



2020 Insert for the Handbook for Volunteers - Welcoming Volunteers back during the COVID-19 Pandemic: Important information for you.

Section 1 – Risk Management, now and always.

Risk management is a system to forecast risks in advance and take proactive steps to deal with any identified risks. Volunteer Resources is responsible to conduct risk assessments to ensure the safety of volunteers, staff and patients at Lakeridge Health. This includes identifying risks or hazards i.e. anything that has the potential to cause harm, in terms of human injury or ill-health; identify the controls or improvements that need to be put into place to avoid or reduce the risk and to identify the level of risk for each hazard.

Ways to reduce risk within the volunteer program during the pandemic:	What Volunteer Resources is doing:
Ensure risk assessments are carried out for each volunteer role to return	A risk assessment form has been created and is being utilized in the review of any role Lakeridge Health consents to bring back during the pandemic. An important piece of this is the identification of a staff contact for any returning role who will provide support to volunteers within that role.
Each role has an accurate description of tasks that is shared with volunteers involved	We anticipate there will be changes to any role that returns during the pandemic. Updates to the role description will be provided to volunteers to ensure they understand expectations if they return. It is also important to note, changes may occur quickly based on the situation. Volunteers will always be informed of these changes so they may decide if they wish to remain in that role.
Volunteers are selected for the role based upon skill set and personal attributes that are best suited for the role	We appreciate any interest shown by our current volunteer base in a role that is returning. We have implemented a phone screening template that will be used with each applicant.
Volunteer screening practices continue	All on-boarding of any new adult or student volunteer is currently on hold. Our onboarding process has been reviewed and virtual/on-line options are being created i.e.

	interviews will be conducted over a web platform; general orientation modules are being created to provide on-line general orientation etc. Our screening process will align with any changes when needed.
Orientation and on-site training are carried out, based upon the tasks to be undertaken	All volunteers will be required to review and sign-off on any Training and Orientation Checklist per role.
Ensure volunteers are familiar with health, safety and emergency protocols	<ol style="list-style-type: none"> 1. Re-sharing the 2019 New Volunteer Handbook 2. Created additional information to insert within the handbook. 3. Collaborated with Infection Prevention and Control (IPAC) to create the PowerPoint presentation for any returning volunteer 4. Require returning volunteers to sign off they have reviewed #1, #2 and #3
Ensure volunteers have the opportunity to ask questions and understand how to report any risk or injury	<p>Volunteers are always encouraged to connect with us when they have questions or concerns. They can email ovolunteer@lh.ca or leave a phone message at 905-576-8711 Ext. 34301. Both (email and voice mail) are being utilized for the return plan. Our entire team has access to respond.</p> <p>Risk or injury reporting is a critical responsibility for all volunteers. The Volunteer Resources Team remain committed to supporting your safe involvement, now and in the future.</p>

We remain focused on providing up-to-date information to help each volunteer make an informed decision about when they wish to return. Our message remains the same – there is no pressure to come back until you are ready and feel confident to do so. We want you to understand the duties in a role and/or changes to a role that are required due to pandemic protocols. During this challenging time so please connect with Volunteer Resources to talk any time. Thank you.

Section 2: Lakeridge Health Volunteer Return to Service Information Sheet

Note: This document is shared with volunteers as a decision making tool. It is an attachment with our recruitment message for any role.

We are grateful to our volunteers for their tremendous service provided to the hospital. We want you to be able to return to a safe environment. This document lists the requirements for volunteering in the hospital under current COVID-19 protocols. We

ask each volunteer to review and agree to the safety requirements and expectations of returning to service. This will allow us to provide care and services in a safe environment, not only for the patients, but for the volunteers and employees.

As a Lakeridge Health Volunteer, I agree to abide by the following requirements:

1. Each time I enter the hospital, I will undergo the hospital screening process and will answer each question honestly.
2. I must wear a mask provided to me when entering any hospital site and will keep it on for the entire shift.
3. If I am unable to come in for my shift, especially if feeling unwell, I must stay at home and notify the staff and/or Auxiliary leader responsible for scheduling. If I have any COVID or flu-like symptoms; including but not limited to:

cough	shortness of breath or difficulty breathing
fever	chills; repeated shaking with chills
headache	runny nose
nasal congestion	sore throat or hoarse voice
loss of taste or smell	nausea
vomiting	diarrhea
abdominal pain	fatigue
muscle aches	malaise
pink eye	

I will consult with my primary healthcare practitioner (e.g. Family Physician, Nurse Practitioner) regarding my clearance to resume volunteer activities in accordance with Public Health and Ontario Health requirements.

