



UnityPoint Health
Des Moines

UNITYPOINT HEALTH – DES MOINES

Blank Children's Hospital
Iowa Lutheran Hospital
Iowa Methodist Medical Center
John Stoddard Cancer Center
Methodist West Hospital

VOLUNTEER HANDBOOK

2024

THE CONTENTS OF THIS EDITION SUPERSEDE ALL PREVIOUS EDITIONS OF THE VOLUNTEER HANDBOOK

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*“We make a living by what we get.
We make a life by what we give.”
Winston Churchill*

WELCOME TO THE VOLUNTEER TEAM!

Welcome to UnityPoint Health – Des Moines! Volunteers are important members of the team. Volunteer support assists in providing the finest possible care and services for the patients and guests. UnityPoint Health – Des Moines treats volunteers as a valued resource and hopes that each volunteer commitment is a rewarding experience.

Volunteering in health care provides opportunities and challenges not found in other not-for-profit environments. For example, health care is highly regulated and ever-changing. To be successful in this environment, a volunteer is someone who is committed, flexible, adaptable to change, and receptive to new ideas.

This Volunteer Handbook is a resource and reference for all volunteers. As a member of the UnityPoint Health – Des Moines team, it is important that all volunteers have an understanding of their role and UnityPoint Health – Des Moines’ policies and procedures.

The Executive Director of Volunteer Services and the Volunteer Services staff are available to assist volunteers in their volunteer work. Volunteers may bring suggestions, problems, concerns and criticisms directly to the Volunteer Services staff.

If you have any questions concerning the information in this handbook, contact the appropriate **Volunteer Services Office:**

Volunteer Services Interim Executive Director: Erin Wendt
E-mail: Erin.Wendt@unitypoint.org

- **Volunteer Services/Lutheran Campus Office** **515-263-5227**
700 University Avenue
Des Moines, IA 50316
- **Volunteer Services/Methodist Campus Office** **515-241-6414**
1200 Pleasant Street
Des Moines, IA 50309
- **Volunteer Services/Methodist West Campus Office** **515-343-1645**
1660 60th Street
West Des Moines, IA 50266

UNITYPOINT HEALTH – DES MOINES

The staff, volunteers, and physicians of UnityPoint Health - Des Moines are committed to high quality and compassionate healthcare for our patients.

UnityPoint Health - Des Moines is the parent of four hospitals: Blank Children's Hospital, Iowa Lutheran Hospital, Iowa Methodist Medical Center and Methodist West Hospital. Working together, we are committed to “improving the health of our communities through healing, caring and teaching.”

Iowa Methodist Medical Center is an important regional medical center and teaching hospital. Some of Iowa Methodist's areas of specialization include cancer care, cardiac, vascular and pulmonary care, general surgery, orthopedic surgery, physical rehabilitation, bariatric surgery, maternity care, women's services, emergency care and trauma treatment and critical care. Iowa Methodist is located in downtown Des Moines. In January 2024, Iowa Methodist marked 123 years of service to central Iowa.

Iowa Lutheran Hospital also has a long history of serving the Des Moines community and central Iowa with a caring atmosphere. The hospital specializes in cardiovascular care, emergency and trauma treatment, chemical dependency treatment, behavioral medicine, general surgery, orthopedics, critical care and older adult services. In 2024, Iowa Lutheran marked 110 years of service to central Iowa.

Blank Children's Hospital is committed to family-centered healing, teaching and caring. Blank Children's Hospital has been completely renovated and expanded to "fit" the unique healthcare needs of children...with medical equipment just the right size for kids...décor that's designed to be soothing to children and families... and an environment that embraces families as a critical part of their child's health, healing and recovery. Blank Children's Hospital is designed to enable our dedicated pediatric specialists to deliver 21st-century medicine while providing compassionate care for child and family.

Methodist West Hospital is an acute care hospital offering a full array of community hospital services to meet the needs of patients and families. Methodist West Hospital is a 95-bed facility located in West Des Moines and provides a number of services including: general medical/surgical; obstetric services with neonatal intermediate care; an emergency department and special care unit; a cardiac catheterization lab; and surgery department. In 2024, Methodist West Hospital will celebrate 15 years of service to Central Iowa.

Mission

To improve the health of the people and communities we serve.

Vision

Best Outcome - Every Patient, Every Time

FOCUS Values

We will be the place where leaders want to lead, physicians want to practice, staff want a career and patients must have their care.

Foster Unity

- Use the skills and abilities of each person to enable great teams.
- Collaborate across departments, facilities, business units and regions.
- Seek to understand and be open to diverse thoughts and perspectives.
 - **How We Do It**
 - Listen first in order to understand.
 - Work as one team.
 - Celebrate each other.
 - Collaborate with others and use AIDET

Own the Moment

- Connect with each person treating them with courtesy, compassion, empathy and respect.
- Enthusiastically engage in our work.
- Be accountable for our individual actions and our team performance.
- Take responsibility for solving problems, regardless of origin.
 - **How We Do It**
 - Make moments matter.
 - Be accessible and welcoming.
 - Take ownership and manage each other up.
 - Take pride in our environment.
 - Escort guests to their destinations.

Champion Excellence

- Commit to the best outcomes and highest quality.
- Have a relentless focus on exceeding expectations.
- Believe in sharing our results, learning from our mistakes and celebrating our successes.
 - **How We Do It**
 - Learn from others.

- Be aware of your tone and energy.
- Maintain an excuse-free culture.
- Share stories and celebrate accomplishments.

Seize Opportunities

- Embrace and promote innovation and transformation.
- Create partnerships that improve care delivery in our communities.
- Have the courage to challenge the status quo.
 - **How We Do It**
 - Pursue greatness.
 - Anticipate the needs of guests, patients and co-workers.
 - Build open and sincere relationships.
 - Embrace and promote change.
 - Identify opportunities where we can be better.

VOLUNTEER SERVICES MISSION

The UnityPoint Health – Des Moines Volunteer Services Department serves as a resource for UnityPoint Health – Des Moines and the communities they benefit by coordinating the services of those willing to give their gifts of time and talent.

GETTING STARTED

All potential volunteers need to understand the commitment to volunteer at UnityPoint Health – Des Moines. The health care environment is highly regulated and comes with many rules. Volunteers are included as important team members. To start, all volunteers must complete an application process that includes a completed application, interview, criminal background check and health screen. Volunteers must comply with hospital policies and procedures including wearing the proper attire and photo identification badge. A 6-month time commitment is required for adult volunteers, and a two-semester commitment (can include summers) is required for all undergraduate/graduate students.

Application Process

To become a volunteer, an interested individual first completes a volunteer application. Forms are available online and in the Volunteer Services Department on each campus. Completed forms are returned to Volunteer Services on the requested campus for review and screening.

Qualifying applicants are required to interview with a member of the Volunteer Services staff. Volunteer Services staff schedule interviews. The interview's purpose is to match the organization's needs with the time and talents of the potential volunteer. Therefore, all volunteers are required to complete the onboarding requirements and participate in volunteer

orientation and training. Please note, placements are not guaranteed. Once placed, it is essential for all volunteers to understand the purpose of the volunteer program, volunteer responsibilities, and hospital policies.

Health Screening

All potential volunteers are required to have a health screening prior to beginning volunteer training. The health screening is conducted by Employee Health Services and is provided at no cost to the applicant. It is provided to ensure the health and safety of our volunteers, students, employees, and the patients we serve.

The following immunizations/vaccinations are required of all UnityPoint Health volunteers and team members:

- Influenza: Annually, or an approved exemption
- Measles, Mumps, Rubella (MMR): Two doses of MMR vaccine or laboratory evidence of immunity
- Tetanus, Diphtheria, Pertussis (Tdap): One dose of Tdap vaccine in past 10 years
- Varicella: Two doses of Varicella vaccine or laboratory evidence of immunity

Strongly recommended immunizations/vaccinations:

- COVID-19
- Hepatitis B

Additionally, all new volunteers and team members are required to undergo a tuberculosis screening, risk assessment, and tuberculosis test (at no cost to the volunteer or team member).

VOLUNTEER ROLE DEFINITION

The role of the volunteer is to help patients, families and staff members. The volunteer is an important member of the healthcare team who supports the mission, vision and values of UnityPoint Health – Des Moines while sharing his or her gifts of time and talent.

