NCH Healthcare System
2020 Volunteer Annual Education
Welcome!

▪ Volunteers are required to complete an Annual Education training and quiz each year. Our goal is to ensure a complete understanding of:
  ▪ History, Mission & Vision of NCH Healthcare System
  ▪ Hospital Accreditation Agencies
  ▪ Patient Privacy & Confidentiality
  ▪ Life Safety & Compliance Information
  ▪ Customer Service
  ▪ General Volunteer Information

▪ The final slide of this presentation provides a link to your online Annual Education Quiz.

▪ Submit your quiz by Tuesday, June 30, 2020 to remain in good standing with the NCH Volunteer Program.
NCH Mission & Vision

**Mission:**
Helping everyone live a longer, happier, and healthier life.

**Vision:**
Striving to be a world-class leader of excellence in healthcare.

- Can you think of any world-class businesses and organizations?
Here is some inspiration...

These companies have been recognized for their quality and World-class service.
Volunteer Services has its own Mission & Vision

Mission:
To **develop** and **retain** competent and diverse volunteers who embrace the NCH Healthcare System’s Mission and Standards of Excellence.

Vision:
To be a premier leader for Healthcare Volunteer Services by inspiring and celebrating volunteerism in our community.
And of course to have fun!
Our History

- NCH opened its doors in 1956 as a 50-bed facility known as Naples Memorial Hospital.
- Through major fundraising efforts they were able to expand and steadily update their equipment.
Our History

- In 1984, the North Naples Hospital as a 50-bed general acute care facility.
- Constant growth and community support has allowed NCH to expand to 710 beds, 4 medical related facilities and 73 out-patient locations.
NCH Downtown Baker Hospital

- 385 beds
- Services:
  - Behavioral Health Unit
  - Cancer and Stroke Program
  - Orthopedics
  - Shick Heart Center
  - Naples Heart Institute

A rendering of the NEW Downtown Emergency Department. This project began in Fall 2019.
NCH North Naples Hospital

• 385 beds
• Services:
  • Birth Place
  • Brookdale Center for Rehabilitation
  • Pediatrics
  • Community Blood Center

DID YOU KNOW? NCH Volunteers are credited 10 hours when they donate blood to the Community Blood Center. Remember to tell your phlebotomist that you are an NCH Volunteer.
Freestanding Emergency Departments

Northeast Freestanding Emergency Room
Opened 2015

Bonita Springs Emergency Room
Opened 2018
Marco Healthcare Center

DID YOU KNOW?
Nearly 50 volunteers serve at this off-site location on beautiful Marco Island.
White Elephant Thrift Store

- Started by a small group of volunteers to raise funds to build a community hospital.
- Offers a wide selection of one of a kind items; ranging from books to clothing to furniture.
- Proceeds from the store support the NCH Auxiliary’s Departmental Grants and Scholarship Programs.
- Volunteers are always needed at the White Elephant.
Who We Are

- Not-for-profit Community Healthcare System
- Over 700 Board Certified or eligible physicians
- Accredited through The Joint Commission (TJC)
- Alliance with Mayo Clinic
- Community Sponsor of the Blue Zones Project
Meet Paul Hiltz, FACHE

- President & CEO of NCH Healthcare System
- Joined NCH in September 2019

Some top initiatives include:
- Improving NCH’s Culture
- Improving Relationships with Physicians & Community Members
- Increasing Quality
- Improving Operating Performance
Meet the Team

NCH has **4800** employees.

- *Includes*: Full-time Staff, Part-time Staff, Seasonal Staff, Residents, Contract Staff, NCH Physicians Group, Outpatient Rehabilitation Centers and Imaging Centers

**1100** volunteers support our mission and vision each year.

- *Includes*: Full-time Volunteers, Seasonal Volunteers, College Student Volunteers and VolunTeens
Fun Facts

▪ NCH has never closed its doors to the community. We have been open 24/7 since 1956!

▪ You made an impact! In 2019 NCH provided:
  ▪ 34,384 inpatient & observation admissions
  ▪ 120,098 emergency visits
  ▪ 3,430 births
  ▪ 13,240 surgeries and 488 open heart surgeries
  ▪ Approximately 800,000+ patient encounters by NCH Physician Group
• A department of NCH Healthcare System
• Philanthropy is a Greek word for “love of mankind.”
• How is the Center for Philanthropy making a difference?
The Center for Philanthropy provides a way for community members and customers to support our mission and show appreciation for the good work that we do.

