

Volunteer Handbook

University of Iowa Health Care
Volunteer Services

→ uihc.org/volunteer-services



Welcome to Volunteer Services

University of Iowa Health Care Medical Center is consistently recognized as one of the best hospitals in the United States and is Iowa's only comprehensive, tertiary-level health care center. Patients receive personalized health care provided by highly trained specialists using the most sophisticated medical technology available. As one of the largest academic medical centers in the country, UI Health Care Medical Center records nearly one million ambulatory clinic visits and patient admissions a year.

UI Health Care prides itself on the high quality of care and standards it provides its patients. To demonstrate this commitment, the hospital voluntarily applies for the privilege of being surveyed and receiving an accreditation status from The Joint Commission, and as a volunteer, you become a part of the commitment to care. The Joint Commission is an independent, not-for-profit organization that accredits and certifies more than 17,000 healthcare organizations and programs in the country. Accreditation and certification from The Joint Commission is recognized nationwide as a symbol of quality and reflect an organization's commitment to meeting certain performance standards. For more information, visit their website at www.jointcommission.org.

Thank you so much for choosing to contribute your time to UI Health Care as a volunteer! In order to be an active and successful volunteer, you are required to read and understand the Volunteer Handbook and complete the Competency and Confidentiality Assessment Quiz on an annual basis. Prior to volunteering, you must also complete your health screening and fulfill vaccination requirements. If you have any questions or concerns about the material covered in this handbook, please contact the Volunteer Services office (VSO) at 319-356-2515 or via email at volunteerservices@uiowa.edu. If you have any questions or concerns about the material covered in this handbook.

We are pleased you have chosen to contribute your time to assist and improve the experience of patients, visitors, and staff here. Be ready to learn all you can about UI Health Care! If we can offer any assistance or answer any questions as you continue through the onboarding process, please let us know!

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Introduction

UI Health Care records nearly 1.3 million ambulatory clinic visits and patient admissions a year, including off-campus clinics and sites. Patients come from every county in the state, across the nation, and from around the world. Patient care is provided by more than 1,400 physicians and dentists, 1,800 professional nurses, and 7,800 other care providers and staff. With more than 22 disciplines and over 200 specialty and sub-specialty clinics, UI Health Care offers comprehensive health care to its patients and is consistently ranked as one of the nation’s best hospitals by U.S. News & World Report. UI Carver College of Medicine has also been named as one of “America’s Best Graduate Schools” by U.S. News & World Report. Other programs and services within University of Iowa Health Care include:

- **UI Health Care Medical Center Downtown (UI Health Care MCD)** is a 234-bed hospital that is a part of Iowa’s only comprehensive academic health system. The medical center, formerly operated by Mercy Iowa City, continues a legacy of service dating back to 1873 and is committed to UI Health Care’s mission.
- **Holden Comprehensive Cancer Center (HCCC)** is Iowa’s only National Cancer Institute-designated comprehensive cancer center, and one of fewer than 70 nationwide. This designation is based on the center’s education, research, and patient care advancements.
- **Center for Disabilities and Development (CDD)** provides services for patients of all ages with disabilities.
- **UI Family Medicine and Clinical Outreach Services** have several clinics in communities throughout the state. These locations serve all ages, addressing needs from prevention to routine care and specialized care for the most complex diseases, injuries, and conditions.
- **Iowa River Landing (IRL)** is conveniently located right off Interstate-80 in Coralville and offers primary and specialty care in one location.
- **University of Iowa Stead Family Children’s Hospital (SFCH)** is a free-standing pediatric hospital located adjacent to UI Hospitals & Clinics is this the correct name? and features comprehensive pediatric services and family-oriented care.



University of Iowa Health Care’s Mission

Changing Medicine. Changing Lives.®



University of Iowa Health Care’s Vision

World Class People. World Class Medicine.
For Iowa and the World.



Changing Medicine Through

- Pioneering discovery
- Innovative interprofessional education
- Delivery of superb clinical care



Changing Lives By

- Preventing and curing disease
- Improving health and well-being
- Assuring access to care for people in Iowa and throughout the world

Volunteer Services

Volunteer Services is built around people like you who care enough about others to give their time, effort, and talent. Each year, more than 1,500 volunteers provide a wide range of services designed to meet the needs of our patients and visitors. By complementing the skills and services of our excellent staff, you can help make our patients' time here more pleasant and comfortable, in turn making volunteers very important members of the UI Health Care team.

The mission of Volunteer Services is to provide service and funding to benefit the patients, families, and visitors at UI Health Care. We strive to:

- Consistently meet or exceed expectations of patients, visitors, and staff.
- Work to become integrated members of the UI Health Care team by adding warmth and personalization to patient care services.
- Provide ongoing evaluation of services and adapt them or add services to meet the changing needs of Volunteer Services and UI Health Care.

Volunteer Services Staff and Leadership

Jean Reed, Director of Volunteer Services, guides the programming and planning of the department. The Chief Medical Officer and Chief Executive Officer have general administrative responsibility in Volunteer Services as well. Additional paid staff support the Volunteer Services office and businesses, including the Assistant Director and Administrative Services Coordinator Specialist.

Volunteer Services Advisory Board (The Board)

The Board is responsible for service activities, program operations, making policy suggestions, and making decisions about requests for funding from Volunteer Services. The Board meets quarterly and is made up of volunteers and appropriate UI Health Care Staff.

Contributions and Donations (C&D) Committee

This committee is made up of current Board members. The members review requests for funding coming from revenue generated by Volunteer Services' businesses. Any staff member or group within UI Health Care may initiate a request. These requests are reviewed annually, and recommendations are then made to The Board for approval or denial of funding.

College Student Leader Board (SLB)

The SLB consists of approximately 20 student volunteer leaders who have a strong commitment to service. These volunteers are responsible for coordinating more than 800 college student volunteers throughout the hospital. SLB members serve as a liaison between Volunteer Services and the supervisory staff in their assigned area(s). They also facilitate and manage college student volunteers, serving to make their experience more enjoyable and worthwhile. They attend monthly board meetings, build relationships with their Staff Volunteer Supervisors, schedule and coordinate training and mentor shifts, and administer the volunteer schedule for their assigned unit(s). SLB Members are eligible for a scholarship award when they accumulate 150 hours of volunteer service.

Programs and Partnerships

Volunteer Services sponsors revenue-generating businesses to add to the patient and visitor experience at the UI Health Care University and Downtown campuses: Fourth Floor Salon, Wild Rose Gifts, Rooftop Café, and Kaleidoscope Gift Shop and Safety Store, Goldfinch Gifts and Guest Lodging. Volunteers are a vital part of each of these businesses. Revenue from each of these businesses provides funding to benefit patients, families, and visitors.

Fourth Floor Salon, University Campus (Elevator BE, Level 4)

The Fourth Floor Salon offers patients, visitors, and hospital staff a variety of professional services for their hair, skin, and nails.

View hours of operation and more information here: <https://uihc.org/locations/medical-center/fourth-floor-salon>

Wild Rose Gifts, University Campus (Elevator D, Level 1)

Wild Rose Gifts provides an assortment of gifts, flowers, accessories, treats, clothing, Hawkeye merchandise, and so much more to patients, visitors, and hospital staff.

View hours of operation and more information here: <https://uihc.org/locations/gift-shop-wild-rose-gifts>

Rooftop Café, University Campus (Level 8)

In partnership with local businesses, the Rooftop Café provides beverages, snacks, soups, coffees, and sandwiches to patients, visitors, and hospital staff in a comfortable lounge atmosphere.

View hours of operation and more information here: <https://uihc.org/locations/rooftop-cafe-and-rooftop-terrace>

Kaleidoscope Gift Shop and Safety Store, SFCH (Level 1)

This unique space in the Gerdin Family Lobby of Stead Family Children's Hospital offers a retail experience specifically designed to welcome, engage, and comfort children and their families.

View hours of operation and more information here: <https://uihc.org/childrens/locations/kaleidoscope-gift-shop>

Relaxation Station Massage Therapy, University Campus (Fountain Lobby, Level 1)

Our licensed massage therapists offer a rejuvenating experience for staff, patients, and visitors through their skillful massage therapy sessions.

