

# Welcome to Volunteer Orientation!





## Mission

To provide comprehensive patient care, facilitate physician education and research excellence and promote the health and well-being of all North Carolinians

# Infection Prevention and Control

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***Welcome to UNC Medical Center where infection prevention is everyone's responsibility.***

# DO NOT enter rooms of patients with the following precautions:

### Airborne Precautions

Precauciones por transmisión aérea

**STOP ALTO** Report to nurses station before entering room.  
Presentarse en la estación de enfermeras antes de entrar a la habitación.

**On Entry (Staff and Visitors) Al entrar (Personal y visitantes)**

Clean hands + N95 respirator or PAPR  
Desinfecte las manos + Respirador N95 o respirador motorizado de purificación de aire, PAPR

**On Exit Al salir**

Clean hands + Clean and disinfect shared equipment  
Desinfecte las manos + Limpie y desinfecte equipo compartido

Treatability: UNC Health Inpatient Services, ©2024

### Droplet Precautions

Precauciones de transmisión por gotas

**On Entry (Staff) Al entrar (Personal)**

Clean hands + Surgical mask  
Desinfecte las manos + Mascara quirúrgica

**On Exit Al salir**

Clean hands + Clean and disinfect shared equipment  
Desinfecte las manos + Limpie y desinfecte equipo compartido

**Visitors**  
Please see staff for more information.  
Consulte al personal para obtener más información.

Treatability: UNC Health Inpatient Services, ©2024

### Airborne-Contact Precautions

Precauciones por transmisión aérea y por contacto

**STOP ALTO** Report to nurses station before entering room.  
Presentarse en la estación de enfermeras antes de entrar a la habitación.

**On Entry (Staff and Visitors) Al entrar (Personal y visitantes)**

Clean hands + Isolation gown + N95 respirator or PAPR + Gloves  
Desinfecte las manos + Bata de aislamiento + Respirador N95 o respirador motorizado de purificación de aire, PAPR + Guantes

**On Exit Al salir**

Clean hands + Clean and disinfect shared equipment  
Desinfecte las manos + Limpie y desinfecte equipo compartido

**Visitors**  
Please see staff for more information.  
Consulte al personal para obtener más información.

Treatability: UNC Health Inpatient Services, ©2024

### Enteric Precautions

Precauciones entéricas

**On Entry (Staff) Al entrar (Personal)**

Clean hands + Isolation gown + Gloves  
Desinfecte las manos + Bata de aislamiento + Guantes

**On Exit Al salir**

Wash hands with soap and water + Clean and disinfect shared equipment with bleach  
Lávese las manos con agua y jabón + Limpie y desinfecte equipo compartido con cloro

**Visitors**  
Please see staff for more information.  
Consulte al personal para obtener más información.

Treatability: UNC Health Inpatient Services, ©2024

### Droplet-Contact Precautions

Precauciones de transmisión por gotas y por contacto

**On Entry (Staff) Al entrar (Personal)**

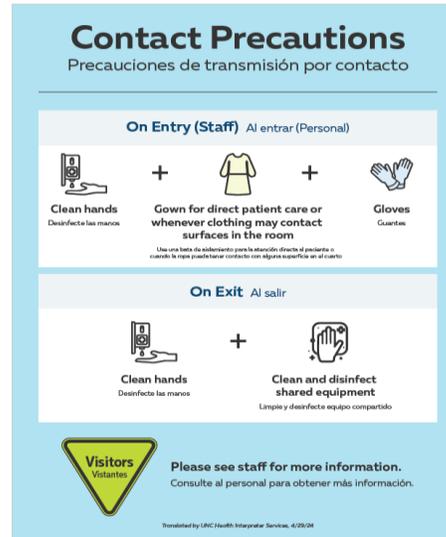
Clean hands + Isolation gown + Surgical mask + Gloves  
Desinfecte las manos + Bata de aislamiento + Mascara quirúrgica + Guantes

