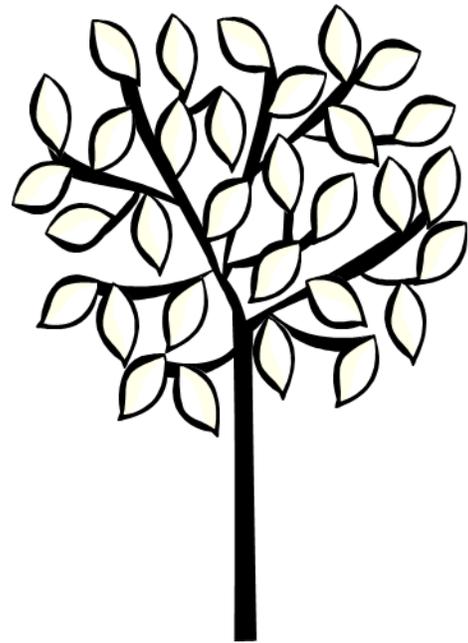




Maine Medical Center
MaineHealth

Volunteer Handbook



Volunteer Services

Kathy Berube, MA., CAVS, Director
Karen Foster, Volunteer Coordinator
Chesley Ferris, Administrative Specialist II
Christine Ellis, Administrative Specialist II

Office hours are 8:00 a.m. - 4:30 p.m.
Monday – Friday

This handbook and additional information can be found
www.mmc.org/volunteer

We may be reached at 662-2205 or voluns@mmc.org

Volunteer Services Handbook

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Dear New Volunteer,

Maine Medical Center Department of Volunteer Services is pleased to welcome you!

As a volunteer you become a member of a dedicated team that provides the highest quality of care to our patients and families. Through the generous gift of your time, talent and personal interests, you supplement the work of staff members in offering many special services that are so important to our patients, families and staff. Though your material gains are few, the greatest reward is the special feeling that comes to those who give of themselves to the betterment of others. Volunteering is a great way to learn new skills, serve your community and meet new people.

Please take a moment to read through this handbook. It has been developed to acquaint you with Maine Medical Center and its volunteer program. Feel free to contact the Volunteer Office if you have any questions or concerns.

Thank you for choosing Maine Medical Center to volunteer and share your time.

Sincerely,

Kathy Berube, MA., CAVS
Director, Volunteer Services
662-2205

Maine Medical Center
MISSION STATEMENT

Caring for our community
Educating tomorrow's caregivers
Researching new ways to provide care

We proudly carry our unique responsibility as Maine's leader in patient care, education, and research. We are dedicated to the traditions and ideals of not-for-profit healthcare. Our care is available and accessible to all who seek it.

Volunteer Services
MISSION STATEMENT

Volunteers and auxiliaries at Maine Medical Center are an important part of the health care team. We recognize our mission to:

SERVE
our patients

SUPPORT
their families

SUPPLEMENT
the staff

This service is fulfilled with caring, confidentiality and competence, to support the mission of MMC.

CONFIDENTIALITY POLICY

The privacy and well-being of our patients is of utmost concern. It is the responsibility of everyone to protect the privacy of patients and their families.

In the performance of your assignment:

- You must never discuss a patient's name or illness outside of work, with the patient, family or friends.
- You must never discuss a patient or patient information in any area of the hospital, except to the staff involved with the patient's care, and never where the conversation could be overheard.
- You must never look at a patient's records unless it is part of your job responsibility.
- You must respect a fellow employee's or volunteer's right to privacy and confidentiality should she or he become a patient at MMC.

**VIOLATION OF THIS MOST IMPORTANT CODE OF CONDUCT
WILL RESULT IN APPROPRIATE DISCIPLINARY ACTION, AND
COULD LEAD TO INVOLUNTARY TERMINATION OF SERVICE.**

Confidential Information Defined:

- PHI stands for Protected Health Information
 - Individually identifiable patient data elements combined with a portion or all of their health information
 - Can be paper, electronic, verbal communications, etc.
- ePHI stands for electronic Protected Health Information
 - When PHI moves into the electronic world, there are greater benefits for the patient, but additional risks we need to protect against
- PII stands for Personally Identifiable Information
 - PII, when coupled with a financial account number, such as a bank account or credit card number, is also subject to regulation and requires additional protections

SEXUAL HARASSMENT AWARENESS

- Sexual Harassment in the workplace is against Federal and State laws.
- Maine Medical Center and MaineHealth share a policy that promotes a workplace “free of sexual harassment.”
- MMC/MEH will act promptly to eliminate sexual harassment and to impose appropriate corrective actions against violators.

LEGAL DEFINITION OF SEXUAL HARASSMENT

Sexual Harassment is “Unwanted”:

- Sexual advances
- Requests for sexual favors
- Verbal or Physical conduct of a sexual nature when:
 - Submission to such conduct is a term or condition of employment; or
 - Submission/rejection is used as a basis for employment decisions; or
 - Repeated, inappropriate conduct unreasonably interferes with an employee’s work or creates an intimidating, offensive, or “hostile work environment.”