The Center for Philanthropy is a department of NCH; they generate approximately $16 Million annually for our healthcare system.

Funds are raised through Face-to-Face Solicitation, Direct Mail, Special Events (i.e. NCH Hospital Ball), Medical Diplomats Council, Grateful Patients & Families.

Funds Support: Building & Updating facilities (i.e. Baker Emergency Department), Department Employee Support (i.e. staff lunches), Staff Education (i.e. Graduate Medical Education), Grand Rounds & Lectures, New Programs & Treatments.
Mrs. Audrey Petersen is a wonderful example of success and selflessness. Her visionary gift, providing Smart Room technology for NCH, has transformed healthcare delivery here. Seamless, integrated connectivity from the bedside to the medical record, including monitoring equipment, IV pumps, and other digital inputs, now gives patients and care-givers a safer experience.

The Guardian Angel Program provides patients and their families with a meaningful way to express their appreciation for exceptional care and service. The charitable gifts can honor a physician, nurse, volunteer or other caregiver who has touched a life in a special way. Once a donation is made, the staff member will be notified that a gift was made in their honor. The staff member will receive a certificate of appreciation signed by the CEO and a special pin to wear proudly on their NCH badge.

Members of the Medical Diplomats Council provide crucial annual funding for the services, programs and technologies that ensure the best possible care for every patient. In appreciation, members receive benefits that include: Personal assistance with physician referrals and appointment setting, Daily room visits while a patient at NCH access to in-hospital concierge services, Priority access to Private Rooms and Gulf View Suites, Meetings with NCH Leadership & invitations to Special Events.
How can you help NCH & grateful patients?

- You are **not** being asked to fundraise; rather, be a facilitator or connector in helping someone express gratitude.
- Listen for verbal cues, such as:
  - “Dr. _____ is great; is there anything his/her program needs?”
  - “I received such great care from the nurses on ___ floor. How can I thank them?”
  - “My family had an outstanding patient experience at NCH. I wish there was a way to say ‘thank you.’”

*In these instances, please contact Amanda Smith or Aly Shultz in the Volunteer Office. If an individual is interested in learning more, the Center for Philanthropy will follow-up with them.*
HIPAA Privacy & Security Rule

- **Patient Bill of Rights:** All patients have the right to privacy and they trust that their personal information will be securely stored.


*Who must comply?*

- Any health care provider that maintains/transmits health care information in paper or an electronic form is thereby governed by laws and regulations in the handling of such data. This would include all employed, contracted and VOLUNTEERING individuals.
What is Privacy?

▪ Patients trust that we will keep their information private and use it only for the purposes intended.

▪ All oral conversations and patient information in paper form (Protected Health information or PHI)

While engaging in conversation, think: “Is sharing this information required to do the volunteer role?”

What is Security?

▪ Patients trust that the data that we store will be secure and protected from intrusion both internally and externally.

▪ All patient information stored electronically (Electronic Protected Health Information or EPHI)

If you come into contact with confidential data, not essential to your volunteer role, it can be disposed in a shredding box.
Examples of Protected Health Information (PHI) that could identify a patient either by itself or in combination:

**Examples include:**

- Names
- Date of Admission
- Telephone number
- Email address
- Date of Death
- Medical Record Number
- Account numbers
- Internet protocol addresses
- Full face photos
- Vehicle identifiers and serial numbers (including license plates)
- Device identifiers and serial numbers (pacemakers, implants)

- Geographic data
- Date of Discharge
- Fax number
- Date of Birth
- Social Security Number
- Health plan beneficiary numbers
- Certificate/license numbers
- Biometric identifiers (fingerprints, retina scan)
- Web URLs
HIPAA Privacy & Security Rule

What information can be used or disclosed?

- Protected Health Information (PHI) should not be used or disclosed when it is not necessary to satisfy a particular purpose or carry out a function.

- The use of PHI is granted to volunteers to the degree that is necessary to perform their jobs as defined by their job descriptions.

Examples:

- Family Waiting Room Volunteers may utilize the Operating Room Schedule for their role. *Always keep the Operating Room Schedule with you if leaving the room, and no other volunteer is present. Do not leave it on the desk or hide it.*

- Information Desk Volunteers may access the Patient Locator System for their role. *Always clear the screen after looking up a patient.*

**REFLECT:** Do you have access to PHI in your service area?
**HIPAA Privacy & Security Rule**

**What are my responsibilities as a NCH Volunteer?**

- To view or communicate information that is required for your position at NCH. This principle is referred to as “**Need to Know**”. To perform your designated job duty you will be granted access to the necessary information.

