

**Good Samaritan  
Hospital  
Volunteer Handbook**

# **WELCOME TO GOOD SAMARITAN HOSPITAL VOLUNTEER SERVICES**

The Good Samaritan Hospital volunteers, hospital caregivers, and administrators welcome you and appreciate your decision to join our team. We believe this experience will enrich your life and the lives of countless others including the patients, visitors, and caregivers at our hospital.

Volunteering is a special gift, and no matter where you choose to volunteer or how often, your service is vital to the effective and successful operation of the hospital. Your devoted effort, interest, and loyalty will help our hospital continue to be the outstanding institution it is today.

We hope that your association with Good Samaritan Hospital (GSH) will provide opportunities to bring a heightened meaning to each day, a chance to increase your skills and knowledge and unique opportunities to meet new friends. It is our goal to match your interests and talents with the needs of our hospital.

In this handbook, you will find information that will help you in your role as a Good Samaritan Hospital volunteer. Please read the information thoroughly. If you have questions about any of the information provided in the handbook, please talk to a member of the Good Samaritan Medical Center Volunteer staff.

We are so pleased that you have chosen to join the Good Samaritan Hospital Volunteer family. Thank you for sharing your time and talents.

With Appreciation,



**Katrina Gebhart**  
Manager, Volunteer & Concierge Services

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# GENERAL INFORMATION

## Good Samaritan Hospital

200 Exempla Circle  
Lafayette, Colorado 80026  
Main Hospital Number  
Phone: 303-689-4000

## Volunteer Services Office Hours

Monday through Friday  
9:00 AM – 4:00 PM  
Phone: 303-689-5800

## Katrina Gebhart

Manager, Volunteer & Concierge Services  
[katrina.gebhart@imail.org](mailto:katrina.gebhart@imail.org)

# VOLUNTEERING AT GSH

Any person over 16 years of age may apply to become a Good Samaritan Medical Center volunteer. No person will be discriminated against for reasons of age, sex, race, color, creed, national origin, religion or disability. However, Good Samaritan Hospital reserves the right to determine if a person meets the minimum standards to be accepted as a Good Samaritan Hospital volunteer.

### **Schedule your TB test and Drug Screening appointment:**

- The process for the TB test requires a single visit blood draw.
- To schedule an appointment for your TB you will need to contact the Employee Health Office at **303-689-4917**
- *When you arrive for your screening appointment, let the greeter/screener know you need to be escorted to the associate health department located on the garden level.*

# GSH MISSION, VISION AND VALUES

## Mission

We reveal and foster God's healing love by improving the health of the people and communities we serve, especially those who are poor and vulnerable.

## Vision

Inspired by our faith,

- We will be distinguished as the premier person-centered health system and trusted partner.
- We will share accountability with clinicians and other stakeholders to coordinate care across all settings and improve access, quality, health outcomes and affordability.
- We will grow as community-based health networks to serve more people in partnership with others who share our vision and values.

## Values

**Excellence** - We set and surpass high standards.

**Caring Spirit** - We honor the sacred dignity of each person.

**Integrity** - We do the right thing with openness and pride.

**Stewardship** - We are accountable for the resources entrusted to us.

**Safety** - We deliver care that seeks to eliminate all harm for patients and associates.

**Good Humor** - We create joyful and welcoming environments.

# **VOLUNTEER REQUIREMENTS AND EXPECTATIONS:**

- Complete the volunteer application and orientation process
- Train with an authorized volunteer trainer or caregiver
- Commit to volunteering once a week for a minimum of two-four hours at each shift (some exceptions apply) for at least six months
- Always wear your hospital photo ID while volunteering
- Wear the appropriate volunteer uniform and follow dress code
- Sign in and out each time when volunteering
- Maintain regulatory requirements regarding competency, safety quiz, service meetings, etc.
- Maintain a strong sense of accountability, responsibility and integrity while performing your duties
- Promptly notify the Volunteer Services Department of any changes in your personal data
- Receive an annual flu shot and submit documentation to Volunteer Services
- Be caring and compassionate with everyone you interact with at GSH
- Adhere to the following code of ethics:
  - Be kind and offer support to patients, families and guests, but refrain from giving any kind of medical advice or counseling
  - Refrain from consulting any physician or staff member for personal medical advice
  - Do not make judgments, or discriminate based on race, color, creed, disability, national origin, income, sexual orientation, religious affiliation, gender or age
  - Avoid any suggestive comments or physical gestures, which may be considered inappropriate or insensitive
  - Any form of sexual harassment is grounds for immediate termination
  - Solicitations of any kind are not allowed
  - Follow HIPAA confidentiality guidelines
- Notify Volunteer Services and appropriate GSH department via email, phone, if it is necessary to miss your scheduled service
- Notify the Volunteer Services Department when you decide to terminate your volunteer services giving a two-week notice. Return your photo ID badge and uniform

## VOLUNTEERS SHOULD NOT:

- Report for duty with any communicable infection such as a cold, sore throat, flu, or skin lesion
- Perform any duties which require a license (such as RN, MD, therapist, etc.) or for which you have not been properly trained
- Have access to medications
- Assist patients with
  - Feeding
  - Dressing
  - Getting in or out of bed or chair
  - Going to the bathroom
- Refrain from bringing personal concerns to their assignment or asking for medical advice
- May not adjust IV poles or O2 tanks
- May not change soiled linens if protective equipment, other than gloves, is required
- May not convey verbal order from one department to another
- Enter isolation rooms except Eucharistic Ministers which have received special training

**NEVER PERFORM A DUTY UNLESS YOU ARE SURE OF WHAT YOU ARE DOING; ALWAYS ASK FOR FURTHER INFORMATION OR A DEMONSTRATION, IF NECESSARY**

## IMMUNIZATIONS

Volunteers are required to have:

- A TB test performed to begin volunteering. For individuals with a positive history of TB, a chest x-ray and questionnaire are required.
- An annual Influenza Immunization-provided by GSH free of charge, or you may use the provider of your choice. Documentation is required to volunteer.
- Please provide the most up to date copy of your vaccination records.

# **VOLUNTEER RIGHTS**

As a member of the Good Samaritan Hospital Volunteer Team, you have the right to expect:

- To be treated as a co-worker, not as “free help”
- To be considered for an assignment based on personal preference, life experience, education, and employment history
- Training, thoughtfully planned and effectively presented, for the job
- Sound and timely guidance and direction by someone who is experienced, well-informed, and thoughtful
- To be heard, to have a part in planning, to feel free to make suggestions, to state an honest opinion
- Recognition, in the form of appreciation, and by treatment as a co-worker

## **Communication**

To maintain communications between caregivers and volunteers, the following informative materials are made available:

- Volunteer Information Center (VIC): Current information and messages are posted on the information panel of the sign –in and out system. The computer is located in the Volunteer Services Office.
- Volunteer Huddles and Quarterly Safety Meetings: Provides information about safety and what is going on at the hospital. Meeting times will be announced via email. Notes from these meetings will be sent via email.
- Monthly Newsletter: This will be sent via email and provides event information, news and pertinent updates.
- Emails/Mailings to your home: Volunteer Services may from time to time send additional mailings to your place of residence.

To be an on-site volunteer we ask that you must have access to a working valid email address.



## **It Is Your RESPONSIBILITY:**

- To accept an assignment of your choice with only as much responsibility as you can handle.
- To respect confidences of Good Samaritan Hospital and those recipients of your services.
- To decline work not acceptable to you; not let biases interfere with volunteer work performance; do not influence or pressure others to accept your standards.
- To refuse gifts or tips from patients and/or visitors of/to Good Samaritan Hospital. Should you be on the receiving end of such gifts please contact the **Foundation at x45252**.
- To use reasonable judgment in making decisions when there appears to be no policy, or the policy has not been communicated to you. Then, as soon as possible, consult with supervisor for future guidance.
- To provide feedback, suggestions and recommendations to Volunteer Services associates if these might increase the effectiveness of the program.
- To be considerate, respect competencies and serve as a member of the team with all associates and other volunteers.

## **Absences and Punctuality**

Once a volunteer accepts an assignment and is placed on the schedule, he/she becomes an important part of the Good Samaritan Hospital team. Should the volunteer be late or fail to show up, it creates problems for those who depend on him or her. Your service in the hospital is important and others depend on your presence and promptness. Please notify the Volunteer Services Department and your assigned department as soon as possible of any unavoidable absence and or lateness.