HARASSMENT

All employees and volunteers have the right to work in an environment free of discrimination. This includes freedom from harassment based on sex, age, race, national origin, religion, sexual orientation or membership in any protected group. MMC prohibits harassment of any form by supervisors, co-workers (including volunteers), patients, medical staff members, or visitors. If you believe that you have been the subject of harassment, report the alleged act immediately to the Director of Volunteer Services or other volunteer services staff member. Likewise, any volunteer found, after appropriate investigation, to have engaged in harassment will be subject to disciplinary action, up to and including dismissal.

Volunteer Services
CUSTOMER SERVICE

To deliver service quality and core clinical quality, MMC depends on these values/guiding principles:

PASSION FOR CUSTOMER SERVICE

- Clear understanding of customer and supplier roles
- Commitment to creating positive Moments of Truth
- Recognize and celebrate service success resulting in outstanding customer service

PEOPLE CREATE QUALITY

Quality of service and clinical care depend on MMC 's people.

CONTINUOUS IMPROVEMENT OF OUR SYSTEMS AND PRACTICES

We will use data to select improvement opportunities and will measure success based on outcomes and cost-effectiveness.

A LEARNING ORGANIZATION

Our environment requires and supports personal and professional accountability and growth.

PART OF A NETWORK

MMC links with other parts of the continuum of care to improve the health of our communities and to provide access to quality healthcare.

MMC Values in Action

Patient Centered: We partner to serve the needs of our patients, families and our community

- Smile, listen, make eye contact, and show empathy in all interactions
- Remember to humanize the patient, keeping in mind that the patient is someone's loved one
- Effectively and consistently communicate with patients and families to develop a "shared plan" of care
- Introduce ourselves and our roles to patients and families and address patients by name
- Keep the patient at the center of what we do and why: care is based on patient safety and quality
- Treat every individual in a culturally sensitive manner

Integrity: We practice the highest ethical standards by doing the right thing at the right time for the right reason

- Demonstrate professionalism at all times, even when you think no one is watching
- Maintain confidentiality and protect the privacy of all
- Act as positive role models – do what you say, say what you do
- Show courage and do the right thing
- Act with honesty and transparency at all levels of the organization
- Honor our commitments and demonstrate accountability to our patients and colleagues

Respect: We treat all people with courtesy, dignity, and fairness, and recognize each individual for his/her unique talents

- Treat everyone equally, regardless of role
- Appreciate diversity
- Listen actively
- Encourage collaboration
- Practice empathy, compassion, and kindness
- Recognize effort and celebrate success

Ownership: With initiative and pride we take responsibility for the quality, safety and cost of the care and services we deliver

- Take responsibility for our actions and outcomes
- Understand our roles and our impact on others
- Look for ways to avoid waste and are conscious of financial resources
- Tackle challenges with empathy, enthusiasm, and optimism
- Measure our outcomes so we can continuously improve our performance
- Are part of the solution

Innovation: We value intellectual curiosity, creativity, critical thinking and cutting-edge knowledge

- Commit to being life-long learners and educators
- Honor and implement evidence-based practice
- Embrace challenges as opportunities
- Get involved and become part of the solution
- Continuously invest in People and technologies
- Show courage

Volunteer Services
ATTENDANCE POLICY & PROCEDURES

Time Commitment:

Once a volunteer has completed orientation and training, we ask for a minimum time commitment of six consecutive months. You will be scheduled to volunteer once a week for a 3-4 hour shift. Thereafter, volunteers are expected to meet their scheduled commitment. If a volunteer is unable to be present for an assignment, he or she must notify **their department** as soon as possible. Planned absences should be reported as far in advance as possible. Frequent absences may result in a volunteer being removed from the assignment.

Assignments cannot be guaranteed if a volunteer is absent one or more months; please refer to the Leave of Absence Policy.

Advisory Council volunteers are scheduled according to councils, service lines and hospital leadership and may vary outside the defined time commitment listed above.

Leave of Absence Policy

Volunteers who would like to request a Leave of Absence (LOA) need to notify both Volunteer Services and their Department Supervisor.

- Leave of Absence (LOA): four weeks to six months
- Inactive: six months or longer

Once LOA is initiated, assignments are no longer guaranteed but may be available upon return.

ID Badge must be returned to the Volunteer Office at the beginning of their LOA.

Performance Counseling & Termination:

Volunteer performance issues should be addressed immediately. The department supervisor will inform the volunteer of the problem and clarify performance expectations to be met within a certain time frame. Written documentation is provided to Volunteer Services. If expectations are not met the volunteer may interview with Volunteer Services for another position if applicable. If there is no suitable position the volunteer will be terminated.

Termination of service by a volunteer should be communicated to their department and Volunteer Services with at least two weeks notice when possible. An exit interview is available, and a personal note or form letter will be sent to the volunteer, along with an evaluation survey.

Upon termination, your ID Badge **MUST** be returned to Volunteer Services.

Termination of a volunteer's service at the discretion of the Director of Volunteer Services would be the result of the following circumstances:

1. Breach of patient confidentiality
2. Well documented complaint by a staff supervisor, a patient, or patient's family
3. Significant life changes which no longer allow a volunteer to perform the assigned duties of the position

In all cases the volunteer would have the opportunity to represent his or her viewpoint or grievance.

Grievances

All volunteers are to receive fair and equitable treatment and to be provided a means of appeal and review of problems related to their volunteer positions. Volunteers are encouraged to resolve disputes informally. If a volunteer has a grievance, it will be heard according to hospital policy by the immediate supervisor, Director of Volunteer Services and HR Partner in that order.

