

Welcome to Lakeridge Health

Ajax Pickering



Bowmanville



Oshawa



Port Perry



Whitby



**A Handbook for All Volunteers, Spiritual and Religious Care
Providers and Patient & Family Experience Advisors**

A message from Helena

Finn-Vickers, Manager, Volunteer
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Patient Experience



Thank you for wanting to be part of an amazing team that always supports positive patient experiences in our hospitals.

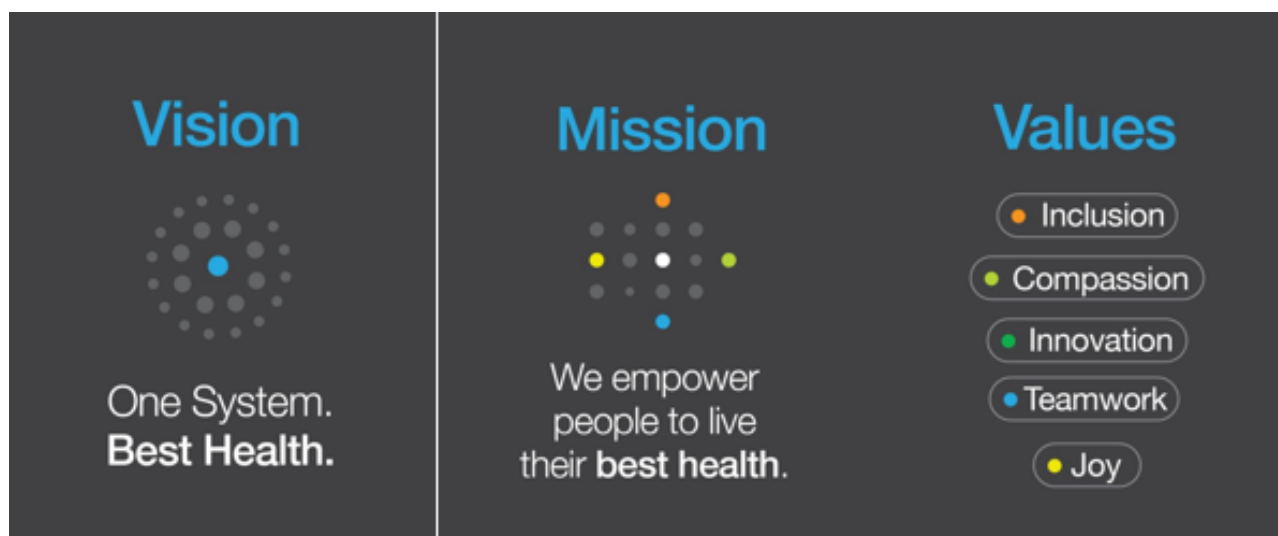
This document includes great information you need to be aware of and adhere to. Please know Volunteer Resources are here to answer any questions you may have, at any time.

Throughout this document, the word “**volunteer**” is used. For the purposes of our readers, this refers to anyone registered with Lakeridge Health Volunteer Resources, Spiritual & Religious Care and Patient Experience. We believe all information contained in this document is relevant to all positions. Welcome to Lakeridge Health!

Table of Contents:

Welcome Messages.....	2
Vision, Mission, Values & Volunteer Resources Team.....	4
SECTION 1 – GENERAL INFORMATION FOR ALL.....	7
SECTION 2 – PRIVACY AND CONFIDENTIALITY.....	10
SECTION 3 – ADMINISTRATIVE PROCESSES	11
Including information on Absenteeism, Dress Code, ID Badges and more	
SECTION 4 – HEALTH AND SAFETY	16
Including information on Scent/Fragrance-Free Hospital, RepairIt, Ergonomics	
SECTION 5 – HEALTHY WORKPLACE	18
Including information on the Code of Conduct, Workplace Violence/Harrassment, Worker Advisory, Wheelchairs	
SECTION 6 – INFECTION PREVENTION AND CONTROL (IPAC)	23
Including information on IPAC, Hand Hygiene and Policies	
SECTION 7 – EMERGENCY PREPAREDNESS	27
Including information on Hospital Codes and handling emergency situations	

Vision, Mission, Values



Visit www.lakeridgehealth.on.ca to learn more.

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Lakeridge Health Auxiliaries

All Lakeridge Health volunteers are members of one of the five Auxiliaries who have long supported their community hospital. Volunteers can be found in various roles throughout the hospital assisting staff and patients. The Auxiliaries of Lakeridge Health may have different names, but each share a common commitment and dedication to patients, families, staff and fellow hospital volunteers:

- Ajax Pickering Hospital Auxiliary
- The Association of Hospital Volunteers Bowmanville
- The Auxiliary of Lakeridge Health Oshawa
- The Auxiliary to Lakeridge Health Port Perry
- Lakeridge Health Whitby Volunteer Services

Each Auxiliary is self-governing with its own by-laws and volunteer executive committee. The Auxiliaries work in partnership with the Volunteer Resources Team at Lakeridge Health to support hospital volunteers. Auxiliary volunteers fundraise for hospital equipment, infrastructure, and scholarships. Each hospital receives generous monetary gifts from their Auxiliary, from managing the daily operations of each busy hospital gift, coffee and community shops.

The commitment of our communities to Lakeridge Health is astounding. Thank you for joining our amazing team of volunteers, Spiritual & Religious Care providers and Patient and Family Experience Advisors.



Volunteer Resources recognize and thank all involved for their dedication, hard work, and support provided throughout the years.

Here is a snapshot of the amazing number of hours of service provided by volunteers from all five hospitals. Please remember to sign in and out so that your contributions are captured also.