View hours of operation and service pricing here:

https://www.healthcare.uiowa.edu/marcom/uihc/volunteer_services/RelaxationStation.pdf

Goldfinch Gifts, Downtown Campus (Level 2)

Our gift shop offers a convenient shopping experience for patients, visitors and staff at University of Iowa Health Care Medical Center Downtown. Our team of volunteers and staff are ready to help you select the perfect gift! Proceeds support programs that benefit our patients and their families through Volunteer Services. View hours of operation here: [Gift Shop - Goldfinch Gifts | University of Iowa Health Care \(uihc.org\)](https://uihc.org/gift-shop-goldfinch-gifts)

Guest Lodging, Downtown Campus (Level 3, North)

We provide overnight accommodations for loved ones of patients staying at the University of Iowa Health Care Medical Center Downtown, or for those traveling for an early appointment the following day. View more information here: [Guest Lodging | University of Iowa Health Care \(uihc.org\)](https://uihc.org/guest-lodging)

Senior Health Insurance Information Program (SHIIP), Downtown Campus, (Level 2, Volunteer Services)

Our fully trained SHIIP-SMP volunteer counselors offer assistance conducting one-one-one counseling helping Iowans make informed decisions and access resources to address their Medicare and other healthcare insurance needs. For more information call Volunteer Services, University of Iowa Health Care Medical Center Downtown at 319-339-3658.

Who Volunteers Here?

Community Volunteers

Our community volunteers are a very diverse group of individuals aged 18 and older. Residents in Iowa City and Coralville are well-represented in this group, as well as people from many other nearby communities! Volunteers are accepted into the program year-round and are asked to make a six-month (72+ hour) commitment.

UI Health Care Staff Volunteers

Staff volunteers choose to volunteer during their lunch hours, in the evenings, and/or on weekends. More than 100 staff members choose to volunteer their time throughout the year. Staff volunteers are accepted into the program year-round and are asked to make a six-month (72+ hour) commitment.

College Student Volunteers

Our college student volunteers make up our largest group of volunteers. More than 800 college students, primarily those attending the University of Iowa, volunteer at UI Health Care throughout the year. Many of these students are interested in healthcare careers, and volunteering gives them an opportunity to see healthcare professionals at work. College student volunteers are accepted into the program at the beginning of each academic semester (three times a year) and are asked to make a two-semester (72+ hour) commitment. College student volunteers are coordinated by the SLB.

HOW TO APPLY

Information on our volunteer program and application requirements are available on our website: [How to Become a Volunteer](#)

Health Screening Process

Before beginning service, volunteers are required to complete a health screening with the University Employee Health Clinic (UEHC). This screening is provided to you, free of charge, for your protection as well as the protection of our patients and visitors.

If you have a paid appointment with UIHC or SFCH, you may not need to complete a health screening. Please email volunteerservices@uiowa.edu for next steps.

Before Your Health Screening

You will need to complete the following steps to schedule your health screening.

1. Create a ReadySet account (directions on are on page 12)
2. Complete all assigned surveys in ReadySet (directions are on page 15)
3. Email your immunization records to employee-health@uiowa.edu
4. Schedule a health screening through ReadySet (directions are on page 15)

Immunization/Vaccination Records

To help make your health screening process go as smoothly as possible, email your immunization records to employee-health@uiowa.edu **BEFORE** your health screening appointment. Please be sure to have your **full name and date of birth** on the top of your documentation*.

Immunization Records: What You Need and How to Get Them

All new volunteers must provide proof of immunizations. Your records will be reviewed and necessary immunizations, blood tests, or titers will be provided. If health reasons prevent you from having these immunizations, a letter from your personal physician may be accepted. Include past tuberculin screen records, if applicable. Please contact UEHC staff with questions about this process.

Community Volunteers: options for official documents include an immunization card with vaccination dates, a copy of hospital or clinic notes with dates, a letter signed by a physician or nurse at your primary physician's office, or a copy of a positive titer (blood test) results with the date of the test on official letterhead, signed by a physician or nurse at your primary physician's office.

College Student Volunteers: UI students may obtain a copy of their immunization records from Student Health or by logging in to MyUI:

- Log in to MyUI with your HawkID and password
- Click on "Student Information"
- Under "Student Life Management", click on "Health Requirement Status"

*** Documentation is defined as a photocopy of the medical record or an immunization record signed by the healthcare provider or previous employer. All documentation must contain your full name and date of birth. If you have been a patient at UI Health Care, you will still need to email UEHC a copy of your immunization records prior to your health screening appointment, as UEHC cannot access your personal health records.**

What to Expect During Your Health Screening

As part of your health screen, you will need to get an Interferon Gamma Release Assay (IGRA) TB blood test. An IGRA must be drawn on the same day, or 4-6 weeks after administration of a live vaccine. Please let a UEHC staff member know if you’ve recently received a live vaccine, such as Varicella or MMR.

TB Vaccination or Positive TB Test

A history of TB Vaccination (BCG) does not defer the required TB screening. If you have previously had a positive TB test, please obtain documentation of that test result and any therapy provided. If you have had a chest x-ray, bring a copy of the report. Do not send films. You will be reviewed for signs and symptoms of TB by UEHC to determine if any course of action is needed.

The Mandatory Health Screen policy (HR.P.22) does state that skin tests are approved for TB testing. Here is the TB screening and documentation requirements below if you choose to request the 2-step skin test.

Disease/Screening	Required screening/documentation ¹ :
Tuberculosis (TB) Screening	<p>Upon initial employment:</p> <ul style="list-style-type: none"> • TB symptom review and 2 tuberculin skin tests (TST), the first TST completed before the first day of patient care; 1 TST may be omitted with the following documentation: <ul style="list-style-type: none"> a) 1 negative TST within past 12 months of health screening visit; or b) 2 negative TSTs. • A blood test for TB (IGRA) performed within the past 6 months of health screening visit will be accepted in lieu of the 2 tuberculin skin tests. <p>Or</p> <ul style="list-style-type: none"> • TB symptom review for persons with a documented positive TST screening, chest x-ray report and associated treatment records <p>Continued employment:</p> <ul style="list-style-type: none"> • Frequency of TB screening is determined by the Annual TB Risk Assessment.

Details on the health screening process can be found on University Employee Health Clinic’s website: [University Employee Health Clinic \(UEHC\) | University of Iowa Health Care \(uihc.org\)](http://uihc.org)

UI Care Volunteer Health Screening Requirements

Disease/Screening	Required Screening / Documentation*:
Hepatitis B	hepatitis B 3 dose vaccination series OR positive blood test indicating immunity (hepatitis B antibody) OR history of the positive disease (hepatitis B surface antigen) OR offered and started or declined vaccine during health screening
Influenza —annually (September through March)	1 dose of vaccine OR declination
Measles (Rubeola)	2 doses of measles or MMR (measles, mumps, rubella) vaccine given after 1967 OR positive blood test indicating immunity
Mumps	2 doses of mumps or MMR (measles, mumps, rubella) vaccine given after 1967 OR positive blood test indicating immunity
Rubella	1 dose of rubella or MMR (measles, mumps, rubella) vaccine OR positive blood test indicating immunity
Tetanus, Diphtheria, and Pertussis (Tdap)	1 dose of vaccine OR declination during health screening Td booster is recommended every 10 years
Tuberculosis (TB)	<ul style="list-style-type: none"> • TB symptom review and 2 tuberculin skin tests (TST), the first completed before the first day of patient care; 1 test may be omitted with the following documentation: <ul style="list-style-type: none"> a) 1 negative TST within the past 12 months of health screening visit OR b) 2 negative TSTs • A blood test for TB (IGRA) performed within the past 6 months of health screening visit will be accepted in lieu of the 2 tuberculin skin tests OR <ul style="list-style-type: none"> • TB symptom review for persons with a documented positive TST reading, chest x-ray report, and associated treatment records
Varicella	<p>Upon initial employment: 2 doses of vaccine OR positive blood test indicating immunity OR diagnosis of shingles (herpes zoster) or chickenpox (varicella) by healthcare provider*</p> <p>Continued employment: 2 doses of vaccine OR positive blood test indicating immunity OR diagnosis of shingles (herpes zoster) or chickenpox (varicella) by healthcare provider* OR declination during health screening</p>



How to Create Your “My Health” Account

- Go to <https://uiowa.readysetsecure.com/>
- Click on **New User? Click Here to Begin**.
- **If you worked or volunteered after Feb. 2016 you may already have a ReadySet account. Before you continue, please contact the Employee Health Clinic at 319-356-3631.**



Register with ReadySet


Step 1 of 5: Please enter your code and program type to begin.

This system collects and stores Personal Health Information that is protected by law. To insure that your information remains secure and private, please enter the following to begin creating a unique system identity.

The Access/Org Code is a unique ID number for your organization. If you do not know this code, please contact your Employee/Occupational Health Department.

