the tips of the fingers, the thumbs, and the areas between the fingers.

Care of Nails

Volunteers who touch patients in the course of their duties are prohibited from wearing artificial nails. Artificial fingernails are defined as any material applied to the nail for the purpose of strengthening or lengthening nails. Natural nails need to be trimmed so they are no longer than ¼ inch past the tip of the finger. Polish, if worn, must be fresh without cracks or chips, not acrylic or gel polish. Attention must be given to cleaning around the base of the nails, cuticles, as well as the undersides of nail tips when washing hands.

Disposable Gloves

Volunteers should only use disposable gloves as directed by the care team when necessary for patient care. Gloves are to be used for only one patient and disposed of immediately after use before leaving the patient room.

Masking

To reduce the spread of COVID 19, HOC and Trihealth have adopted Universal Masking requirements. Please review the latest requirements with your Volunteer Coordinator by calling (513) 246-9168. Updates are provided via the Volunteer weekly newsletter and workplace signage.

Self-Screening

In 2020, HOC and TriHealth adopted self-screening procedures for employees and volunteers to prevent the spread of COVID-19. Before reporting for duty, volunteers are to screen for symptoms of fever, nausea, headache, cough or diarrhea. Please do not volunteer or visit patients if you are experiencing any of these symptoms. Additionally, volunteers who have been exposed to someone with COVID-19 may need to quarantine. To report symptoms or exposure, call the Volunteer Office at (513) 246-9168. Await instructions before returning to volunteer service.

HIPAA

HIPAA stands for the Health Insurance Portability and Accountability Act of 1996. HIPAA is a federal law all volunteers must follow to protect patient privacy.

Specifically, HOC Volunteers must practice the following:

- Ensure computer screens or paper documents with PHI are not visible to the public
- Never download, save or store PHI on a personal device.
- Patient information must not be shared in public areas
- Never discuss patient information with your family, friends, acquaintances or visitors.
- Accessing patient medical records of a relative, friend or co-worker is prohibited.
- Visiting a patient in the IPCC without permission from your volunteer coordinator is prohibited.
- Do not share that someone is a patient with HOC with others.
- Family members or friends should not transport you to patient visits.
- Never bring a family member or friend along to volunteer.
- Always use an HOC fax cover sheet.
- Text messages with PHI or patient names are prohibited.
- Never initiate an email with patient information to an HOC staff member.
- If you lose a document with PHI notify your volunteer coordinator.
- Discard all papers in Hospice SHRED containers.
- Do not take photos with your personal camera or cell phone of patients or families.
- Posting on social media about a patient is prohibited.
- Always follow the organization's HIPAA policies.
- If you have a question, consult with a Volunteer Coordinator for guidance.

If you become aware of any HIPAA violation or a suspected violation, please report this immediately to TriHealth's Security Officer at 569-6167. Security will initiate an incident report to track the situation.

Compliance

Hospice of Cincinnati follows the Trihealth compliance program including the Code of Ethical Business and Professional Behavior. Compliance is about “doing the right thing” at all times in all settings. We want to prevent, detect and correct compliance issues. If you have a question of concern about an activity being unethical, illegal or wrong you may contact:

- Your supervisor, manager or any member of the HOC management team
- Contact 513-891-7700 and ask operator for HOC compliance department
- Report anonymously by calling the Trihealth Alert Line 24/7 at 1-800-467-0989

Emergency Preparedness

Being prepared for an emergency is everyone's job! The HOC Emergency Plan is available in every HOC office or IPCC. Ask your Volunteer Coordinator for a copy. Below are important points to remember.

Suspicious Looking Package

Contact Security immediately and stay away from the package. Instruct anyone in the area to stay until cleared by Security.

Bomb Threats

- Obtain as much information as possible from a telephone informant
- Evacuate the area or areas where the bomb may be; do not return until "All Clear" given.
- Make a list of unusual items in the area and give to Security/Police.
- Do not try to restrain or apprehend a person on site
- Be observant. Notice the person's clothing, height, weight, color of hair/eyes, direction going.