2019/2020	2018/19	2017/18	2016/17	2015/16
138,369.5	140,482	140,194	113,932	100,668

Volunteer Resources proudly supports the involvement of the community in the following categories

"3rd Party" Volunteers	Adult Volunteers	"Auxiliary" Members
<p>Are registered with another agency and have the majority of their intake and screening done there</p> <ul style="list-style-type: none"> -Must provide certain information and complete LH intake steps i.e. Immunization form and TB test results are required by everyone affiliated with Volunteer Resources -Receive orientation messages and wear LH identification 	<ul style="list-style-type: none"> -Age 24+ and not in school part-time -There is no age limit or retirement age -Must provide a current police check as part of the intake process -Can be found in all areas of hospital activity, especially out-patient clinics; our lobbies and in retail spaces 	<ul style="list-style-type: none"> -Automatic membership to the site "Auxiliary" body entitles you to their benefits -Each group is very involved in fundraising -Many leadership opportunities exists within their structures -Each have their own dress code item (i.e. Smock) as a symbol of membership and easy identification
Student Volunteers	Spiritual & Religious Care	Patient & Family Experience Advisors
<ul style="list-style-type: none"> -Program starts at age 15 or 16 -Students are in school at least part-time -High school; college and university students -Wear the LH student T-Shirt (except Ajax Pickering) 	<ul style="list-style-type: none"> -Churches and other organizations authorize individuals to come into our sites to support their parishioners -Other individuals are supervised by our staff Chaplains to visit patients without their own religious affiliation etc. -The goal is to provide comfort and hope during a hospital stay -After hour (on- call) services are provided as volunteers are available -Membership to a site Auxiliary is not required 	<ul style="list-style-type: none"> -Patients and family members who wish to share their experience, ideas and insights with the organization in a wide variety of activities to enhance the patient experience -Criteria includes a recent hospital experience -They are not assigned to one site and do not belong to a site Auxiliary

SECTION 1 – GENERAL INFORMATION FOR ALL


You are the Patient Experience Ambassadors

The difference you make when you encounter and engage with patients, families, community members, staff and fellow volunteers is incredibly important.

We ask everyone registered with us to consider how you can positively impact the patient and family experience at your hospital.

What you can do:

- ✓ Recognize that first impressions matter
- ✓ Be approachable
- ✓ Smile
- ✓ Listen
- ✓ Escort patients or visitors where they need to go
- ✓ Request assistance from staff if you are asked a question that you don't know the answer to
- ✓ Advocate for patient needs to staff

Access personal health information only when authorized for your role	No bed adjustments	No feeding patients
		
May not re-heat food or drinks (ask staff)	Must sign in and out for your role on every visit. This monitors who is in our buildings for security and infection prevention	Report all slips, trips, and falls to Volunteer Resources immediately for them to complete a WECARE Report
		
No bullying	No transporting of specimens	No entry into Isolation Rooms
		

No giving medical advice	No personal soliciting of funds	Do not bring friends on shift with you
		
No photographs or video of patients, staff or volunteers	Respect privacy curtains Don't enter	Accept no money from patients or families
		
No cell phones for personal use while on shift	LH ID badges on clips must be worn at collar level. Badges must be returned when no longer active	Stay within your position description and service agreement
		
No handling of needles or procedure trays	No repositioning of patients	No hands on care to patients (i.e. ice or hot packs)
		
No handling of hazardous materials	Help us prevent a Code Yellow (Missing Patient)	
	Volunteers must not walk an inpatient alone or push an inpatient in a wheelchair without the knowledge and consent of nursing staff. Check wristband.	

Insurance Coverage for Registered Volunteers provided by HIROC (Healthcare Insurance Reciprocal of Canada)

Volunteers are covered while working on behalf of the Insured (Lakeridge Health) but would be excluded if involved in any deliberate, fraudulent or criminal act, etc.

- Examples of insurance claims involving volunteers:
 - Volunteer accompanied a patient and the patient falls
 - Photographing patients without permission
 - Volunteer dropped a child
 - Volunteer caused patient to fall
 - Patient alleges assault by volunteer
- Things we consider to protect all volunteers:
 - Orientation is provided for behaviour and practice expectations
 - Training is required for each role
 - How incident reporting occurs - Volunteers must report incidents or near-misses to staff in Volunteer Resources
 - Regular review of our recruitment practices, screening steps and the required skills for each role
 - The risk and breach of privacy by sharing on social media
 - Ensuring tasks assigned are appropriate and not the work of paid staff
 - Volunteers must not access personal health information or use password protected programs
 - Ensure involvement with patients, clients, visitors and staff is appropriate

Remember, volunteers are not entitled to sick pay should they become ill or be injured while performing their assigned duties. Volunteers must understand the risks associated with hospital environments and are responsible to make sound decisions that are in their own best interests. Volunteer Resources has your safety in mind, at all times.

Legal Documents Being Served – What is the process?

If approached by a person wanting to serve legal documents, inform them that you are a volunteer and **cannot accept** the documents under any circumstances. To assist the Process Server help them find a phone and request Switchboard to connect them with Risk Management staff.

Other Important Guidelines

- ✓ Volunteers may not breach any Lakeridge Health policies, procedures and guidelines. We do ask you to attend orientation, read all materials provided and follow the guidelines within the position description you will receive for your role.
- ✓ Regular duties and tasks of paid staff are not to be performed by volunteers.
- ✓ For your safety, hazardous materials must be handled by trained staff only.

Parking – Access for Volunteers

Volunteers are privileged to receive free parking when they are here for their shift. Do not use parking privileges for personal use. Access to parking is through the hospital issued ID badge. Your access will be inactivated when you are no longer a volunteer.