Access/Org Code: *

Program Type: *

Type the code below: * 

1

1. Enter Access/Org Code: **2147**
2. Choose the correct **Program Type**:
 - a. If you are a 'New' volunteer who works in *UI Health Care*, select **New Volunteer**.
3. Enter the code shown in the image, and click **Next**

2

1. First Name
2. Last Name
3. Date Of Birth
4. Employee ID
(If known; Enter your **University ID**, If unknown; enter **N/A**.)
5. Select the correct Population Type
 - a. If you are a *new or current volunteer*, select **Volunteer**
6. Home Address
7. City
8. State
9. Zip code

Register with ReadySet

Step 2 of 5: Please enter the information below.

First Name: *

Last Name: *

Date Of Birth: *

Employee Id (Employees must enter Employee ID Others may enter full date of birth MMDDYYYY):

Population Type: *

Home Address: *

City: *

State:

Zip:

Complete Additional Information
(If required)

The system may ask for additional information about your new account. If you are a *current employee*, you may not see this step.



How to Create Your “My Health” Account *(continued)*

- 3** When you are through with Step 2, a screen will show all data that has been entered. Click **Next** to continue, or **Previous** to change your information.

Step 3 of 5: Please confirm the information below, or click on "Previous" to go back to correct the information.

First Name:	Test
Last Name:	Employee
Date Of Birth:	01/01/1900
Employee ID (Employees must enter Employee ID. Others may enter full date of birth MMDDYYYY)	N/A
Last 4 of SSN:	0000
Population Type:	New Hire
Home Address:	123 Main Street
City:	Iowa City
State:	Iowa
Zip:	52240
Gender:	Male
Phone:	(319) 555-1212
Email:	newhire@iowa.edu

Personal Health Information is protected by law. By clicking "Next" you are certifying that the information you provided is accurate and true.

Previous Next Cancel

- 4** When you click **Next**, the system will ask for a **Username** and **Password**. Your password must contain at least one of these special characters:

! @ # \$ % ^ & * ()

Then **verify your Email Address** in case you forget your account information.

Register with ReadySet

Step 4 of 5: Setup your username and password.

The Username is what you enter to log-in to the system, along with your password. Usernames must be between 5 and 30 characters

Username: *

Password must be 8 to 30 characters in length, and must contain at least 1 upper case character, 1 lower case character, 1 number, and one of the following ! @ # \$ % ^ & * ()

Password: *

Verify Password: *

The email address below will be used if you forget your username or password

Email Address: *

This is pre-populated with your e-mail

Next

- 5** Set up **security questions** in case you need to recover your username and/or password.

- 6** Finish registration by clicking **Agree** and **entering the site**.

You are now logged into ReadySet!

Your personalized list of Health Surveys will appear. Please finish each **Incomplete** survey which will be marked with a green checkmark when it is complete.

Tips for Locating Old Immunization Records

Immunization records often are needed for entry into child-care, kindergarten, school, summer camp, and college or other post-high school training, as well as for future employment and international travel. If you are seeing a new healthcare provider, you will need this information to ensure you receive proper medical care. Providers usually count only those vaccine doses that are documented on a written record or are available on a local computerized immunization information system (registry). Unfortunately, no national organization maintains this information. So, if immunization records are lost or not available, you or your child may have to repeat vaccine doses. Piecing together old immunization information can be difficult and time consuming. Here are some ideas that might help you.

PLACES YOU MAY WANT TO CHECK:

- **All previous healthcare providers** – Don't forget vaccination visits you made to local public health departments or neighborhood clinics. Sometimes when physicians retire or a medical practice changes hands, old patient records are sent to a medical record storage company. You may be able to obtain records directly from the company, but you may have to pay a fee.
- **Your home** – Look through your old papers, including baby books and school or camp forms. If you're an adult, don't forget to ask your mother or father if they still have your childhood records.
- **Schools and colleges or other post-secondary institutions** you or your child attended.
- **Previous employers, including the military.**
- **Local immunization registry** – All states and some cities have centralized registries of vaccines given by local providers. A registry may not include all ages and may not have all records, but this still can be a great place to check. The Centers for Disease Control and Prevention (CDC) has a listing of registry contacts and websites at www.cdc.gov/vaccines/programs/iis/contacts-locate-records.html. Or to find the phone number of your local health department, call the CDC Information Contact Center at 800-CDC-INFO (232-4636).

WHEN YOU FIND YOUR RECORDS

Congratulations! Now you should take the records you have found to your provider or local public health clinic and ask them to document this information on an official record, and, if possible, in the state or local immunization registry. Many schools, camps, etc., will accept only this type of "provider-verified" record because this ensures the information has been evaluated and corroborated by a medical professional. Be sure to keep a copy with your home records and place all your supporting documentation in a safe place where you can find it.



WHAT IF YOU DON'T FIND YOUR RECORDS?

In general, both children and adults may need to repeat some vaccines. Although this is time-consuming and inconvenient, it is not harmful to receive additional vaccine doses. For a few vaccines, blood tests can help determine if you're already immune to certain diseases. Your healthcare provider can help you determine exactly what's best for you.

FOR THE FUTURE...

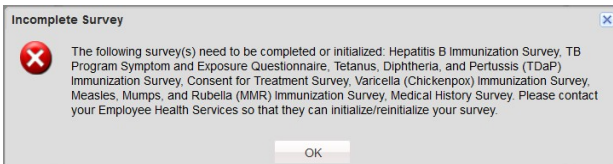
To avoid hunting for old records and possibly repeating undocumented vaccinations, remember to bring your or your child's immunization record card to EVERY medical appointment. Keep your personal record in your wallet, a vinyl sleeve, or a sealable plastic bag. It is also a good idea to keep a back-up copy where you store your important papers. Make sure all vaccines you are given are documented on this card or a supplemental record. Ask that your vaccines also be documented in your state or local immunization registry. Remember, you need to rely on YOU to keep these records. This will help you save time, reduce hassles, and be ready to provide your immunization history whenever it's needed in the future!



All surveys must have a Survey Status of **Complete** before you can schedule an appointment.

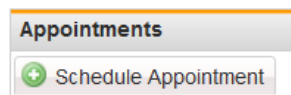
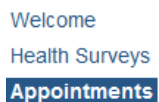
Surveys and Information Requests	
Name	Survey Status
Health Surveys (8)	
Medical History Survey	Complete
Hepatitis B Immunization Survey	Complete
Measles, Mumps, and Rubella (MMR) Imm...	Complete
Tetanus, Diphtheria, and Pertussis (TDaP) ...	Complete
Varicella (Chickenpox) Immunization Survey	Complete
TB Program Symptom and Exposure Quest...	Complete
Consent for Treatment Survey	Complete
COVID-19 (SARS-CoV-2) Immunization Sur...	Complete

If you try to schedule an appointment before completing the surveys, you will receive an error like the following:



Once you have completed all surveys, you can then schedule your health screening appointment.

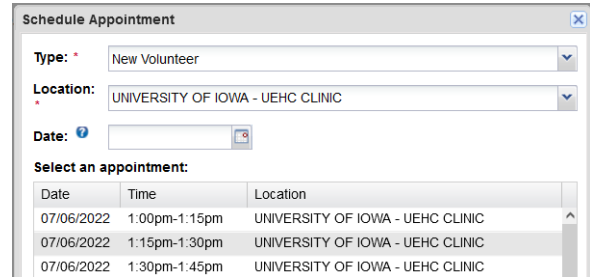
1. Go to Appointments->Schedule Appointment



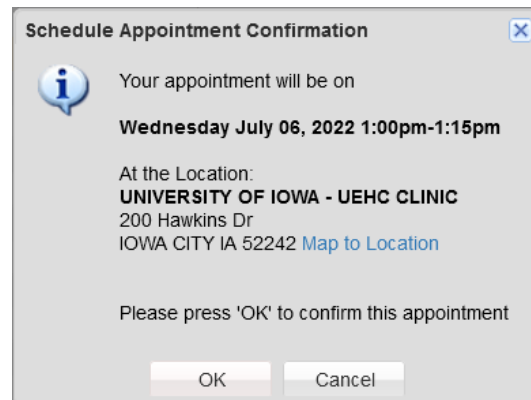
2. Choose "New Volunteer"

How to Schedule a Health Screening Appointment in ReadySet

3. For Location, choose "UNIVERSITY OF IOWA – UEHC CLINIC", and choose one of the listed appointment days/times



4. Once you click Schedule, a confirmation will appear. Press OK to confirm.



5. You will receive a confirmation email that includes your appointment details.

Volunteer Guidelines

Volunteers are expected to greet all patients and visitors promptly and courteously, using eye contact, a pleasant expression, and a positive tone of voice. As volunteers, you are empowered to provide information, directions, or service to patients and visitors before being asked. Please remember to be cooperative, responsible, and courteous to staff members, patients, and visitors always. It is important to address patients and visitors by their last name and title unless asked to do otherwise.