**On Exit Al salir**

Clean hands + Clean and disinfect shared equipment  
Desinfecte las manos + Limpie y desinfecte equipo compartido

**Visitors**  
Please see staff for more information.  
Consulte al personal para obtener más información.

Treatability: UNC Health Inpatient Services, ©2024



Volunteers may work with patients on Contact Precautions with the following in mind:

- Patients with multi-drug resistant organisms (MDRO's), such as MRSA, will be placed on Contact Precautions while in the hospital
- Blue Contact sign will be on the door; follow directions on sign
- Volunteers may enter these rooms after donning gloves and yellow isolation gown
- Before leaving the room, you must remove gloves and gown and discard in the trash
- Volunteers must be at least 18 years old

# Clean In, Clean out

*The hands are the most common vehicle for the transmission of micro-organisms.*

- **Hand Health:**  
Intact skin is important for your safety. Utilize hospital supplied sanitizer frequently.
- **Remember: Clean In, Clean Out – this means each time you enter and exit a patient room.**

## Soap and Water

- Wash for a minimum of 20 seconds, longer if hands are visibly soiled. It's the friction that removes the germs.
- Keeping hands down, rinse them well with warm running water.
- Scrub the front and back of hands, wrists, between fingers, under nails, rings and around cuticles.
- Dry well with paper towels.

## Alcohol Based Hand Rub

- Alcohol-based hand sanitizer (containing 60%) alcohol kills a wide variety of microorganisms, including COVID-19.
- Hand sanitizer is not a complete replacement for handwashing with soap and water if hands are visibly soiled.
- Hand sanitizer dispensers should be used before and after each volunteer activity.

# Stay Safe

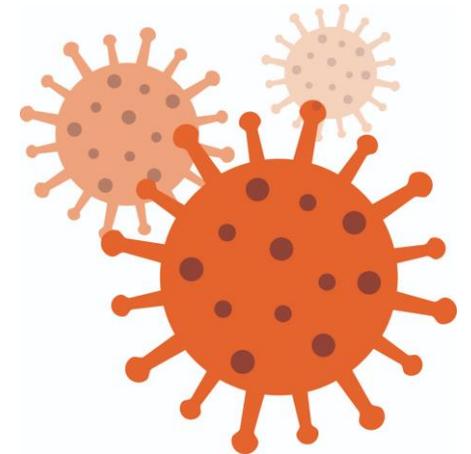
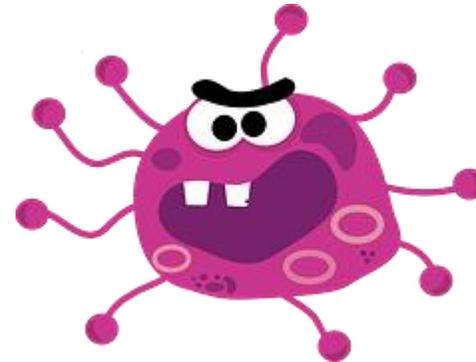
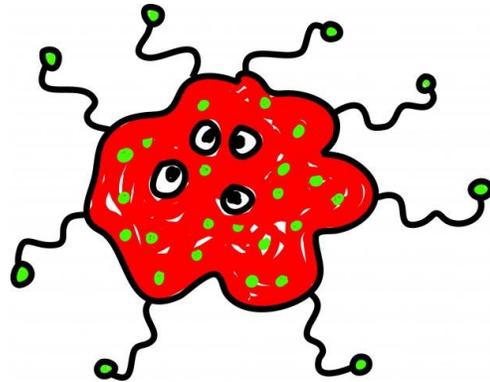
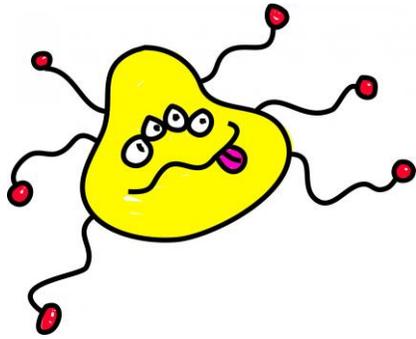
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- Avoid touching face (mouth, nose, and eyes)
- Clean your hands after contact with high touch surfaces such as:
  - Elevator buttons, door handles, and handrails
- Wearing gloves is NOT a substitute for hand hygiene
- Germs can live underneath rings even after hand hygiene
  - Jewelry should be kept to a minimum