SECTION 2 – PRIVACY AND CONFIDENTIALITY

- Volunteers who act on behalf of Lakeridge Health are considered “Agents” of Lakeridge Health and therefore must
 - Follow the *Personal Health Information Protection Act* (PHIPA).
 - This *Act* establishes rules to protect the confidentiality of an individual’s privacy and personal health information
 - Sign a Statement of Confidentiality
- Personal Health Information (PHI) is the following
 - any information that can be used alone or with other information to identify an individual
 - Written, verbal, recorded, electronic, visual, what you see and hear
 - Information related to the provision of health care – past, present, or future
- Use information only for allowed purpose
 - Example: ER tracker, census – use is for helping visitors, not to find out if you know anyone that is in the hospital
- Information that you access and share
 - Must be limited to ONLY what is necessary to perform your role
 - Discuss weather vs. “How are you?” (“How are you?” might provide you with more personal health information than you need in your role)
 - Be aware of sharing information when other people may overhear you (elevators, cafeteria, patient room, outside of the hospital, etc.)
 - Accessing or sharing information with individuals that are not authorized to receive or access that information is a privacy breach under PHIPA and against Lakeridge Health policy
- What happens at Lakeridge Health stays at Lakeridge Health!
 - You must not tell friends and family who you saw here without their consent unless they ask you to
 - When you see a friend in hospital, follow their lead
 - When you see a discharged patient outside of hospital, follow their lead
 - If a patient does not want anyone to know that they are in the hospital, they will become a confidential patient and will have (CONF) behind their name anywhere that it is written or electronic i.e.: “SMITH, TAMMY (CONF)”
 - If someone calls or presents looking for a patient that is designated CONF do not say “that patient is not here if they are, we ask that you say, *“I have no information for that person”*”
 - Do not say, *“hold on, there is something weird with their name, let me go ask someone”*, etc.
- All **social media** posts are public.
 - Do not post pictures or discuss your work/time at Lakeridge Health on social media even if your privacy settings are set to private – all posts are subject to PHIPA
 - Volunteers cannot ask patients/their families to “be friends” on Facebook, etc.
 -
- Remember, you never know when you are being recorded by patient, family, volunteer or another person in hospital, etc. Always be professional both in what you say and how you say it
- Legal documents such as Wills and Powers of Attorney are only to be witnessed by legal professionals

SECTION 3 – ADMINISTRATIVE PROCESSES

Absenteeism

The hospital relies on their volunteer's involvement to provide essential programs for patients. Absences impede the hospital's ability to provide services to patients and their families. It also compromises patient safety, delays important tasks, creates additional workload for others and negatively impacts morale. Absenteeism compromises the reputation of volunteers and the hospital.

If you are scheduled in your role (i.e. assigned to come in on specific days and times), being absent 3 times without sufficient notice to your contact may mean that your volunteer participation may be discontinued.

Volunteers will be given the necessary contact information for reporting of absences.

Unapproved Absence occurs when Auxiliary Leaders and Volunteer Resources have not been informed. These include:

- Failure to attend a scheduled shift without notice
- Frequent requests for extended absences without reasonable notice
- Absences to study for tests or requests for extended absences to accommodate exam periods

If a volunteer is unsure what an unapproved absence is, they should consult with Volunteer Resources staff.

Code of Conduct Policy

Lakeridge Health is committed to supporting a culture that values respect, integrity, honesty, and fair dealing with each other, and to promoting a caring environment for patients and LH colleagues. Interactions with patients, visitors, employees, physicians, volunteers, or any other individual shall be conducted with courtesy, honesty, respect and dignity. All LH colleagues are expected to refrain from conduct (written, oral or behavioural) that may reasonably be considered offensive to others or disruptive to the workplace or patient care. Lakeridge Health expects respectful polite behaviour from all parties and that individuals try to resolve minor disputes or lapses in decorum among themselves. However, when individuals are unable to resolve an issue they can and should request assistance for resolution from their manager or supervisor. More serious cases of disruptive behaviour may require recourse to either the Workplace Harassment or Workplace Violence policies.

Dress Code

As an Ambassador for Lakeridge Health your adherence to the following dress code is required:

- Business casual attire must be worn while volunteering
- Clothing must be fresh and clean

- Personal hygiene must be followed
- Blue jeans may be worn provided they are worn at the waist, clean and in good repair (no rips, tears). **Note:** Cancer Centre volunteers will be informed of expectations
- Underwear must not be exposed
- Skin tight pants (sweat pants, yoga pants etc.) are not permitted
- No baseball caps or hats
- Dresses and skirts must be worn at the knee or longer
- Bare mid-ribs or shoulders are not permitted
- Shoes must be low heeled, comfortable and closed in at toe and heel
 - ✓ Running shoes
 - ✗ Crocs, flip flops, high heels, sandals
- Keep jewelry to a minimum for better hand hygiene
- We encourage all adult volunteers to wear the smock or vest so you are easily recognized to others as a member of your site Auxiliary
- Students are expected to wear the blue volunteer T-shirt, if assigned.

Email a Patient

Family and friends are encouraged to email a patient at Lakeridge Health through our external website: www.lakeridgehealth.on.ca.

These emails are converted to letters that our Volunteers and our Spiritual Care Team kindly deliver to patients throughout all five hospitals.

Flu Shot Documentation

Volunteers are encouraged to get an annual flu shot, although this is not mandatory. You may receive a flu shot from Lakeridge Health Occupational Health staff, or your family doctor, pharmacist, or other clinic.

If you receive your vaccination outside of the hospital, we require you to bring your flu shot documentation in to the Volunteer Resources office and/or sign a declaration form provided each year. This form should include your first and last name, your date of birth, the date you received the vaccine, and location. Occupational Health provide Public Health with statistics annually on the percentage of staff, physicians and volunteers who receive the flu shot.

In instances where a hospital unit may be on outbreak status, volunteers who cannot prove they had received the flu shot may not be able to volunteer until the issue is declared over (Note: there may also be instances where volunteers are asked not to come on a unit other than a flu outbreak).

Identification Badges

Volunteers registered with us must wear the hospital-issued ID badge as this is a security device. Clip on badges must be worn at collar level at all times when in the hospital. These are activated for access to parking also.

ID Badges **must be returned** when you are no longer an active volunteer or are on an extended leave, please.