To Be a Volunteer in Good Standing, You Should:

- Read and comply with all communications from Volunteer Services, including newsletters, flyers, or information posted in your volunteer area.
- Fulfill your commitment of six months or two semesters, for a total of 72+ hours as a volunteer.
- Read and understand the Volunteer Handbook, along with any other supplemental material, and successfully complete the Competency and Confidentiality Assessment Quiz annually.
- Respond to the flu campaign annually.
- Become familiar with and observe all hospital rules and regulations.
- Follow Standard Precaution guidelines: observe good hygiene, cough containment, and proper hand-washing procedures to prevent infection and the spread of disease.
- Be dependable and prompt, only allowing genuine emergencies to interfere with your volunteer commitments.

Please do NOT come to the hospital to volunteer if you have a fever, diarrhea, rash, or infection. To return to volunteering, you should be fever or diarrhea free for 24 hours. If you are ill, follow your unit's absence policy and notify your Staff Volunteer Supervisor or SLB.

Things Hospital Volunteers Must Never Do:

- **Do not discuss patients or their illnesses in or out of the hospital.** Everything you see or hear on duty must be kept confidential to protect our patients. Any individual found violating the rules of patient confidentiality will be dismissed from the program and could face legal prosecution and/or fines.
- **Never take or post pictures or videos on social media while on-site at the hospital.** These photos and/or videos may be violating the rules of patient confidentiality. Any use of a camera or an audio/video recording device to record a patient, visitor, or staff is prohibited.
- Never use personal electronic equipment while on duty. All phones should be off while volunteering. If you need to use your phone, please do so during your break and in non-public areas. Please do not wear earbuds in the hallways while volunteering.
- Do not use volunteer time to seek advice from medical staff.
- Never give a patient medication under any circumstances.
- Never touch or handle needles or any sharp hospital instrument, even clean it or throw it away. Report these issues to staff, as certain disposal and cleaning procedures must be followed.
- Never take a patient off the unit without permission from the staff.
- Never perform mouth-to-mouth resuscitation or CPR on a patient, even if you are trained to do so. Consult staff if you observe a patient or visitor having difficulty.
- **Never feed a patient.** Companionship and encouragement during mealtimes are important volunteer activities, and you can assist by cutting up and placing food onto utensils. But actual feeding (placing the utensil or bottle in the mouth) is a choking risk and documented training is required for patient safety.
- **Never give or purchase food or fluid (even water) to a patient for their own consumption without first getting approval from the care team.**
- If a patient cannot be left alone safely, they cannot be left alone with a volunteer safely. Volunteers cannot take the place of a staff member; they can only assist staff.
- Never push a patient on a cart, turn a patient in bed, or remove a patient from a bed unless you have been trained and are assisting a staff member in these tasks.
- Do not transport patients in wheelchairs unless you have been trained to do so, and you have a "Ticket to Ride". All UI Health Care wheelchairs should all have working footrests. If the patient's personal wheelchair does not include footrests or a safety belt, Guest Services should be contacted to provide a hospital wheelchair.
- Never leave your assigned duties without notifying the supervising staff.
- Never accept assignments for which you have **NOT** been trained.
- Never offer medical advice of any kind.
- UI Health Care campuses are smoke-free. Do not obtain cigarettes for patients or smoke yourself while volunteering.

Professional Appearance Policy

Professional Appearance Expectations

We ask everyone working and volunteering at University of Iowa Health Care to ensure their appearance contributes to a positive, respectful, and healthy environment for the diverse group of patients, staff, and the public who are served here. Thank you for helping us present a unified professional appearance at our hospital.

What to Wear

- **Student Volunteers** typically wear a Volunteer Services Logo polo, khaki pants, and closed-toe shoes. The Volunteer Services Logo polo is available for purchase in Wild Rose Gifts at cost, approximately \$30 or less. If cost is a barrier, please contact Volunteer Services staff directly for options. Before buying the polo, it is recommended that you check with your Student Leader Board member about any exceptions for your volunteer placement area. See section below for additional dos and don'ts.
- **Community Volunteers** are asked to dress in "business casual" attire. Some examples khakis, slacks, dress pants, button-down shirts, blouses, sweaters, or polo shirts; closed-toe shoes. See section below for additional dos and don'ts.

For All Volunteers, Additional Notes

To create a professional appearance while on duty, please remember:

- Your ID badge and volunteer hangtag must be worn at the breast pocket or lapel level with your picture and name forward and immediately visible. Nothing should obscure identification. **Badges must be clipped on; lanyards are prohibited.**
- Be physically clean, and well groomed, and take steps to prevent or address problems of offensive body odor.
- Promote a fragrance-free environment by not wearing perfume or other scents. Fragrances may cause allergic or adverse reactions in others and must be avoided.
- Ensure that hairstyle, jewelry, scarves, or other accessories do not interfere with assigned duties or pose a threat of infection or physical hazard.
- Tattoos, piercings, and body art with wording, images, or placement (e.g., tongue) that are inappropriate or offensive in a professional work environment must be covered or removed while on duty.
- Wear clothing that is neat, clean, and free from offending odors.
- Wear uniforms if required and footwear appropriate to job duties.

The following are **NOT** appropriate while on duty:

- Shorts, denim clothing of any type, yoga pants or other exercise or workout clothing, t-shirts, sweatshirts, fleece apparel, or sweatpants.
- Beach-type footwear such as thongs or flip-flops, or bedroom slippers. No open-toed shoes in patient care areas, including clinics.
- Caps or hats, unless worn for medical or religious reasons or the nature of specific duties, such as food service.

- Shirts or other apparel with inappropriate images, wording, or logos may be perceived as offensive to patients, families, or others.
- Holiday or event-themed costumes; Halloween costumes are prohibited.
- Clothing that is too tight, too short, form-fitting, loose-fitting, exposes cleavage, undergarments, mid-section, underwear, or buttocks.

Some additional things to remember about the appearance policy:

- Your department may have additional guidelines not covered by this policy due to safety concerns particular to your unit.
- If you have questions about exceptions due to medical, religious, or ethnic issues, please discuss these with your supervisor.
- If your appearance doesn't meet these guidelines, you will be asked to change into appropriate attire before beginning your shift.

Helping in the Halls

If possible, escort patients or visitors where they need to go.

If you don't know where they need to go:

University Campus

Dial 101 from any house phone for directions (24 hours daily)

Take them to the nearest information desk (Main Entrance Lobby; desk near Elevator I, Level 1; Pomerantz Family Pavilion Lobby; and UI Stead Family Children's Hospital)

Help them find their destination on one of the "Finding your Way" posters or brochures posted throughout the hospital

If a guest needs transport assistance:

Dial 102 for wheelchair escort (Monday to Friday, 7:30 a.m. to 5 p.m.), or

On level 2, dial 102 for a ride on the PAT mobile (Monday – Friday, 7:30 a.m. – 4:30 p.m.)

Downtown Campus

Dial *000 from any phone for directions (24 hours daily)

Take them to the nearest information desk (Main Entrance Lobby; Level 2)

If a guest needs transport assistance:

Dial 7787 for wheelchair escort

What to do when asked for Information

While volunteering, you will be asked questions by patients and visitors, and we hope you will offer help any time you see a guest who looks unsure of themselves! However, be sure you know the answer before giving guidance. This seems obvious, but our hospital is a large place and even if you know where "Internal Medicine" is, there may be several Internal Medicine locations. We encourage you to help by using the tools listed on the next page of the handbook. It is available at all information desks and provides basic directions and information often requested by patients and visitors. Becoming familiar with this information is a great first step to being a helpful and confident volunteer.

Remember, the best strategy if you are lost is to ask for directions!