When a volunteer needs to be absent, please notify the Volunteer Services Manager. It is also very important for the volunteer to notify their assigned department of their absence. If being present regularly and on time is a problem, volunteer services will contact the volunteer to discuss what actions can be taken. Every attempt will be made to accommodate the volunteer and to find a more acceptable assignment.

# **VOLUNTEER TIME AND COMMITMENT**

## **Time Commitment**

Most volunteers work an average of four hours once a week, but volunteering at Good Samaritan Hospital can be done in a flexible manner that accommodates individual schedules. We ask for a six-month commitment volunteering once a week up to four hours each week.

## **Holidays**

Official Good Samaritan Hospital holidays are: New Year's Day, MLK, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day.

On any official Good Samaritan Hospital holiday, volunteers are not expected to cover their shifts. However, anyone who would like to volunteer on a holiday should check with their assigned service to confirm a schedule.

## **Termination Due to Violation of Policies**

It is the responsibility of the Volunteer Services Manager to intervene with a volunteer who has engaged in inappropriate conduct or who is unable or unwilling to follow Good Samaritan Hospital policies. Good Samaritan Hospital reserves the right to act in any circumstance where the volunteer fails to maintain acceptable standards of conduct or breaches policy. This action may include termination of service.

## **Leave of Absence/Inactive Status**

Good Samaritan Hospital recognizes volunteers sometimes need to take time off for illness, vacation, or family emergencies. Please notify the Volunteer Services Manager should you need to report a leave of absence or change in status.

# Sign In and Out

In- hospital volunteers sign in and out on the Volunteer Information Center (VIC) computer. Hours are automatically calculated and added to the volunteer's database.

If you forget to sign out or in, contact volunteer services and your hours will be adjusted appropriately.

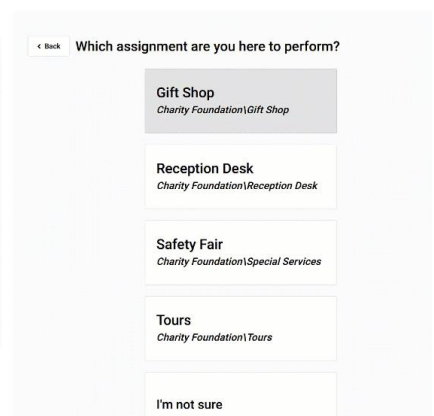
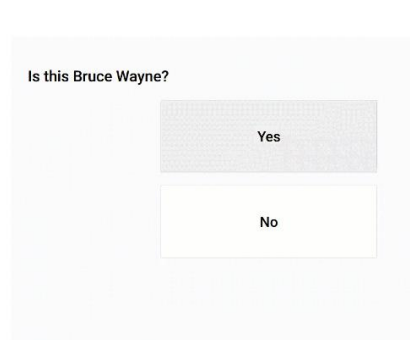
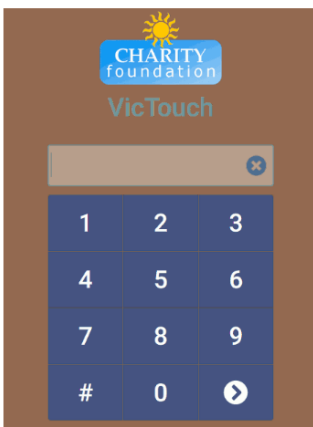
If the computers are not operational, please communicate your hours to the Volunteer Services Manager and they will record them for you.

## Signing in is important for several reasons:

- It allows the Volunteer Services Department associates to locate volunteers during their shift
- A volunteers' cumulative record of hours is tracked in the database for statistical and recognition purposes
- Provides the ability to identify exposure risk
- Locate you in case of emergency

## Volunteers should also sign in when they:

- Attend meetings
- Attend special training classes
- Attend other required activities
- Work from home (such as crafts, assembly, mailings, etc.)



My Vic Log In is: \_\_\_\_\_

## Personal Items

There are lockers for your personal items. Please bring a lock that you can use to store your items while on site. Keep personal items to a minimum.

You are not to use your personal vehicle for hospital related business.

## Hydration Stations

For your safety, drinks need to be stored at a hydration station, in a break room, or at the volunteer desks on your floor. In addition, food is only allowed in break rooms or the cafeteria. No open containers of food are allowed outside of the break rooms on patient floors.

## PARKING

Volunteers are asked to park in lot 2A in rows I through L on the east side of the hospital.



# DRESS CODE AND GROOMING

All volunteers are asked to practice proper hygiene and grooming when volunteering. Dress is business casual and should reflect the professionalism of Good Samaritan Hospital.

## Clothing Guidelines:

- Navy Blue Smock/Jacket/Polo Shirt or Gray Intermountain Jacket
- Plain/solid color shirt, sweater, or turtleneck
- Solid color pants or skirt

## Grooming Guidelines:

- Long hair is pulled back if working with patients
- Visible tattoos or body art must be covered if possible
- Colognes, perfumes, and lotions are used minimally to avoid adverse reaction of others

## Jewelry and Accessories

Jewelry should be kept to a minimum.

- A maximum of two earrings per ear
- No dangling earrings in patient care areas
- Visible body piercings, including gauges, nose, tongue, chin, lip and eyebrow piercing must be removed prior to the beginning your shift.
  - \* Small nose studs are acceptable

## Additional Guidelines:

- Uniform and badge are to be always worn (you cannot volunteer without them)
- Garments are to be clean, neat, pressed and in good repair
- Shoes are closed toed only. No sandals, flip-flops or shoes with holes (Crocs)
- Styles are modest and workplace appropriate
  - No denim of any kind.
  - No tops with low-cut necklines, bare midribs, or spaghetti straps
  - No tank tops, sleeveless t-shirts or shirts with pictures, emblems, or statements
  - No garments that are tight or see through
  - No shorts or skorts
  - No dresses/skirts more than 2 inches above the knee
  - No leggings
  - No athletic or exercise wear including sweatpants, yoga pants, spandex or hats
  - No buttons or pins (unless hospital approved)



**Please use common sense!**

***“No volunteer shall dress or adorn themselves in a manner that calls more attention to themselves than the service they are providing.”***

# **WORKING WITH HOSPITAL ASSOCIATES (CAREGIVERS)**

While volunteering, the daily supervisor generally will be an associate of Good Samaritan Hospital. Most Caregivers are aware of the volunteer's commitment to Good Samaritan Hospital and are most appreciative of the help he/she provides. On rare occasions, a volunteer may encounter a Caregiver who is so immersed in his/her work that he/she fails to provide adequate volunteer support. If there is a concern regarding associate/volunteer relations, explain the situation to a Volunteer Services staff member so appropriate adjustments can be made.

## **INJURY**

If you are injured while on duty, you should report your condition immediately to the charge nurse or department manager where you are volunteering as well as notify volunteer services. If necessary, the charge nurse or department manager will send you to the Emergency Dept. for care; the volunteers' personal insurance policy will be billed. Volunteers are not covered under worker's compensation. If the injury is not volunteer related or not an emergency, it is suggested you consult your physician for care.

## **BACKGROUND CHECKS**

Intermountain Healthcare requires background checks for all caregivers. Court appointed volunteer services is not accepted at Good Samaritan Hospital.

The following will disqualify you from service at GSH:

- Felonies
- Crimes against children
- Domestic violence
- Sex related crimes
- Fraud
- Theft
- Drug related crimes
- DUI's less than five years old

## **DRUG AND ALCOHOL POLICY**

No volunteer or staff member is allowed to provide services if judged to be under the influence of alcohol, marijuana, or illegal drugs. Failure to comply with this policy will result in immediate termination of the volunteer's services.

When the volunteer applied for the volunteer position at GSH he/she agreed to abide by the Drug and Alcohol Policy established by Intermountain Health and GSH by checking **I Agree** on the application form.

## **DRUG AND TOBACCO FREE WORKPLACE POLICY**

I understand that Good Samaritan Hospital is a drug, smoke, and tobacco free workplace and has implemented policies, including reasonable suspicion protocol that could affect volunteers. A smoke/tobacco and drug free environment directly protects patients, visitors, physicians, volunteers, and associates. It affirms our system's commitment to the treatment of disease and the promotion of health. All system facilities will be smoke and tobacco free. This policy includes e-cigarettes, pipes, and vapor pens.