Sign-In:

Sign in locations can be found at:

- Bramhall - Volunteer Office, South Entrance and Main Information Desks
(touch screens)
- Brighton - Switchboard
- Scarborough - 100 Campus Drive Reception Desk

Manual sign in sheets are located at all other locations within the department. Sheets are sent to Volunteer Services at the end of each month.

In order to maintain an accurate record of hours to be reported to hospital administration and to provide appropriate recognition for service provided, volunteers are asked to:

Sign-in upon arrival and to sign-out when leaving.

If service is given in more than one area a day, please switch for each assignment.

Volunteers must report to the supervisor in the area assigned upon arrival and again when leaving.

Absences:

Volunteers are encouraged to be punctual and dependable in keeping assignments. The hospital depends on the service of its volunteers and absences create a hardship.

If prevented from keeping an assignment due to illness or other important reason, please call your department as soon as possible.

If volunteer needs to request a leave of absence, please refer to the Extended Absence Policy section under Attendance Policy.

Inclement Weather:

Inclement weather events: snow, ice or other weather related conditions occasionally prevent or delay your arrival to the hospital. You are encouraged to exercise discretion in evaluating the appropriateness of travel in inclement weather. Please notify your supervisor if you will be absent.

Holidays Observed by MMC

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Patriots Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

Volunteers are not required nor expected to work on a holiday.

Volunteer Services

GUIDELINES

As an MMC volunteer you are a member of the hospital healthcare team. As such you will be expected to follow the same hospital rules, regulations and code of ethics observed by doctors, nurses and all staff members.

The health, safety and well being of patients are the primary concern of all workers. Courtesy shown to patients, visitors, employees and other volunteers will strengthen public relations for the hospital.

If you should see your doctor in the hospital, just a simple hello will do. Remember that you are here as a volunteer, not a patient.

Appearance:

Volunteers must always be identified as such while on duty by wearing an MMC security badge and a volunteer uniform. Volunteers need to wear their official MMC ID badge at all times. It needs to be above the waist in a visible location with the picture and name facing out.

The uniform must be wrinkle free. Volunteers are responsible for keeping their uniforms laundered and fresh.

Comfortable, soft-soled shoes are advised with a closed toe. Blue jeans, shorts, scrubs and sweatpants are not acceptable.

Be neat and well groomed. Wear conservative makeup and jewelry. During work hours, pierced earrings may be worn in moderation; other piercing adornments should be removed or covered. Tattoos that are visible should be covered. MMC is a fragrance free hospital so we ask that you wear no perfumes, aftershaves or scented body products.

Please, no gum chewing while on duty.

To view the full Professional Appearance policy, go to www.mmc.org/volunteer.

Tobacco-Free Policy:

For the health and safety of our patients, visitors, employees, volunteers and the community, all Maine Medical Center owned and leased properties will be tobacco-free, including parking areas. The policy applies to anyone on any MMC campus, including patients, employees, contractors, and visitors. There will be no smoking huts/areas on MMC properties. Volunteers will not smell of tobacco while at work.

Manners:

Patients who are ill and families who are anxious and upset need special consideration. You may sometimes need to make allowances for their behavior.

Respect the patient's privacy. Knock before entering a patient's room if the door is closed. Never enter a patient's room when the doctor is there or when a patient is receiving treatment.

SMILE, SMILE, SMILE . . . Be approachable. If you do not know the answers when helping someone, find someone who does.

Age Specific Guidelines:

You may be dealing with people of widely varying ages. Volunteers working in Child Life will be introduced to age specific guidelines. There is a difference in language used when talking to a toddler, pre-schooler or teenager. Please remember to address adults by Mr. or Mrs. until given permission to use their first names.

Diversity:

As a volunteer, you may be exposed to a number of people with varied backgrounds, experiences and lifestyles. They may have differences in culture, race, sexual orientation and religion. It is important to maintain a non-judgmental attitude. If for any reason you feel your beliefs or attitudes may inhibit your work with a patient or family, please feel free to speak with your supervisor or Director of Volunteer Services.

Elevators:

Always let passengers enter elevators first when crowded. Do not enter an elevator when a patient is being transported by stretcher. Wait for the next elevator.

Patient Safety:

Accept directives and suggestions graciously. Remember, never attempt to exceed your responsibilities, abilities and training. Understand your assignment. Knowing what not to do is as important as knowing what to do.

Never change a patient's bed position, lower bed rails or give a patient anything to eat or drink without the nurse's permission.

The use of cellular phones is prohibited where indicated by signs. Phones must be turned off completely. Cell phones should also never be used within 10 feet of any medical equipment. Areas where cell phone use is allowed include the Cafeteria, Pavillion Grill, Admitting Lobby, Main Lobby, South Entrance Lobby and the Dana Center.

***No photographs can be taken of patients, visitors or family members.**

Incident Report:

An incident is any unusual occurrence not consistent with the routine operation of the hospital. All incidents, regardless of their severity, are important and must be reported to the volunteer's immediate supervisor as well as the Director of Volunteer Services.