Illness

If you are ill, it is imperative for your sake as well as the patients and staff that you remain home. In order to provide consistent coverage, your site contact requires as much notice as possible for any absence.

Leave of Absence

A Leave of Absence (LOA) is assigned when time away is requested and approved by Volunteer Resources or the “Auxiliary” you support.

Approved LOAs include the following:

- Illness
- Religious holidays
- Approved planned absences with sufficient notice for your role(s) to be covered
- Leave of Absence - absence of 3 months or more (see LOA policy below)
- Hospital closures including outbreaks on units where volunteers are assigned
- Weather warnings from Environment Canada

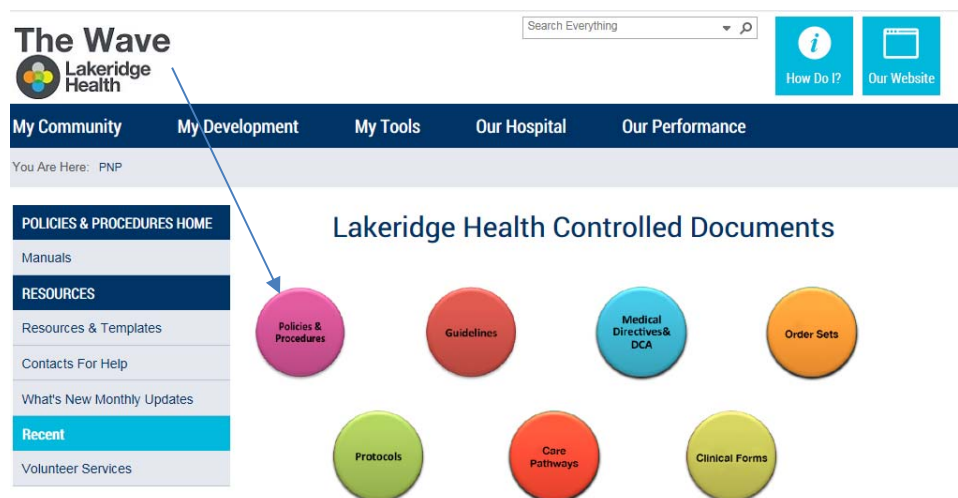
LOA Policy: Should your leave extend beyond 3 months, Volunteer Resources is not able to guarantee the same role, day or time. When you are ready to return, contact the appropriate leader (staff or “Auxiliary”) to discuss all options open to you and we will certainly try to be fair to everyone involved.

Patient and Family Feedback

If you receive feedback from a Patient or their family we ask you to follow the process outlined below:

- 1) Ask them if they have spoken to a member of their healthcare team
- 2) Ask if they have spoken to the Manager of the Program where they are receiving care
- 3) They can call or email the Patient Experience Office of Lakeridge Health at (905) 576-8711 ext. 34402 or patientexperience@lh.ca.

Policies



Lakeridge Health's policies reside on The Wave (Intranet Site). You have the right to ask Volunteer Resources staff to see any Lakeridge Health policy and we will provide you with access.

For example, Patient Experience has the following policies that support Patient and Family Centred Care at Lakeridge Health: Family Presence; Interpretation and Translation Services and Patient and Family Feedback.

Progressive Discipline

Volunteer Resources is responsible to deal with any issue that arises for anyone registered in our programs. We are all part of the same team, trying to provide the best possible patient experience to all who enter our hospital doors. All issues or concerns are to be reported to Volunteer Resources staff so they can be dealt with in a timely manner.

The needs of the hospital and patients must be the priority. All concerns will be confidentially dealt with and no issue will be ignored.

- All issues will be investigated, and detailed confidential documentation will be generated for accuracy.
- Volunteer Resources will always endeavour to include the volunteer(s) involved in the investigation developing steps to improve the situation, change the behaviour or any other action deemed necessary.
- Terminating the relationship is the last possible step in our processes. We are hopeful that together all issue will be rectified to a mutually satisfactory outcome. Human Resources staff will be involved should termination be the outcome of this process.

Smoking, Vaping, and Cannabis Use

Lakeridge Health prohibits the use of any form of smoking, the use of electronic cigarettes (e-cigarettes) or cannabis use on any of its properties. Inform Security staff if you become aware of an individual who is smoking, vaping, or using cannabis.

Lakeridge Health colleagues who smoke on hospital property may receive charges and fines under Durham Region by-laws and be removed from Lakeridge Health properties.

Volunteers are not permitted to escort patients to and from the smoking area or remain with them while they are smoking.

Statutory Holidays

Take note of the statutory holidays and check with staff as some programs may not be open.

Time to Say Goodbye

Our volunteers raise the bar in all the roles they provide service to enhance a positive patient experience. Volunteers may resign from active volunteering, at any time with appropriate notice. It is possible that physical or mental health limitations can become apparent and limit performance in a role.

Should these limitations become apparent Volunteer Resources staff will attempt to offer alternative opportunities for service. It is possible that the different role offered is also not a good fit. When a devoted volunteer is no longer able to successfully continue volunteering it would be difficult to see them have to leave us. Their comfort and safety is just as important to us as are our concerns for patients and staff. It becomes necessary but with heartfelt thanks for all they have given, we must say good-bye. Lakeridge Health Identification/Access badges **must** be returned to Volunteer Resources when you stop volunteering and parking access will be terminated.

Use of Social Media

We are all responsible for understanding that we need to clearly separate personal use of social media from our role at Lakeridge Health. Information posted does not remain personal; it is considered public material. You are entitled to express your opinions and ideas; however, you have a responsibility not to violate Lakeridge Health Policies or negatively affect the operations or public perception of the hospital on social media.

As you represent Lakeridge Health, your posts must not humiliate, harass, bully, offend fellow colleagues, or community members.

Reminder that you MAY NOT take photos or video of patients, visitors or staff at Lakeridge Health.