## **SMOKING**

Good Samaritan Hospital and Intermountain Health designates that all facilities will be smoke and tobacco free. A smoke/tobacco free environment directly protects patients, visitors, physicians, volunteers, and caregivers and affirms our system's commitment to the treatment of disease and the promotion of health. This policy includes e-cigarettes, pipes, and vapor pens.

**Volunteers are required to submit a drug screening. This is done at the hospital through the Occupational Health Office and is free of charge.**



# THE JOINT COMMISSION (TJC)

Good Samaritan Hospital is accredited by the Joint Commission (TJC). Achieving accreditation means an organization meets or exceeds the Joint Commission standards and continuously makes efforts to improve the care and services it provides. The Joint Commission is an independent, not-for-profit, national body that oversees the safety and quality of health care and other services provided in accredited organizations.

Information about accredited organizations may be provided directly to the Joint Commission at 1-800-994-6610. Information regarding accreditation and the accredited performance of an individual organization can be obtained through the Joint Commission's web site at [www.jointcommission.org](http://www.jointcommission.org). Any volunteer or employee may report concerns regarding safety or quality directly to the Joint Commission without fear of retaliation.

Hospitals are surveyed by the Joint Commission every three years. Every employee and volunteer has an important role to play in understanding and practicing the standards that promote excellence in every facet of care and service at Good Samaritan Hospital. The surveyors focus on any high-risk processes that could endanger patient safety or affect the quality of care.

Answer their questions honestly and concisely to the best of your ability. If the volunteer does not know the answer say, "I am sorry, but I do not know (or remember) the answer to that question." Volunteers should not offer any additional information that is unrelated to the question at hand. If the surveyor needs more information, they will ask for more information. Joint Commission does not require information be memorized; rather the information can be accessed and used immediately in an emergency.

Here are some sample questions and answers they may ask you. (Questions were taken from the AHVRP Constant Readiness: Recommended Practices for Joint Commission Standards book).

**Question:** Do you talk to your family at home about interesting patients?

**Answer:** No, we cannot talk about patients when it is not related to their care.

**Question:** How were you trained to do your assignment?

**Answer:** Upon placement in your department either an associate or an experienced volunteer trained you. All volunteers complete a departmental checklist with their trainer or contact person. Also, IH/GSMC training was done during new volunteer orientation as well as through the annual competency evaluation, annual review quiz, and quarterly service meetings.

**Question:** Where is the nearest fire extinguisher in the area you are assigned?

**Answer:** Look around if you don't know the location.

**Question:** How do you respond to a fire? What is the code?

**Answer:** The code is "Facility Alert" Fire Alarm & Location. Remember RACE-Rescue, Alarm, Contain Extinguish/Evacuate. Close all doors in the area; do not use the elevator; Stay in your department and offer assistance until the ALL CLEAR is announced.

If you do not know the answer, respond by saying "I do not know but I can get the answer by asking department supervisor or the Manager of Volunteer Services". This is an acceptable answer for the Joint Commission.

# **CUSTOMER SERVICE & THE PATIENT EXPERIENCE**

Good Samaritan Hospital goal is to maintain its reputation as the most outstanding medical provider in the region. It all starts with customer service and volunteers are one of GSH's most important representatives. Everything volunteers do falls under the category of "customer service."

## **Conversations with Patients and Family Members:**

Conversations with patients should be limited to cheerful, non-controversial subjects. When visiting with patients, do not discuss their illness. Patients may divulge information that is highly personal. Volunteers should listen with compassion and understanding but should not invite confidences. Volunteers should never offer opinions on personal affairs, medical treatment, administration of medication, choice of physicians, or referral of services.

Initiate a friendly greeting with immediate eye contact, smile and say "hello." Address patients as Miss, Mrs., Mr., Dr., etc. unless they request to be called something else. Do not refer to patients as honey, sweetie, etc. Remember kind words and polite gestures make people feel special. Face the patient or family member when speaking, using clear, distinct words. Demonstrate a friendly, considerate and helpful manner towards everyone. Express respect through compassionate words and actions.

## **Concerns:**

If a patient or visitor complains about something, do not argue or offer excuses. Simply say, "I am sorry you have had difficulty." Then report to the appropriate person. Comments or concerns should be directed to the charge nurse or department manager.

# Patient Experience

The use of SHARE/AIDET is a key strategy for improving the patient's experience by easing patient fears and setting appropriate expectations. It is our most important goal at GSH to provide an excellent patient experience.

## Patient Experience - AIDET



### Acknowledge

Greet patient & visitors with eye contact and a smile

### Introduce/Manage Up

Introduce yourself by name, department, and why you are there

### Duration

Explain how long things will take or until they will be helped

### Explanation

Explain processes and what they can expect to experience

### Thank you

Thank patients and ask, "Is there anything else I can do for you?"

# SHARE

- Sense People's Needs
- Help Each Other Out
- Acknowledge People's Feelings
- Respect The Dignity and Privacy of Others
- Explain What's Happening

## Listening:

- Hear people out and do all you can to help
- When someone complains, do not blame others or make excuses. If needed, get assistance to solve an issue

## Attitude in Action:

- Recognize the people we serve have a sense of urgency. They are not an interruption of our work; they are our reason for being here.
- Treat every person as if he or she is your most treasured loved one.
- Listen carefully and with an open mind to what people have to say. Show a sincere interest. Avoid unnecessary interruptions.
- Be receptive to comments, suggestions, questions, and complaints.
- Rudeness is never tolerated.
- Meet an individual's immediate needs or gladly take him/her to someone who can or get the proper support as needed.
- Proudly exceed expectations.
- Always be eager to help patients under any circumstances. Never say: "It's not my job" or "I do not have time."

# HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

This law covers many aspects of the health care industry and went into effect in April 2003. The Privacy Rule of HIPAA sets forth specific standards that require all employees and volunteers to protect confidential patient information.

Volunteers will only be given information they “need to know” to complete their work.

It is pretty simple:

- ***What happens at Good Samaritan Hospital stays at Good Samaritan Hospital!***

For example, if you see a friend enter the hospital, it is not appropriate to ask why they are here. It is also not appropriate to tell your other friends that you saw them here.

## Maintain Privacy and Confidentiality

- Please knock before entering a patient’s room
- Upon entering the room, identify yourself and explain why you are there
- As you leave the patient’s room, ask, “Would you like your door closed for your privacy?”
- All information regarding patients is confidential. Do not discuss patients with friends, family or coworkers, unless coworkers need to know to provide care for the patient

## **Confidentiality of Patient Information**

The information we create, use and disclose while taking care of our patients is sensitive and personal, and we are committed to keeping all patient information protected and secure. We receive training to understand the various requirements Intermountain Health must meet to comply with HIPAA and to protect our patients' information.

- We only discuss patients and their care with authorized persons in appropriate places and with low voices.
- We verify the identity of the person requesting a copy of a patient record and require a completed authorization to release information.
- We access only the appropriate amount of patient information we need to do our jobs.
- We provide individuals with timely access to their healthcare information.
- We provide patients with our Notice of Privacy Practices.
- We hold business partners to the same standards when they conduct business on our behalf.
- We never take pictures or videos of patients or their families, other than for treatment purposes or with written authorization of the patient.
- We do not post or discuss patient information on social media sites (except via Marketing and Communications, with written patient consent).

# INTERMOUNTAIN HEALTH CODE OF CONDUCT

Healthcare providers are held to higher standards than those in many professions. The same is also true of health care volunteers.

At Intermountain Health, we recognize that working in the healthcare industry is a privilege that comes with a great deal of responsibility. We focus on providing the highest standard of care aimed at achieving quality outcomes; a safe, supportive environment; and the best possible care experience.

## OUR RESPONSIBILITIES:

Each of us is responsible for acting with integrity. This is at the center of our mission and is especially necessary when we encounter difficult situations. Meeting our ethical and legal responsibilities helps us to put the needs of our patients first. Each of us must:

- Know and obey the law.
- Follow the Code of Conduct, applicable policies & procedures.
- Complete required training in a timely manner.
- Keep up to date on current standards and expectations.
- Promptly report concerns or possible violations.
- Fully cooperate with investigations.

## Enforcement and Discipline

Intermountain Health takes violations of the law, regulations and the Code of Conduct very seriously. We investigate each reported potential violation by reviewing the facts and circumstances, and apply appropriate discipline based on the results of the review. Disciplinary actions include verbal or written corrective/disciplinary action, up to and including involuntary separation from employment or volunteering. The level of discipline depends on the nature, severity and frequency of the violation.