# Transmission-Based Precautions: COVID-19

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- Volunteers should NOT interact with COVID-19 patients.
  - Includes confirmed positive patients and those awaiting test results, known as PUI (patient under investigation).
- Must abide by UNC Health PPE (Personal Protective Equipment) guidelines, which will be discussed during your placement interview.



# Volunteers with Communicable Infections

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If any of the following apply, you should not volunteer until evaluated or meet given criteria to return:

- Upper respiratory infection with fever (until 24-hrs fever-free without medication)
- Nausea, Vomiting, and/or Diarrhea (until 48-hrs symptom-free without medication)
- Open lesions that cannot be covered (i.e. hands, face, or arms)
- Oral herpes (cold sores)
- Conjunctivitis
- Herpes zoster (shingles)
- Varicella (chickenpox)

*\* Contact Volunteer Services if you have questions on whether you should report to volunteer*

# Environmental Health and Safety at UNC Health

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- **“If you see something, say something”**- report unsafe or suspicious activity to a staff person
- **Please do not bring valuables to the hospital**
- **Know Your Codes**- please refer to the card you receive with your photo ID badge
- **Fire Safety**- check with your area as to where the Site-Specific Plan is located. This includes information such as fire exits, pull stations, and location of fire extinguishers.

# Security

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The following areas in Chapel Hill require badge access; please do not allow patients/visitors in or out through these units:

- **Women's Hospital**
- **Children's Hospital**
- **Neuroscience's Hospital**
- **ICU Units**

In Hillsborough:

- **CCU**
- **Tower 2**



# Accident/Injury Reporting

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- A SAFE Report needs to be filled out by a staff person
- Inform your Liaison and Volunteer Coordinator
- For minor injuries, please go to OHS during regular business hours.

If you are more seriously injured or if it is outside of regular business hours, please go to the Emergency Department (ED)

- Your insurance company will be billed, but if the facility is negligent, UNC will cover what insurance does not



# Workplace Violence

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Any violent action that may cause physical or emotional harm directed toward persons at work or as a result of their work.

## To be considered workplace violence:

- **An action does not have to be on purpose**
- **A person does not have to feel harmed**
- **An underlying diagnosis is not considered an exception**

If you feel you have experienced a situation, please contact Volunteer Services.

# Our Commitment to You

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- The Volunteer Services team is here to make sure you feel safe. If you are ever in a position where you are uncomfortable because of a staff member, fellow volunteer, patient or guest, please feel free to remove yourself from the situation immediately (however that may look for you) and address the situation with your Volunteer Coordinator and the Director of Volunteer Services.
- This should be a positive experience and a safe atmosphere for you to learn and grow in. We are committed to keeping it that way.



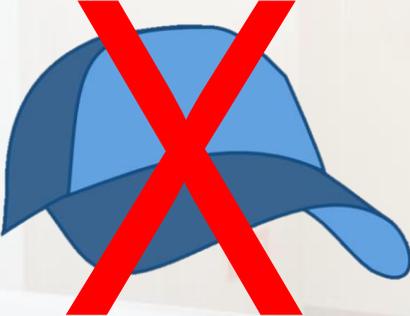
## Dress Code

- White, navy blue, or light blue polo
  - May wear long-sleeved shirt underneath
  - No sweatshirts worn over polo shirt
- Long pants
  - No jeans, sweatpants, athletic-wear (including leggings), shorts, or scrubs
- Closed-toed shoes
  - No sandals, flip flops
- Hospital photo ID badge
  - Worn above waist
- UNC Health required PPE when appropriate

