

Guide for Volunteers



Southwest

Regional Rehabilitation Center

Updated October 2010

Welcome to the Southwest Regional Rehabilitation Center Volunteer Team!

We are very pleased to have you as a member of our volunteer team at Southwest Regional Rehabilitation Center. We consider you a very important member of our Center team, and we hope you will find your commitment to assist our Center a rewarding and fulfilling experience. We are committed to being a center of excellence for rehabilitation care in the communities we serve, and more importantly to the individual lives we strengthen through the rehabilitation process.

This guidebook is provided for your information and reference. It is important that you read and understand the Center's policies and procedures that relate to your activities as a volunteer. Should you have any questions concerning the guidelines, please contact the Human Resources Department at 965-3206.

Thank you for your commitment to serve Southwest Regional Rehabilitation Center and contributing to the comfort and well being of our patients and visitors.

Sincerely,

Karol Jenney
Managing Director Business Operations / Volunteer Coordinator

SOUTHWEST REGIONAL REHABILITATION CENTER
393 East Roosevelt
Battle Creek, Michigan 49017
269.965.3206

MISSION STATEMENT

Our sole business is rehabilitation. We will be known as a center of excellence for rehabilitation in our community and region. We will share our knowledge and expertise freely with all those who have a serious commitment to rehabilitation.

Southwest Regional Rehabilitation Center is a licensed 26-bed inpatient and outpatient rehabilitation Center that is Joint Commission accredited. Rehabilitation is the Center's sole business. The Center is a private, not for profit Center, that has been providing quality and compassionate rehabilitation services for residents in our service area for over 40 years.

Southwest Regional Rehabilitation Center focuses on a transdisciplinary team approach to rehabilitation care. The Center's Medical Director leads the transdisciplinary team, which is comprised of professionals in the areas of rehabilitation nursing, physical therapy, occupational therapy, aquatic therapy, speech and language pathology, medical social work and sports medicine. As a team, they work with patients to restore the greatest level of function or independence – helping individuals overcome obstacles and accomplish the normal tasks of daily living.

The Center is dedicated to providing each patient with the “medicine for going home,” evidenced by more than 90% of our patients returning to their homes – well above the average for the state or the nation. Our patients know Southwest Regional Rehabilitation Center is “with them every step of the way.”

VOLUNTEER REQUIREMENTS

To ensure the safety and welfare of our patients and to provide the best volunteer experience for our Volunteers, we require that all Volunteers:

- ❖ Be at least 15 years of age
- ❖ Complete a Volunteer Application and sign a Volunteer Statement & Release
- ❖ Interview with the Center's Volunteer Coordinator or designee to discuss current volunteer opportunities and Volunteer applicant's interests
- ❖ Consent to a background check, drug screen, TB test/ screen and flu shots
- ❖ Complete a 4-5 hour Center orientation as well as a department specific orientation and volunteer service duties training.

VOLUNTEER GUIDELINES

Volunteers are individuals who give the gift of themselves and of their time to do something in relation to a cause; individuals who by their actions, not just their words, are ready to help where help is needed; and individuals who are ready to serve where service is appreciated.

Volunteering should be a rewarding experience. At Southwest Regional Rehabilitation Center volunteering is an opportunity to share, to learn, and to make a commitment to the mission of excellence in rehabilitative care. Volunteers are vital; with their help we are able to provide enhanced services to patients, their families, Center personnel and fellow volunteers. As a volunteer you serve as a public relations ambassador and an advocate for the Center.

VOLUNTEERS REPORT TO

Karol Jenney, Managing Director Business Operations/Volunteer Coordinator
Phone (269) 965-3206.

Any questions or concerns regarding Center policies, procedures, or volunteer responsibilities may be directed to the Volunteer Coordinator or Human Resources.

As a Volunteer, your services are recognized as a valuable asset to the Center, and the staff truly depends on you to adhere to your agreed upon schedule. When circumstances arise and you are unable to serve your regular shift, we ask that you please contact the Volunteer Coordinator and the Director/Manager of the department you are serving in at least 8 hours before you are expected to report for your shift.