The next time you walk in the hallways of UIHC, you may pass by a visitor that has just experienced the joy of becoming a father for the first time. The next patient you pass by may have experienced the heart-breaking sadness of saying his final goodbyes to his wife who has passed from a terminal condition. Our patients and visitors travel the same corridors as we do. They deserve nothing less than to have every staff member they encounter be polite, professional, and respectful. Your friendly, yet professional,

demeanor and welcoming smile is that "extra inch" you provide to our patients and their families. These simple gestures contribute to the overall experience our patients have with us. As a volunteer, please remember to ask, *"Is there anything else I can do for you? I have the time."*

Staff Abbreviations

You will interact with many different types of staff members. Here are a few of the abbreviations you may see and hear:

NM: Nurse Manager

ANM: Assistant Nurse Manager

RN: Registered Nurse

PA: Physician Assistant

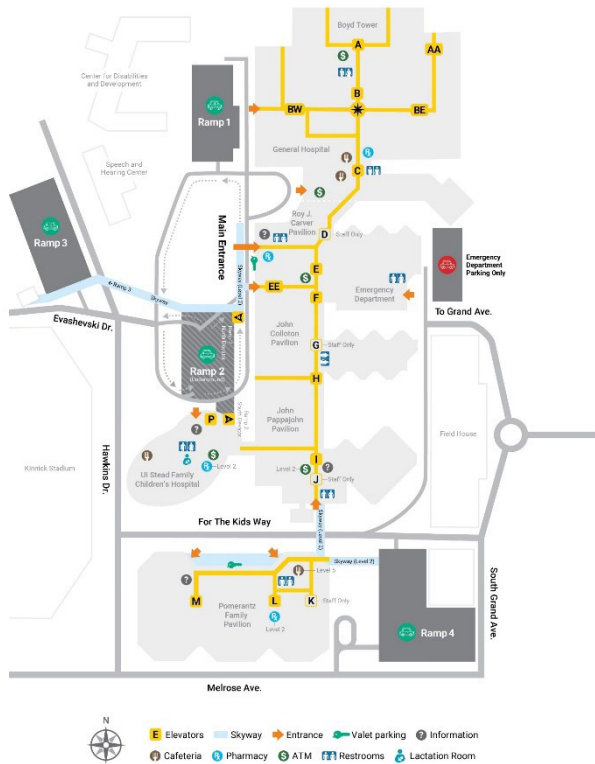
NA: Nursing Assistant

MA: Medical Assistant

NUC: Nursing Unit Clerk

ARNP: Advanced Registered Nurse Practitioner

Finding Your Way Around



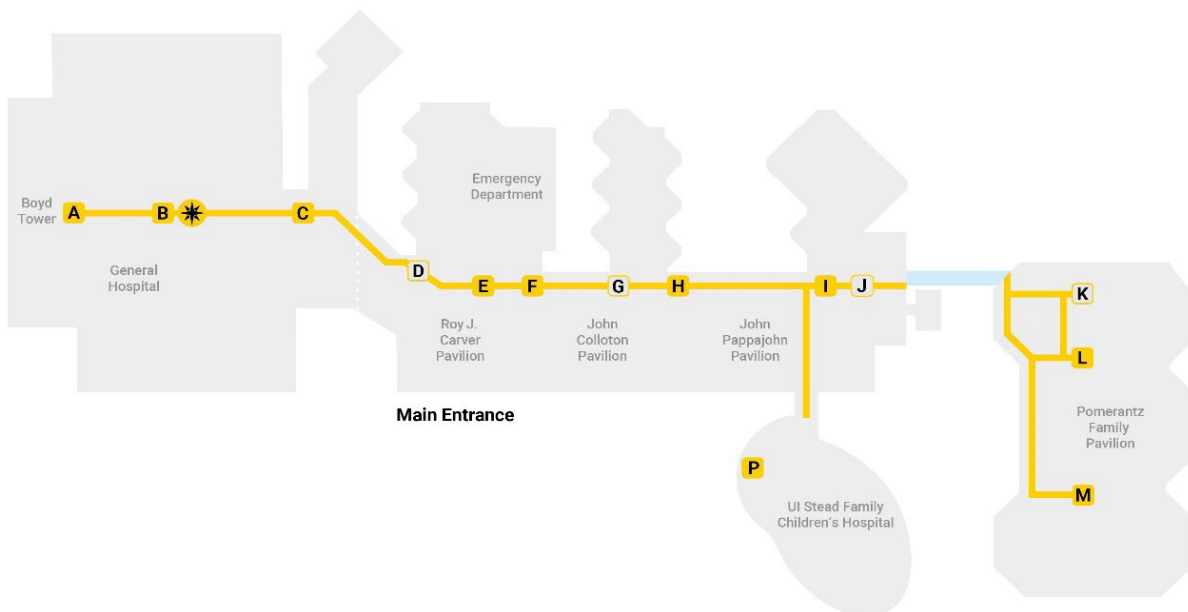
UI Health Care Medical Center University Campus can seem like a complicated place to navigate. But in fact, once you learn a few of the basics, you will be surprised how quickly things become familiar to you. The hospital was built in several stages and is laid out from north to south in the following order with the associated elevator:

- Boyd Tower – BT, Elevator A**
- General Hospital – GH, Elevator B**
- Roy Carver Pavilion – RCP, Elevator D**
- John Colloton Pavilion – JCP, Elevator H**
- John Pappajohn Pavilion – JPP, Elevator I**
- Pomerantz Family Pavilion – PFP, Elevator L**

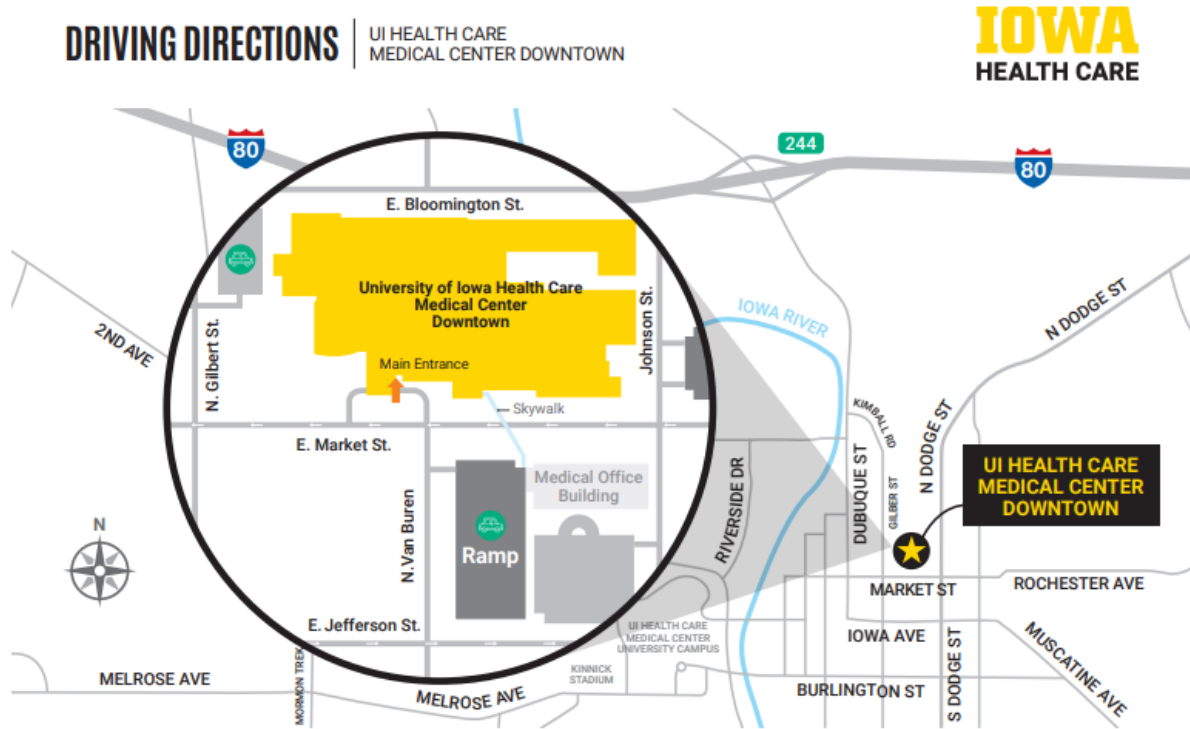
The first digit in the room number indicated the floor on which the room is located. For example, 4763 RCP is on Level 4 of the Roy Carver Pavilion and the room is 763.

The main elevators are lettered A through M and go in alphabetical order. Elevator A is in the northernmost part of the hospital in Boyd Tower

and Elevator M is in the southernmost part of the hospital in the Pomerantz Family Pavilion. View a complete map [here](#).



UI Health Care Medical Center Downtown



Excellence Tools

Our hospital is nationally recognized for excellent clinical quality and innovative medical expertise. In addition to our medical competency, it is also important for us to be known for our courtesy and compassion. All our staff and volunteers must be focused on customer service to provide the best experience for our patients and visitors

Please remember you not only represent University of Iowa Health Care Medical Center when you are performing your duties as a volunteer, but also when you walk down the hallway, ride the elevator with patients, and even grab lunch at the cafeterias. Take the time to be caring with every patient and visitor, every time, every place. Be careful with the conversation you have in public spaces. We often think about protecting patient-specific information, but this applies to our casual conversations as well. Patients and visitors don't want or need to hear about our troubles at home or at parties you attended. Be mindful of the types of conversations you have in the presence of our patients and visitors.