Hostage Situation

- React with caution.
- Contact the police immediately.
- Never approach or try to apprehend the perpetrator.
- Evacuate all other employees.

Severe Weather

- Tune to wlv700 for weather updates. "**Watch**" means conditions are favorable. "**Warning**" means severe weather is passing by the site
- In the Inpatient Care center or nursing home, follow directions of the RN or manager.
- In the home setting with a patient, contact 513-891-7700 to report your location and status.
- Move to interior rooms away from windows and/or use window coverings.

Utility Outages

The red electrical outlets connect to emergency power supplies and must be used for essential patient care equipment. Unplug all non-critical equipment until power is restored.

Smoking Policy

Smoking or use of tobacco products is prohibited in TriHealth facilities and on TriHealth campuses. See policy for exceptions for HOC patients. The "Tobacco Free / Smoke Free Campuses" policy applies to all employees, volunteers, medical staff, patients, visitors, contractors, vendors and tenants.

Harassment

Discriminatory Harassment may include, but is not limited to, such inappropriate conduct as offensive verbal "kidding", "teasing" or jokes; foul or obscene language or gestures; displays of foul or obscene printed or visual material. For example, verbalized slurs, offensive comments and behaviors against a person based upon the individual's color, race, religion, national origin, age, sexual orientation, gender identity, disability, veteran or military status, sex (including pregnancy) or genetic information are not tolerated. If a volunteer feels that he or she has experienced or witnessed discrimination or harassment, he/she is to immediately notify their Volunteer Coordinator.

Ergonomics

Don't fall victim to back pain. Reduce your risk by following these three guidelines:

- 1. MAINTAIN GOOD POSTURE** - Learning how to move and hold your spine properly will reduce your risk of back pain. Slouching when standing or sitting puts a strain on your back muscles. Take frequent stretch breaks. Listen to your body and tell your supervisor if you are uncomfortable or experience pain at your workstation.
- 2. BE PHYSICALLY FIT FOR YOUR JOB** - Adequate Rest and frequent exercising including stretches is important to avoiding back pain.
- 3. USE CORRECT LIFTING TECHNIQUES** - With your feet at least shoulder width apart, bend your knees at the same time you bend at your hips. When you lift, you want the line of your spine to be straight. That's why your hips have to push backwards. Keeping your stomach muscles tight when you lift will help to support the back and keep it straight. Always keep a load close to your body. Size up a load before you lift it. Don't try to lift objects that are too heavy for you or whose size and shape are too awkward to allow a good grip. **Volunteers should not lift objects more than 25 pounds without assistance.**

Diversity and Inclusion

Diversity is all around us. It impacts us daily, personally and professionally. We must be aware of the opportunities that diversity brings.

We define ***diversity*** as the unique differences and similarities that our employees, patients, families, physicians, volunteers, and communities bring to our environment. At TriHealth, diversity includes much more than race and gender. It is a variety of characteristics, visible or not, that distinguish one individual from another. These characteristics include but are not limited to age, culture, religious beliefs, sexual orientation, gender, gender identity, race, physical size and physical abilities.

We believe that by embracing diversity, we can create a more positive, professional environment, provide an enriched work experience for our employees and physicians, and promote continuous improvement to provide excellent and compassionate care. By developing a diverse workforce, we will increase our talent pool, reinforce our mission, and strengthen TriHealth in ways that will maximize our performance and competitive advantage to the patients and communities we serve.

Interpreter Services

Interpreter services are available at all times at **no cost** to the patient. **REMEMBER!** Family or friends of the patient *are never* to be used for interpreting **key communication points of treatment/care such** as consent for care or discharge instructions. For **practical needs** (e.g., meals, blanket, light, etc.), family and friends may assist with communication. Contact your Volunteer coordinator for instructions on using TriHealth Interpreter Services.