SECTION 4 – HEALTH AND SAFETY

Correct Ergonomic Guidelines

1



Store it off the floor

- Store heavy objects between knee and shoulder level. Waist level is best.
- Store items off the floor to minimize bending.
- Use tables, benches or stands to get work off the floor.
- Use carts or equipment to move heavy items.


2



Keep it close

- Perform tasks close to your body.
- Avoid leaning and stretching forward to reduce stress on your lower back.
- Avoid side reaches that twist the spine.
- Your smart workstation: keep common tasks close; less common tasks out of the way.

3



Hands below head

- Use a stool, platform, ladder or hoist so work is below head/shoulder height.
- Choose lighter tools and materials for overhead work.
- Use a bit extender for drills/screw guns.
- Find other tools/assists to limit overhead work.

4



Look straight ahead

- Position your work and equipment to keep your gaze straight ahead.
- Position your work below eye level to align your vision with the task.
- Arrange your workspace so common items are centred to your body.
- Remember to give your neck a break.


5



Get a (good) grip

- High force work: power grip (full hand). Low force, precision work: pinch grip.
- Choose a tool and grip that puts your wrist in a strong, natural posture.
- Choosing tools: good shape for the task, fits your hand, edges don't dig in.
- Power tools with low vibration and no kickback are best.

6



Change it up

- Include micro breaks in your tasks for body recovery and fatigue prevention.
- Fatigue can occur during long duration efforts and repetitive tasks.
- Rotate different tasks to provide working rests.
- Tasks that have MSD hazards and little recovery time have a high priority for change.

Musculoskeletal and Ergonomic Tips

Ergonomics helps lessen muscle fatigue, increases productivity and reduces the number and severity of work-related musculoskeletal disorder (“MSD”).

Risk Factors that contribute to musculoskeletal disorder

- Forceful exertion
- Repetitive movements
- Awkward postures
- Secondary risk factors
 - vibration
 - temperature
 - combination effect: chance of injury increases when two or more musculoskeletal disorder risk factors combine in one task



RepairIt

We all can play a role in identifying risks and issues, before problems arise. This is the internal system to request maintenance/repairs etc.

- Attach a note to the equipment to inform others that a RepairIt Requisition has been submitted and indicate on note “Do not Use”
- Inform the appropriate person i.e.: Coordinator, Manager, Supervisor, Team Leader of the equipment that needs repair
- Volunteer Resources staff will immediately file a RepairIt form when you bring information to us



Scent and Fragrance-Free Hospital

Promoting a safe and healthy environment Lakeridge Health is committed to minimal scent and fragrance exposure which can cause serious health problems.



We ask that you refrain from the use of scented perfumes, deodorants, after-shave lotions and other scented personal care products.

Please help us to accommodate those who are chemically sensitive to fragrances and other scented products.

SECTION 5 – HEALTHY WORKPLACE

Code of Conduct vs. Workplace Harassment

Do you know the difference?

Code of Conduct	Workplace Harassment
Inappropriate words such as profanity or slang	Engaging in vexatious comments or conduct that is know to be unwelcome
Passing judgement of a colleague, patient, or visitor	
Not being courteous	Workplace Violence
Refusal to comply with care standards	Attempt to or exercising physical force against a colleague, patient or visitor that could cause harm
Throwing or breaking items and belongings	Attempted or exercised physical force against a worker
Not treating everyone equally	Statements that are reasonably interpreted as a threat of physical violence
Refusing to listen to a colleague, patient or visitor	
False or malicious report of Workplace Violence	

Creating a Respectful Workplace: A Shared Responsibility

Lakeridge Health is committed to providing a safe and healthy working environment for its colleagues, patients and visitors.

Everyone involved with Lakeridge Health has an obligation to promote a positive, respectful, cooperative and healthy working environment that is free of violence and harassment of any kind

How You Can Make a Difference

- Understand that your behaviour can affect and offend others
- Object to harassment and discrimination when you see or experience it
- Offer support to anyone who is being harassed or discriminated against
- Report unacceptable workplace behaviours to Volunteer Resources staff
- Apologize if your actions or words have caused discomfort or hurt feelings

Workplace Violence and Harassment

If you experience any kind of workplace violence, for your protection, safety, and mental wellbeing you must report the incident to Volunteer Resources and/or your coordinator. You will be supported throughout the process. There will be a full investigation with a follow up with only immediate participants.

Examples of Workplace Violence and Harassment:

- Abuse such as physical, psychological, sexual, verbal and non-verbal hand gestures
- Bullying
- Assault such as pushing, punching, kicking, biting, scratching
- Threats received verbally, in writing, or by threatening gestures
- Vandalism and property damage whether personal or corporate
- Racism

Workplace Violence Prevention

You have the right to volunteer in an environment that is free from violence.

When faced with workplace violence what can you do?

- Remove yourself from the situation
- Seek assistance, alert other staff about the situation
- Report incident to Security – **Call CODE WHITE Ext. 611 (5555 at Ajax Pickering)**
- Report incident to Volunteer Resources staff immediately



When should I call a **CODE WHITE**?

- There is a verbal/written threat to cause physical harm to person or property
- Immediate assistance needed to de-escalate violent person or situation

Assess your area:

- Be aware of room exits and the layout of rooms
- Look for places of concealment or locked hiding areas, turn lights off, close blinds and curtains, lock the door and hide
- Security staff presence will monitor and respond
- Know how to summon immediate assistance **CODE WHITE Ext. 611/5555 at Ajax Pickering**
 - give hospital, location of issue, CODE WHITE i.e. Bowmanville, front lobby, Code White (this is all they need to activate a response to bring help to the area)
- Report follow up on risks/incidents to Volunteer Resources staff immediately

OCCUPATIONAL HEALTH AND SAFETY POLICIES:

There are numerous policies that include volunteers. Please contact Volunteer Resources to access:

Colleague Safety: Accessibility for Persons with Disabilities; Footwear Safety; Musculoskeletal Injury Prevention; Occupational Health and Safety (and Recognition Program and Roles and Responsibilities); Personal Protective Equipment; Workplace Harassment Prevention; Workplace Violence Prevention.