Personal Belongings:

The hospital cannot assume responsibility for items lost or stolen. Refrain from bringing personal valuables (cameras, large amounts of cash, etc.) while volunteering. Leave valuables at home or locked in your car.

Personal Telephone Calls:

We request that you handle personal business (visiting a patient, making phone calls, etc.) before or after you clock in or out. Limit personal calls to those that are necessary and make them as brief as possible.

Proper use and care for your MMC ID:

- All volunteers must wear a valid MMC ID at chest level facing outwards.
- Please do not bend or misuse your ID.
- Please do not punch holes through your ID with pins or other items.
- Please do not cover your ID with stickers or other coverings.
- If you need a new picture, name change, credential, or barcode please notify Commuter Parking & ID office at 662-2123.

Parking office is open Monday – Friday from 7:30 am – 12:20 pm, 1:00 – 3:00 p.m.

Volunteer Services

BENEFITS

Meals:

As a volunteer, you may enjoy the cafeterias at Bramhall, Brighton, Scarborough, Scarborough Surgical Center as well as the Pavilion Grill and Kiosk on the day you volunteer. We ask that you eat before or after your shift.

Important Rules:

- For your meal or snacks, the allowance is \$5.00 for the day.
- Allowance must be used on the day of volunteering – balances are not carried over.
- You are welcome to go over the amount but you need to pay the difference out of pocket.
- Your badge needs to be scanned after any food is charged.
- Staff is not allowed to look up your number in the cash register system. This is against MMC policy at all locations and we don't want to put an employee in an awkward position.
- You can use your badge more than once per shift. If you need to know how much you have spent or what balance you have, please ask the cashier for a receipt.
- Nutrition Services asks that you plan accordingly and not leave food at the register.
- If for some reason your badge does not scan, please pay for your meal and submit your receipt to Volunteer Services for reimbursement.

Discount Programs and Social Activities:

Volunteers are welcome to sign up for the discount program, mainehealth.perkspot.com which can be found on our website at www.mmc.org/volunteer.

Credit Union:

MMC volunteers are eligible for membership in Tru Choice Credit Union. They are located at 272 Park Avenue in Portland. A driver's license and MMC photo ID is required for enrollment. Contact them at 772-0808 for a description of services available.

Medical Library:

Volunteers may take advantage of the same services offered employees in the medical library. Services include access check-out of any materials which circulate; on-line searching and the borrowing of medical materials through interlibrary loan at the employee rate. You will need your ID badge in order to gain access to the library Monday through Friday from 8:00 a.m.-4:30 p.m.

Flu Shots:

Employee Health offers flu shots free of charge to active volunteers in the fall.

What's Happening:

The newsletter, published by the Communications & Marketing Department, is available in several locations throughout the hospital. The publication offers employees and volunteers an opportunity to keep abreast of news and information of interest.

Accident Insurance:

The Axis Insurance Plan covers health care costs incurred as a result of an accident suffered, by a volunteer, while serving in MMC authorized Volunteer Services' programs. The limits of coverage are up to \$10,000 medical; \$5,000 dental.

All medical and dental benefits are payable for costs that are in excess over other collectible hospitalization and surgical insurance, while the insured person is confined to the hospital.

Liability Insurance:

Maine Medical Center indemnifies and protects all of its employees and volunteers from any claim or liability arising from their negligent acts provided that they were on duty and acted in good faith at the time of the incident. They are also free to obtain their own liability insurance if they wish.

Bus Service:

Volunteers may ride any Portland METRO bus, city of South Portland bus or ShuttleBus-ZOOM (a service that runs commuter routes between Portland and Biddeford) for free, simply by displaying their volunteer badge. This is good any day, any time, for unlimited travel. There are no forms to fill out, no programs to join – just show your badge.

This program includes the METRO HUSKY line from Portland, through Westbrook to Gorham, and the BREEZ, which runs between Portland, Yarmouth, Freeport and Brunswick.

You can learn more about METRO, South Portland Bus and ShuttleBus-ZOOM and their various scheduled routes at their websites: gpmetro.org, southportland.org/departments/bus-transportation and ShuttleBus-ZOOM.

Parking:

Parking is provided free to all volunteers on duty at Maine Medical Center (directions on page 28).

Volunteer Services

INFECTION CONTROL GUIDELINES

I. What is infection?

Infection is defined as the growth and multiplication of microorganisms (germs such as bacteria, viruses, fungi) within a person which results in an adverse effect (illness) upon that person.

II. How does infection come into the hospital?

Infections can be knowingly or unknowingly brought into the hospital by visitors, personnel and patients and/or on items they bring with them.

III. What is Infection Control?

Infection Control is the practice of preventing the spread of infection among patients, personnel and visitors.

Agencies which accredit and license healthcare institutions require that each facility has an active infection control committee as well as policies/procedures which instruct personnel how to prevent the spread of infection.

At Maine Medical Center we have a hospital epidemiologist (doctor specializing in infection control) as well as a department specializing in infection prevention and control.

IV. How can we prevent the spread of infection?

1. Step #1 is simply having an awareness that infections can and do occur among patients and personnel.
2. Understand that the single most effective method of preventing infection is by **washing your hands**.