- To report suspected breaches of information to the Privacy Officer.
  - The Privacy Hotline can be used to report anonymous. 888-380-0009
  - The Privacy Officer can be reached at 624-9375.

**What does NCH do to protect our patients?**

- Audit for compliance with the HIPAA Privacy and Security Rule.
- Apply corrective action, up to and including termination, for violations of policies and procedures.
HIPAA Privacy & Security Rule

- We are very proud of our Volunteers and their contributions to our shared mission of providing excellent care to our patients.
- We know that you are proud of your contribution as well but anything that you learn on the job, stays within the walls of the hospital.
- Over sharing can lead to privacy breaches.
  - NEVER take pictures or video of yourself, computers screens, patients or co-workers.
  - NEVER use social media to “share” your NCH experiences and chance breaching a patient’s privacy.
  - ALWAYS report privacy breaches.
Did you know that violating the privacy or security of a patient subjects you to civil penalties?

Examples:
- Loss in reputation
- Loss of licensure
- Monetary Fines
- Imprisonment
Safety & Compliance
Hospital Accrediting Agencies

- Several Regulatory and Accrediting Agencies visit NCH each year.
  - NCH's outstanding reputation is confirmed by its Joint Commission accreditation.
  - Other accrediting agencies include: AHCA: Agency for Health Care Administration, CARF: Commission on Accreditation of Rehabilitation Facilities

- The “stamp of approval” from these agencies assures customers that healthcare best practices are followed.

- Volunteers are required to have an understanding of basic safety and compliance information; surveyors will often speak to staff and volunteers to learn about processes in place.

*Let’s refresh on life safety & compliance...*
Emergency Codes –
At Hospital Locations – Downtown & North Naples

We empower volunteers to ‘call a code’ if necessary. In serving on the frontlines of our healthcare system, you are the eyes and ears for potential emergency situations.

- From a house-phone dial x33333, and report the situation
- Code will be announced over the intercom system.


- Pay close attention
- Follow staff’s response
Emergency Codes –

At off-Site locations (i.e. Outpatient Rehab, White Elephant, Marco Urgent Care) or outside of the main hospitals (i.e. parking lot)

▪ Call 911
▪ Report the situation to the dispatcher
▪ Pay close attention
▪ Follow staff’s response
Emergency Codes

- Comprehensive Code List:
  - **Red** - Fire
  - **Blue** - Medical Emergency
  - **Pink** - Infant/Child Abduction
  - **Black** - Bomb Threat
  - **Grey** - Security/Violence
  - **Orange** - Hazmat Incident
  - **Green** - Mass Casualty
  - **Brown** - Severe Weather
  - **White** - Hostage
  - **Yellow** - Facility Lockdown
  - **Silver** - Active Shooter