# Dress Code Continued



No scented personal care products



**No hats**  
*Exception: religious or cultural head coverings*



Do not wear headphones or ear buds while volunteering

# Volunteer Sign-In

**Hospital volunteers will use the kiosk for signing in/out.**

- Sign In: At one of the info desks in the designated lobbies or Volunteer Services office kiosk before heading to your volunteer site
- Sign Out: At the end of your shift
- Off-Site volunteers: Go to the Volunteer Services website to access the link to log your hours. Hours should be logged within 24-hours of completing shift.

*This is a compliance issue and noncompliance could impact your volunteer status.*



# Volunteer Commitment

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- ❖ Volunteer placements are **weekly** obligations
  - *Community*: 6 consecutive months & 40 hours
  - *Undergrads/Graduate students*: 2 semesters out of 3 consecutive semesters- fall, spring, summer (both summer sessions = 1 semester) & 50 hours (minimum of 25 hours per semester); attend the designated number of shifts per semester
  
- ❖ **Holidays**: Not expected to volunteer on holidays; Clinics are closed, but the hospital is open 24 hrs/day! If you would like to volunteer, talk with your area. I'm sure they'd love to have you if it's an area that's open!
  
- ❖ Please give as much notice as possible for absences. Contact your liaison **directly** if absent and let your Volunteer Coordinator know. If you will be tardy, please contact your liaison or the area.



## Parking

- Individuals affiliated with UNC Health and/or UNC-CH **cannot** park in the visitors' parking deck (Dogwood) in Chapel Hill
  - Travel to campus however you typically would
- Non-affiliated individuals will receive parking instructions during the placement interview
- Hillsborough Hospital parking is free
  - Park in Employee Lot

# Annual Requirements

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Compliance/HIPAA Modules

Flu Vaccination

Any additional vaccinations/requirements  
deemed necessary by UNC Health



# HIPAA Compliance

Federal law passed in 1996 that affects the healthcare and insurance industries.

Confidentiality is providing and keeping information on a “need to know basis.”





## Photographs & Social Media

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- Do not take photos of patients!
- Sharing patient information or photos on social media sites is a breach of HIPAA.

# Culture of Belonging

UNC Health supports a culture of belonging for all teammates. We treat everyone with respect. We do not tolerate illegal discrimination against anyone at UNC Health, including visitors, patients, and teammates. We do not tolerate conduct that is disrespectful, hostile, intimidating, or harassing.



# Treat others as they would like to be treated...

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Remember - a patient's room is their temporary home!

Always treat patients with kindness and respect

When entering a patient's room:

- Knock
- Identify yourself and why you are entering the room
- Ask the patient how they would like to be addressed
- Tell them what you are going to do before you do it
- Ask if there is anything you can do before you leave the patient's room

# BOUNDARIES

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Volunteers often develop strong connections to patients and families while volunteering. It is important to remember and respect patient boundaries while volunteering.

**Ask yourself the following questions:**

- Am I treating this patient or family differently than I do other patients?
- Are my actions truly therapeutic for the patient, or am I acting in a manner to meet my personal needs?
- Might my actions/behaviors be perceived as intrusive?

# Volunteers

## The Human Connection to Patient Care



They saw "something"  
on her mammogram.



# Customer Service Expectations

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## Information

**Information is critical to satisfaction** – Given in a timely way, it helps manage expectations. This applies to wait time, explanation of policy and procedures and giving information about why we are doing what we are doing for them.

## Courtesy

**Courtesy is an important first step in showing we care.** Caring attitudes are demonstrated by courteous expressions, like a smile, helpfulness, or even the way we greet our patient/guests/colleagues.

## Responsiveness

**Timely attention to a request makes all the difference in the world.** It sends the message that the individual is important and that we are committed to providing the very best care.