## **THE INTEGRITY AND COMPLIANCE PROGRAM**

Our Integrity and Compliance Program provides structure, support and protection to our health system. The program ensures that we can use our assets and resources for the benefit of our patients and communities. It is the obligation of all associates and volunteers to report fraud, misconduct and noncompliance. The Integrity and Compliance Program provides many ways for associates and volunteers to report concerns without fear of retaliation, including an anonymous **Compliance Hotline- 1-877-393-6752**

## **SOCIAL MEDIA & MEDIA PRESENCE**

Intermountain Health believes social media activity should be viewed as any other form of public communication. Associates and volunteers are required to apply all pertinent existing Intermountain Health policies to social media venues.

- We always make work a priority. Blogging and social networking should not interfere with work; such activity is subject to manager approval.
- We do not post any patient information on any social media platform, including images.
- Volunteers should never give a member of the media any information.
- All media issues should be referred to the media pager at (720) 629-7772

## **RESPECT AND DIVERSITY**

There is richness in diversity, and we embrace inclusiveness. When we respect each other and our patients, we live our value of Caring Spirit: honoring the sacred dignity of each person.

- We support a culture of appreciation and respect.
- We recognize that an open, positive environment enhances productivity and innovation.
- We encourage spirituality in our workspaces through the use of prayer, reflection and ritual.
- We regard laws, regulations and policies relating to diversity as a minimum standard.

# ENVIRONMENT OF CARE

## GSH LEARNING MODULES

Joint Commission has “environment of care (EOC)” standards that require a safe, secure, and comfortable environment for our patients, visitors, volunteers and associates.

### **EOC focuses on:**

- Safety
- Security
- Emergency Management
- Hazardous Materials & Waste
- Fire
- Medical Equipment
- Utilities

When volunteering in a healthcare facility there is an inherent risk of contracting a contagious illness or becoming exposed to healthcare hazards.

Some of the common healthcare hazards are:

- Patient handling & movement injuries
- Needle sticks, sharps
- Slip, trip, and falls
- Combative Patients/Visitors
- Biohazards
- Chemicals
- Ergonomics
- Radiation
- Lasers
- Construction

# Minimizing Risks

Volunteers should decline participation in activities that:

- They have not been trained to perform
- They are physically unable to lift or maneuver
- They might not be able to complete safely due to their emotional state
- Or feel uncomfortable performing

Every volunteer must work in a manner that ensures his or her safety and the safety of co-workers, patients, and visitors.

## FALL PREVENTION

1. All patients are at risk for a fall
2. A patient who has a high risk for a fall will be identified by:
  - Yellow Socks
  - Yellow Band
  - Yellow Call Light
3. Who is responsible for fall prevention?
  - Nursing Staff and Physicians
  - Patient Caregivers
  - Non-Patient Caregivers
  - Volunteers
4. If a patient or visitor is unsteady or having difficulty walking you can offer assistance and/or a wheelchair; however, remember volunteers can only assist patients. Volunteers are not permitted to lift or transfer patients. Always get a trained staff member to help.

# SECURITY

## ACTIVE SHOOTER RESPONSE

If you dial “911” and a shooter is nearby - leave the line open so the dispatcher can listen.

In the event an active shooter is in your vicinity, the general rule is to spread out.

**The three steps to take in the event of active shooter incident are:**

### RUN

- Have an escape route and plan in mind (Ask your department what their escape plan is for their area.
- Leave your belongings behind.
- Keep in you hands visible.

### HIDE

- Hide in an area out of active shooter’s view.
- Block entry to your hiding place and lock all doors.
- Silence or turn off your cell phone.
- Turn off the lights.

### FIGHT

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the active shooter.
- Act with physical aggression and throw items at the active shooter.

If providing information to the “911” dispatcher or law enforcement provide them with the following information (if known):

- Location of the victims and active shooter
- Number of shooters, if more than one
- Physical description of shooter(s)
- Number and type of weapon(s) held by the shooter(s)
- Number of potential victims at the location

Your number one priority in an active shooter event is to protect your own life.

Once law enforcement arrives do the following:

- Remain calm, and follow officers’ instructions
- Always keep hands visible
- Avoid making quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

**How and when do I call security**

- **Emergencies**
  - Suspicious Persons
  - Disturbances
  - Slips And Falls
  - Security Sensitive Areas
  - Workplace Violence

House Phone  
Dial 55
- **Other Than Emergencies**
  - For Security Escorts
  - Lost And Found
  - Vehicle Assists
  - Missing Or Vandalized Property

Internal At  
GSMC  
4-6767  
External At  
GSMC  
303-689-6767

# INFECTION PREVENTION

Assume that every person is potentially infected.

**Germs stop with you! YOU can prevent the spread of infections through good hand hygiene!**

## Hand Hygiene

- Wash hands with soap and water: wet your hands, lather with soap and scrub for at least 20 seconds, rinse your hands, and dry with a clean towel
- Apply alcohol-based hand rub (Purell): apply enough to cover all surfaces of your hands and rub until dry

## When to:

- Before entering a patient room or space AND after leaving a patient room or space—Clean In, Clean Out
- After blowing your nose, sneezing, or coughing
- When visibly soiled
- Before eating
- After using the restroom

# Glove Use

Gloves may be worn to protect yourself from anticipated exposure to blood or body fluids or contaminated materials.

## Notes on gloves:

- Always perform hand hygiene before putting on gloves and after removing them
- Never reuse gloves and never use alcohol-based hand rub on gloves
- Never wear gloves in the hallway

## How to properly remove gloves:



# Body Fluid Exposure or Spills

When accidental body fluid exposures or spills occur while escorting or assisting a patient, follow the steps below:

- If a small spill occurs, put on gloves and clean area with disinfectant wipe (gray or orange top wipes)
- Remove gloves and wash your hands with soap and water after cleaning up the spill
- If a large spill occurs, place a yellow caution sign at the site of the spill and call Environmental Services to request clean up
- If you were exposed to the body fluid through non-intact skin (cuts, scrapes, etc.) or through the eyes or mouth
  - Rinse the exposed area at the sink or eyewash station
  - Notify your supervisor to file an incident report
  - Follow up with Occupational Health

## Other Spills

- Place a yellow caution sign at the site of the spill and call Environmental Services to request clean up
- Evacuate the area and call 55 for a “Facility Alert-Hazardous Material Spill” if the spill:
  - Large spill (e.g., >1 liter)
  - Involves unknowns, acutely hazardous chemicals, radioactive materials, or flammables presenting a fire hazard
  - Excess airborne vapors that may require respiratory protection
  - May require special Personal Protective Equipment (e.g., chemical protective suit)
  - Requires HazMat Team response if risk of overexposure to personnel



# Isolation Signage

- Volunteers are not permitted in isolation rooms; however, **trained** Eucharistic Ministers are permitted to enter these rooms
- If you are not trained, **DO NOT** enter the patient's room if you see an isolation sign posted
- If you are trained, use personal protective equipment as outlined below



**PPE: Gown & Gloves**  
**Notes: Wash hands with soap and water & Use bleach wipes**



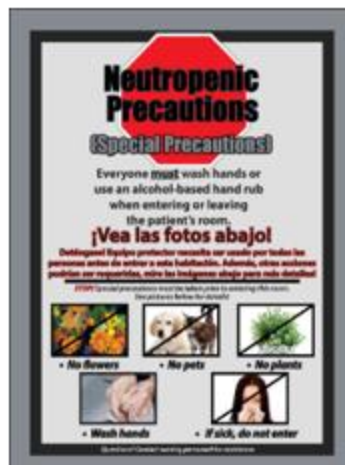
**PPE: Gown & Gloves**



**DO NOT ENTER**



**PPE: Surgical (Yellow) mask**



**PPE: Surgical (Yellow) mask**

# “Green Gown” Signs

## Disruptive Patient Identification

Do not enter rooms with “Green Gown” signs

Do not communicate with patients in rooms that have a “Green Gown” sign

Avoid any contact with these patients

### Safety – Patient Care Symbols



At Risk Patient



Bed/Chair Alarm



Aspiration Caution

**NPO**

Nothing by mouth

# **NPO – Nothing Allowed By Mouth**

## **NPO status is necessary:**

If the patient is going into surgery

If they are preparing for a procedure

Experiencing digestive problems

Unable to swallow food or liquid without it going into their lungs

## **Volunteer Restrictions**

Please do not do the following without prior authorization from nursing staff:

Give any food or liquids including water OR

Change the elevation of a bed

Please pay special attention to over the bed signage.