The volunteer embraces his or her role with professionalism, confidentiality and dignity. The volunteer performs a wide range of tasks that support the work of staff members.

VOLUNTEER CODE OF CONDUCT

Volunteers WILL:

- Observe and abide by all laws and hospital regulations.
- Conduct themselves with personal and professional integrity.
- Will treat all patients, families, and staff with respect, dignity and fairness.

- Protect the appropriate use and integrity of electronic communication.
- Display good judgment and high ethical standards.
- Participate in compliance and continuous improvement.
- Become familiar with the hospital to provide the best way-finding possible.
- Be reliable and responsible.
- Display FOCUS Values at all times.

Volunteers Will **NOT**:

- Disclose confidential information, whether medical, personal or financial.
- Participate in any solicitation or distribution of literature for any unauthorized purpose of UnityPoint Health – Des Moines property.
- As a general rule, volunteers are not to enter a patient’s room where Isolation Precautions are in effect. Only volunteers that have been specially trained by staff and have passed a specific competency evaluation on proper procedures for visiting patients on Isolation Precautions may enter isolation rooms.
- Give anything to eat or drink to any patient without checking with a nurse first. Volunteers are also not to feed patients as they have not been provided necessary training.
- Leave any confidential health information unattended, including on paper or open computer screens.
- Discuss personal health issues with clinical staff for opinions.
- Physically move a patient or visitor.
- Handle any blood or body fluids.
- Give medical advice to anyone.
- Take any patient off of the unit without express permission from staff.
- Give any medication to patients.
- Perform any task that you have not been trained for, even if asked by staff.

Corporate Compliance:

UnityPoint Health is committed to detecting and preventing fraud, waste and abuse. The organization has adopted many compliance policies that are available from the Volunteer Services Department. Volunteers are responsible for reporting questionable behavior. If a volunteer believes there has been a violation of a law or has any concern or question regarding compliance, a volunteer should speak with his or her supervisor or utilize the Compliance Helpline at 1-800-548-8778.

Volunteers will not be retaliated against by UnityPoint Health or the volunteer’s supervisor for, in good faith, reporting actual or suspected violations of the law or UnityPoint Health System Compliance policies. (See UnityPoint Health policy, Expectations of Excellence)

VOLUNTEER POLICIES AND PROCEDURES

Absence/Attendance

All volunteer service is important to UnityPoint Health – Des Moines. All volunteers should treat their assignment as a commitment, recognizing that others depend on their presence. Arriving on time for each shift is expected unless illness, injury, or other circumstances prevent it. See section on Infection Prevention, Personal Health for a list of health conditions that require volunteers to stay home for the protection of both the volunteer and the patients.

When it is not possible to report as scheduled, volunteers are asked to notify their chair or scheduler, or if appropriate, the department for which they volunteer **as soon as possible**. A voice message should be left on the main phone line at the appropriate volunteer office if none of the above people are reached. Volunteer name, service, date, and time of shift are to be included in the message.

It is also helpful for volunteers assigned to an area with other volunteers to secure their own substitute before calling in absent. This helps provide continuous quality volunteer services to our patients and families. A list of names and numbers is provided to these volunteers.

Communication

Volunteer Services staff will send emails on a regular basis. We ask that you please check your email frequently to ensure you have the most current information. Please do not opt out of emails as you will miss vital information.

Quality Awareness

All volunteers are encouraged to participate in efforts to continuously improve the quality of the services provided by UnityPoint Health – Des Moines. Any suggestions may be taken to any Volunteer Services team member, the Executive Director of Volunteer Services or to a member of the Guest Relations Department.

Concerns and Suggestions

Volunteers are encouraged to share concerns and suggestions with volunteer services staff so steps toward resolution or improving services can be made. Volunteers may approach any manager or leader to express concerns or share suggestions.

Appearance Expectations

At each location, volunteers are identifiable by their attire. All volunteers wear a “Volunteer” button, an I.D. badge, and the volunteer uniform for their location. Uniforms come at no cost to you and will be provided during your first volunteer shift. If you would like to purchase an additional uniform, a separate cost may occur.

In addition, volunteers comply with UnityPoint Health expectations for appearance. Good hygiene and a well-groomed look help to maintain a professional image. Clothes should be neat and clean.

Appropriate attire includes close-toe shoes, slacks, dresses/skirts, and a reasonable amount of jewelry. UnityPoint Health issued recognition pins may be worn on the volunteer jacket/vest/uniform. All volunteers will wear closed toe footwear when in patient care areas. Sport sandals (Nike, Reebok, etc.), crocs with holes and beach footwear (flip flops or thongs) are not acceptable.

Inappropriate attire includes shorts of any type, blue jeans, sweats or spandex, leggings, miniskirts, shirts that expose the midriff, or sleeveless shirts. Perfume and cologne should not be worn while volunteering.

Use of Personal Cell Phones

If you choose to keep a personal cell phone in your possession while volunteering, you must have the phone positioned to “OFF” or in the “SILENT” mode at all times. Please limit your cell phone use to emergencies only. It is important that your cell phone use does not interfere with your volunteer duties. UnityPoint Health will not be responsible or liable for the loss or damage to personal cell phones.

Use of Cameras (Includes Phone Cameras)

Volunteers may not photograph, film, or videotape any person, document, or activity that in any way involves employees, patients, visitors, or any other individual with whom UnityPoint Health is doing or intending to do business in any capacity.

Injury or Illness While Volunteering at the Hospital

Providing a safe volunteer environment is a priority of UnityPoint Health – Des Moines. However, should a volunteer suffer an injury or become ill while volunteering, please follow these steps:

- 1) Notify supervisor/manager in the department you serve if injury occurs while volunteering.
- 2) Notify the Volunteer Office.
- 3) Call the employee/volunteer injury hotline at 241-3333. This number is answered 24/7.
- 4) If directed to the Emergency Room, you must provide your insurance information.
- 5) Risk Management will review incidents and decide on hospital coverage. UnityPoint Health – Des Moines does not automatically cover illness or injury that occurs on premises.

Parking

Free parking is available at each location. Volunteers will be instructed where to park at their specific campus. A volunteer parking permit must be displayed from the rear-view mirror while parked on campus to volunteer. Lost parking permits should be reported to the Volunteer Office. Parking permits are returned to the Volunteer Office upon completion of volunteer services.

Performance Improvement - Coaching and Counseling

The purpose of performance improvement - coaching and counseling is to communicate information with a volunteer in a constructive manner and counsel the volunteer toward improved performance or conduct. If situations arise which call for coaching and counseling of the volunteer, the volunteer -staff first separately, then jointly to identify, clarify, and seek to resolve the situation. Every effort will be made to make sure volunteers are treated with compassion. A plan, which is agreed upon by all involved parties, will be formulated with clear objectives of changes needing to be made and the steps to be taken to resolve the situation. It will be the hospital staff and volunteer services staff's responsibility to monitor and evaluate the progress toward resolution of the issues. Communication with the volunteer will be documented with the volunteer file.

Depending on the circumstance, the volunteer may be transferred from the specific area of service and reassigned to another area, or the volunteer may be prohibited completely from continuing any volunteer service for UnityPoint Health – Des Moines.

Sign-In Procedures for Recording Hours

All volunteers are required to record all volunteer hours including service hours, meetings, coffees, special events, telephoning, etc. Volunteer service hours are very important to UnityPoint Health because we want to share information about the collective generosity of the volunteers, so it is important that an accurate record be kept. It is also important for liability, accountability, and tax purposes. We track hours through an online computer database called Volgistics. Touch screen monitors and QR codes are located on each campus for volunteers to sign in and out on.

Termination of Volunteer Relationship

All volunteer service is appreciated. UnityPoint Health - Des Moines strives to retain and attract quality volunteers. However, circumstances change, and volunteers may no longer be able or willing to continue. Any volunteer wishing to voluntarily resign is asked to notify the Volunteer Services Department, verbally or in writing, at least two weeks in advance. The Volunteer Services Department appreciates any feedback at the time of departure. For example, providing the reason for leaving can be helpful to the Volunteer Services Department.