Occupational Health and Abilities include policies pertaining to “all persons carrying on activities in the hospital” such as Acute Respiratory Infection; Colleague Incident Management and Reporting; Healthcare Worker Influenza Immunization Program and Outbreak Management; Smoking and Vaping; Substance Abuse; Tuberculosis Surveillance

Worker Advisory Alert Symbol – currently being implemented

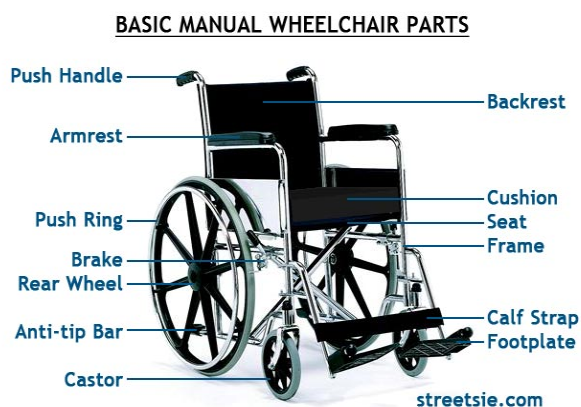


- This picture of 2 hands shaking is an indicator that is used when a patient has been identified as a potential risk of violence
- Examples of places where the indicator may be seen include: sticker on wristband, patient chart binder, patient bedroom door, and magnet on whiteboard
- There is no single indicator location that can be used universally, so it is recommended that volunteers be vigilant and assess their situation even if the indicator is not present
- If this indicator is present, before entering a room or approaching the patient, the volunteer must first seek information from the team station or a care provider. Staff will advise you of any precautions you should be aware of. i.e. keep a safe distance between the patient and you if the patient has a history of hitting out or kicking.

Wellness Programs at Lakeridge Health

Volunteers are welcome to participate in wellness programming offered by the Healthy Workplace Team. Offerings may include: health challenges, physical activity programming such as yoga, massage therapy and attend monthly 'Take Back Lunch' sessions on various healthy living topics.

Wheelchair and Staxi Information



Wheelchair and Staxi Etiquette

Volunteers are considered “ambassadors” of the hospital and therefore will be approached for assistance and directions.






- Staxi:
 - Advise patients when getting onto a Staxi, to sit sideways on the seat and swing their legs to the front of the Staxi
 - Lower arm rests for safety
 - Driver will squeeze bars together to move forward or release to stop
 - While in motion be careful not to release bar pressure as the Staxi will stop very suddenly
- Always ask. Do not assume a person using a wheelchair needs assistance.
- Do not touch an individual without first asking for their permission to assist them into the wheelchair
- All interactions should be friendly and welcoming
- Think “Safety First”
- When using ramps, inclines and elevators push rather than pull whenever possible
- Speak very clearly when bringing a wheelchair to a person that requires it, making sure the brakes are on before the person is seated
- Volunteers are not permitted to lift or manoeuvre patients into or out of bed, chairs and wheelchairs. Ask for assistance from staff
- Seek assistance from staff or family if unable to safely push a bariatric patient
- Seek assistance from staff if patient has a gas cylinder
- Observe globe mirrors attached to the wall when going around corners
- Always keep a safe personal distance between you and the person in the wheelchair until you are familiar with their behaviour. Volunteers are not always aware of a person’s diagnosis or mental state and may be unaware if they are aggressive in nature
- Items such as sweaters, blankets or tote bags should be secured
- While escorting a patient or community member in a wheelchair, social interaction is essential as it provides a friendly diversion
- When talking to a person who uses a wheelchair, look and speak directly to that person, rather than through a companion. Never assume they have a hearing deficit or cognitive impairment. If you are speaking with them for more than a few minutes, sit or bend down to communicate more comfortably to them
- Use proper terminology when referring to a person who uses a wheelchair. Terms such as “wheelchair bound” or “confined to a wheelchair” are inappropriate. Using a wheelchair does not mean confinement. Refrain from the use of expressions such as “running along” or “going for a walk” which seems to relate to the person’s inability
- A service animal accompanying a person in a wheelchair is working and must not be touched or verbally addressed
- When giving directions to a person in a wheelchair, consider distance, weather conditions and physical obstacles such as stairs, curbs and inclines

- Volunteers must sign-out patients with staff's permission before they are taken from their unit. Volunteers must take a communication device in order to contact staff on the nursing unit should a problem arise. When the patients are returned, notify staff and sign-in the patient

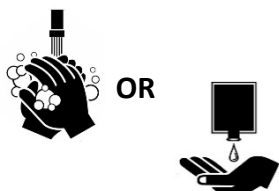





Safe handling of a wheelchair

- Ensure brakes are on when the wheelchair is not in motion. Brakes are located at the side of the chair by the large wheels
- Make sure the pathway is clear
- Remember that a wheelchair is part of a person's space. Do not lean on the wheelchair
- Do not start pushing the wheelchair from behind without informing the patient
- Check placement of each person's hands and feet to ensure they are safely in the appropriate place to prevent injury. Encourage patients to put their hands in their laps
- Watch that items of clothing or blankets do not hang over the edge where they could get caught in the wheels
- Make sure patients feet are up on the foot rests and continue to check foot placement. If the wheelchair is without foot rests they may have been removed and need to be attached. Alternatively, you will need to ask the patient to lift their feet or simply direct them to where they need to go if they can mobilize under their own volition
- Drive slowly, no sudden movement or turning too quickly. What seems okay to you may seem fast to patients as they may feel a loss of control
- Avoid any steep, soft or uneven surfaces since this may make it difficult to push or increase the chance of the wheelchair to tip over
- When the incline is very steep, it is advisable to go down backwards to prevent the person in the wheelchair from being tipped forward
- Do not hang heavy objects on the hand grips since this can change the centre of gravity and cause the chair to tip backwards