SIGN-IN PROCEDURE

Volunteers will be given a photo I.D. Volunteer Badge to wear when serving at the Center. Volunteers will **clock in** at the time clock located in the Team Member Locker Room when they report for duty and will **clock out** at the time clock when leaving for the day. Recording and reporting “volunteer hours” is very important to Southwest Regional Rehabilitation Center; we appreciate and value the time Volunteers share for the benefit of our patients and the Center.

BENEFITS

As a valued Volunteer who gives of their time and energy to the Center, there are both tangible and intangible benefits. The following is a list of some of the benefits offered to the volunteers by Southwest Regional Rehabilitation Center.

- Volunteers receive free Tuberculosis screening bi-annually.
- Volunteers may receive free Flu Shot(s).
- Volunteers receive appropriate skills training.
- Volunteers are eligible for a discount for food purchases at the Center’s Café.
- Volunteers are eligible for membership at Omni Credit Union and the entitlements that membership provides.
- Volunteers are recognized throughout the year, but particularly during National Volunteer Week in April.
- Volunteers are invited to participate in the Annual Team Member Recognition Banquet in May and the Patient of the Year luncheon during National Rehabilitation Awareness Week in September.
- Volunteers get a friendly smile that says, “We appreciate your individual attention and loving compassion.”

VOLUNTEER SHIFTS

Volunteer’s hours will vary depending on the needs of the department they are volunteering in.

ORIENTATION AND TRAINING

All volunteers are required to complete a 6-8 hour Center Orientation prior to beginning their volunteer experience. Center orientation includes various educational videos regarding patient safety, confidentiality, environment of care, risk management, corporate compliance and other important information vital to the Center’s operations and quality assurances. Each Volunteer will also receive department specific orientation and service duties training.

UNIFORMS

Volunteers will wear special “Volunteer” lab coats furnished by Southwest Regional Rehabilitation Center.

Volunteers must dress in a manner that professionally represents Southwest Regional Rehabilitation Center. Each volunteer will kindly adhere to the Southwest Regional Rehabilitation Center Appearance Guidelines for non-caregivers.

APPEARANCE GUIDELINES

Volunteers present themselves to others in a manner and dress that is both professional and conservative.

General Guidelines

- Lab coats are to be clean and pressed. All volunteers must wear Center furnished “Volunteer” lab coats and SRRC ID badge.
 - Shorts, Capri pants, or blue jeans are not acceptable.
 - Skirts should be no shorter than the top of the knee.
 - Shoes clean and polished. Casual sandals are unacceptable.
 - Hair neat.
 - Jewelry – non-caregivers may have no more than two rings per hand. No more than two necklaces or two bracelets may be worn at one time. No more than two earrings may be worn in each ear (females).
 - Men are not permitted to wear earrings.
 - Body piercing, such as nose, eyebrow, tongue, etc., is unacceptable.
 - Clean, presentable fingernails are a must.
 - No hats are to be worn while volunteering at the Center.
 - No sunglasses are to be worn inside of the building.
 - Due to close contact with patients, visitors and other team members, the use of deodorant is required.
 - No “heavy” perfumes; some patients and staff are allergic to perfumes and scented hairsprays.
 - No smoking while on Center property (includes outside building and parking lots).
- Southwest Regional Rehabilitation Center is a SMOKE FREE facility.**

PERSONAL STANDARDS OF CONDUCT

- Wear a HAPPY face and SMILE!
- Look at and listen to other people. T.L.C. stands for tender loving care, but can also mean TO LISTEN CAREFULLY. Always be courteous.

- Be well groomed. This includes dress, body cleanliness, and make-up that are in good taste. Please do not wear dangling earrings, jangling bracelets, beads, hair ornaments, such as headscarves, or strong perfume/after shave.
- There is no eating, drinking while on duty. Gum chewing is discouraged.
- Often, people visiting patients or patients themselves are worried and upset. As Center volunteers, you can do a lot to ease their minds. Many times a smile and caring attitude can help a person immensely. Remember you are volunteering to serve others. Your own desires become secondary to those who need your help.
- There should be no loud talking or laughing while on the inpatient floor.
- Keep conversations on an impersonal basis. Do not promote your political, religious, or social views to others.
- Volunteers should not agree to watch children while mothers or fathers visit.
- Center phones must not be used for personal calls. **Please turn cell phone off during volunteer shifts and kindly limit personal cell phone usage to break time.**
- Never act as a witness to any Center or legal document.
- When a patient room door is closed and no sign is on the door the volunteer should check with the Nurse before entering.
- The Center is a smoke-free building. No smoking in the Center or in Center-owned buildings is allowed.
- Volunteers will be expected to refrain from any activity in the patient areas while they have signs of illness, skin eruptions, or respiratory infections.