UnityPoint Health – Des Moines reserves the right to end any volunteer relationship at any time. The Volunteer Services Department reserves the right to terminate a volunteer as a result of:

- Failure to comply with UnityPoint Health - Des Moines or department policies, rules, and regulations, i.e., breaching confidentiality; intoxication, etc.
- Several absences without prior notification or approval;
- Unsatisfactory attitude, work, or appearance;
- Demonstrated incompetence; and
- Any other circumstances which, in the judgment of the Volunteer Services Executive Director, would make continued services as a volunteer contrary to the best interests of UnityPoint Health – Des Moines.

Any Corrective Action will follow the appropriate Human Resources policies.

All UnityPoint Health – Des Moines property must be returned to the Volunteer Services Department before departure. This includes but is not limited to: Photo ID badge, parking permit, and uniform.

Annual Requirements

The following is required annually:

- Annual Education Review
- Flu vaccinations
- Other additional UnityPoint Health education as necessary.
- To be considered an “Active” volunteer, a volunteer must maintain regular and consistent hours during a 12-month period.

Grievances

All volunteers are to receive fair and equitable treatment and to be provided with a means of appeal and review of issues related to their volunteer positions. Volunteers are encouraged to resolve disputes informally and through the chain of command. If a volunteer has a grievance, it will be heard according to hospital policy by the respective manager, director, and VP in that order.

Inclement Weather

In the event of inclement weather such as snow, ice, strong storms, or other hazardous conditions, please use your best judgement. Your safety is our priority. If you cannot make it, please call to tell us ASAP so arrangements can be made. Typically, Volunteer Services follows Des Moines Public Schools when it comes to early-outs or closings.

Holidays

Volunteer Services is closed on select Holidays.

- New Year's Day
- Memorial Day
- Independence Day -4th of July
- Labor Day
- Thanksgiving Day
- Christmas Day

Media Relations

If you are approached by any media source including TV, radio, newspaper, etc. please refer them to our Public Relations Department. Do not answer any questions or provide comments.

VOLUNTEER BENEFITS

Benefits are accessed with the volunteer photo identification badge while actively engaged in volunteer services at UnityPoint Health – Des Moines.

Appreciation

The opportunity to serve others is the greatest benefit of all. UnityPoint Health – Des Moines values volunteer service and hopes all volunteers feel appreciated through the various recognition activities held during the year. Special events include an annual appreciation event for active volunteers and educational opportunities.

Confidential Counseling

Volunteers receive up to six free, confidential counseling sessions at the UnityPoint Health – Des Moines Employee Assistance Program for each volunteer and their family members. Counselors help volunteers with issues such as grief/loss, family and marital counseling, stress, depression, loneliness, financial, drug/alcohol concerns, and individual counseling. Call 241-2300 to schedule an appointment.

Education/Training/Service Meetings

Initial UnityPoint Health – Des Moines general volunteer orientation and training are required for volunteers before beginning service. Department and position training are also provided to acquaint each volunteer with their specific area of service.

Throughout the year the Volunteer Services Department provides educational opportunities, workshops, service meetings and seminars. Training sessions for service areas are also planned to keep volunteers up to date.

Fitness Center

Volunteers are entitled to join the fitness center for free. Call 241-6073 for more information and/or to arrange a tour. The fitness center at Iowa Lutheran is located behind the cafeteria by the conference rooms on B level. At Iowa Methodist it is located in the Burrwood building. An orientation is provided for new members to learn how to operate the machines.

Flu Shots & Blood Pressure Checks

When adequate supplies of flu serum are available at UnityPoint Health – Des Moines, volunteers are given the opportunity to have a free flu shot. A notice will be sent to volunteers, usually in early to late fall. Volunteers are eligible to receive a free flu shot on a first come, first serve basis. Free blood pressure checks are available as needed in Employee Health Services at the Iowa Methodist, Methodist West, or Iowa Lutheran Hospital campus.

Meals

All volunteers are invited to enjoy an \$8 meal allowance benefit in the cafeteria or UnityPoint Health food outlets on the day of volunteering.

To access this benefit:

1. Wear volunteer uniform and photo identification badge.
2. Take food selection to the cashier. Show the cashier your ID Badge for scanning. Any amount more than \$8 is the volunteer's responsibility.

Tax Deductions

Tax codes allow for deductions of volunteer mileage. Consult a tax professional for more information on federal and state deductions.

Scholarship Opportunities

For Volunteers at the Iowa Lutheran Campus only, scholarships can be applied for once the Volunteers have met eligibility requirements. Scholarships are generously provided by the Iowa Lutheran Hospital Auxiliary.

Continuing Education

Various education opportunities occur throughout the Des Moines campuses. Many are open to volunteers as well. Check with Volunteer Services staff about availability.

Gift Shop Discount

Volunteers receive a 10% discount at any of the four hospital gift shops on our campuses. Some exclusions apply.

DART

Volunteers are able to ride DART buses for free by simply showing your volunteer ID badge to the driver.

CONFIDENTIALITY & HIPAA

“What you see here, what you hear here, must remain here, when you leave here.”

UnityPoint Health - Des Moines has a strong tradition of protecting the privacy of patient information. Confidentiality has always been part of the hospital culture. However, there is also a federal law that sets the national standard to protect medical records and other personal health information. The law is the **Health Insurance Portability and Accountability Act** or **HIPAA**. HIPAA establishes accountability: civil and criminal penalties administered to individuals or institutions that do not follow this regulation.

HIPAA regulates **PHI (Protected Health Information)** in any form – verbal, written, video or electronic. Examples: patient medical record, name, address, phone number, social security number, medical record number, and vehicle identification. **HIPAA requires volunteers to take reasonable steps to only use or disclose the minimum amount of PHI necessary to do their assigned tasks.**

There is also a **HITECH Act** (Health Information Technology for Economic and Clinical Health Act) which contains a provision that allows the **criminal** prosecution of any individual who knowingly discloses or obtains PHI (Personal Health Information) without authorization.

It is important that volunteers understand the types of breaches of confidentiality which are covered under HIPAA and the HITECH Act. They are as follows:

1. Carelessness or Inadvertent
 - a. Unintentional or careless access, review or disclosures by a volunteer and/or disclosure of PHI without a legitimate “need to know.”
Example: Faxing to wrong fax number; leaving computer terminal unattended in accessible area with PHI unsecured
2. Failure to follow policy or access for curiosity or concern (no personal gain)

- a. Example: Volunteer accesses and reviews a patient's or public personality's medical record out of concern/curiosity; volunteer regularly fails to log off computer terminal; volunteer shares PHI about a patient on Facebook or other social media site; volunteer uses access to the computer to look up patients for reasons other than doing their job
3. Personal Gain or Malice - An intentional access or disclosure of PHI for personal gain or with malicious intent.
 - a. Example: Volunteer accesses or discloses PHI for use in personal relationship; volunteer gathers PHI to be sold.

Volunteers are bound by hospital policy regarding confidentiality and are not to discuss or disclose information concerning a patient to anyone inside or outside the hospital while volunteering at any UnityPoint Health – Des Moines site. A patient's privacy must be respected at all times. Any violation of this policy will result in immediate dismissal.

Some examples of breaches of confidentiality include:

- Sharing details of hospitalization
- Sharing names of patients
- Taking home information about patients in printed form
- Talking with the news media about patients
- Allowing photographs to be taken without written permission of the patient
- Discussing hospitalization in public areas at UnityPoint Health – Des Moines

Confidentiality guidelines for volunteers:

1. Ask for and look for only that information needed to do the assigned volunteer role.
2. Do not go through the patient census to look for individuals you know. If you see someone you know, you are not to visit them without expressed permission.
3. When a volunteer needs to share confidential information, do so in a private place and out of hearing of others. Avoid hallways, elevators, lobbies, cafeteria, etc.
4. Share only information that needs to be shared.
5. Always use your own username and password. Do not use another volunteer's sign in. Never share computer passwords with anyone.
6. Keep patient information in a secure and private place that is not accessible to others who do not need to have access.
7. If using a patient list, never leave the list on a desk or unattended. The volunteer must keep the list private and turn the identifying patient information face downward or use a cover sheet when it is not being used.
8. Properly discard all materials containing PHI by using Shred-All Bins.
9. When faxing materials containing PHI take reasonable steps to (a) ensure the receiving fax is confidential, (b) use a cover sheet that contains a confidentiality statement, (c) verify the fax number, and (d) use autodial where possible to avoid misdialed numbers.
10. When delivering any item, such as flowers, gifts, mail, etc., take reasonable steps to make sure the attached label, addressing information or gift card with the patients' name is not visible to others.