SECTION 6 – INFECTION PREVENTION AND CONTROL (IPAC)

<p>How to protect yourself: Healthy eating, adequate sleep, physical activity and proper personal hygiene help to maintain good health. Other ways to prevent sickness include:</p>	
	<p>Hand Hygiene</p> <p>Wash your hands frequently at the right times according to the four moments* (page 25)</p> <p>* Moments 1 and 4 are relevant to volunteers</p>
	<p>Get Vaccinated</p> <p>Lakeridge Health encourages and offers Flu shots, but it is not mandatory. If you get your Flu shot from your doctor, pharmacist or other, please provide written proof of vaccination. This record is required for outbreaks.</p>
	<p>Avoid touching your eyes, nose, or mouth:</p> <p>Influenza or other illnesses are often spread when someone touches a contaminated object and then touches his or her eyes, nose or mouth.</p>
	<p>Stay home when you are sick:</p> <p>If you are unable to comply with hand hygiene or you are experiencing a new onset of cough, fever, aches & pains, or recent vomiting or diarrhea, stay at home and get some rest.</p> <p>Remember to notify your site contact as soon as possible for any absence. Return to volunteering at least two to five days after symptoms stop.</p>
	<p>Cover your cough:</p> <p>Cover your mouth and nose with a tissue when you cough or sneeze. Immediately dispose of tissue and clean your hands. If you don't have a tissue, cough or sneeze into your upper shirt sleeve, not your hands. If you encounter a sick patient coughing, turn your head away and maintain two metres separation.</p>

Routine Practices are actions and principles that should be used by staff with **ALL PATIENTS** regardless of whether they have an infection. The purpose of Routine Practices is to prevent the transmission of germs, and avoid accidental exposure.

Routine Practices for Volunteers include:	
	HAND HYGIENE: Hand hygiene is performed using alcohol-based hand rub or soap and water. Your hands may not go patient to patient without cleaning them. (See 4 Moments of Hand Hygiene for Volunteers) Gloves are NOT a substitute for hand hygiene.
	ENVIRONMENT & EQUIPMENT: All equipment used on a unit by more than one patient is expected to be cleaned between patients (e.g. unit wheelchairs). Nothing is allowed to move patient to patient without being cleaned and disinfected.
	LINEN & WASTE: Clean your hands before handling clean linen such as blankets. Do not handle used linen or waste as it may be contaminated.
	SHARPS INJURY PREVENTION: If you see a needle or broken glass, do not touch it but notify staff immediately.
	PATIENT PLACEMENT: Always look for “precautions” signage before entering the room- even if you were in the room an hour ago. Situations may change quickly.
	PERSONAL PROTECTIVE EQUIPMENT (PPE): You must know how to put on and remove PPE safely. If you do not receive training on this for your role, you may not use so cannot enter any room requiring PPE.

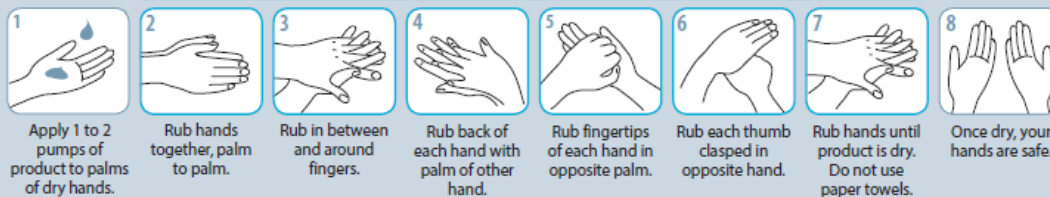
Hand Hygiene

To wash hands properly, rub all parts of the hands and wrists with soap and water or an alcohol-based hand rub. Wash hands for at least 15 seconds or more. Pay special attention to fingertips, between fingers, backs of hands and base of thumbs.

- Keep nails short
- Remove watches, rings & bracelets
- Do not use artificial nails
- Avoid chipped nail polish
- Wash wrists and forearms if they are likely to have been contaminated
- Make sure sleeves are rolled up and do not get wet during washing

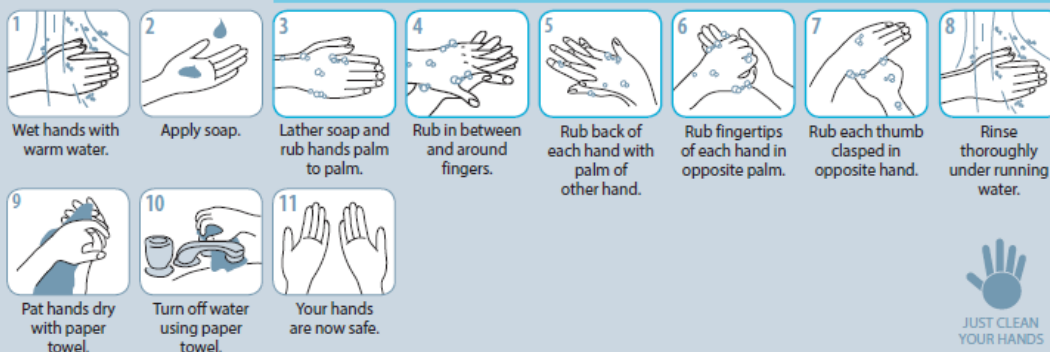
How to handrub (preferred method)

Rub hands for 15 seconds



How to handwash (when hands are visibly soiled)