CONFIDENTIAL INFORMATION

Information concerning the care of a patient is always personal in nature; therefore, ANY information about his/her condition, care, treatment or personal data is absolutely confidential and must not be discussed. ONLY DESIGNATED EMPLOYEES OF THE CENTER MAY RELEASE INFORMATION ABOUT PATIENTS AS APPROPRIATE. Unauthorized release of information about patients or thoughtlessness is unethical and a direct violation of the HIPAA law which outlines new federal privacy regulations. We urge you to be discreet in your conversations.

Information about Center business and Center employees is also of a confidential nature and must not be discussed with unauthorized persons.

A violation of confidential information is a violation of Center ethics and policy.

SOLICITATION/DISTRIBUTION

To avoid disruption in the operation of the Center or interference with patient care, the Center's policy prohibits persons soliciting or distributing unauthorized literature on Center properties at any time.

COMPLAINTS

If a patient or visitor complains about something, don't argue or offer excuses; simply say, "I'm sorry you have had difficulty. I will report that to the proper person" ... and then do so. Comments regarding direct patient care should be directed to the Nurse or Therapy Services Manager. If you feel that the complaint needs to be heard

immediately by someone other than the Department Manager, contact Karol Jenney, Volunteer Coordinator at (269) 965-3206. For any complaints that are not related to direct patient care, please contact Karol Jenney, Volunteer Coordinator.

If you, the Volunteer, have a complaint or problem, report it immediately to Karol Jenney, Volunteer Coordinator at (269) 965-3206. You are always welcome to speak with the Coordinator by phone or in person; however, it may be necessary to arrange an appointment if the Coordinator's schedule does not allow to personally meet with you on the same day, although, that is always the goal.

WHEELCHAIRS

Prior to attempting to operate a wheelchair, volunteers are required to participate in Wheelchair Safety Training.

Wheelchairs come in different styles; there are two chairs that are extra large and the rest are regular sized. All chairs have front wheels, which swivel, brakes and foot rests.

It is not difficult to maneuver a wheelchair. They roll easily, and anyone who is able to walk with ease and has normal strength can handle a wheelchair.

It is of vital importance that the brakes be set before anyone sits down in the chair. They roll easily and could slide out from beneath the person trying to sit. Proper use of the brakes is the most important part of learning to operate a wheelchair.

Footrests are used to keep the patient comfortable and to keep their feet protected from injury. Footrests are removable if you are working in crowded spaces or have to fold the chair for car transport.

There are a number of techniques used in helping wheelchair patients. Often it is advisable to back up a chair, getting in and out of the elevator; for example, the small front wheels swivel and can get stuck in the ridges of an elevator door. Also, it is often helpful to negotiate a small rise by going backwards over the obstacle.

Infection Control Program

Program Contact: Nurse Manager
at 965-3206

Infection control is everyone's job! The Infection Control Program at Southwest Regional Rehabilitation Center is vital to the health of our patients, team members and volunteers.

Infection control measures are required by law and by accreditation standards. The Joint Commission requires centers to implement, maintain, and document acceptable infection control practices. At Southwest Regional Rehabilitation Center, we maintain infection control standards as part of our commitment to excellence and patient safety.

WHAT CAN YOU DO?

➤ WASH YOUR HANDS

Good hand hygiene is the best way to prevent the spread of infection! Always wash your hands before and after each patient contact, before and after using the restroom and whenever you cough or sneeze. You may use the waterless, alcohol-based hand rub if your hands are not visibly soiled.

REMEMBER! Handwashing is the oldest and best defense against the spread of infection!

➤ REMAIN AT HOME IF YOU ARE ILL

If you are ill with symptoms of respiratory illness accompanied by heavy nasal discharge, frequent coughing and/or sneezing or if you have gastrointestinal symptoms of vomiting and/or diarrhea, please remain at home. Never come to the center for your volunteer duties if you have a fever greater than 100.4F.