11. Do not share information about other volunteers who are hospitalized unless the patient/volunteer has given verbal or written permission to Volunteer Services staff.

HIPAA – “No Pub Patients” or “Do Not Announce Patients”

At admission, patients may choose to not to be shown on the public roster or computer listing.

- This means no visitors, mail, phone calls, or flowers for the patient.
- If we are unable to verify a room number, the patient is likely on the “no pub” list. Mail or floral item will be returned.
- Failure to protect these “no-pub. or “do not announce” patients can result in a fine to you as an individual as well as the hospital.
- If a visitor, delivery person or caller is looking for a “no pub” patient, please state the following: **“We are sorry but we don’t have anyone on our list by the name.”**
- You might suggest that the person inquiring checks with a family member. The guest is always welcome to check with a family member.

HIPAA & Social Media

- It is a violation of federal law to post or discuss PHI (Protected Health Information) on social media sites (Facebook, Twitter, etc.).
- Even if you think you have left out details about a patient in the post, people may be able to figure out who you are talking about. Often the volunteer thinks the information did not identify the patient but if people determine who it is -- it is a violation.
- **Be very careful** – UPH disciplines and terminates for violations. You could be terminated from your volunteer role for posting patient information to social media sites or even responding or liking a patient’s post.
- Do not take pictures while volunteering (unless authorized) – patients or patient information may be in the picture. This includes taking pictures from electronic applications.
- **Be Alert!!** It may seem like a simple thing to ‘like’ a Facebook post from a patient, but we all need to be aware of the regulations. **“Liking” a Facebook post is acknowledgement of the post.** If the post identifies the patient as a patient of UPH, diagnosis or treatment that occurred at UPH then UPH team members, including volunteers, may NOT “LIKE” the post.
- To be HIPAA compliant, [a written HIPAA compliant authorization must be signed by the patient for UPH to publicly acknowledge any media post.](#) This authorization does not allow employees to use the patient information on employee’s personal social media.

HIPAA Scenarios

Scenario 1: Is it a HIPAA violation to post the following on Facebook? “I saw my neighbor Mary today when I was volunteering at the hospital. She seems to be doing better.”

Answer: Yes, posting this on Facebook would be a HIPAA violation.

Scenario 2: A patient posts on social media that they had surgery at UPH. They also post they are doing physical therapy and it is progressing slowly. Is it OK to post a response – “You are looking great and gaining strength every day.”

Answer: No, you may not comment on patient information without written patient authorization. UPH Social Media policy also provides guidance on who may post on behalf of the organization.

Scenario 3: Your friend Natalie was hospitalized recently where you volunteer. She takes a picture of the two of you in her hospital room and posts it to Facebook. You have been friends with her on Facebook for years. Is it OK for you to “like” the picture on Facebook?

Answer: No. The fact that Natalie posted the picture does not give you the right under HIPAA to acknowledge that she is a patient. “Liking” is a response that can be considered acknowledging or commenting in response to the post. HIPAA requires a written HIPAA authorization to comment on patient information even if posted.

Scenario 4: While delivering a bouquet of flowers you see someone you know in the patient room. When you go home you want to tell your family about who you saw. Is this ok? Can you ask the patient (who you know) why they are here?

Answer: NO, the patient has a right to privacy, you cannot share this information. You also cannot ask them for information about their hospitalization. If they choose to share that information with you voluntarily, that is acceptable, but you should not initiate the conversation.

Scenario 5: While looking up a patient room number from the daily patient census you see the name of a family member listed as a patient. What can you do with this information?

Answer: Nothing, you must continue to do your volunteer work as normal. You may not check in with the patient or your family regarding the patient.

Scenario 6: There was a news story on TV and in the paper about a violent crime. I am curious to know if the people named in the story are patients of UPH. Is it OK for me to ask questions about the event and if the people involved are patients?

Answer: No. HIPAA requires we only access information required to do our role. This information is not necessary for your role.

Professional Boundaries

A professional boundary is defined as a “physical, emotional or interpersonal dividing line that serves to protect the space between a professional’s power and a patient’s vulnerability.” Boundaries provide a framework that gives patients and hospital team members, including volunteers, a range of acceptable behavior.

We all have unique personal boundaries that promote healthiness in our personal relationships. It is important to learn to establish professional boundaries in our service as healthcare

volunteers. Professional boundaries help provide a clear understanding of our roles and our responsibilities as volunteers and helps us to recognize that it is healthy to establish limits in the way we interact with our patients and families.

“What you see here, what you hear here, must remain here, when you leave here.” It is NOT ok to be in contact and communication with patients and families outside of your volunteer role in the hospital. Even though you might feel a closeness to certain patients and families you have had frequent contact with during your volunteer shifts, those relationships must not continue or extend outside of the hospital because of patient privacy laws.

Do not exchange personal information (telephone numbers, addresses, etc.) with our patients and families. Do not establish social media connections with our patients and families.

HIPAA Violation Penalties

UnityPoint Health’s compliance policies and procedures have been put in place to ensure we are protecting our patients and families.

HIPAA penalties for noncompliance are based on the level of negligence and can range from \$100 to \$50,000 per violation (or per record), with a maximum penalty of \$1,500,000 per year for violations of an identical provision.

Employees/volunteers can also face *criminal penalties* for violations of HIPAA. The severity of the penalty depends on the conduct.

- For example, if an employee/volunteer intentionally obtains PHI about a patient by using a false identity, the employee/volunteer could be fined up to \$100,000 and 5 get years in jail.
- If PHI is improperly used or shared for commercial advantage, personal gain or malicious harm, the employee/volunteer may be fined up to \$250,000 and 10 get years in jail.

Violations of HIPAA policies and procedures may result in disciplinary action up to and including termination.

EXPECTATIONS FOR SERVICE EXCELLENCE

To realize the mission and vision of UnityPoint Health – Des Moines, it is essential that everyone understand the expected behaviors for daily interaction with patients and families.

- Smile and wear your name badge where it is highly visible.
- Greet, meet and repeat. Always introduce yourself and explain your role.
- Phone finesse. Answer the telephone with a “smile.” Identify yourself and ask how you can help the caller. Transfer the caller only if absolutely necessary.
- Go the extra mile. Anticipate the wants and needs of the people you serve. Ask, “How can I help?” and “Is there anything else I can do?”
- Present a professional image consistent with the appearance policy.
- Assist patients, visitors, and families in a positive and professional manner.
- Respond with respect to customer requests in a friendly, positive and prompt manner.

- Keep it quiet/keep it clean. Help keep the noise level down and all public and patient areas free of clutter.
- Respect the privacy and confidentiality of the people you serve, our physicians, employees and your fellow volunteers.
- Manage wait times and work to eliminate delays before they happen.
- Provide clear, accurate information that meets or exceeds the needs of patient, customers and visitors.
- If a problem has occurred, perform “service recovery.” This is the process by which we resolve customer concerns and complaints. It simply means do all that you can to correct a wrong perceived by the customer – and doing it in such a way that their interests are protected and their emotions calmed. Use the HEAT model – hear, empathize, apologize and take action.

AIDET: The 5 Fundamentals of Patient Communication

Acknowledge: Eye Contact, a little small talk, be sure to acknowledge all people present.

Introduce: Tell what your role is, give your experience.

Duration: Keep people informed of how long things will take.

Explanation: Active listening, do not interrupt, clarify questions.

Thank you: Be sure to thank people.

NO POINT Policy

At UPH Des Moines, we escort all patients and visitors to their desired destination if at all possible. We do not point and verbally provide directions unless it is the only option. It is okay to hand off the patient or visitor to another volunteer or staff member to ensure they get to their desired destination.

10-5 Rule

When you encounter anyone that is 10 feet from you, please smile. When you encounter anyone 5 feet from you, please verbally engage with them by saying, “Good Morning!” or “Hello” or something appropriate for the moment.