Lather hands for 15 seconds



1	BEFORE initial patient / patient environment contact	<p>WHEN? Clean your hands when entering:</p> <ul style="list-style-type: none"> • before touching patient or • before touching any object or furniture in the patient's environment <p>WHY? To protect the patient/patient environment from harmful germs carried on your hands</p>
2	BEFORE aseptic procedures	<p>WHEN? Clean your hands immediately before any aseptic procedure</p> <p>WHY? To protect the patient against harmful germs, including the patient's own germs, entering his or her body</p>
3	AFTER body fluid exposure risk	<p>WHEN? Clean your hands immediately after an exposure risk to body fluids (and after glove removal)</p> <p>WHY? To protect yourself and the health care environment from harmful patient germs</p>
4	AFTER patient / patient environment contact	<p>WHEN? Clean your hands when leaving:</p> <ul style="list-style-type: none"> • after touching patient or • after touching any object or furniture in the patient's environment <p>WHY? To protect yourself and the health care environment from harmful patient germs</p>

Adapted from WHO poster "Your 5 moments for Hand Hygiene," 2006.
For more information, please contact handhygiene@ohpp.ca or visit publichealthontario.ca/JCYH

Your 4 Moments for Hand Hygiene



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Isolation Rooms and Outbreaks – Procedure for Volunteers

Volunteers on nursing units MAY NOT visit a patient who is on any Additional Precautions even if they are requested to do so by staff. Always look for signage before entering any patient room. Not all outbreaks are the same. The Outbreak Management Team will decide on the volunteer restrictions. This decision will be communicated to the Volunteer Resources leadership and then will be communicated to volunteers, i.e. volunteers may not perform their duties on that unit until the all clear is announced. This decision will be communicated to the volunteers through Volunteer Resources staff and we ask that you please check your emails and sign-in room bulletin boards regularly for announcements.

Isolation Signs

Families & Visitors:

When you see these signs on the door of the patient you are visiting please check in at the nursing station for instructions before you visit. Personal Protective Equipment (PPE) must be put on before entering the patient's room.



The only exception involves Spiritual & Religious Care Faith leaders. Always speak with staff at the nurse's station before entering such a room, and request their assistance with Personal Protective Equipment (PPE).

IPAC POLICIES: There are several policies that pertain to volunteers in relation to Infection Prevention and Control. Please contact Volunteer Resources to access:

Hand Hygiene; Patient Individual Risk Assessment Procedure; Outbreak Management; Management of Additional Precautions; Administrative Control Procedure; IPAC - Personal Protective Equipment; Patient Care Equipment – Cleaning and Disinfection

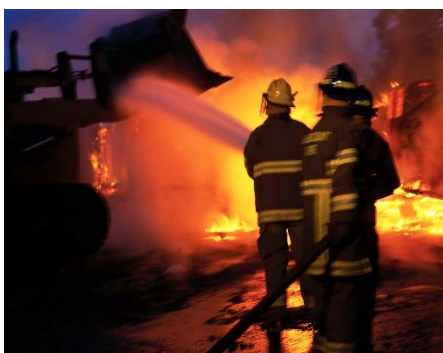
SECTION 7 – EMERGENCY PREPAREDNESS

Code Red	Fire or Fire Drill	REACT: (see end of this message) Monitor exits and request that no one goes through fire doors (magnetic closures) until the “all clear” is given (let people leave the building if they wish to, entry should be discouraged)
Code Yellow	Missing Patient	Listen for description and call Security X 34069 (X 14223 at LHAP) if you have seen the patient
Code Amber	Missing/Abducted Child	Assist by monitoring exits to prevent persons from leaving the hospital Follow direction of LH staff Call Security at X 34069 (X 14223 at LHAP) if there is concern with a person(s) demanding to leave
Code White	Violent Person	Remove yourself from this area
Code Brown	Chemical Spill	Leave area immediately Call 611 to report the spill (5555 at Ajax Pickering)
Code Orange	<u>External Disaster:</u> LH is expecting to receive mass casualties <u>CBRN:</u> Chemical, Biological, Radiological or Nuclear incident	Follow direction of LH staff
Code Green	Evacuation of the hospital	Follow direction of LH Staff Could be an area, wing or total building evacuation
Code Grey	<u>Button Down:</u> External air vents are closed off to prevent outside contamination from entering the building <u>Infrastructure Loss/Failure:</u> Power, water, heat, computers etc.	Follow direction of LH staff
Code Purple	Hostage Taking	Leave the facility
Code Black	Bomb Threat/Suspicious Object	Leave the facility
Code Silver	Armed Person/Weapons Related	Leave the facility or if you cannot, barricade yourself in
Code Pink	Medical Emergency (newborn-1 month)	Stay clear of area Follow direction of LH staff
Code Blue	Medical Emergency Adult	Stay clear of area Follow direction of LH staff

Unwell/Injured Person Outside LH Outside of the Main Building

- The Emergency Department (ED) of Lakeridge Health will respond to an individual who requires assistance **immediately outside** the ED entrance except in certain situations (i.e. Code Blue two in progress, inclement weather conditions);
 - If the medical emergency is **on the street or in the park**, please call 9-911
 - Emergency Medical System (EMS) **{9-911}** may be required:
 - If the patient cannot be safely escorted to the hospital's Emergency Department OR to the patient's unit (if the patient is an admitted patient)
 - If the patient requires a lift for transfer to ED or patient's unit (need for lift must be communicated to EMS).
 - If treatment of the individual cannot be delayed; and
- *Note – Stay with patient until Emergency Medical System (EMS) arrives if able.

Elevator Entrapment is considered a serious issue in a hospital. Report such issues by contacting Switchboard at extension **611 (5555 at Ajax Pickering)** and a coordinated effort between Telecommunications, Security and Engineering will occur.



REACT: Response to a Code RED

Remove yourself and anyone from immediate danger

Ensure windows and doors are closed

Activate nearest alarm (red box near exits)

Call 611 (internal emergency number), Ajax Pickering call 5555

Try to fight the fire with extinguisher if it is safe to do so