ATTESTATION

I have thoroughly read the HOC Annual Mandatory Education (AME) Training packet which includes information on the following topics:

- | | |
|------------------------|-------------------------|
| Fire Safety | Emergency Preparedness |
| Electrical Safety | Ergonomics |
| Hazardous Materials | Smoking Policy |
| Safety Event Reporting | Harassment |
| Infection Prevention | Diversity and Inclusion |
| HIPAA | Interpreter Services |
| Compliance | |

At this time, I have no unanswered questions. If questions or concerns arise in the future, I will reach out to Volunteer services at (513) 246-9168.

Name _____ Signature _____ Date _____

Volunteer Services has started in 2022 collecting the following information as requested by our leadership. Please answer the following questions:

1. What is your race? Circle One

- | | | |
|------------------------|------------------|----------------------|
| African American/Black | Caucasian/White | Other _____ |
| American Indian | Multiracial | Prefer Not to Answer |
| Alaska Native | Pacific Islander | |
| Asian | Native Hawaiian | |

2. What is your ethnicity? Circle One

- | | | |
|--------------------|------------------------|----------------------|
| Hispanic or Latino | Not Hispanic or Latino | Prefer Not to Answer |
|--------------------|------------------------|----------------------|

3. Please list all of the languages you fluently speak:

2023 – Volunteer Services
2023 HOC Annual Mandatory Education Quiz
Volunteer Services



NAME: _____ **DATE:** _____
Department: Volunteer Services **Position:** HOC-HOH Volunteer

1. At TriHealth, we consider diversity to include much more than race and gender. It is a variety of characteristics visible or not, that distinguish one individual from another.
 - a. True
 - b. False

2. Effective hand washing includes using soap and running water with **at least how many seconds of friction?**
 - a. 5 seconds
 - b. 10 seconds
 - c. 15 seconds
 - d. There is no minimum

3. Under the HIPAA Privacy requirements, Volunteers are not allowed to share patient names or details with families or friends.
 - a. True
 - b. False

4. Portable fire extinguishers can be used to put out small fires or to control a fire until help arrives. Which of the following actions should you do **first** if you need to use a fire extinguisher?
 - a. Squeeze the handles together
 - b. Pull the pin
 - c. Aim at the base of the fire
 - d. Sweep from side to side, aimed at the base of the fire

5. Which of the following statements is CORRECT regarding a bomb threat?
 - a. Obtain as much information as possible from a telephone informant
 - b. Do not touch a suspicious package
 - c. Do not try to restrain or apprehend a person on-site
 - d. All of the above

6. Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature whether intentional or unintentional.
 - a. True
 - b. False

7. Protecting patient and fellow employee privacy when blogging, texting, or using social networking sites is every team member/volunteer's responsibility.
 - a. True
 - b. False

8. You believe that a coworker has violated TriHealth's Code of Ethical Business and Professional Behavior. What should you do?
 - a. Speak to your immediate supervisor or anyone in the TriHealth management team
 - b. Contact the HOC Compliance Department
 - c. Call the TriHealth Alertline
 - d. Any of the above

9. What should you do in the event of a Severe Weather emergency?
 - a. Tune to radio or TV news for updates
 - b. Stay away from windows, close drapes
 - c. Follow directions of the RN if at the IPCC
 - d. Check that essential equipment is plugged into red outlets
 - e. All of the above

10. Volunteers should protect their backs by:
 - a. Alerting supervisor if uncomfortable at workstation
 - b. Not lifting objects too heavy
 - c. Asking for assistance with lifting or reaching items
 - d. Take frequent stretch breaks
 - e. All of the above

11. Which of the following are boundary violations for an HOC Volunteer?
 - a. Offering your knowledge or services for private hire
 - b. Assisting with medications while visiting a patient
 - c. Not disclosing a conflict of interest to the volunteer coordinator
 - d. Serving as a guardian, advocate or personal representative for a patient
 - e. All of the above