EXPECTATIONS FOR PERSONAL EXCELLENCE

- I am committed to and am an advocate of our mission, vision, values and goals.
- I represent our organization in a positive and professional manner.
- I communicate openly and honestly with everyone in the organization.
- I am committed to meeting or exceeding customer needs and expectations.

- I accept personal responsibility and accountability for my actions.
- I maintain confidentiality in my job.
- I am a positive influence on those around me.
- I honor the worth and dignity of each person with whom I come in contact.
- I value diversity within our volunteers, our workforce, our patients and our community.
- I work efficiently and am accountable for appropriate use of resources.
- I work positively with change, take risks, and am flexible.
- I seek new learning and development opportunities.
- I assist in the development of my co-volunteers and co-workers.
- I resolve issues by dealing with people directly to achieve mutual benefit.
- I see ways to use and enhance my skills/talents to create value for the organization.

INFECTION PREVENTION GUIDELINES

Hand Hygiene

Hand hygiene is essential for preventing and controlling infections. It is the single most important thing that can be done to prevent the spread of infections. It is important for volunteers to follow these hand hygiene guidelines at all times. Please direct any questions to the Volunteer Services staff.

Hands must be sanitized or washed:

- When entering and leaving a patient room (recommended).
- At the beginning and end of each shift (*must wash*).
- Whenever there is obvious contamination (*must wash*).
- Before having direct contact with patients.
- After contact with a patient's intact skin.
- After contact with inanimate objects (including medical equipment) in the immediate vicinity of the patient.
- Before and after eating (*must wash*).
- After personal use of toilet (*must wash*).
- Fingernails should be in good repair, clean and neatly trimmed. If nail polish is worn, it should be free of chips.

Personal Health

Don't come to volunteer with:

- Fever of 99.4° F (37.5C).
- Vomiting and/or Diarrhea.
- Colds – sneezing, coughing, runny nose.
- Draining or infected sores.
- Burns and/or dermatitis.
- Conjunctivitis

- Sore throat
- Any symptom of Covid 19 or other infectious condition

Remember:

- Use the hand washing guidelines.
- Maintain Isolation.
- Follow instructions from staff when volunteering in patient care areas.
- Do not work when ill.
- Follow Standard Precautions.

Medical Approval to Return to Volunteer

If a volunteer is gone for health/medical reasons, i.e. surgery, a release from the primary care provider must be obtained and given to Volunteer Services Staff. The release must state that the volunteer is able to return to their volunteer role.

COVID-19 Specific Guidelines for all employees & volunteers

- Team members should follow all personal protective equipment (PPE) guidelines while volunteering.
- No volunteer should provide services to positive COVID patient.
- All team members are expected to self-assess for fever and signs/symptoms prior to the start of their shift daily.
- All team members should strictly adhere to hand hygiene, respiratory hygiene and cough etiquette (covering of the nose and mouth when coughing or sneezing), and continuously monitor themselves for signs and symptoms of infection (fever, cough, shortness of breath). Team members with minor respiratory symptoms should mask while in the workplace
- Team members with exposure to COVID-19 may continue to work as long as they remain symptom free. Leaders will determine the need for on-site presence based on team members’ role and responsibilities.
- Follow Employee Health direction for any necessary next steps such as testing and when to return to work
- Team members who are not feeling well, or have symptoms related to COVID-19, need to alert their supervisor and Employee Health.

Standard Blood and Body Precautions & Isolation Precautions

Volunteer completes through training video provided to them during the onboarding process.

SAFETY POLICIES AND PROCEDURES

Safety and Security

Volunteers play a role in maintaining a safe and secure environment. UnityPoint Health – Des Moines maintains a Department of Public Safety to assist with safety and security needs of the organization. Volunteers may call Public Safety (dial 16476 from a campus phone or 515-241-6476

from a cell phone) for an escort to their car after dark or anytime. These are **non-emergency** numbers.

Public Safety Staff responsibilities are:

- Patrolling parking lots and interior buildings.
- Making reports on all accidents and incidents.
- Conducting drills and clinics on safety and security.
- Contacting the proper authorities on incidents and accidents.
- Assisting visitors, staff, volunteers, patients and anyone needing information or assistance in jump-starting vehicles, keys locked in vehicles, etc.
- Assisting staff when safety is a concern for staff, patients and visitors.
- Enforcing all hospital rules.

Volunteer responsibilities include:

- Read and follow the volunteer handbook.
- Reporting any accidents or incidents observed including thefts and found items.
- Advising people to secure any valuable items such as purses that are visible from hallways. Ask patients to place valuables in drawers.
- Locking possessions up when on duty.
- Offer help to others with kindness and courtesy.
- Ask staff to assist when unsure.
- Park cars in the assigned lot. Lock the car and remove valuables from sight. Place volunteer parking permit in the front window.
- Look for broken or loose furniture, seats or wheelchairs needing repairs.
- Note any electric cords in aisles or corridors where people may trip.
- Wipe up all appropriate spills or broken glass immediately.
- Never use a cart or a wheelchair to push open doors as someone may be opening them from the other side.
- Never try to lift anyone who falls. Contact a staff member to assist those in need.
- Know where emergency equipment is located in all areas.
- Know the emergency calls/codes and respond without panic, shouting, running or alarming patients.

UPH Des Moines is not responsible for lost or stolen volunteer valuables-property. Leave all valuables at home including expensive coats, jewelry, iPad, Earbuds, etc.) Purses or backpacks should be placed in locked areas, i.e. lockers, or locked in your vehicle trunk.

Lost and Found

Lost and Found is managed by Public Safety. Report any missing items as soon as possible. From an internal phone please call ext. 16476. Or call 515-241-6476 from a non-UnityPoint phone.

Emergency Calls/Codes

Emergency Phone Number: Dial 777. (Dial 241-7777 from a non-UnityPoint phone)

What To Tell the Operator:

1. Describe the situation (fire, medical emergency, etc.)
2. Report location:
 - Campus (IMMC, ILH or MWH)
 - Floor
 - Unit or office name
3. Remain calm/respond as trained per the type of Emergency

Dial 911 For an off-campus Emergency (for example, an emergency at the Not New Shop)

Emergency Codes will be announced over the hospital intercom. All calls begin with “Attention Please.” Listen for the specific type of code and respond appropriately.

Fire Alarm + location + action required

Initial Response: R.A.C.E.

Rescue: Evacuate from the immediate area if necessary.

Remove all patients from immediate danger.

If necessary, move patients behind the next set of fire doors.

Activate: By pulling the nearest fire alarm station.

On campus- Dial 777 and report the location. Cell phones dial 241-7777

Off campus locations should dial 911.

Contain: If possible contain the fire.

Close all doors to control smoke and fire.

Do not pass through fire doors unless you need to evacuate.

Do not use elevators.

Extinguish or Evacuate: If the fire is small and you can extinguish it safely, use an extinguisher. If you cannot safely extinguish, evacuate.

Initial Response: P.A.S.S.

P - Pull the safety pin

A - Aim the hose/horn at the BASE of the fire

S - Squeeze the handle

S - Sweep the hose/horn back and forth

General Information upon activation of the fire alarm system:

Listen for announcements

Close all doors – DO NOT OPEN CLOSED DOORS

Prepare for possible evacuation

Reassure patients and visitors

Courteously remind visitors to not use elevators

Cease all non-emergency activities

Clear all corridors of carts, equipment and personnel

For suspicious odors call 17000. Maintenance and Public Safety will respond and investigate.

Listen for “All Clear”

Onsite Locations:

Buildings that are part of the main hospitals have a public address system over which announcements can be made. Prepare for evacuation, but listen for instructions over the public address system. Do not evacuate until told to do so.

Off campus locations: do not have public address systems. In these buildings evacuate immediately upon activation of the system.

Adult or Pediatric Medical Emergency

Volunteers in the area will clear the hallway of all carts, furniture or other obstacles. Help avoid confusion and clutter. A special team will take care of patients. Do not remain in the area.

Missing Child – last seen (location) followed by a physical description if known

This indicates a child is missing within UPHDM. Monitor all doors and search areas, cover all stairwells, walkways, elevators and exits. Call 777 if located. Do not take any actions that could cause harm to the infant/child or yourself.