<b>Blue</b>	<b>Speech therapy/evaluation in progress</b>
<b>Orange</b>	<b>Swallowing precautions</b>
<b>Yellow</b>	<b>Blue dye testing in progress</b>

## NO PASS ZONE

- N** Never pass by a call light.
- O** Observe and acknowledge the patient and/or visitor who is requesting assistance.
- P** Provide what they are asking for ...OR
- A** Ask or access someone who can—such as a nurse, CNA, or other clinical staff.
- S** Safety is always first, never put patients or yourself at risk. If you are uncomfortable with a request, get a staff person to come and help right away—the important thing is to acknowledge the patient and the need!
- S** Smile and remember to use AIDET, ask the patient if there is anything else you can do or help them with.

### Key Words

*“Hello, my name is (name), from the (department). I noticed that your call light is on. Is there something that I can help you with?”*

- If you **can**:

*“Yes, I can help you with that.”*

- If you **cannot**:

*“Let me find the appropriate person to help you. I will let you know how long it will take.”*

- Remember to ask before leaving:

*“Is there anything else I can do for you? I have the time.”*



## What Everyone **CAN** Do

If you see a call light on, you **CAN** do the following for a patient: (If you have any questions, please reach out to the clinical care team)

- Reposition call light, telephone, bedside table, chairs, trash can, tissues or other personal items to be within reach.
- Assist with making phone calls or answering the telephone
- Change TV channels or turn the TV on or off
- Turn lights on or off
- Obtain personal items such as blanket, pillow, towel, washcloth, socks, and toiletries
- Open and/or close door
- Reduce clutter



## Non-Nursing Staff **CANNOT**

*(Only Nursing Staff Can do the following)*

- Manage an IV and/or infusion pump
- Offer pain relief
- Remove meal trays or water pitchers from room (may place on counter)
- Assist patients with eating and drinking
- Position/Ambulate patients
- Turn off any alarms (IV Pumps, Monitors, etc.)
- Explain clinical matters/treatments
- Raise or lower a patient bed
- Please remember to use key words (see next slide) if you **CANNOT** assist.



*“Let me call the appropriate person to help you. I will let you know how long it will take.”*



### How does the call light system work?

(The following information is general information for most of the Inpatient Nursing Units. Women's Services, ED, and ICU will vary – please reach out to the SSC or Charge nurse on these units if you are rounding and have questions about the call lights.)

The call light system is designed to put the patient in direct contact with their care team, and reduce noisy tones and alerts. Once the patient has activated a call light (Nurse, Pain, Toilet, Water), the appropriate associate is notified on their mobile device.

1. If you come across a room with a flashing white light on, and especially if you hear the audible tone, this is a **NO PASS ZONE.**



Ok to enter room



Ok to enter room.  
Patient is a fall risk

**Please do not enter the room if any other call light is on**

2. If you can fulfill the patient's request, you can turn off the call light and any audible tones, by pressing the wall plate located near the head of the bed, or near the sink in the room.
  - a. Press **ONLY** the green button with a bell icon on it, **DO NOT** press any other buttons!



Call Light Type and Tone Key can be found at the nurse station.

## How To Answer Call Light:

- “Hello my name is \_\_\_\_ from Volunteer Services. I noticed that your call light is on. Is there something that I can help you with?”
- If you can assist say: “Yes I can help you with that.” Then ask if there is anything else, if not turn call light off.
- If you can not assist say: “Let me find the appropriate person to help you.” Call from within the patient's room to get assistance.
- Finally remember to ask before leaving: “Is there anything else I can do for you?”

# SAFETY

Patient safety is a TOP priority for Good Samaritan Hospital.

Dial “55” to activate a “**Security Alert**” if there is a serious threat to your safety or the safety of our patients and visitors.

## Safety – Fire

- R** - **Rescue** all in danger
- A** - **Alarm:** Pull the fire alarm & Dial 55
- C** - **Contain** by closing all doors
- E** - **Evacuate** as directed by the person in charge

- P** - **Pull** the pin
- A** - **Aim** at the base or source of the fire
- S** - **Squeeze** the handles together
- S** - **Sweep** from side to side

# Safety- Fire

## Response To The Fire Alarm Or Hearing Facility Alert Called Out

### Associates & Volunteers In The Immediate Area:

- Activate the **fire alarm**, if not already sounding, and dial "55".
- Assist in the **evacuation** of the fire room and close the door to the fire room.
- **Close doors** to remaining rooms in the fire zone, placing patients into rooms.
- **Clear corridor** of equipment. **Do Not** place equipment into occupied patient rooms.

### Notes

- If the fire is small and you know you can put it out **quickly**, do so using available sources (bedspread, blanket, sheet, fire extinguisher, etc.).
- Evacuation of the fire room's occupant(s) and confinement of the fire should be the top priorities.
- Elevators should **NOT** be used during any type of fire alarm. You can go through the fire doors if the alarm is only blinking. When the alarm is blinking and chiming it means the fire is in your area. You should seek your supervisor and see what help is needed.



# Emergency Alerts

## Common Emergency Notifications

- **Medical Alert** - Resuscitation – Location
- **Medical Alert** - Rapid Response or Stroke Alert-Location
- **Facility Alert** - Fire Alarm – Location – Followed by the action to be taken
- **Facility Alert** - Hazardous Materials Spill – Location
- **Security Alert** - Infant Abduction – Followed by a description of the abductee/suspect if available
- **Security Alert** - Active Threat – Location – Followed by action to be taken
- **Weather Alert** - Followed by the type of event (Tornado, Flood, Blizzard)
  
- **For all internal emergencies-Dial “55” from an internal phone**

# Plan D and Evacuation

The code for a disaster is Plan D

## **External Disaster**

Any disaster occurring outside of GSH, such as plane or bus crash or shooting, in which victims would be brought to the hospital.

## **Internal Disaster**

Any event that seriously disrupts the normal function of the hospital, such as a fire, power shortage or bomb threat.

If a Plan D is called, ALL volunteers should report to the supervisor on their unit. If you are not needed in your unit, please report to the Volunteer Services office.

## **In the event of a hospital evacuation please do the following:**

Evacuate according to the plan your assigned unit/department has in place.

Once you have evacuated safely, please do ONE of the following:

Call, text or email the Manager of Volunteers Services and let them know your exact location, that you are safe and if you are continuing to help with your unit.

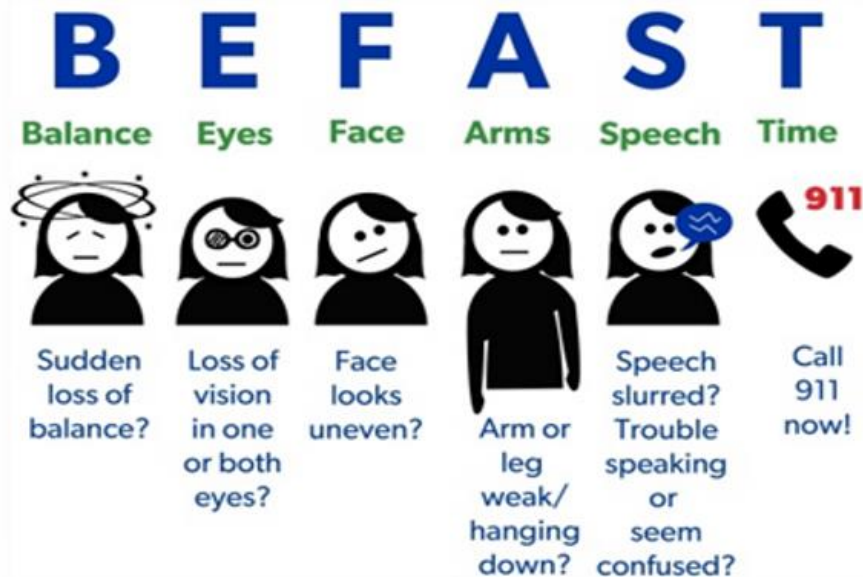
Meet the Manager of Volunteer Services or other designated person outside in the staff parking lot on the south/east side of the front entrance.

# STROKE EDUCATION

## B.E.F.A.S.T.

If you, or someone you know, or a patient in your care starts to show signs of a stroke, get help right away – Time is Brain!

Use the B.E.F.A.S.T. acronym:



## What to do

If the person is showing signs of stroke symptoms and you are outside of the hospital facility, call 911 immediately.