**TIP:** Turn your badge over to view the code list at any time
<table>
<thead>
<tr>
<th>Severe Weather (Code Brown)</th>
<th>Medical Emergency (Code Blue)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Call office for updates</td>
<td>• Code Team</td>
</tr>
<tr>
<td>• Follow Collier County Office of Emergency Management</td>
<td>• Listen to announcement</td>
</tr>
<tr>
<td>• NCH is not a shelter site</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Infant/Child Abduction (Code Pink)</th>
<th>Facility Lockdown (Code Yellow)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Man all doors</td>
<td>• One secured entrance/exit</td>
</tr>
<tr>
<td>• Intercom announcement</td>
<td>• Be observant to suspicious behavior</td>
</tr>
<tr>
<td>• Be observant</td>
<td>• Report to management and await further instruction</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazmat Incident (Code Orange)</th>
<th>Mass Casualty (Code Green)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Hazardous internal or external chemical spills</td>
<td>• Emergency Department expects an unusual number of</td>
</tr>
<tr>
<td>• Trained staff team</td>
<td>patients.</td>
</tr>
<tr>
<td>• Only victims in the hazmat site</td>
<td>• Contact the Volunteer Office if you would like to</td>
</tr>
<tr>
<td></td>
<td>volunteer</td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>Bomb Threat (Code Black)</th>
<th>Violence (Code Grey)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Phone Threat - Don’t Hang Up</td>
<td></td>
</tr>
<tr>
<td>• Written Threat</td>
<td></td>
</tr>
<tr>
<td>• Suspicious Device</td>
<td></td>
</tr>
<tr>
<td>• Stay away</td>
<td></td>
</tr>
<tr>
<td>• Notify staff</td>
<td></td>
</tr>
<tr>
<td>• Provide details</td>
<td></td>
</tr>
<tr>
<td>• Decreasing stressors</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hostage (Code White)</th>
<th>Active Shooter (Code Silver)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Person has barricaded themselves and/or taken hostages</td>
<td></td>
</tr>
<tr>
<td>• Remain calm &amp; observant</td>
<td></td>
</tr>
<tr>
<td>• Guidelines for hostage survival: avoid displays of emotions; do as told; keep a low profile; never argue or confront the captor; don’t try to negotiate; if needed ask for medications</td>
<td></td>
</tr>
<tr>
<td>• Protect your own life</td>
<td></td>
</tr>
<tr>
<td>• When safe call code or 9-1-1</td>
<td></td>
</tr>
<tr>
<td>• Seek refuge from open, common areas</td>
<td></td>
</tr>
<tr>
<td>• Barricade yourself</td>
<td></td>
</tr>
<tr>
<td>• Silence cell phones</td>
<td></td>
</tr>
<tr>
<td>• Remain quiet</td>
<td></td>
</tr>
</tbody>
</table>
CODE RED: FIRE

How to Report a Fire (RACE)

- **R** - Rescue Victims
- **A** - Activate Fire Alarm
- **C** - Close Doors/Confine Fire
- **E** - Extinguish Fire

**TIP:** This is on the back of your badge.

**KNOW YOUR SURROUNDINGS:**
Volunteers should know the location of the closest fire alarm pull station and fire extinguisher. This is a common question from Joint Commission surveyors.
CODE RED: FIRE

How to Operate a Fire Extinguisher (PASS)

- P - Pull the Pin
- A - Aim at the Base of the Fire
- S - Squeeze the Handle
- S - Sweep from Side to Side
NCH Security

- Security is accessible 24 hours per day, 7 days per week
- Receives lost and found items
- Is our safety patrol throughout the hospital
- NCH Security does **not** protect valuables in vehicles in parking lot/garage. Always lock your vehicle upon exit.
- Alert security of any dangerous conditions, safety violations, or suspicious activity
All visitors are required to present identification and receive a badge upon entry

- Visitor badges are valid for one day
- The badge color changes each day to alert Security and frontline volunteer if a visitor needs a new badge.
- Escort customers without a badge to the lobby to receive a badge
Additional Safety Measures

- All newborns in the Birth Place have umbilical GPS monitors which is read every 10 seconds

- All children in Pediatrics have a wrist GPS tag which is monitored by security

- In the parking garage alone, the Downtown campus has 63 cameras and North Naples has 38 cameras

- No firearms or weapons permitted; exception granted for on-duty government employees

- Only working service dogs per ADA guidelines and approved NCH Dog Visitation Volunteers permitted in the facilities
Infection Control

Wash your hands!

- When you arrive, before and after patient contact, before and after eating or drinking, and of course, after restroom use.
- Scrub hands with soap and water for 20 seconds.
- Ensure that handwashing practices are visible to patients.

**TIME IT!** Hum the “Happy Birthday” song from beginning to end twice. Rinse your hands well under clean, running water.
Infection Control

- Waterless alcohol hand rinses may supplement handwashing.
- Artificial nails are not permitted with direct patient contact. Even with diligent handwashing practices, studies show that nailbeds harbor high concentrations of bacteria.
- Do not enter a patient’s room if this sign is posted on the door or a yellow cart is outside the room. This patient is in an isolation room. **Volunteers are not permitted to enter isolation rooms.**
- Read Smart Room panels before entering a patient room. Red flashing panels indicate an Isolation Room.

[AFB ISOLATION]

STOP

CHECK WITH NURSE BEFORE ENTERING

AFB ISOLATION

NEGATIVE PRESSURE ROOM WITH DOOR CLOSED AT ALL TIMES
N-95 RESPIRATOR MUST BE WORN BY HEALTHCARE WORKERS
LAWS PERMIT TRANSPORT
SURGICAL GOWN ON
PATIENT BEFORE TRANSPORTATION
VISITORS OR ANYTHING IN ROOM

VISITORS PLEASE CHECK IN AT THE DESK BEFORE ENTERING THE ROOM.
Infection Control

- If you see a spill on the floor of any kind, secure the area with a caution sign, never leaving the site, while you ask someone to contact Environmental Services (EVS).