Neonatal Medical Emergency – No volunteer response required.

Decontamination Team Needed + location - No volunteer response required.

Bomb Threat – Upon receiving a bomb threat:

- Record details of call – including Caller ID number
- Note age, gender, characteristics of caller and any background noise
- Call 777 (Off-campus 911)

When Code Black is called, turn off cell phones and pagers to eliminate unnecessary radio frequency signals in area to be searched. Remain calm and do not alarm patients or visitors.

Conduct a basic visual search of your service area(s). Look for suspicious items and items that don't belong or appear out of place.

Upon discovery of suspicious item(s)

- Do not touch or disturb suspicious items
- Call 777 using house phone. (Off campus dial 911). DO NOT USE CELL PHONE. Describe item found.
- Await further instructions. DO NOT leave your area unless instructed to do so by the Safety Officer, Public Safety officer or other official. You are safer where you are after a search has been conducted if there is no evidence of a device.

Utility Outage – Remain in your area and await further instructions.

Missing Adult

Monitor all doors and search areas, monitor all stairwells, walkways, elevators and exits. Call 777 if located.

Staff Assistance Needed + location

This message is used for situations where a person is behaving in an aggressive manner and in which de-escalation is necessary. Public Safety will respond and additional staff are asked to report to provide assistance as directed by the department. It is important to note that this event is not used for situations involving a weapon where there is imminent danger to other patients, visitors or staff.

Panic Button:

If your volunteer service area has a panic button, do not hesitate to use it if you feel threatened. Make sure you know the location of panic buttons.

Your safety is important to us! Do not hesitate to yell for help, call for Safety Assistance or press the panic button if a patient or visitor becomes aggressive.

Civil Disturbance

This may be necessary whenever a situation (i.e. community disaster, emergency situation, etc.) arises that has the immediate potential to jeopardize the safety and security of UnityPoint patients, visitors, staff, volunteers or property.

Upon issuance of a Code yellow, take the following actions & obey staff instructions:

1. Listen to overhead announcements and respond accordingly.
2. Obey staff instructions.
3. Remove yourself from danger if necessary.
4. **Communication to patients and visitors: “We are investigating a potential safety or security concern and are taking steps to ensure your safety.”**
5. Resume normal operations following an “All Clear” announcement.

Tornado or High Wind Watch (conditions are favorable)

Staff/Volunteer Response

During a tornado/high wind watch, precautionary measures should be taken in the event that a warning is issued.

Precautionary measures include:

1. Review hospital evacuation procedures, including the location of evacuation equipment and evacuation responsibilities.
2. Review tornado/high wind warning procedures.
3. Reassure patients and visitors that we are taking precautionary measures in the event that a tornado or high wind warning is issued.
4. Volunteers assigned to patient care units may be asked to assist staff with patient preparations for a tornado warning

Tornado or High Wind Warning (confirmed event)

During a tornado and high wind warning, immediate measures should be taken to protect yourself.

Volunteer Response:

1. Follow instructions for your service area.
2. Reassure patients and visitors that we are taking precautionary measures for their safety.
3. Discourage visitors from leaving facility or using elevators.
4. **Take cover** in an interior area of the department without windows.

5. Avoid lobbies, hallways, walkways, atriums, skywalks, auditoriums, gymnasiums, and other areas with glass.

6. Volunteers MAY NOT LEAVE THE BUILDING until an “all clear” is given.

Hazardous Material Spill

Staff in immediate area of spill:

- Without placing yourself at risk, prevent further spill
- Block off location (close doors, prevent others from entering area)
- Call 777 with location, name of chemical, any injuries
- Look up properties of chemical in department MSDS manual

Winter Weather

- During winter weather situations, volunteers may use their own judgment regarding whether to volunteer. Please notify VS staff or service department as soon as possible if you will not be volunteering on your scheduled day due to weather.
- There may be instances when Volunteer Services closes the department due to inclement weather.
 - If so, you will be notified via phone or email if you are scheduled to volunteer during the weather situation.
 - When in doubt, call the Volunteer Services office. We will provide updates on voice mail.

Internal & External Disaster Plan

- **Internal Disasters** are natural or manmade events, which cause major disruption in the Environment of Care, such as damage to the Facility’s buildings and grounds due to severe wind storms, tornadoes, earthquake, fire, or terrorism. They could be caused by the loss of utilities (power, water, and telephones) which could impact patient care and treatment activities.
- Internal disasters could require the evacuation of all or portions of the Facility. They could also result in injuries to patients or staff that would create an influx of patients to the Emergency Department.
- **External Disasters** are incidents that happen outside of the Facility, but close enough that we would be affected by the influx of patients. Examples of External Disasters might be a plane crash, a tornado in the suburbs, a nuclear, biological, or chemical terrorist attack, or any other incident that created numerous injuries.
- An external disaster would require a concerted effort on the part of several departments, and assistance from outside agencies and other healthcare organizations to respond to an influx of injured patients.
- An **Emergency Department Alert** will be called when the quality of patient care in the Emergency Department (ED) could be compromised due to an increase in patient census or acuity.

If you are on duty in the hospital:

- Report to your assigned department for instruction.
- Proceed with regular duties – your assigned department may ask you to return to Volunteer Services.

- Remain on stand-by.
- Volunteers may be assigned duties other than their usual duties (such as transporting patients, making phone calls, moving equipment, etc.) during disasters.

If you are NOT on duty in the hospital:

- Please do NOT report to the hospital unless you have been called in by Volunteer Services staff.
- Volunteer Services may call in volunteers if help is needed. Volunteers are not required to respond.

If you are called in to service, you must park in designated areas only and you must wear your id badge for access to the hospital.

Material Safety Data Sheets (MSDS)

The Volunteer Office can look up Material Safety Data Sheets for products used in the department. Ask a staff member to look up the chemical or product needed.

Lifting – Body Mechanics

For the safety of patients and volunteers, **volunteers are NOT to lift patients**. Volunteer training does not include the necessary skills to perform this task safely. (See Patient Transportation below)

When lifting or moving any object, volunteers use proper body mechanics to reduce the risk of injury. Carts are available for moving objects. When an item is too heavy for safe lifting, call Integrated Services (1-7000) for assistance.

Patient Escorting

For the safety of patients and volunteers, volunteers are not to lift patients. Nurses are available to assist patients in need of lifting. For volunteers who escort patients or visitors using wheelchairs, wheelchair guidelines and training will be provided.

Wheelchair Safety

As a volunteer you may be asked to assist patients or visitors in wheelchairs. Please note the following:

- Please do not push a patient/visitor that is too large for your safety. A general rule of thumb is 250 pounds or more. OR someone twice your size. Volunteers are encouraged to utilize the electric wheelchair in challenging situations. Volunteer safety is of priority.
- Please do not push a patient/visitor outside of the facility. Volunteers are not allowed to push wheelchairs out to parking lots.
- Please do not physically assist a patient/visitor in or out of a wheelchair.
- All volunteers must complete official wheelchair use training.

Fall Prevention

Universal fall precautions are used for all patients. For those patients assessed at high risk for fall, alerts will be initiated as follows:

- Yellow ID band is placed on the patient's wrist.
- Adult patients will have a yellow magnet with a falling star picture on the door or a yellow magnet that says "Fall Risk"
- Pediatric patients will have a Humpty Dumpty sign on the door.

Violence & Weapons

UnityPoint Health – Des Moines is committed to providing a safe and healthful environment. Reasonable steps will be taken to reduce the likelihood of injury or death from violent acts at the work place. **Threats, threatening behavior, or acts of violence will not be tolerated by anyone on UnityPoint Health – Des Moines property.** Refer to UnityPoint Health policy #108, Violence in the Workplace.

The possession of any weapons on any of our campuses is strictly prohibited. This includes firearms of any kind. This policy applies regardless if an individual has a valid permit to carry. If you see anyone with a weapon, please contact Public Safety.