If the person is a current patient or visitor in the hospital **CALL A RAPID RESPONSE by Dialing 55**

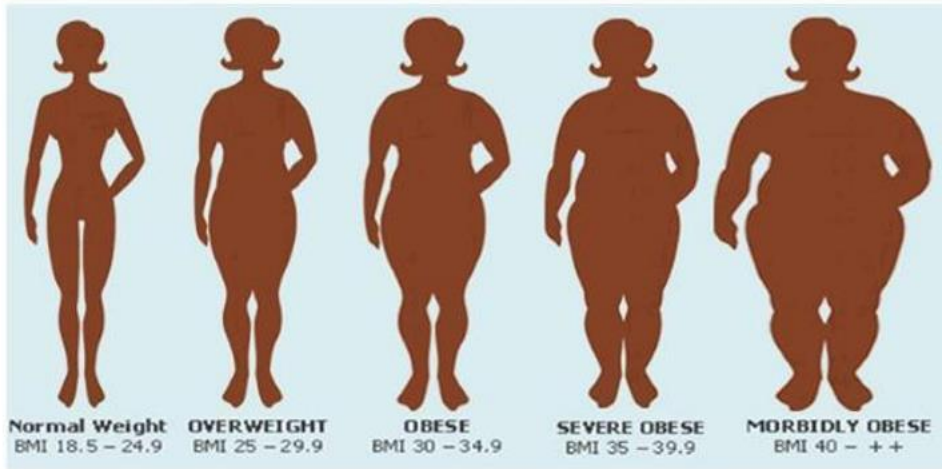


# Bariatric Sensitivity

## Definitions

**Bariatric:** A medical process to control and treat obesity.

**Obese or Obesity:** The condition of being very overweight. People who have a high amount of body fat and are considered obese have a Body Mass Index (BMI) of 30 or higher.



## Addressing the Patient

You can help in treating patients with sensitivity by:

- Not making comments or remarks about a patient's size outside the doorway to their rooms or in hallways.
- Being mindful when asking for equipment; don't ask for the "Big" anything in front of the patient
- Treat them as you want to be treated
- Speak to patients with respect

### Remember:

- Obese patients still have feelings.
- Obesity is not a character flaw but a disease.



# WHEELCHAIR TRAINING

- GO SLOWLY! Watch where you are going!
- Lock both brakes and move leg and foot support out of the way before a patient sits down or stands up.
- Unlock the brakes before wheeling the patient.
- Back into elevators, push out (do not turn in elevator)
- Use mirrors in hallways when approaching intersections.
- Never wheel patients on ramps.
- Back down smaller ramps.
- Maintain communication skills with patient.
- Practice good hand hygiene before and after assisting patient.
- Instruct patients to place hands on arm rests when getting in and out of the chair.
- Apply brakes before the patient stands or sits in chair.
- Identify and correct loose clothing or items.
- Allow for clearance of chair when going through doorways.
- Push is better than pull

**NO DON'T LIFT OR TRANSFER PATIENTS IN/OUT OF WHEELCHAIRS.**



# Acronyms and Terminology

AID/ET	Acknowledge, Introduce, Duration, Explain, Thank
ART	Annual Team Review
CCC	Colorado Cancer Center
ED or ER	Emergency Department or Emergency Room (main floor – west)
EOC	Environment of Care
EVS	Environmental Services (Housekeeping)
FANS	Food and Nutrition Services
GSH	Good Samaritan Hospital (Care Site)
HIC	Hospital Incident Command
HIPAA	Health Information Portability & Accountability Act
HOUSE SOUP	House Supervisor
ICU	Intensive Care Unit (2 <sup>nd</sup> Floor)
IH	Intermountain Healthcare (Healthcare System)
TJC	The Joint Commission
JV	Junior Volunteer (age 16 through 21)
NICU	Neonatal Intensive Care Unit (3 <sup>rd</sup> Floor)
NPO	Nothing by mouth
OBS	Observation
OCC Health	Occupational Health Department
P.A.S.S.	Use of a fire extinguisher: Pull Pin, Aim, Squeeze, Sweep
PHOTO ID	Photo Identification Badge
PSCU	Pre Surgical Care Unit
PACU	Post-Surgical Care Unit
PAV	Pavilion 1 or 2
PHI	Personal Health Information
PLAN D	External or Internal Disaster
PPE	Personal Protection Equipment
R.A.C.E.	What to do in case of fire: Rescue, Alarm, Contain, Extinguish
RCU or RT	Respiratory Care Unit or Respiratory Therapy
SHARE	Sense, Help, Acknowledge, Respect, Explain
SURG	Surgery Unit (2 <sup>nd</sup> Floor)
SWR	Surgery Waiting Room (2 <sup>nd</sup> Floor)
TB	Tuberculosis
TELE	Telemetry (3 <sup>rd</sup> floor)
VIC	Volunteer Information Center, also called the Touch Screen

## Other Terminology:

Caregiver	Synonymous with Employee and Associate
Rounding	Walking through departments with a purpose
Care Site	Hospital Locations (Lutheran, St. Joes, Platte Valley)

# Important Phone Numbers

Department	Outside the Hospital	In-House
Admissions/Registration	303-689-6300	4-6300
Emergency Department	303-689-4444	4-4444
EVS/Housekeeping	303-689-5947	4-5947
Facilities/Maintenance	303-689-6060	4-6060
Greeter/Entrance	303-689-5765	4-5765
House Supervisor	303-689-5300	4-5300
IT Computer	303-689-8282	4-8282
Main Number/Operator	303-689-4000	4-4000
Materials Management	303-689-5353	4-5353
Media Phone	720-629-7772	
Patient Relations Liaison	303-689-5306	4-5306
Security/Lost and Found	303-689-6767	4-6767 55 for Emergencies
Spiritual Care	303-897-3154 (Pager)	
Transport	303-689-5220	4-5220
Volunteer Services	303-689-5800	4-5800
2 <sup>nd</sup> Floor Secretary		4-4240
2 <sup>nd</sup> Floor Host (ICU/OBS)		4-6813
3 <sup>rd</sup> Floor Mom Baby		4-5929
3 <sup>rd</sup> Floor Labor and Delivery		4-5925
4 <sup>th</sup> Floor Secretary		4-5963 or 4-6940
4 <sup>th</sup> Floor Tele & Medical		4-6814
5 <sup>th</sup> Floor Med/Surg 1 Secretary		4-4840
5 <sup>th</sup> Floor Med/Surg 2 Secretary		4-6360
5 <sup>th</sup> Floor Host		4-6812

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# Cell Phones and Wi-Fi

Wireless Internet Access Free wireless internet access is available throughout the hospital to access personal email, to work email.

To access the internet:

1. Connect your laptop or mobile device to the SCLHS\_PUBLIC network.
2. Open a web browser (e.g. Internet Explorer, Safari, Chrome).
3. Continue to your desired website.





Cell phones are allowed while volunteering. We ask that you use discretion when using them. No photos of patients are allowed.

For our Junior Volunteers a three strikes policy will be in effect. If cell phone use gets in the way of volunteering, you will be asked to put your phone away. After the third time you may be reassigned or asked to resign. Sometimes, cell phone use can get in the way of work to be done and we want to create a positive report with the other caregivers we work with.

# Caregivers Scrub Colors

While you're here, you're likely to meet with many people, including physicians, nurses, pharmacists and other caregivers. All physicians and associates wear ID badges and will introduce themselves so that you'll know who is taking care of you.