Communication Best Practices

1. AIDET

Clear communication and teamwork are critical to everything we do.

Use "AIDET" when greeting patients and visitors – Acknowledge, Introduce, Duration, Explanation, and Thank.

Acknowledge "Good morning"

Introduce "My name is [your name]. I am a [Your job title]. I'm here to [task]."

Duration If possible, let them know how long the task will take.

Explanation "I am here to [task]. Let the patient know what to expect next and how to contact you. "You can reach me with your call button."

Thank you! "Thank you for letting me care for you!"

2. Narrating Care

Clear communication and teamwork are critical to everything we do.

Narrate your care as it happens. Tell your patient what you are doing when you do it.

"I'm going to use hand sanitizer to help keep you safe"

3. Empathy

Every human interaction is a chance to show respect, build trust, and inspire confidence in our team.

Use empathy when talking with others. Empathy is understanding and sharing the feelings of another.

Empathy can be quick. Try using one of these PEARLS in your next encounter with a patient.

Partnership

“Let’s work together on this.”

Emotion

“I can’t imagine how frustrating this is for you.”

Apology

“I’m sorry to hear how difficult this is.”

Respect

“I give you a lot of credit for getting through this.”

Legitimization

“Most people in your position would feel the same way.”

Support

“I’m going to stick with you through this.”

4. Connecting with the Patient/Small Talk

Our people are our biggest strength. We are committed to a safe, caring, and Just Culture.

Be kind. Anyone you encounter may be experiencing one of the most challenging times in their life, patients and coworkers included. Kindness, even small gestures, can make all the difference, whether you know it or not. Engage in “Small talk”.

“Did you have far to travel to get here today?”

“Who is this here with you?”

5. Listening

Every human interaction is a chance to show respect, build trust, and inspire confidence in our team.

Practice active listening. Go beyond simply hearing the words another person says.

Ask open ended questions and wait for the patient to stop talking before speaking. Seek to understand the meaning behind the message and repeat it back in your own words.

The unknown can cause anxiety. Anxiety is suffering. Proactively look for ways to answer questions or concerns.

Use caring body language. Make eye contact and speak with warmth and caring.

Use positive intent to reinforce your actions.

Service Recovery

When something doesn't go quite right with a patient or visitor, service recovery is what we do to make amends for the situation. Our goal is to identify the problem and address their needs. We want them to have the best possible experience every time.

Why is service recovery important?

Service recovery shows patients and visitors that we value their feedback and want to improve. It lets patients know we have a system in place to handle complaints, and it also encourages patients and visitors to speak up with things don't go well.

Who needs service recovery?

Any patient or visitor who has had a negative experience because of our staff and volunteers, process, or setting could potentially need service recovery. All patients deserve to have our missteps acknowledged.

Every staff member and volunteer should be familiar with the steps of service recovery.

Use the HEART Model as your guide for the steps of service recovery:

Hear

Create the proper setting to really listen. Move to another location if needed. Maintain eye contact and try to match the person's position. Be aware of your body language and avoid looking at your watch or giving the impression you don't have time.

Empathize

Give the patient and family your undivided attention. Show them they are a priority to you. Use phrases like "I am sorry to hear of your frustration, please let me help". Ask questions to clarify their problems and concerns.

Apologize

Apologize for the situation, not the department or person - never criticize or point blame. Focus on a solution and not the problem. Remember, it may not be our fault, but it's our problem.

Resolve

Work with the patient to find a solution. If necessary, give a timeline for a resolution or involve other staff. This may be a charge nurse, MD, supervisor, or patient relations. Help the patient feel we are acting on their issue. Follow up with them, even if someone else is handling the situation.

Thank

Sincerely thank the patient and family for their time. Use phrases like "Thank you for making us aware of the problem. It will help us provide better care in the future". When appropriate, as a gesture of appreciation for sharing their concern, offer a service recovery token from the toolkit as a measure of goodwill.



Remember, *your time, your apology, and your actions* may be enough to improve the situation. Not all situations require the issuance of a token from the Service Recovery Toolkit.

The Service Recovery Toolkit

After the last step of the HEART model, if appropriate, volunteers may consult with the appropriate staff member or your staff supervisor to offer a service recovery token from the Service Recovery Toolkit, such as a food, parking or gift shop voucher. Reach out to the Office of Patient Experience with any questions.

Patient Confidentiality

“As your health care provider or volunteer, we are legally required to protect the privacy of your health information...”

Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law intended to protect the security and privacy of patients’ protected health information.

What is Protect Health Information (PHI)?

Individually identifiable information, demographics, or health information, whether it’s written, oral, OR electronic, is considered PHI. PHI security is the key to your success! Protect a patient’s PHI by remembering the following:

- Do not discuss confidential patient information you may overhear while doing your duties with anyone who is not involved in the patient’s care and does not have a need to know.
- Never talk about patients or families in public places of the hospital, such as elevators or waiting rooms, or in the presence of other patients/families. Even if a patient’s name is not used, discussion of clinical information in public areas can raise doubts with patients and visitors about our respect for their privacy.
- When transporting charts or using paper records in patient care or patient support areas, position records so identifying information cannot be readily observed (turn charts over).
- Ensure documents containing patient information are properly disposed of in a locked, grey shred-all bin or shredded prior to disposal.

You may **NOT**:

- Intentionally access any patient information unless it is needed to provide care or services to the patient or is in support of payment or health care operations.
- Access patient information on behalf of someone else if you suspect the request is inappropriate. You *should* verify the requestor’s identity and authority before disclosing PHI. If the requestor is not known to you, require an ID or badge, verbal affirmations, or legal documentation.
- Access information to satisfy your curiosity or out of concern for any person with whom you have no job-related business, including family members, without written permission.
- Take or post pictures or videos on social media while on-site at University of Iowa Health Care Medical Center. These photos and/or videos may be violating the rules of patient confidentiality. Any use of a camera or an audio/video recording device to record a patient, visitor, or staff is prohibited.

Both unauthorized access and release of patient information are violations of hospital policy.

All patients at University of Iowa Health Care Medical Center are provided with a copy of the [University of Iowa Health Care Privacy Notice](#), which describes how medical information may be used or disclosed and how patients can get access to this information. It also lists contacts for complaints or questions. This notice can be found [online](#) and is always available from the Volunteer Services Office. Another good resource is the [University of Iowa Health Care Patients' Rights and Responsibilities brochure](#), which is available online and throughout the hospitals and clinics.

In addition to possible termination from service at our hospital. HIPAA designates civil and criminal penalties for breaches of the policy. In other words, hospital volunteers who do not protect patient privacy could face criminal charges or fines. Texting a friend or posting the name of a patient at our hospital is one example of a serious confidentiality breach that is very easily traced.

Respect the privacy and confidentiality of all patients, staff, and volunteers in all medical and personal matters. Remember the **volunteer mantra**:

*What you see here,
What you hear here,
Must remain here,
When you leave here.*

All volunteers are required to follow the guidelines of patient confidentiality and HIPAA. Please be sure to ask if you have any questions. Only access and share PHI if you need it to perform your duties as a volunteer.



Privacy Tips

Privacy Tip 1
Use the Iowa Greeting

Privacy Tip 2
Practice confidentiality

Privacy Tip 3
Tell the patient how you are protecting their privacy

 EXCELLENCE EVERY TIME

Standard Precautions

Standard Precautions are designed to decrease the risk of spreading germs from recognized and unrecognized sources of infections. **Standard Precautions include hand hygiene, respiratory hygiene and cough/sneeze etiquette, good personal hygiene, and Personal Protective Equipment (PPE).**

- Follow Standard Precautions and safe work practices outlined in the Safety Reference Cards, which are available in the Volunteer Services office and each unit binder.
- Wear gloves and/or a gown when instructed to do so by precaution signs or hospital nursing staff, and when it is likely that hands will be in contact with a wet body substance (blood, urine, feces, wound drainage, oral secretions, sputum, and vomit).
- Volunteers should not enter isolation rooms with **Airborne and/or Droplet Precautions**.
- Handle the blood and body fluid/substance of all patients as potentially infectious, and make sure to protect your non-intact skin (e.g., chapped, abraded, or afflicted) from body fluid contact.
- If you are exposed to blood or body fluids, wash the affected area immediately. Contact your Staff Volunteer Supervisor, Volunteer Services, and report to the University Employee Health Clinic (or the Emergency Trauma Center if exposure occurs after hours or on weekends).
- Do not come to the hospital if you have a contagious illness, diarrhea, or have had a fever in the previous 24 hours.
- More specific infection control practices may be covered in your unit-specific training.
- Volunteers are never to touch needles/sharps.
- In general, if it's wet and it's human, volunteers shouldn't touch it!