Procedure:

- a. Turn on water to a comfortable, warm temperature
- b. Wet hands
- c. Using soap, produce a lather
- d. Use friction and vigorously rub the surfaces of your hands as well as the spaces between your fingers and under your nails for at least 15-20 seconds. (High-risk areas, such as nurseries, require a 2-minute initial hand wash at the beginning of the shift. Check with the department supervisor.)
- e. Dry hands thoroughly
- f. Use clean paper towel to shut off faucet to avoid contact with any germs left behind by others and to open the door.

Note: Waterless alcohol containing gel may be a substitute for soap and water unless hands are visibly soiled.

When to clean your hands:

- a. Upon arriving at work
- b. As entering and exiting a patient's room
- c. Between patients in a multi-bed room
- d. After removing gloves
- d. When hands are visibly soiled
- e. Before eating, applying cosmetics, inserting contact lenses
- f. After using the bathroom, coughing and sneezing
- g. Before you leave the hospital

3. Standard Precautions:

Standard Precautions are used in the care of all patients. Because it is impossible to tell which patients may have an undiagnosed infection, Standard Precautions are simply prudent practices used when potential contact with blood, all body fluids (except sweat), non-intact skin or mucous membrane is anticipated. An easy way to remember what Standard Precautions means is simply never put your bare hands on anything that was or is wet while working in a patient care area. You will be instructed when it may be necessary to wear gloves.

This means you do not handle anything that appears to be visibly wet and/or contaminated with blood or body fluid when coming into contact with any patient, patient care environment, equipment or belongings.

4. Transmission Based Precaution patients

In addition to Standard Precautions, patients who have a communicable disease (infection that can spread to others), or whose health may be compromised by contact with others, are placed on "precautions". Precautions are special barriers (gown, mask, gloves) used to prevent the spread of infection. Since diseases are transmitted in a variety of ways (airborne, direct contact, etc.) you may see different colored cards on the door of a patient's room which specify which kind of barriers are necessary. Signs will say "Contact Precautions", "Airborne Precautions", "Droplet Precautions", "Protective Care", "Drug Resistant Organism" and "Enteric Precautions".

Volunteers do not enter the rooms of or work with patients on Precautions except in those assignments where the job description specifically states they may do so. In this case, volunteers must feel comfortable and have been trained in the proper procedures involved. **Volunteers must never enter a room with "Airborne Precautions".**

5. Personal Health

Maintaining your own personal health is a critical part of hospital infection control:

- a. If you feel ill, please stay home. Respiratory and gastrointestinal (stomach) infections are easily spread from person to person. If you are experiencing a fever of 100.4 or higher, frequent coughing, sneezing, heavy nasal discharge, diarrhea, or flu-like symptoms, remain at home until your symptoms resolve.
- b. It is important for all of us to protect each other as well as our patients. If you or a family member has a communicable disease such as measles, mumps, chickenpox, German measles, shingles, hepatitis, mononucleosis, salmonella, tuberculosis or something which you are not sure is communicable, please call Employee Health prior to your next shift. You may need further evaluation before you can return to work.
- c. If you think you have been exposed to a person with a communicable disease within the hospital, please notify your supervisor immediately before reporting to Employee Health 662-4011 (office hours are 7:30 a.m. - 3:30p.m. Monday – Friday) or Emergency after hours.
- d. If you have an accident involving exposure to blood or body fluids, a puncture wound or other injury which breaks the skin, report this immediately to the supervisor in your department. You will need immediate medical evaluation by a healthcare professional in Employee Health during office hours or Emergency after hours. Volunteer Services needs to be notified and an Incident Report needs to be completed.
- e. If you are assigned to a specific hospital department, be sure the department supervisor reviews any special infection control requirements for that area prior to your first assignment.

V. Health Screening/TB Screening:

Before the start of volunteer service, Employee Health staff will check to see that your immunizations are up to date and you will be screened for TB. TB screening is a way to identify, very early, if you have been exposed to TB.

VI Conclusion:

If you have any questions or concerns, please feel free to call the Department of Epidemiology at extension 662-2550 or check with the Volunteer Office at 662-2205

Maine Medical Center

FIRE PREVENTION AND EMERGENCY PROCEDURES FOR VOLUNTEERS

Jeff Sanborn CSP, Safety Manager

THE THREAT OF FIRE TO HEALTHCARE FACILITIES:

Smoke and gases from a fire, by themselves, pose great danger to patients who are in poor health, are undergoing or recovering from surgery, are not ambulatory, restrained, or otherwise susceptible to injury.

All operating departments in a hospital work together to provide patient care services, and fire in any one area can disrupt vital services to patients.

The ability of people in buildings to control fires is limited to the first few minutes after the fire is discovered--it is urgent that fire and smoke be confined to the smallest possible area.

CONSEQUENCES OF POOR RESPONSE - WHAT WENT WRONG:

FAILURE TO INVESTIGATE odors of smoke or other signs of fire have permitted small fires to grow into hospital disasters.

FAILURE TO CONTAIN the fire to its place of origin has allowed smoke and gases to reach patients and cause their deaths, when as little as closing one door could have protected those patients.

FAILURE TO SOUND THE ALARM, or a delay in calling the fire department, has been a factor in many fatal hospital and nursing home fires.