# Points to Remember

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- Impressions are formed with every interaction. Whether we are in the hospital, outpatient clinic, or public areas; whether we work directly with patients or provide support services for those who do.
- We all impact the overall patient experience.
- We need to be responsive, courteous and provide timely information.
- Every interaction is an opportunity to form a lasting impression.



# Carolina Care©

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Multilevel Rounding

Words & Ways that Work

Blameless Apology

No Passing Zone

Moment of Caring

Patient Engaged Handoff

6 Key  
Behavioral  
Characteristics

# Key Behavior Characteristic

## Words & Ways that Work



*Words and Ways that Work* provide a standard language for volunteers to communicate with patients and caregivers in fulfilling their needs.

- Examples may include explaining the situation, setting expectations, reassuring the patient, and keeping patients updated until resolutions are achieved.
- All of these actions show patients through tone and body language that we care.
- It helps if we use the same phrases when we interact with patients that they will see on the patient satisfaction survey (Press Ganey), such as, “I am pulling the curtain closed to protect your privacy”.

# More Examples of Words and Ways that Create Positive Experiences

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- “Let me take you there.”
- “Consider it done.”
- “We’re never too busy to help you.”
- “I’m sorry that happened. What can I do to help?”

# Phrases to Avoid at UNC Health Care

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“It’s not my job”

“We’re short staffed today”

“I don’t have time”

“I have no idea. I just work here”

# Communication with Compassion

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**Attention:** Being aware of the signs, signals and clues that indicate what is important to someone.

**Acknowledgment:** Letting someone know that you recognize and appreciate them as a unique individual.

**Affection:** The human touch of warmth, comfort, humor and kindness.

**Acceptance:** Allowing things to be the way they are.

# Listening to the Other

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## **Bad Habits:**

- Pretending to listen when we aren't
- Focusing on words and not feelings
- Devaluing (“It’s not that bad” or “You’ll get over it”)

## **Good Habits:**

- Sharing the “air space” – not dominating the conversation
- Not anticipating what the speaker will say
- Not interrupting
- Summarizing the speaker’s points in our own words to check accuracy and understanding

**Sometimes just BE...**

# Key Behavioral Characteristic

## Blameless Apology

- **H**ear the Patient's Concern (listen with care)
- **E**mpathize (“I can understand how that could be frustrating.”)
- **A**pologize (Regardless of the situation or fault – “I am very sorry that happened. That is not the experience we want for you. What can I do to make this better for you?”)
- **R**espond (Fix it if you can or call for support to help you address it)
- **T**hank them (“Thank you for bringing that to our attention.”)

# Key Behavior Characteristic

## No Passing Zone

- The 'no passing zone' concept means that we ignore no one; no staff member should ever pass by a patient or visitor in need. *You may not know where the patient/visitor needs to go or what to do with an IV alarm or call bell, but the important part is you can find someone who does know and not assume someone else will respond if you don't.*
- When we are present for our patients, we create positive experiences.

# No Finger Pointing!

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- Guide visitors to where they need to go.
- It's important to feel welcomed!



# Key Behavior Characteristic

## Moment of Caring



Establish emotional/personal connections and convey concern to patients, colleagues and guests.

This is a very powerful technique that helps to show we care by establishing a personal connection and building a relationship with the person.

# Volunteer Rounding

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- Support the patient experience by ensuring comfort and addressing any needs that can be reasonably met (TV on/off, snacks/water provided, warm blanket, etc.)
- Gain experience working directly with patients
- Scan QR Code on Badge Buddy for questions and instructions

This can be done in English or Spanish

# As a Volunteer at UNC Medical Center:

**I AGREE** to make a good first impression

**I AGREE** to respect my customers

**I AGREE** to be caring toward my customers

**I AGREE** to maintain a safe and secure environment

**I AGREE** to be a team player





# Download the UNC Health App!



# Thank You For Choosing UNC HEALTH



**Please click the link below to submit your name  
For completing Volunteer Orientation**

**[Orientation Acknowledgement](#)**