Your caregivers wear a selected color uniform. Below is a list so you can quickly identify them:

		Uniform Scrub Color:
Assistants CNA – Certified Nursing Assistants	Caribbean blue or teal top	
Environmental Services	Black and grey	
Laboratory Phlebotomists, Medical Technologists, Medical Lab Technicians	Olive green	
Nursing	Purple	
Pharmacists	Galaxy blue	
Respiratory Therapists	Hunter green	
Therapists: PT – Physical Therapists OT – Occupational Therapists ST – Speech Therapists	Sandstone and black	



# Maps: Parking/Entrances/Surrounding Area

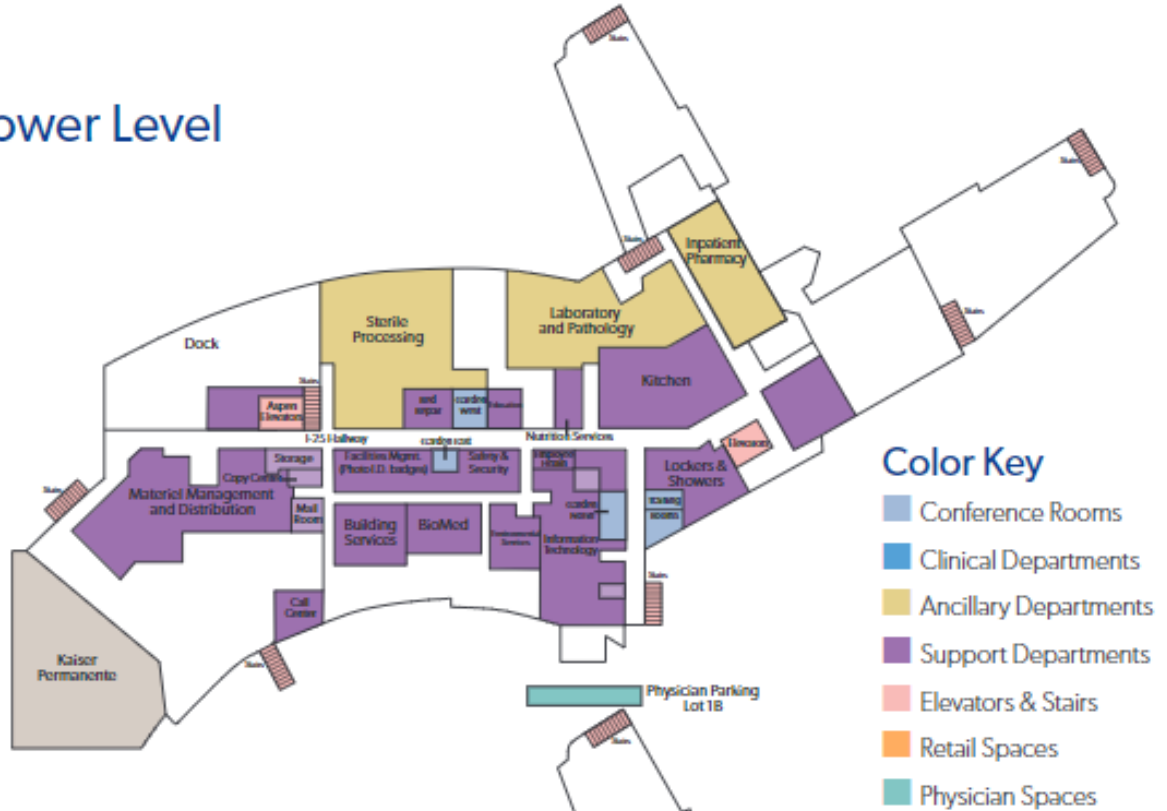


# Maps: Emergency Room



# Maps: Lower/Garden Level

## Lower Level

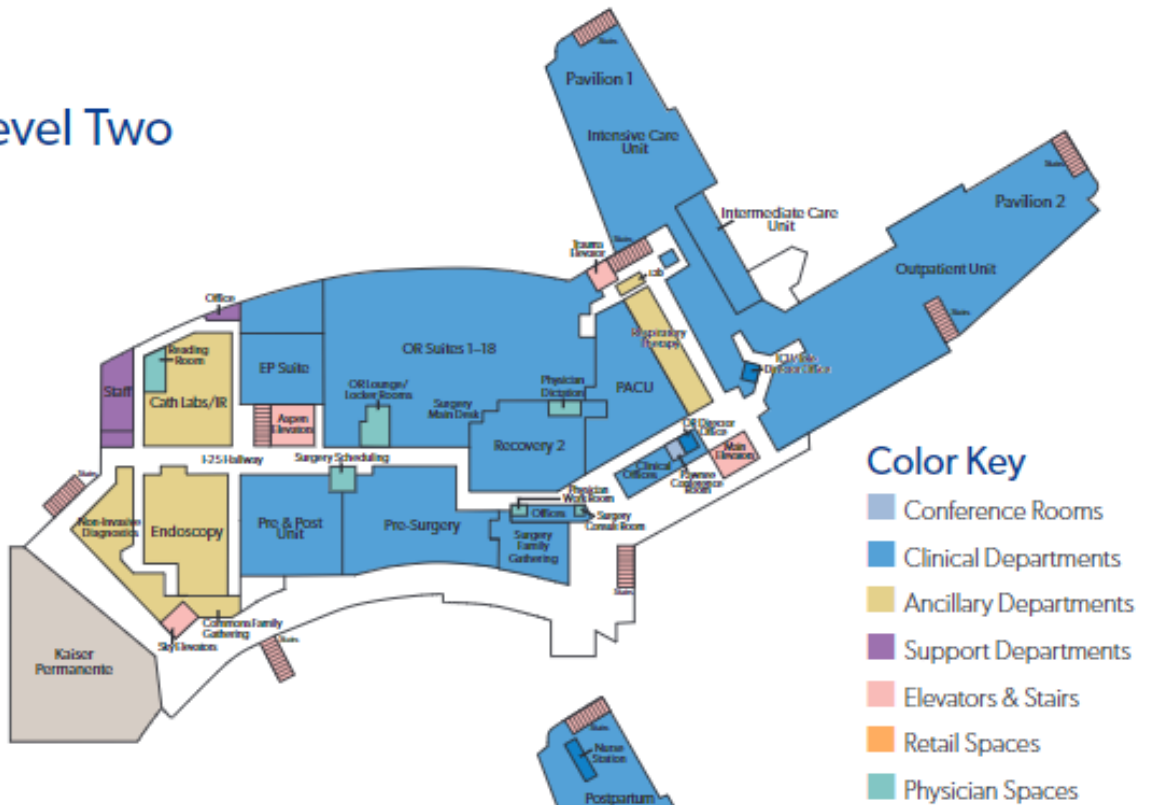


## Level One

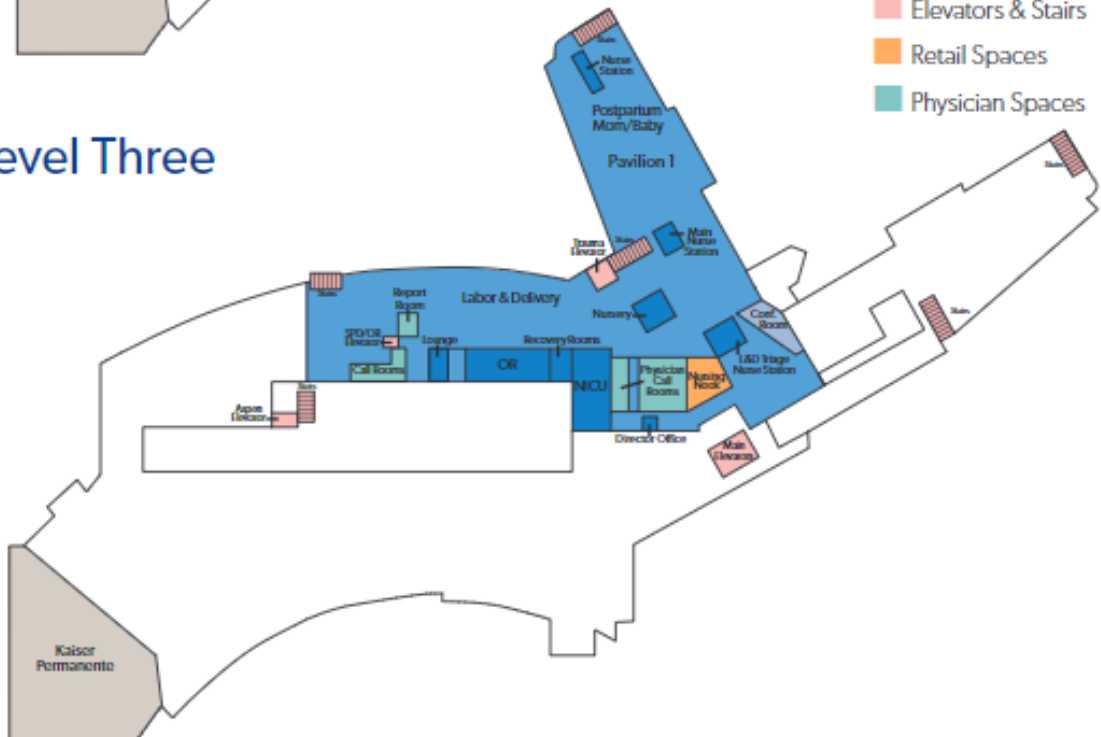


# Maps: Levels 2 & 3

## Level Two

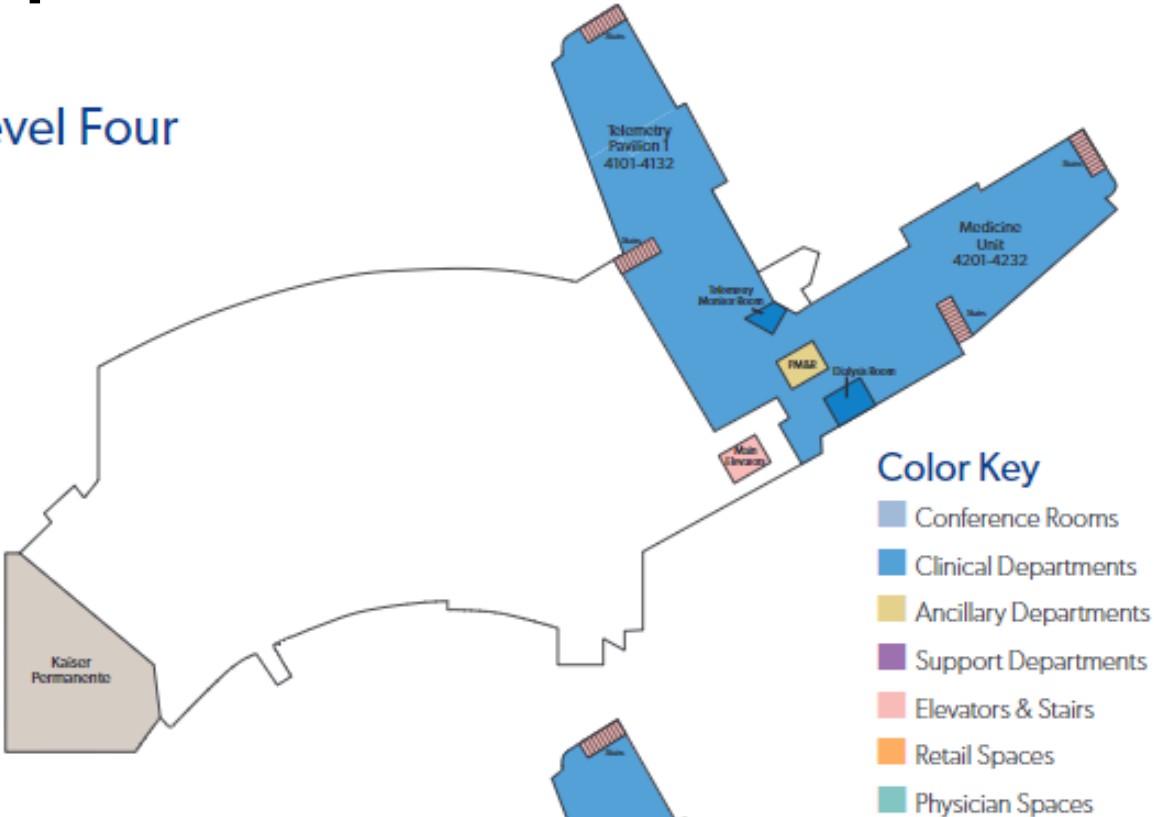


## Level Three



# Maps: Levels 4 & 5

## Level Four



## Level Five



# Caring Canines

## Pet Visitation Guidelines

### **Mission Statement:**

To provide joy and comfort to the patients, associates and visitors at Good Samaritan Hospital through the loving touch of our Caring Canines and with the company of their handlers.

The pet visitation program will serve to enhance the quality of a patient's stay at GSH by improving the patient's health and rate of healing via the positive physiological effects of human/animal interaction.

### **TEAM REQUIREMENTS**

- Must be registered and maintain current registration with Alliance of Therapy Dogs or Pet Partners
- Teams required to make a minimum of two site visit per month
- New teams required to complete three shadow visits with experienced team
  - Visit 1: Current team & new handler (without their dog)
  - Visits 2 &3: Current team, handler only & new team (dog included)
- Dog must pass a health screen and vet behavior exam by a licensed veterinarian
- Provide proof of negative fecal exam with in the last 12 months.
- Provide proof of rabies vaccination.
- Pass annual renewal training.
- Dogs must be healthy and free from parasites, disease, infections, and illness.
- Must be at least two years of age and has lived in the handler's home for at least six months.
- Annual health updates, vaccinations, and fecal testing from dog's veterinarian.
- Dogs must be kept on a strict vaccination and parasite prevention schedule administered and documents by a licensed veterinarian.
- Dogs must be cleaned and well groomed. This includes bathed, brushed, nails clipped, ears clean, eyes clean, and teeth brushed.

# Caring Canines

## Pet Visitation Guidelines

### TEAM REQUIREMENTS CONTINUED

- Dogs must wear a nylon, cloth or leather buckled collar, a head collar such as the “Gentle Leader or Halite” or harness depending on the team’s preference.
- Leashed must be 4 feet or shorter.
- Dogs must remain on the leash with the handler and under control at all times.
- Dogs must wear their volunteer vest and ID badge at all times.
- Dogs fed any raw or dehydrated (but otherwise raw) foods, chews, or treats of animal origin within the past 90 days cannot participate in the program.

### INFECTION CONTROL

Teams shall not visit if the animal is experiencing any of the following conditions and must wait at least one week beyond resolution:

- Vomiting or diarrhea
- Urinary or fecal incontinence