4. I will attempt to follow, to the best of my ability, the 2 meter/6 feet social distancing guidelines during my assignment and traveling through the hospital.
5. I must disinfect my workspace in accordance to the Infection Prevention and Control guidelines at the beginning of my shift and regularly for frequently touched surfaces (supplies will be provided). All transport chairs and wheelchairs must be disinfected after **EACH** use or when one is brought back to an entrance (handles, arm rests and brakes)
6. I must abide by all guidelines provided by Infection Prevention and Control during my re-orientation in order to prevent the spread of infection.
7. I must abide by all patient privacy and confidentiality expectations pertaining to any patient information.

8. I understand that failure to comply with any of the above as well as all information provided to me during orientation (re: contents of the Volunteer Handbook) will result in my suspension and possible termination as a Lakeridge Health volunteer.

I understand and agree to abide by these requirements, until such requirements are lifted, in order to maintain a safe environment for myself and those I interact with.

I have been given the opportunity to ask questions and I am confident my concerns have been considered. I understand that the hospital will provide me with timely communication and training with any changes to hospital requirements. This is a condition of my returning to service while under COVID- 19 protocols.

I also understand the possible risk of exposure in returning to service. If I do not wish to follow these protocols, I may take a Leave of Absence until the hospital determines these protocols are no longer necessary.

Section 3: 2019 New Volunteer Handbook updates

Page 2	CEO introduction	The search for our new CEO is currently underway, announcement will be shared when available.
Page 7	New items for the What you can do list.	Volunteers are reminded it is their responsibility to stay informed by reading email communications; visiting the Lakeridge Health website (www.lakeridgehealth.on.ca); reviewing information displayed in the hospital.
Page 8 + Page 13	Identification Badges	The badge must only be worn when you are volunteering. Misuse of the Lakeridge Health ID badge is a serious security issue and inappropriate use may result in termination.
	New Item: Excepting Deliveries	Volunteers are requested to NOT accept the deliveries made to the hospital of equipment, mail, packages, etc. Assist the person to contact site Receiving (call switchboard operator to be put through.) Deliveries of patient items such as flowers, gifts, personal essential items etc., may be accepted at the Information Desks. Volunteers may deliver or arrange to have those items delivered to the nursing unit desk on the floor.
Section 4 Health & safety	Do we need to add in Falls prevention????	Prevent Slips/Trips/Falls info?

pages 16-17	Slips/Trips/Falls/Near Misses Reporting	Volunteers need to report all incidents to Volunteer Resources (slips, trips, falls and near misses)
Page 17	Repair IT	Volunteers (at some sites) maybe be able to take broken equipment (wheelchairs) directly to Central Equipment – needs to be reported to Volunteer Resources to enter a Repair It report.
Page 24	Routine practices for volunteers: Environment and Equipment	Volunteers are permitted to clean the following high touch areas only on wheelchairs: the hand grips, the arm rests and the brakes.
Back page	Unwell person on grounds	This policy is currently being revised. Volunteers are reminded that should they come across anyone in distress <u>outside the walls of the hospital</u> , contact 911 and provide as much detail as possible is critical.

Section 4: Routine Practices and Additional Precautions reminders

Hand Hygiene – most important measure in preventing the spread

- Alcohol based hand rub
- Washing hands with soap and water for a minimum of 20 seconds
- Make sure fingernails are kept short and clean. No artificial nails allowed

Avoid touching face (mouth, nose and eyes) and during pandemic protocols only touch the straps on the mask. Perform hand hygiene before and after touching the mask.

To the extent possible, avoid touching high-touch surfaces in public places – elevator buttons; door handles, handrails, hand shaking with people, etc. When unavoidable clean hands after touching these surfaces.

Wearing gloves is NOT a substitute for cleaning your hands

Section 5: Emergency Code Poster (May 2020)

Lakeridge Health Emergency Codes



CODE RED

Fire - REACT Call 611 (5555 for LHAP)

CODE YELLOW

Missing Person

CODE AMBER

Missing Child, Child Abduction

CODE WHITE

Violent Person

CODE BROWN

In Facility Hazardous Spill

CODE ORANGE

External Disaster

CODE ORANGE - CBRN

Chemical, Biological, Radiological & Nuclear Event

CODE GREEN - Evacuation

Stat (one room/small area), Horizontal, Vertical, Total (Entire)

CODE GREY

Button Down External Air Exclusion

CODE GREY

Infrastructure Loss or Failure

CODE PURPLE

Hostage Taking

CODE BLACK

Bomb Threat, Suspicious Object

CODE SILVER

Armed Person, Active or Contained - Weapons Related

CODE PINK - Neonatal

Medical Emergency - Up to 28 days of age

CODE BLUE Paediatric

Medical Emergency - 29 days to 17 years

CODE BLUE

Medical Emergency - 18 years of age and older