Harassment-Free Environment

UnityPoint Health – Des Moines is committed to providing a working environment free from harassment in which its employees and volunteers are treated with courtesy, respect, and dignity. This includes harassment based on race, ethnicity, creed, color, gender, age, religion, sexual orientation, gender identity, or disability. **ANY FORM OF HARASSMENT IS UNACCEPTABLE AND WILL NOT BE TOLERATED. PLEASE REPORT ANY INAPPROPRIATE BEHAVIOR TO THE EXECUTIVE DIRECTOR OF VOLUNTEER SERVICES OR ANY MEMBER OF MANAGEMENT. REFER TO UNITYPOINT HEALTH HARASSMENT-FREE ENVIRONMENT POLICY.**

PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights and Responsibilities information for UnityPoint Health – Des Moines is included with the orientation materials in the Volunteer Services Document Library on the internet. It contains a complete listing of patient rights including ethical aspects of care, treatment and services. For example, one patient right is to have "cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected."

One of the patient's rights is to "Be treated kindly and respectfully by all hospital personnel." The following guidelines are intended to help volunteers satisfy this right.

Patient Services Guidelines

Procedure for Entering a Patient's Room:

- ❖ Always knock softly and wait to be greeted by the patient. Greet the patient and identify yourself upon entering. State your purpose and ask permission. "Hi, I'm (insert name), a volunteer, and I have your mail. Would you like me to read your mail to you?"
- ❖ Do not wake a sleeping patient.
- ❖ If the curtain is pulled all the way around the bed, do not open the curtain.
- ❖ Do not question the patient regarding his/her illness.
- ❖ The key to interacting with patients is being a good listener.

Times You Should NOT Enter a Patient's Room:

- ❖ Do not enter a room when the door is closed unless invited. Feel free to knock. If you question whether you should enter a room, feel free to check at the nurses' station.
- ❖ Do not enter a room when a doctor or other medical professional is present. Return later.
- ❖ Do not enter when a patient's room is noted, "Visitors Check at Nurses' Station."
- ❖ Do not enter an isolation room. This will be noted on the door and usually a cart with mask, gloves, etc. is outside the door.

Restrictions – please do not perform the following services:

Restriction	Reason for Restriction
Assistance in sitting up	Brittle bones may break
Transfer from bed to wheelchair Help in walking to bathroom	Patient may fall. Both volunteer and patient may be injured
Raising/lowering bed	May cut off tubes, wires
Cut nails	Infection control/patient safety concerns
Feed patients	Patients may choke
Take down bed rails	Patient may fall out of bed
Sit or place items on bed	Cleanliness

Note: When asked for medical assistance as in examples above, volunteers should ALWAYS seek assistance. Tell the patient that help will be sought from an appropriate staff member.

GENERAL POLICIES AND PROCEDURES

Conflict of Interest

Conflict of interest can arise when a volunteer:

- Would have a financial interest that would affect his/her judgment as a volunteer for UnityPoint Health – Des Moines.
- Misuses his/her position at UnityPoint Health – Des Moines in a way that results in personal gain.
- Gains personal enrichment through access to confidential information.

- Reports to family member as a supervisor.
- Is newly retired and wishes to volunteer within the same department.

Refer to UnityPoint Health policy #002, Institutional Conflicts of Interest Disclosure.

Cultural Diversity

UnityPoint Health –Des Moines is committed to developing a diverse environment where volunteers can expect to serve in a welcoming environment where each person feels valued for their individual traits, skills and talents. To achieve this goal, UnityPoint Health – Des Moines actively seeks qualified people regardless of their race, ethnicity, color, gender, religion, age, sexual orientation, gender identity, disability, veteran status, and socio-economic status. To further encourage this welcoming environment, all managers promote an inclusive atmosphere where all feel valued and their differences are understood and appreciated. Volunteers help create this environment by treating others with courtesy, respect, and dignity without regard to their differences. For example, people may practice different religions or no religion at all. Volunteers respect each individual's right to choose which religion, if any they practice. Volunteers will not offend, impose their beliefs or proselyte others.

Volunteers behave in a manner valuing the differences of every individual and culture encountered during the volunteer experience. Failure to do so may result in a harassment complaint. Any form of harassment is unacceptable and will not be tolerated.

Making sure everyone feels welcome, safe and included is a priority of UnityPoint Health. That begins with each of us. How we show up everyday matters. Our FOCUS Values give us the tools and our actions create an inclusive and equitable experience.

As individuals, we have a responsibility to one another to learn more about Diversity, Equity and Inclusion. To understand our own bias, the impacts of systemic racism and how we can break down barriers.

End of Life Issues

Patients and families at UnityPoint Health – Des Moines often deal with life and death issues. If a volunteer needs help dealing with end of life issues they should contact UPH Des Moines Employee Assistance Department. (See Volunteer Benefits for more information.)

Interpreters

Interpreters are available at UnityPoint Health. To request an interpreter, call 1-7000. Translation Services will schedule an interpreter. For languages other than Sign and Spanish, you will be connected to an interpreter via phone.

Refer to UnityPoint Health Policy #16 (Care of the Patient with Vision, Hearing, Communication and Language Barriers and the use of Interpreter and Auxiliary Aids)

Personal Guests and Visitors

Volunteer service is critical to our patients and families. Each volunteer's full attention is expected during their shift. Do not bring guests, friends or family members (including children) when scheduled to volunteer. Do not visit friends or family while volunteering.

Substance Abuse

Alcohol and/or illegal drugs are not to be consumed prior to or during volunteer service.

Smoking/Tobacco

UnityPoint Health –Des Moines is a **tobacco free environment**. Smoking or otherwise using tobacco products (including cigarettes, cigars, chewing tobacco, snuff, pipes, e-cigarettes, vaping, etc.) on company time or property is prohibited. This policy applies to all off-campus sites including clinics, office buildings or any UnityPoint Health – Des Moines programs operated offsite. Prohibition includes any and all buildings owned, leased, rented or areas maintained by UnityPoint Health – Des Moines; including any grounds, parking lots, ramps, sidewalks or plazas owned, or leased; or in vehicles owned or leased by UnityPoint Health – Des Moines. All employees, physicians, students, visitors, patients, vendors, contract workers, volunteers or any person coming on grounds or to the facility must comply with this policy. (See: Tobacco Free Environment Policy #98)

Solicitation

Volunteers may not solicit or distribute literature for any purpose on UnityPoint Health – Des Moines property or at any UnityPoint Health – Des Moines activity except for authorized UnityPoint Health – Des Moines functions.

Prohibited examples include but are not limited to:

- Selling items and/or promoting outside business interests including other not-for-profit entities.
- Distributing literature promoting business or personal interests.

UnityPoint Health – Des Moines has created a Foundation to direct fundraising efforts for the organization. Each hospital campus has a gift shop.

Child and Dependent Adult Abuse for Non-mandatory Reporter

Volunteer completes through training video provided to them during the onboarding process.

Could This Be A Heart Attack?

Volunteers play a significant role in dealing with our public inside the hospital. From visitors and guests to patients and their family and friends, volunteers often touch many lives. We want you to be confident when working with these individuals while you are here. That includes making sure you understand what to do in the event of an emergency and in this case, a possible heart attack.

Who could be having a heart attack?

There are patients, visitors, and guests inside our hospitals all the time. Anyone can have a heart attack anytime, anywhere - including in our hospitals. Up to 85% of heart muscle damage happens within the first hour, so getting help right away is extremely important. Wasted time means lost heart muscle. Act quickly - this is a true medical **EMERGENCY!**

What are the symptoms/warning signs of a heart attack?

Men and women may have any or all of the following symptoms/warning signs of a heart attack. Unfortunately more women than men die every year from heart disease in the United States. Maybe that is because signs of a heart attack may go unnoticed in women!

Symptoms may include:	Women may experience:
<ul style="list-style-type: none">• Nausea• Anxiety• Pain or discomfort that goes down one or both arms• Jaw pain or discomfort• Chest pressure, squeezing or discomfort• Feeling of fullness• Back pain• Fatigue• Light-headedness• Shortness of breath• Cold sweat	<ul style="list-style-type: none">• Light-headedness, fainting, sweating, nausea, or shortness of breath without chest discomfort• Pressure, fullness, squeezing pain in the center of the chest, spreading to the neck, shoulder or jaw• Upper abdominal pressure or discomfort• Lower chest discomfort• Back pain• Unusual fatigue• Dizziness• Unusual shortness of breath

What Do I Need to Do as a Volunteer?