Hand Hygiene – Every Patient, Every Time

Correct hand hygiene must be performed before and after all patient contact, and every time you cross the threshold of a patient room. Not following hand hygiene guidelines is a cause for the removal of service in a patient care area. "Secret Shoppers" across the hospital observe hand hygiene behaviors of staff and volunteers, report actions to help improve hand hygiene compliance, and ultimately reach 100% compliance. It's important to work together to ensure every one of us follows these guidelines every time; it's the right thing to do to protect ourselves, our patients, and our families!

How and When to Perform Hand Hygiene

Frequently using hand sanitizer and washing your hands is one of the best ways to keep yourself healthy, as well as limit the spread of germs.

Using Soap and Water:

Follow these [five steps](#) every time you wash your hands.

- **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- **Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
- **Rinse** your hands well under clean, running water.
- **Dry** our hands using a clean towel or air dry them.
- **Wash your hands with soap and water:**
 - Before eating or preparing food
 - After using the restroom
 - After any contact with stool
 - Whenever your hands are visibly dirty

**Washing your
hands properly
takes about as
long as singing
"Happy Birthday"
twice**

Source: WHO

Using Alcohol-Based Hand Rub

- Put a thumbnail-sized amount of product in your hands
- Follow the same motions as when you would use soap and water
- Continue rubbing until your hands are dry. If enough rub was used, it should take at least 15 seconds of rubbing
- Do not rinse your hands with water or dry them on a towel
- **Use the alcohol-based hand rub:**
 - Crossing the threshold of a patient room
 - Before and after contact with the patient and their environment
 - After removing gloves
 - Before and after touching your eyes, nose, or mouth
 - After blowing your nose, coughing, or sneezing



Hazardous Materials. Government regulations give you the right to know whether chemical materials are hazardous, the right to be trained on how to handle them safely, and the right to all information your employer has about them. But **you** are responsible for applying this information to keep yourself and others safe. The **Material Safety Data Sheet (MSDS)** is an informational sheet that identifies hazards associated with a given chemical product. If you are asked to work with a chemical and are uncertain as to what substance you are working with, ask your supervisor for the MSDS. When a hazardous material is spilled or released, it will be cleaned up and disposed of by the user in accordance with the MSDS, when permitted. Untrained personnel should not attempt to clean up a hazardous chemical spill. Limit access to the spill area and call Safety & Security at "195" if the spill cannot be managed by trained staff.

ACTION: All volunteers are responsible for notifying their Staff Volunteer Supervisor of potentially hazardous conditions. Volunteers should not attempt to clean up a hazardous or unidentified spill.

Isolation/Precaution and Infection Control Signs have a wide range of colors and are posted on the outside of patient doorways. These signs identify what measures need to be taken to decrease the risk of spreading germs when patients are known or suspected of being infected with or carrying contagious germs. You may receive training on following these signs at your unit training session, and they are more common in some units than others.

Remember, always **STOP** before entering a patient's room and read what is posted on the door **FIRST**. It is your responsibility to watch for these signs and only enter rooms if you are trained to properly follow the noted precautions. Volunteers should not enter isolation rooms that require N95 masks (all **Airborne Precautions**) and should only enter rooms with **Contact and/ or Droplet Precautions** if they have been properly trained on their unit and are directed to enter these rooms by a staff member.

ACTION: To prevent and control the risk of transmission that may cause infection or disease, volunteers will take appropriate actions to prevent exposure incidents. All volunteers will monitor their own interactions with patients and use appropriate barriers to prevent the spread of communicable diseases. Volunteers will adhere to employee health procedures.

Volunteers who have been trained to follow **Contact and/or Droplet Precautions** may enter these patient rooms if requested.

Volunteers should **NOT** enter isolation rooms with **Airborne Precautions**.

CONTACT PRECAUTIONS



Hand Hygiene



Gown



Gloves

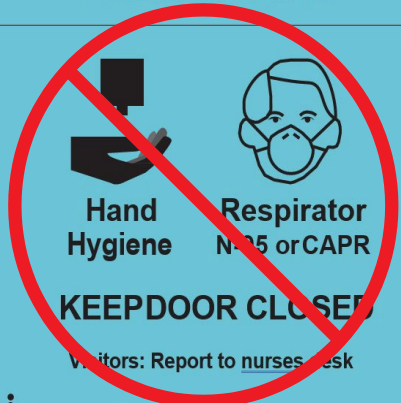
On ALL room entries, regardless of anticipated patient contact


Visitors: Report to nurses desk




Transport: Cover patient with clean sheet

AIRBORNE PRECAUTIONS






Hand Hygiene



**Respirator
N-95 or CAPR**

KEEP DOOR CLOSED

Visitors: Report to nurses desk




Transport: Patient must wear surgical mask

CONTACT AND DROPLET PRECAUTIONS




Hand Hygiene



Gown




Surgical Mask



Gloves

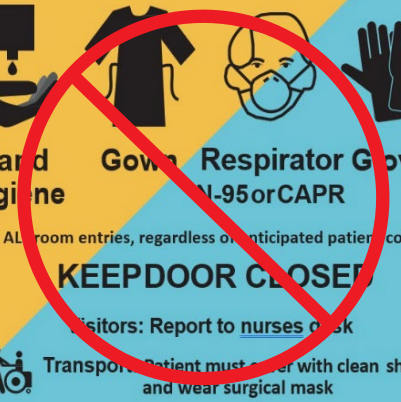
On ALL room entries, regardless of anticipated patient contact


Visitors: Report to nurses desk




Transport: Patient must cover with clean sheet and wear surgical mask

CONTACT AND AIRBORNE PRECAUTIONS







Hand Hygiene



Gown



**Respirator
N-95 or CAPR**




Gloves

On ALL room entries, regardless of anticipated patient contact

KEEP DOOR CLOSED

Visitors: Report to nurses desk



Transport: Patient must cover with clean sheet and wear surgical mask

DROPLET PRECAUTIONS



Hand Hygiene




Surgical Mask


Visitors: Report to nurses desk




Transport: Patient must wear surgical mask

MODIFIED AIRBORNE AND CONTACT PRECAUTIONS PLUS EYE PROTECTION







Hand Hygiene



Gown



**N95
Respirator**



Eye Protection




Gloves

On ALL room entries, regardless of anticipated patient contact or vaccination status

KEEP DOOR CLOSED

Visitors: Report to nurses' desk



Transport: Patient must cover with clean sheet and wear surgical mask. Transporter must wear surgical mask.

Safety and Security

University of Iowa Health Care Medical Center strives to provide the safest possible environment for its patients, visitors, staff, and volunteers. Please take time to review the more specific and detailed information available on these cards. In general, be aware of the following key issues:

Weapons Prohibited

The use or possession of any firearms, ammunition, or other dangerous weapons of any kind within the entire property of University of Iowa Health Care Medical Center, is strictly prohibited. This restriction applies even if an individual has a valid permit to carry a weapon. If staff or volunteers observe someone with a weapon, they should immediately contact Hospital Safety & Security.

Emergency Phone Codes

Emergency phone codes are used by staff and volunteers to notify Hospital Safety & Security of an emergency within the hospital. These phone codes can be found on the back of any ID badge. You are always required to wear your volunteer ID badge during your shift, meaning you will have these codes with you in case of an emergency. There are several codes used throughout the hospital, but the ones on the back of an ID badge are 192, 195, and 199. The next page will explain which type of code is used for which



ACTION: All volunteers are responsible for notifying their Staff Volunteer Supervisor in the event of a violent act at the work site. In the event that the supervisor is not immediately available, dial the appropriate emergency phone code. These emergency phone codes can be found on the back of any ID badge, and you are required to always wear your volunteer ID badge during your shift. Check with your supervisor for instructions specific to your work area..

When to Dial "192"

Combative Patients (Code Green): A Code Green team is available to respond to potentially violent patient situations. Any staff member may declare a Code Green by dialing 192 if an assaultive, combative, or out-of-control patient poses a threat to themselves, staff members, volunteers, patients, visitors, or hospital property. When calling a Code Green, identify that you need the Code Green team, identify yourself, and identify the unit, building, and room number.