- Sanitize equipment often and always after patient use. Examples of Equipment: beds, wheelchairs, phones
  - Use gloves
  - 2-minute wet time
  - Close lid after use
Infection Control

If you are sick, we will miss you! Please stay home and report only when you are feeling better.

- **Illness Policy:** A volunteer with any of the following symptoms should not report to duty AND should contact their Chairperson to notify of intended temporary absence: Fever or chills, Skin conditions, Jaundice, Sore throat, Productive cough, sniffles, sneezes, Flu symptoms, Diarrhea, Dizziness or Vertigo, Exposure to disease, such as chickenpox, hepatitis, measles or tuberculosis.

- **Medical Leave of Absence:** We understand that a volunteer may need to take a medical leave of absence. Please communicate your leave with the volunteer office, as well as your department chairperson. Prior to returning to volunteer, you may need approval from a physician before resuming your role. Reasons for medical leave include, but are not limited to: injuries, surgical procedure, conditions affecting the brain, heart or lungs, or any other physical limitations.
Risk Management

- Applies if the event happens to you or if you witness an event or are notified of one by a visitor.
- Obtain appropriate medical treatment.
- Report it immediately to Security then the Volunteer Office.
- Supplemental Insurance may be available to volunteers if an event happens on-site.
Grievance

- A grievance is a formal complaint; it can be written or verbal.
- Please notify management of situations comprising your work environment.
- For the safety and well-being of our patients and guests our policies and procedures must be maintained.
- A grievance about a volunteer will be researched thoroughly, documented and discussed with the volunteer.
- Action taken may be coaching, transfer, suspension or termination.
What is Coaching?

- Our goal is to provide you with a positive environment to volunteer.
- Volunteers are expected to demonstrate commitment to the NCH mission, vision, standards, values, policies, and procedures.
- If a volunteer does not meet expectations, the goal is to provide coaching to correct the unsatisfactory behavior. In certain circumstances, an immediate termination may be necessary.

We are sure you have questions. Let’s look at a few examples...

**Examples of Coaching Opportunities:**
- Non-compliance with parking, uniform, timekeeping or smoking policy
- Inappropriate use of cell phone
- Poor customer service
- Failure to follow safety regulations
- Failure to follow the NCH Mission, Vision and Standards of Excellence

**Examples of Immediate Termination:**
- Breach of confidentiality
- Discrimination, harassment, retaliation
- Intimidating and disruptive behaviors
- Theft
- Acts of violence
- Destruction of property
- Falsification of records or information
Harassment

- **Workplace Harassment:** Any form of harassment based on race, color, religion, gender, disability etc.

- **Sexual Harassment:** Unwelcome and offensive behavior that creates a hostile work environment.

- Harassment is not tolerated. Report it to the Director of Volunteer Services or the Volunteer Operations Manager.
Solicitation & Distribution

- No solicitation of any kind is permitted during working time in working areas
  - Some examples include: selling raffle tickets, passing out restaurant coupons that were dropped off at a front desk, hanging a poster to advertise or sell something.

- Authorization may be granted by the Chief Human Resources Officer or designee if proper paperwork is submitted.
No Smoking

- NCH campuses are tobacco free.
- This includes cigarettes, chewing tobacco, e-cigarettes, vape pens, and any other tobacco-like or nicotine-like product.
- If a customer would like to use a tobacco product they must go off campus to do so.
Excellent Customer Service

What makes service excellent?
- Customers needs are met
- We have EXCEEDED their expectations
- We have made a positive impression
- They feel DELIGHTED with their service

Why delight our customers?
- Customers will share their excellent experiences with others
- Delightd customers stay LOYAL, even if a “better” deal comes along
- Did you know that loyalty is an emotional tie of TRUST?

REFLECT:
Can you recall a time when you left a customer feeling delighted? How did you know they were happy with their service?
Why TRUST Matters

- **Trust is critical in healthcare**
  - Healthcare is very personal; establishing trust improves a patient’s care.
  - Trusting patients share more with their providers; leading to more accurate diagnoses and treatment plans.
  - Trusting patients are more likely to follow the treatment plan.
  - Developing trust begins the moment they arrive in the NCH parking lot.