Finally, **TOO MUCH** attention to fighting the fire, with **TOO LITTLE** attention to the location and safety of patients, has been paid for with patient lives. It is important that volunteers and employees know:

THE PRIORITIES IN A HEALTHCARE FACILITY FIRE:

RESCUE, or otherwise assist anyone in immediate danger.

SOUND THE ALARM, with the alarm box and telephone, to get help.

CONTAIN the fire and its heat, smoke and gases to one area.

PATIENTS - ensure they are protected.

MAINE MEDICAL CENTER PROCEDURES:

In case of fire, smoke or a very strong burning odor in your area, remain calm -- do NOT shout "Fire!". The coded phrase for fire is "**CODE RED**" at Maine Medical Center. BE CALM!

- R** - Announce "CODE RED". Rescue from fire anyone in danger
- A** - Activate fire alarm, call emergency number 662-2345 or 911
- C** - Contain fire by closing all doors and windows
- E** - Evacuate to designated reassembly area

It may be helpful for you to know that employed staff has responsibilities that you do not during the drills and in the event of any actual fire. Volunteers are not expected to turn off nearby oxygen and are not expected to fight the fire with the extinguisher.

Anytime you smell smoke or an unusual odor, immediately notify a staff person in that area who will report it for proper investigation, and/or if you are alone in an area, immediately call the emergency number for your campus.

If you see smoke or flames, follow the Fire Plan above.

FIRE ALARM AND WARNING SYSTEMS:

FIRE ALARM BOXES or "pull stations" are in all buildings and operate by pulling a lever or bar down on the front of the alarm box. All volunteers and employees must know the location of fire alarms in their work area. When the fire alarm system is activated, ELEVATORS may travel to one floor and become inoperative, FIRE DOORS may close automatically, AIR CONDITIONING AND VENTILATING SYSTEMS may shut down temporarily, and WARNING DEVICES (bells, chimes, horns, flashing red lights) will operate. If you hear the warning bells, listen to the paging system for the operator's announcement of "CODE RED, (Building), STAT" to find out where the alarm has been called.

SMOKE DETECTORS are part of the alarm system, and volunteers and employees must use caution to prevent false alarms. If working within 15 feet of the detector, do not disturb ceilings, spray chemicals, dust or create dust or smoke, until you have checked with the supervisor. Each detector alarm brings the fire department. When a detector is activated, a steady red light appears on the detector or a "remote alarm light" near the detector.

FIRE EXITS AND PATIENT RELOCATION:

A fire EXIT is a clear, protected path for people to follow to escape from a building during fire or other emergencies. The path is marked by EXIT signs. All volunteers and employees must know where the EXIT signs are in their work area. Elevators are never considered fire exits and should be used only under the direction of the fire department.

In hospitals, a "horizontal" EXIT leads from one building into another, with a protective fire wall and fire doors to separate the two. When patient evacuation or "relocation" becomes necessary, these horizontal exits are used first, followed by stairway or "vertical" exits to lower floors. Patient care staff must become familiar with the patient-evacuation routes for their areas.

FIRE DRILLS:

Maine Medical Center holds fire drills twice a week. One drill will be held for each shift. The first areas to be chosen for the drills are those which have not had a response to a CODE RED for the longest period of time.

A bright red toy fire hat with a flashing red light will be used as the fire symbol to announce the drills. Volunteers, as well as employees, are asked to review their procedures and respond accordingly. Therefore, if you see the fire symbol in your area, you should follow the procedures below:

BE CALM!!

- R** - Announce "CODE RED". Rescue from fire anyone in danger
- A** - Activate fire alarm, call emergency number 662-2345 or 911
- C** - Contain fire by closing all doors and windows
- E** - Evacuate to designated reassembly area

It may be helpful for you to know that employed staff has responsibilities that you do not during the drills and in the event of any actual fire. Volunteers are not expected to turn off nearby oxygen and are not expected to fight the fire with the extinguisher.

FIRE PREVENTION:

Our best efforts are spent on PREVENTING fires, rather than on dealing with them. A combination of following procedures and applying common sense will keep the IGNITION SOURCES (sparks, heat, flames, hot surfaces) away from FUELS (combustible material, flammables, gases), and ensure that precautions are taken when concentrated OXYGEN is used for medical purposes.

Prevention includes restrictions on smoking, good housekeeping, regular maintenance of equipment, reporting of problems for repairs, proper use of oxygen and its apparatus, safe handling of chemicals and flammable liquids, appropriate use of equipment and materials, assuring fire doors are not propped open, and proper maintenance of electrical hazards, extinguishers and fire exits.

Safety precautions to prevent fire or accidental injury are part of every job or procedure. With your alertness, suggestions, and reporting of hazards, we will stay in the PREVENTION business, and only practice for emergencies.

NOTE: All volunteers should check with the staff person to whom they are responsible for instruction on any fire and safety procedures specific to their assigned areas. For off-campus locations, there are modified plans with which you should become familiar.

Maine Medical Center
CHEMICAL HAZARD COMMUNICATION PROGRAM

HISTORY:

The Occupational Safety and Health Administration (OSHA) established a law, the Hazard Communication Standard, which states that you have a "Right to Know" what hazards you may face on the job and how to protect yourself against them.

Maine Medical Center has developed a Chemical Hazard Communication Program designed to protect all persons affiliated with the hospital against the dangers of hazardous materials.