- Sneezing or coughing of unknown origin
- Open wounds
- Infections: Ears, skin, or “hot spots”
- Dog is in heat, pregnant or nursing young
- Emotionally stressed
- Unusual odor from ears, body or mouth

Hand sanitizing before and after visiting a patient’s room is critical to infection control.

Handler must sanitize hands of all patients and offer hand sanitizer to all visitors after each dog visit. Alcohol based hand sanitizer is available in the volunteer office.

# Caring Canines

## Pet Visitation Guidelines

### **INFECTION CONTROL CONTINUED**

- If the patient wishes for the dog to get on the bed, the handler must use a clean sheet or towel. These can be provided by a staff member and after the visit dispose of the dirty linen in receptacle.
- No visiting animal should be in contact with any discharge from a patient.
- Volunteers shall clean up after the animal both inside and outside of the facility. Call EVS to sanitize area if needed.

### **RESTRICTIONS (Please pay attention to door signs)**

Teams shall not enter the following areas:

- Food & Nutrition Services
- Clean linen storage
- ICU rooms unless there is a special request by a charge nurse and visit must be cleared with infection prevention.
- 3<sup>rd</sup> Floor unless requested by director
- Surgery/Day Surgery
- Rooms with isolation signs/carts
- Never visit with more than one dog in a room at the same time

### **INCIDENT PROCEDURES**

In the event of an injury, the handler is required to observe the following:

- Secure the animal
- Do not time the animal to people, equipment, furniture, or unstable structure
- Get help for the injured person. Do not give medical aid, even if it's simple
- End the visit
- Notify the Volunteer Manager so the injury can be documented
- Fill out required documentation and follow up from Risk Management



# Caring Canines

## Pet Visitation Guidelines

### REQUIREMENTS

#### **Fecal Test Results**

Due once a year. Handlers must have their vet fill out the Health Update Form.

#### **Therapy Dog Registration**

Handlers are required to supply a copy of their registration card

- Alliance of Therapy Dogs (ATD) renews yearly
- Pet Partners renews every 2 years
- Therapy Dogs International (TDI) renews annually

#### **Rabies Vaccination**

Rabies are usually due every 3 years with some vets doing a 1 year vaccination. Handlers are required to supply proof of rabies vaccination showing the lot number.

# ACKNOWLEDGEMENT AND RECEIPT OF HANDBOOK

I understand that my signature below indicates that I have received the Intermountain Healthcare at Good Samaritan Hospital Volunteer Handbook. I agree to comply with the policies and procedures summarized. I further understand that if I do not follow policy and procedures, it may lead to separation as a volunteer at Good Samaritan Hospital. I realize that I am a volunteer and not an associate of Good Samaritan Hospital. I provide my services as volunteer in a voluntary capacity without any employment-type benefits, including but not limited to employment insurance programs, worker's compensation accrual or benefits in any form, and this includes vacation or sick time.

I, \_\_\_\_\_,  
certify that I have received and read the Good Samaritan Hospital Volunteer handbook.

Print Name:

\_\_\_\_\_

Date: \_\_\_\_\_