**How can Volunteers establish trust with customers?**

*A few examples:*
- Speaking and acting professionally at all times ("On-Stage Presence")
- Keeping information viewed or shared with you confidential
- Knowing and understanding our facilities services
HCAHPS

- HCAHPS is a survey that measures a patient’s perception of their hospital care.
- All hospitals that receive Medicare payments are required to participate.
- Hospitals that provide excellent customer service will likely score well on HCAHPS.

What topics are on the HCAHPS survey?
A few examples:
- Nurse and doctor communication
- Cleanliness of the facility
- Pain management
- Attention to patient needs
HCAHPS

- HCAHPS: Hospital Consumer Assessment of Healthcare Providers and Systems
- HCAHPS scores are posted and available to the public.
- Potential patients use this information when they are comparing or choosing a hospital.
- Financial implications for hospitals that score low

Providing excellent service is simply the right thing to do!
Customer Complaints

- Poorly handled complaints lead to dissatisfied customers; this has a negative impact on the NCH reputation and can be costly.
- Taking time to resolve a complaint leaves customers feeling delighted.
- When a customer has a complaint:
  - Acknowledge: Actively listen, Nod your head to show you understand
  - Apologize: It may not be your fault, but be sympathetic to their problem
  - Act: Get leaders involved
- Refer complaints to department leaders, such as; Nurse Managers or Directors, Patient Concierge, Privacy Officer, Administration
- Complaints provide an opportunity to improve services for everyone.
Tips for Excellent Service

- 10/5 rule: 10 feet eye contact, 5 feet friendly greeting
- Escorting
- Introduce yourself by name
- Using the customers preferred name
- Offering a wheelchair when it appears the customer is having difficulty walking or if they are going to the Emergency Department.
- Do not panic because you do not have the answer
  - You will be asked unfamiliar questions
  - Ask them to have a seat in a waiting room while you find the answer
- Maintain a clean neat appearance
Patient’s Rights

▪ All patients have the right to fair and equal delivery of healthcare services.
▪ This is true regardless of:
  - Race
  - Ethnicity
  - Religion
  - Political affiliation
  - Level of education
  - Age
  - Gender
  - Marital status
  - Sexual orientation
  - Place of residence
Patient’s Rights

▪ Treating each patient in a respectful manner that supports his/her dignity.

▪ Accommodating their language preference.
  ▪ If you work in a lobby or waiting area, do you know how to call the translator service? If not, ask your Volunteer Manager or Director.

▪ Respect their religious or spiritual preferences.
  ▪ Pastoral Care Services
  ▪ Chapels

▪ Other accommodations: Wheelchairs, Mother’s Lounge
NCH Values of Service Excellence

- **Stewardship:** We take pride in all that we do and we take ownership of our resources.

- **Equality:** We acknowledge and value each person recognizing and celebrating diversity to enrich our organization.

- **Respect:** We treat all individuals within our community, including colleagues, patients, and families with dignity.

- **Value Team:** We value teamwork, building on individual ideas and talents in a collaborative environment.

- **Integrity:** We adhere to the highest ethical standards and take personal responsibility in all that we do.

- **Compassion:** We provide excellent care with empathy, respect and sensitivity, nurturing the mind, body & spirit.

- **Excellence:** We devote ourselves to delivering the highest quality in clinical and service outcomes.

**ON THE QUIZ:** Please review the NCH Values of Service Excellence. You will electronically “sign” this document on the Annual Education quiz.
A Heart Attack occurs when the blood supply to the heart muscle is blocked.

Signs and Symptoms of Heart Attack:
- Discomfort in the center or left side of the chest.
- Pain in one or both arms, back, shoulders, neck or jaw.
- Shortness of breath.
- Feels like pressure, squeezing, fullness, pain. Pain can feel like heartburn or indigestion.
- Pain usually lasts a few minutes, goes away and then comes back.

Volunteer Response:
- Help the patient find a seat in a chair or wheelchair.
- If possible, take the patient to the Emergency Department in a wheelchair.
- If it is a medical emergency, Call a Code.
A stroke is a lack of blood flow to the brain caused by a clot or rupture of a blood vessel. It is the leading cause of adult disability.

Signs and Symptoms of a Stroke:
- Sudden numbness or weakness of the face, arm or leg, especially on one side of the body.
- Sudden confusion, trouble speaking or understanding.
- Sudden trouble seeing on one or both eyes.
- Sudden trouble walking, dizziness, loss of balance or coordination.
- Sudden, severe headache with no known cause.