If a family member has a communicable disease such as measles, mumps, chicken pox, hepatitis, mononucleosis, tuberculosis, etc. please contact Karol at 965-3206 before reporting for your duties.

➤ USE UNIVERSAL PRECAUTIONS (UP-BROAD)

Universal precautions are the routine and consistent use of appropriate barrier protection to prevent skin and mucous membrane transmission of microorganisms resulting from contact with blood and body substances.

Universal precautions were developed to minimize the risk of disease for healthcare workers. **Universal precautions should be practiced at all times with all patients!**

➤ ADHERE TO THE EXPOSURE CONTROL PLAN

The Center maintains an Exposure Control Plan as required by the Occupational Safety and Health Administration. Remember the following:

- Since you cannot tell which patient is infectious, **all blood and body fluids should be treated as potentially infectious.** Please wear gloves when it is likely that your hands will be in contact with wet body substances and wash your hands after removing the gloves. Volunteers generally should not be in a situation where contact with body fluids is

anticipated. If you are placed in that situation, please contact the Karol at 965-3206.

- Carefully note isolation signs (bright orange-red stop signs) and check with a nurse before entering the room.
- NEVER touch needles/sharps.
- Do not eat, drink, apply cosmetics or handle contact lenses in patient care areas.

➤ **MAINTAIN CURRENT IMMUNIZATION STATUS**

Keep your immunization status up to date. Get a flu shot annually! It will protect you and our patients. Flu shots are offered each year free of charge. Volunteers must be tested every other year for TB.

DO NOT FORGET TO WASH YOUR HANDS!

Any questions regarding the Infection Control Program, please contact Kathy Wanner at 965-3206.

General Safety

As a Volunteer, we ask that you follow safe practices while on the job and abide by all Center rules and regulations. You should be alert for health and accident hazards anywhere in the Center and report them to Karol Jenney or the Director Plant Operations, Randy Day at 965-3206. Observe the following general safety rules:

- Report unsafe conditions and/or actions.
- Observe “Wet Floor” signs by walking on the opposite side of the hall.
- Report and remove any floor hazards e.g. wet spots, food, etc.
- Open doors slowly.
- Walk at all times. Do not run!
- Know the Fire Safety Plan for the Center. Note the location of fire extinguishers, exit signs and posted exit routes.
- Observe proper body mechanics to prevent personal injury.
- Wash your hands and follow all infection control procedures.

Never take chances or guess! When in doubt, ask your supervisor to explain. We want you to remain safe while volunteering at Southwest Regional Rehabilitation Center.

➤ **Fire = Code 5**

If you are volunteering when a Code 5 is called, remain calm. Do not use the elevators. Remember: **RACE = Rescue, Activate, Contain, Extinguish.**

All volunteers should be familiar with the use of a fire extinguisher. Remember: **PASS = Pull, Aim, Squeeze, Sweep.**

- Weather = Code 9
A Code 9 signals a weather event. It might be a tornado or a snow/ice emergency. If present for a Code 9, remain calm. DO NOT LEAVE THE BUILDING!
- Disaster = Code 3
A Code 3 is called for any disaster e.g. a major motor vehicle accident with multiple patients injured. The Center Disaster Plan is activated for all Code 3, level II disasters. Report to your work assignment Department Director/ Manager for instruction if a Code 3 is called while you are on duty.
- Violence = Code Strong
A Code Strong is called for any situation where a patient, visitor or employee becomes violent. When the page for Code Strong is called all men in the building should respond to help with the situation. If there is a weapon involved, the person cannot be restrained or it is third shift 9-911 should be called.
- Cardiac Arrest = Code 100
In the event of a Code 100 you should dial 9-911 to get emergency help and then the page should also be called over head to so that Doctor and the nursed can respond.