WHY DO WE NEED THE HAZARD COMMUNICATION STANDARD?

Modern life would be impossible without chemicals. Plastics, drugs, and miracle fibers are just a few things that use chemicals in their manufacture. Chemicals must be treated with respect because many can cause injury or illness if not handled properly, and some have potential for causing fire and/or explosions.

In the past there was no guarantee that workers would be told about the chemical hazards that they may face on the job. Container labels and warning sheets didn't always give enough information regarding potential hazards, what to do in an emergency or where to turn for help. That's why the federal government decided to set a uniform hazard communication standard.

HOW DOES MAINE MEDICAL CENTER COMPLY WITH THIS LAW?

The four major requirements of the hazard communication standard are:

- 1) Establish a written hazard communication program which includes provisions for container labeling, material safety data sheets, and an employee training program.
- 2) In the workplace, each container having a hazardous chemical must be labeled with the identity of the hazardous chemical, the hazard warning(s) and the name of the manufacturer and/or distributor
- 3) Material Safety Data Sheets are information guides which give details on chemical and physical dangers, safety procedures and emergency response procedures. These sheets must be maintained in MMC's Intranet and readily available during all work shifts.
- 4) Establish a training and information program for all persons who are exposed or potentially exposed to hazardous substances in their work area.

These requirements are aimed at the general goal of providing individuals with reliable information about the various material hazards that they may meet on the job.

In order for this program to be successful much is up to you. Try to make these rules part of your job:

- Identify hazards in your work area
- Respect all precautions - don't take chances
- Ask your supervisor when in doubt
- Know how and where to get help
- Observe warning signs
- Practice sensible and safe work habits

WHAT IS THE EMERGENCY CODE FOR A CHEMICAL EMERGENCY?

CODE ORANGE is the emergency code for a hazardous material spill/release.

Maine Medical Center

OTHER EMERGENCY CONDITIONS

MEDICAL ATTENTION:

Any injuries sustained by volunteers while on duty should be reported immediately to the Volunteer Office. Volunteers will be taken to Emergency for treatment. Volunteers are responsible for the cost of care to the extent of their insurance coverage. Maine Medical Center will pay any remaining balance. Injured volunteers who do not have insurance will not be billed for emergency services. Volunteers who feel ill while on duty may choose to receive treatment in Emergency but will be charged for services

EMERGENCY CODES:

Dial 662-2345 at Bramhall or Brighton Campus. Dial 911 for all other sites.

CODE BLUE:

To initiate emergency care for anyone who has a cardiac or respiratory arrest or when a patient, visitor, staff member or volunteer collapses, loses consciousness and/or stops breathing. Tell operator exact location of the person.

CODE WHITE: (Bramhall Campus)

Injured or ill person is conscious but needs medical attention. Tell operator location of the person. A nursing supervisor, SCU coordinator or pulmonary supervisor will arrive at the scene as soon as possible and decide what further action to take.

CODE PINK: (Bramhall Campus)

Means a baby has been abducted. Hospital personnel should clear corridors and do not allow patients/visitors to leave clinic areas. Observe movement in public areas and report any suspicious activity to MMC Security at 662-2124.

CODE PURPLE: (Bramhall Campus)

This code may indicate any missing child. Hospital personnel should clear corridors and do not allow patients/visitors to leave clinic areas. Observe movement in public areas and report any suspicious activity to MMC Security at 662-2124.

CODE TRIAGE:

In the event of an external or internal disaster, a MMC Incident Command Center will be established in the Dana Center Boardroom to cover all campuses. MMC volunteers on duty at that time should remain on their regular assignments unless directed otherwise. Volunteers at home will be called if needed and would report to the Command Center.

CODE GRAY:

This code is used when Security personnel need additional help from their department in a situation involving a patient or visitor.

CODE SILVER:

This code is used when there is an encounter with a person who is displaying active violence, has a weapon or hostage. Avoid areas where a Code Silver is in progress. If you are in an affected area, shelter in place. Cooperate with police; they will clear areas and may command you show your hands and identify yourself. Shelter yourself and patients until you hear the “all clear”.

CODE YELLOW:

If you receive a bomb threat, keep caller on phone as long as possible; direct someone to call MMC Security. If safe, try to learn location, detonation time, type of bomb, caller characteristics (sex, age, race, etc.) **DO NOT DISTURB THE ITEM !!!**

CODE GREEN:

This code is used for patient elopement. Activating this code and recovery effort is a clinical decision.

Volunteer Services
WHEELCHAIR GUIDELINES

PREPARING THE WHEELCHAIR:

Always have the foot rests up and the brakes locked before allowing the patient to sit in or get out of a wheelchair.

PREPARING THE PATIENT:

Do not attempt to lift or pull patients. Patients must be able to move themselves without your assistance.

- Have the patient sit well back in the chair
- Keeping arms and hands in their lap or on the arm rests.
- Make sure clothing and blankets do not rub on the wheels.
- Fasten the seat belt (when available).

TRANSPORTING THE PATIENT:

Always be aware that the foot rests extend out beyond the knees of the patient and may not be visible to you. Use care when walking behind someone to keep at a safe distance and when approaching any obstacle such as a wall, chair, etc.