Volunteer Response:
- Help the patient find a seat in a chair or wheelchair.
- If possible, take the patient to the Emergency Department in a wheelchair.
- If it is a medical emergency, Call a Code.
The Volunteer Experience
Timekeeping

- All Volunteers are required to record their volunteer hours accurately each shift.

**LOCATIONS:**
- Downtown: In front of Volunteer Office
- North Naples: Across from visitor elevators

Volunteer Sign-In Kiosk

Volunteer Time Cards

**ALL OFF-SITE LOCATIONS**
Fax or Scan a copy of your timecard to the Volunteer Office each month.
Volunteer Uniforms

Please remember to always wear your NCH Volunteer Uniform and badge when you are actively volunteering.

Wearing a uniform:

- Represents that you are a part of a reputable organization
- Demonstrates a level of professionalism
- Improves customer service (*Our true blue volunteers are easily recognized*)
- Creates brand awareness
- Creates a safer environment (*i.e. Close-toed shoes, wearing a badge*)

Volunteer Shirts/Vests may be light blue or royal blue. Our vendor no longer provides the light blue option.
Dress Code - Ladies

Topper Options:
- Light or Royal Blue Vest
- OR -
- Light or Royal Blue Polo shirt

- No open-toed shoes
- Shoes must be a neutral color
- Wear socks
- Shirt tucked in
- White shirt with vest
- White or khaki pants
- Golf cart drivers may wear white or khaki shorts and a NCH visor
Dress Code - Men

• No open-toed shoes
• Shoes must be a neutral color
• Wear socks
• Shirt tucked in
• White or khaki pants
• Golf cart drivers may wear white or khaki shorts and a NCH visor

Topper:
Light or Royal Blue Polo Shirt
What Not To Wear

- Tattoos may be visible if the images or words do not convey violence, discrimination, profanity or sexually explicit content. Tattoos containing such messages must be covered with clothing, cosmetics or bandages. NCH reserves the right to judge the appearance of visible tattoos.

- Hair must be a natural color.

- Please do not wear perfume or cologne when you come to volunteer. Many patients have sensitivities to strong smells.
Volunteer Parking

- Volunteers are responsible for providing their vehicle information to the Volunteer Office.
- Volunteers receive a parking sticker that should be placed on the lower left side of the windshield.
- Contact the Volunteer Office if you do not have a parking sticker or if you need to update your vehicle information.
- **Off-site Volunteers:** Ask your chairperson about volunteer parking.
- **North Naples & Downtown Hospital Volunteers:** Park in the parking garage
  - North Naples: Any floor
  - Downtown: Floors 3-7, use separate ramp
  - Handicapped parking in parking garages for those with handicapped placard
Volunteer Meal Cards

- In appreciation for your service, Volunteers receive a meal card with 4 complimentary meals per month.
- Monthly meal cards are only mailed to volunteers who served a minimum of 12 hours in a cycle.
- A complimentary meal card will be mailed during your Birthday month.
- Meals are valued at $6.50; some exclusions apply.
Annual Volunteer Requirements

Annual Education Quiz
- Volunteers are required to complete an Annual Education Review and Quiz every year.
- Failure to complete this requirement within the given timeframe jeopardizes your standing in the Volunteer Services Department.

Flu Shot
- Volunteers are required to submit proof of a flu shot to the Volunteer Office in flu season
- You can get the flu shot from NCH or your physician/pharmacy
- Declination forms are available for religious or medical reasons; if approved, you will be required to wear a mask while volunteering
- Volunteers who do not get their flu shot will become inactive from December - May.
The Volunteer Handbook contains the most up-to-date information for NCH Volunteers. You can always find the Volunteer Handbook in the Volunteer Office or at: www.nchmd.org/volunteer
Congratulations!
You have completed your Annual Education Review Guide. Now on to the quiz...

Click the Link: https://fs6.formsite.com/Ho9NAz/qmkb8e8xej/index.html

Due Tuesday, June 30, 2020

Before you take your quiz...

➢ It is a 25 question quiz
➢ You must get 20/25 to receive a passing score
➢ Be sure to click submit at the end of the test
➢ You will receive a confirmation email with your score
➢ Your results will come directly to the Volunteer Office
➢ If you are unable to take the online test at home, you may schedule an appointment with the Volunteer Office