PATIENT SAFETY

Southwest Regional Rehabilitation Center is committed to patient safety. We ask that all team members and volunteers dedicate themselves to ensuring that patients suffer no harm during their stay. Volunteers can help to assure patient safety in the following ways:

- Notify a member of the transdisciplinary Team (Nurse, CENA, Therapist) if you observe a patient in an unsafe situation.
- Never leave a patient who has yellow tape applied to the wheelchair handles unattended.
- Remind patients frequently to ask for assistance. It is everyone's job to keep our patients safe.
- Remove clutter and hazards immediately. Notify your work assignment Department Director/Manager to ensure follow-up.
- Be friendly! Be helpful! SMILE!

RISK MANAGEMENT

All events, inconsistent with the routine operation of the Center, are reported through the Center Risk Management Program. Volunteer injuries are one of many reportable events.

If you are injured during your shift at the Center, you must complete an Occurrence Report. A Report may be obtained from any team member or from Kathy Wanner (Risk Manager). Kathy's office is located on the 2nd floor. Once completed, the Occurrence Report should be hand-delivered to Kathy. You may be seen at Occupational Medicine or in certain circumstances sign a waiver of medical treatment (when an injury is minor e.g. a finger pinched in a desk drawer). However, SRRC reserves the right to require medical evaluation of any volunteer or team member injury. Please refer to policy A 21, if you do not feel that you need to go to Occupational Medicine.

CORPORATE COMPLIANCE

Southwest Regional Rehabilitation Center is committed to providing quality care to our patients. As part of this endeavor, we must demonstrate consistently that we act with absolute integrity in the way we do our work and conduct our business.

The Center has a written Code of Conduct which is intended as a means of providing guidance to ensure that our work is done in an ethical and legal manner. It emphasizes the shared common values, which guide our actions. It contains resources to help resolve any questions about appropriate conduct in the work place. Please review it thoroughly. Your adherence to its spirit, as well as its specific provisions, is absolutely critical to our future.

If you have questions regarding the Code or encounter any situation, which you believe violates the law, Center policy, or the provisions of the Code, you should immediately consult your supervisor, a member of the Compliance Committee, a member of the Management Team, the Corporate Compliance Officer, or call the **Compliance Hot Line at (269) 441-4170**. You have our personal assurance there will be no retribution for asking questions or raising concerns about the Code or for reporting possible improper conduct.

We are committed to the ideals expressed within the Code of Conduct. We are equally committed to assuring that our actions consistently reflect our words. In this spirit, we want this organization to be a family of men and women of shared values, and we expect all of our colleagues' actions to reflect the high standards set forth in this Code of Conduct. We also understand, however, that no code of conduct can substitute for our own internal sense of fairness, honesty, and integrity. We ask you to assist us and all of our colleagues in this organization in supporting the values and principles, which are critical to our achieving our Mission.

SOUTHWEST REGIONAL REHABILITATION CENTER FLOOR LOCATOR LISTING

First Floor

- Business Office – Kim Wilson, Reimbursement Manager
- Boardroom
- Health Information - Barbara Bussing, Health Information Manager
- Human Resources – Colleen Hunter, Human Resources Manager
- Registration (Outpatient)
- Security/Greeter
- Employee Locker Room
- Café/Kitchen
- Food Services – Randy Day, Director Plant Operations
- Occupational Therapy (*Outpatient*) - Megan Forsman, Manager Therapy Services
- Physical Therapy (*Outpatient*) - Megan Forsman, Manager Therapy Services
- Speech Therapy (*Outpatient*) – Megan Forsman, Manager Therapy Services
- Therapy Pool
- Receiving

2nd Floor

- Administration – Stan Tooley, President and CEO
- Executive Administrative Assistant – Lori Wesner
- Managing Director Business Operations – Karol Jenney
- Director Clinical Services – Amy Davis
- Information Services – Rick Albaugh, Manager Information Services
- Medical Director - Dr. Yilmaz, Medical Director
- Nursing – Jane Krajnik, Nurse Manager
- Case Management – Dawn Worthington, Director Marketing and Public Affairs
- Patient Dining Room
- In Patient Gym
- Rehab Station
- Social Work
- Housekeeping – Randy Day, Director Plant Operations
- Plant Operations – Randy Day, Director Plant Operations

SOUTHWEST CHILDREN'S THERAPY CENTER 601 South Shore Drive, Suites 121 & 122 Battle Creek, MI 49015

- Children's Therapy & Envision Center (*Outpatient*) – Teri Allen, Director Pediatric Clinical Operations