If you see a patient, visitor or guest having any of the above symptoms, use **ACS** to guide your action:

Assess. Are they breathing, are they conscious, can they tell you what is happening?
Call 777 and report the situation and your location. Don't leave the patient to do this, ask someone else to do it for you.
Stay with the individual until help arrives.

Could This Be A Stroke?

Who could be having a stroke?

There are patients, visitors, and guests inside our hospitals all the time. Anyone can have a stroke anytime, anywhere - including in our hospitals. Two million brain cells die every minute during stroke, increasing risk of permanent brain damage, disability or death. Recognizing symptoms and **acting FAST** to get medical attention can save a life and limit disabilities.

What are the symptoms/warning signs of a stroke?

Symptoms may include:
• SUDDEN numbness or weakness of face, arm, or leg—especially on one side of the body.
• SUDDEN confusion, trouble speaking, or understanding.
• SUDDEN-trouble seeing in one or both eyes.
• SUDDEN-trouble walking, dizziness, loss of balance or coordination.
• SUDDEN-severe headache with no known cause.

What Do I Need to Do as a Volunteer?

If you see a patient, visitor or guest having any of the above symptoms, use **ACS** to guide your action:

- A**ssess. Are they breathing, are they conscious, can they tell you what is happening?
- C**all **777** and report the situation and your location. Don't leave the patient to do this, ask someone else to do it for you.
- S**tay with the individual until help arrives.

Remember, outside of the hospital call **911!**

ADDITIONAL INFORMATION

Gift and Flower Shops

The Gift and Flower Shops sell flower arrangements, candy, greeting cards and a variety of gift items including jewelry and baby items. Sales tax is not charged on purchases. Proceeds from the gift and flower shops benefit programs and services for patients and families of UnityPoint Health Des Moines. The shops are:

- Iowa Methodist/Blank Children's Hospital Gift Shop, 241-6193.
- Iowa Methodist/Blank Children's Hospital Plaza Shop, 241-6032
- Iowa Lutheran Hospital Auxiliary Gift Shop, 263-5104.
- Methodist West Gift Shop, 343-1082.

ILH Not New Shop

The Iowa Lutheran Hospital Auxiliary Not New Shop is a thrift store with quality used clothing for men, women and children. Dishes, toys, furniture, bedding and other miscellaneous items are also for sale. The Not New Shop is proud to be a part of the George Washington Carver Community School Campus and a neighborhood landmark on the Eastside of Des Moines. It is adjacent to the Iowa Lutheran Hospital campus.

Under the auspices of both Volunteer Services and the Iowa Lutheran Hospital Auxiliary, the shop also has a dual purpose. The first purpose is to raise monies. All proceeds support projects and programs for Iowa Lutheran Hospital and the patients and families we serve. They have raised 1.6 million dollars in the past 20 years. The second purpose is to provide an exceptional thrift shopping experience each and every day for our many customers, both new and returning, as an engaged neighborhood business.

Staffed by active and engaged volunteers, one full-time paid manager and two full-time staff members, the shop is always full of positive energy and excitement by the culture that they have created. The shop is open 6 days a week and also extends hours for special events and sales that support its mission and our customers.

The phone number is 515-266-7610 and address is 1140 Penn Ave., Des Moines. Donations are welcome.

UPH – Iowa Lutheran Hospital Auxiliary

The Iowa Lutheran Auxiliary is a member-based program with the mission to support services and activities benefiting patients, the community and Iowa Lutheran Hospital.

In 1910, four years before Iowa Lutheran Hospital opened its doors, women from the First Lutheran Church in Des Moines founded the Iowa Lutheran Auxiliary to raise funds for its establishment. When the hospital was built in 1914, Auxiliary members became involved by cutting and stitching hospital supplies, including polio packs in the years when they were so desperately needed. Later, a sewing committee was created to provide the hospital with blankets, smocks and aprons.

In the 1950s, Auxiliary members began providing their first direct service function of delivering flowers to patients. The Auxiliary's list of services continued to grow, including the addition of the admitting escort service, the gift shop, a telecare program to provide contact for individuals living alone and the candy striper program for area teenagers. The Candy Striper program was later renamed the Volunteer program, and through the Auxiliary's support, the program has continued to grow. Last year, over 80 local youth dedicated their time and talents to helping staff members, patients and families of Iowa Lutheran.

In addition to raising over \$3.5 million dollars throughout the years, the Auxiliary continues to touch almost every area of the hospital. Now nearly 500 members strong, the Iowa Lutheran Hospital Auxiliary proudly holds the honor of being the oldest hospital auxiliary in the city.

Education Endowment

In an effort to help support Iowa Lutheran Hospital employees to further their education and career aspirations, the Auxiliary has awarded 146 scholarships totaling over \$95,000.

Sewing Committee

This committee, led by the Iowa Lutheran Hospital Auxiliary, but made up of volunteers from all campuses, creates a variety of sewn items including Angel Gowns, Surgical Caps for pediatric patients and activity kits for patients with dementia.

FREQUENTLY ASKED QUESTIONS

1. Where are the Volunteer Services offices located on each campus?

- Iowa Lutheran Hospital
The Volunteer Services Office is located on level one mid, near the elevators.
- Iowa Methodist Medical Center & Blank Children's Hospital
The Volunteer Services Office is located on Powell 2, near the elevators.
- Methodist West Hospital
The Volunteer Services Office is located on the lower ground level at the Conference Center entrance.

2. What is the time commitment for volunteers?

- We ask for a minimum of 6 months in service from all volunteers. For college students this equates to two full semesters. To be considered an “Active” volunteer, a volunteer must maintain regular and consistent hours during a 12-month period.

3. Can I take a leave of absence?

Yes, you may take a leave of absence. Please talk to your respective coordinator should you wish to do so. Please note that your shift/role may not be available upon your return.

4. Where should I park?

- Iowa Lutheran Hospital
Please park to the rear, north, of the hospital in the designated volunteer parking lot.
- Iowa Methodist Medical Center & Blank Children’s Hospital
Please park to the south of the hospital, outside of the Powell Entrance in the designated volunteer parking spots. You may also park anywhere in the free parking ramp.
- Methodist West Hospital
Please park outside the Conference Center entrance in the designated volunteer parking spots.

5. How do I receive my complimentary meal?

Your ID Badge is scannable at any cafeteria/café on our campuses on the day you volunteer. The purchase limit is \$8.

6. Is there a place to lock up my purse or valuables while volunteering?

We encourage you to not bring anything of value while you volunteer. However, we do have locked areas on each campus to lock up valuables, if needed. Please ask your respective Volunteer Services staff for details.

7. Can I accept gifts/tips from patients?

The simple answer is no. UPH volunteers are prohibited from asking for or accepting tips, gratuities, or Gifts or Business Courtesies from patients or patient representatives, and UPH volunteers may not accept tips or gratuities from patients or patient representatives. If a patient or other individual wishes to make a donation or other Gift to a UPH Entity, the

patient or other individual should be put in contact with the UPH Des Moines Foundation Office.

8. Will you be a reference for me for school or job applications?

Yes, we will provide a reference after volunteering a minimum of 50 hours. Volunteers can ask for hours verification at any time.

9. Can I expect a job opportunity because I volunteer?

We appreciate any interest in joining our employee team! However, there is no guarantee of employment due to your volunteer role. You are always welcome to apply to a position of interest.

10. I am an employee, can I still volunteer?

Yes, you can volunteer and be a paid employee. There are rules that apply so please talk to a member of the Volunteer Services team for details.

11. Where are the cafeterias?

- IMMC – Level B
- ILH – Level B
- MWH – Level One

MEET THE VOLUNTEER SERVICES TEAM



Maci Andersen
Volunteer Coordinator
Iowa Lutheran Hospital



Caroline Baker
Volunteer Coordinator
IMMC-Blank Hospitals



Mindy Brightman
Office Manager
Volunteer Services



Megan Delanty
Volunteer Coordinator
Iowa Lutheran Hospital



Maria Gifford
Volunteer Coordinator
IMMC-Blank Hospitals



Elizabeth Johnson
Manager, Not New Shop
Iowa Lutheran Hospital



Sheri Vining
Volunteer Coordinator
Methodist West Hospital