Keep to the right of the corridor and approach corners and doorways **CAUTIOUSLY**. Check the mirrors at corners in hallways for oncoming traffic. Anticipate that someone may appear suddenly.

BACK the chair into an elevator to have the patient facing forward for easier handling of wheelchair and for the comfort of the patient.

Push wheelchair off elevator **CAUTIOUSLY**. Check on corridor traffic using safety mirrors where found. Use of the service elevators in Richards Wing is recommended.

Step on the tipping bar at the lower rear of the chair and, at the same time, push down on the handle bars to lift the front wheels over uneven doorways. This is to avoid bumping and rough handling of wheelchair which could cause patient discomfort or injury.

Do not allow patient to "help" when passing through doorways, etc. Back the wheelchair through doorways using your body to open the door, unless it is an automatic door.

Report a defective wheelchair to the charge nurse of the division to which the chair belongs.

CAUTIONS:

Do not use elevators during a Code Red.

Never leave the patient alone - let staff know patient is there.

Maine Medical Center

PARKING INFORMATION AND PROCEDURES FOR VOLUNTEERS

Parking is provided free to all volunteers on duty at Maine Medical Center. We ask that you follow directions carefully and call Volunteer Services if you have any questions or experience any problems.

You will be issued a parking decal to place in the lower left-hand corner of your windshield on the driver's side. This decal is required for any MMC parking area and will prevent your vehicle from being towed. You will also receive a green placard through Volunteer Services that you will place on your dashboard.

Volunteers with a medical reason to park in unauthorized areas should discuss their needs with the parking office.

Bramhall Campus

Parking for volunteers is provided free of charge in the Patient and Visitor Parking Garage located at 880 Congress Street.

Directions to Patient and Visitor Parking Garage:

Please enter and exit using the Congress Street entrance. This garage has two-way traffic. Parking is allowed in any open space at any level, except for spaces designated for handicapped vehicles. Take elevators to the P8 level to access the ground floor connector. The walking distance is the same from all levels of the garage to the elevators.

Volunteers are also welcome to park in the St. John Street Garage on St. John Street. The MMC shuttle is available for you to ride. They run about every 15 minutes. You will be dropped off and picked up at the south entrance on Bramhall Street.

Parking is **not** allowed in the Visitor's Lot near the South Entrance except for Therapy Dog volunteers, who park there with a special pass.

Parking on the streets surrounding the hospital is generally limited to one hour and you may be ticketed for overtime parking.

Brighton Campus

Volunteers will park in the back of the building where employees park.

Falmouth Campus

Volunteers may park anywhere in the parking lot except in the physician's parking area.

Scarborough Campus

Look for signage in parking lot, which directs you to Staff Parking Area close to Route 1. Volunteers park in this area with employees.

HOSPITAL AUXILIARIES

Much of the credit for the establishment and successful operation of many of the volunteer areas and projects within the hospital goes to the three auxiliaries. The auxiliaries not only assume the responsibility for providing equipment and financial support for their respective programs but also volunteer their time to insure regular staffing of their various projects.

VISITING BOARD OF THE CHILDREN'S HOSPITAL:

The Visiting Board was formed in 1910 for the purpose of supporting programs to benefit the care of children and adolescents at Maine Medical Center. As one of the three auxiliaries of MMC, the Visiting Board focuses on supporting the Let's Go Program, Children's Miracle Network (Flower Power) and requests from various Departments within the hospital for items needed by the youth being served.

The Visiting Board oversees the running of the Flower Box, which is the source for most of the funds raised. In addition to the Board, other volunteers assist the staff in arranging flowers, making deliveries and marketing products. We believe that providing a smile to those most in need is just as important as the other services we provide!

Check out what the Flower Box has to offer at www.mmc.org/flowerbox or even better, stop by our shop just off the Main Entrance.

We are always looking for others who would like to play a part whether you know flowers or not!

WOMEN'S BOARD OF MAINE MEDICAL CENTER:

Organized in 1877 as The Ladies' Visiting and Advisory Board, the early volunteers inspected the hospital kitchens and visited the ward patients, donating 12 rocking chairs for their comfort. In 1930, they were instrumental in establishing the Hospital Social Service Department. In 1947, the ladies started a canteen and gift counter in the Maine General Hospital and, thus, established their mission which continues to this day.

All profits are donated to benefit the Maine Medical Center and its patients, to be used for such things as equipment, clinic needs, Memorial Funds, Capital Campaigns and other projects. In addition, The Women's Board annually awards scholarships to Nursing, Medical Technology, and Surgical Technology students. In 1991, The Women's Board established "The Medical Education Residency Endowment Fund", which will be an ongoing project.

The Women's Board of Maine Medical Center operates the Maine Medical Center's Pavilion Grill, Boutique, Gift Shop and Kiosk.

The Women's Board presently consists of 53 active and sustaining members, each volunteering as she is able in one of the shops. However, many more volunteers are used to staff the shops, serving approximately 1,000 people each day, and new volunteers are always welcome.

Membership on the Women's Board is by invitation to volunteers of the Pavilion Grill, Gift shop or Boutique.

For further information, you may call Volunteer Services, 662-2205.

Volunteer Handbook Quiz

If you are a new volunteer reviewing our Handbook for the first time, please complete the following [quiz](#).