When to Dial "195"

- **Fire Emergencies (Code F):** If you see smoke or fire, dial 195 using an internal hospital phone. In the extreme case where a volunteer would be needed to assist staff during a fire, remember R.A.C.E.:

Rescue/remove the patient from immediate danger to a safe area.

Alarm: Pull the nearest pull station and/or

Dial **195** to advise *who* is reporting the fire, *what* you are reporting (fire or smoke), and where (exact location)

Extinguish the fire, if possible, to do so safely

Confine the fire by closing the doors to the area.

Evacuate patients, if necessary, to an adjacent area or building using fire or smoke doors, or to the exterior of the building.

- **Security Emergencies:** Report emergency situations to Hospital Safety & Security by dialing 195. Be prepared to provide as much information as possible, such as the location, who is involved, what is happening, and the type of weapon(s), if any. The University of Iowa Health Care maintains a zero-tolerance policy for workplace violence. Refer to the Workplace Violence reference card if needed.
- **Infant or Child Abductions (Code Pink):** If you have a reason to suspect an infant or child has been abducted from the hospital, dial 195 immediately.
- **Missing Patient:** In the event of a missing patient, dial 195.
- **Accidents:** If a serious accident occurs, dial 195.

When to Dial "199"

Medical Emergencies (Code Blue, Code Stroke): If a person is in respiratory/cardiopulmonary arrest, call a **Code Blue** by dialing 199. If a patient has one of the following symptoms beginning within the last six hours (sudden numbness or weakness especially on one side of the body, sudden trouble seeing, sudden trouble speaking or understanding, sudden trouble walking or a loss of balance), dial 199 to activate a **Code Stroke**.

If working at Downtown Campus, dial 3911 for a Medical Emergency.

Tornado Safety

A **Tornado Watch** means conditions are favorable for a tornado. Staff and volunteers should be alert to weather conditions.

A **Tornado Warning** means a tornado has been sighted. Hospital operators will initiate an audible tone over the public address system and an announcement will be made advising staff and the public of the warning. The hospital will then initiate the tornado warning notification system, alerting the department by telephone and pager. When the tornado warning expires, the hospital operator will announce, "*The tornado warning time has expired. The warning is no longer in effect.*" If the National Weather Service extends the warning for any reason, a notification will be sent out indicating the extension.

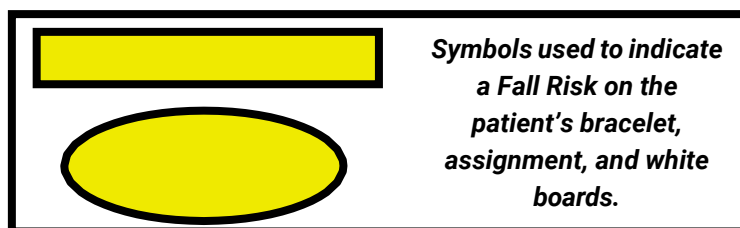
General Guidelines

- Remain calm, avoid panic, and offer assurance to patients. Instruct everyone to remain indoors, and away from the windows and doors.
- With the guidance of staff, transfer all ambulatory patients to areas of safety.
 - *Areas of safety* – rooms, and corridors without windows, especially rooms and corridors that do not border an outside wall (e.g. a patient's bathroom).
 - *Areas to avoid* – stay clear of all windows, corridors with windows, and large, free-standing expanses.
- Patients who cannot be moved should be covered with pillows, blankets, or mattresses.
- Close all doors so they latch, and close all drapes, curtains, or blinds if time permits.
- Crouch near the floor or under heavy, well-supported objects and cover your head.
- Do not attempt to utilize elevators due to the possibility of power failure.
- Do not touch any loose or dangling wire.
- Be alert for fire. In the event of a fire, the hospital fire plan will be activated.
- Should a tornado strike the hospital, the "Emergency Operations Plan" will be implemented.

ACTION: Check and protect patients and seek refuge away from windows.

Fall Prevention Program

In addition to Precaution signs, you may also see orange leaves posted on a patient's door. If you see a patient with a yellow wristband and/or a picture of orange leaves on their door, they are at a risk for falling and should not stand or walk unattended. If the patient is at a risk for falling and is up unattended, go to their side and call for assistance.



ACTION: All volunteers are responsible for checking Precaution signs as well as Fall Prevention signs. Volunteers will only enter the rooms if they are properly trained to follow the noted precaution(s). Volunteers will call for assistance if they see a patient out of bed who is at risk for falling.

Dove sign

You may see a dove symbol posted on a patient's door on adult inpatient units. This indicates the patient is receiving comfort-focused cares. Comfort-focused cares may indicate the patient has selected comfort-focused interventions rather than curative interventions. This also could mean the patient is actively dying. This symbol is simply to be a reminder to staff to check their volume and body language and be ready to offer extra empathy and care in a sensitive situation.



Wheelchair Safety

University of Iowa Health Care Medical Center volunteers should only assist in patient transport if they have been trained to do so safely. All wheelchairs used during patient transport must have footrests or a safety belt. University of Iowa Health Care Medical Center wheelchairs should all have working footrests. If a patient's personal wheelchair is used, ensure that either the footrests or a safety belt are in place and being used. If the patient's personal wheelchair does not include footrests or a safety belt, Guest Services should be contacted to provide a hospital wheelchair for safe transport. Reach out to your supervisor for specific assistance or with any safety concerns.

Before transporting a patient with a Ticket to Ride, obtain training from staff. There are two types of wheelchairs used by University of Iowa Health Care Medical Center: "Classic" and "STAXI".

When using a classic wheelchair, remember to always set the brakes first and put the footrests in the "up" position. After the patient is in the wheelchair, adjust the footrests, and release the breaks. STAXI wheelchairs have a built-in brake on the handle of the chair. In order to move the chair forward, you must grip the handle while you push. Remember to slowly release the handle when stopping a STAXI wheelchair so it does not stop abruptly.

When entering the elevator with a wheelchair, always back into the elevator with the patient facing forward. Maintain control of the wheelchair at all times. Exercise special caution on any incline and decline areas of the hospital. Patients in wheelchairs with additional equipment, like IV poles, need two people to assist with transport. Volunteers do not push patients on carts, although you may assist nursing personnel. Never attempt to lift a patient into or out of a chair.

Entering and Exiting a STAXI Wheelchair:



Frequently Asked Questions

Where is the Volunteer Services Office?

University Campus: Room 8025 JCP between Elevators D and F on Level 8.
Downtown Campus: Volunteer Services, level 2.

What is the time commitment for volunteers?

Community and Staff Volunteers are required to commit to a minimum of six months (72+ hours) of volunteer services. This equates to three hours per week.

College Student Volunteers are required to commit to a minimum of two semesters (72+ hours) of volunteer service within one calendar year. When you have completed at least 40 hours of service, we can provide you with a letter verifying your hours. When you have fulfilled your commitment of at least 72 hours, we are happy to provide you with a personal letter of recommendation at your request.

This is a considerable time commitment for all volunteers, so please consider it carefully.

How do I record my hours?

All volunteers are required to record and report their individual hours. You may [record your hours online](#) on a monthly basis or in a unit binder. If you are a College Student Volunteer, your SLB member will turn in timesheets on a monthly basis, but it is your responsibility to record your hours. **The hours you record are the ONLY source of data for records supplied to administration and it is the sole method by which we can make recommendations and references.** Even if an accurate hour's record is not important to you, it is very important for us to be able to show the impact our programs have on our patients and families. Volunteer hours are used for budgeting and staffing purposes. You can always check your total number of hours in our Volunteer Services Office.

Can I take an extended break from volunteering?

Volunteers wishing to take a break from volunteering lasting from six weeks to nine months must submit a Leave of Absence form, available on our website. To be eligible to be placed on leave, volunteers must be in good standing. If you have not yet fulfilled your 72-hour minimum volunteer commitment, you may still be eligible if it is for family emergencies or health concerns.

Can I use my cell phone while volunteering?

Personal use of cell phones may take place only during breaks and must not take place in patient care areas or other work areas where the use would interfere with or distract from your or others' work responsibilities or patient care. Any use of a camera or an audio/video recording device to record a patient, visitor, or staff is prohibited.

I have decided to stop volunteering. What are the next steps?

If you are leaving the Volunteer Services program, send an email to your Staff Volunteer Supervisor, your SLB member (if applicable), and volunteerservices@uiowa.edu. A VSO staff member will respond to your message with the next steps in the process, which include returning your volunteer ID badge to the VSO.

Can I connect with patients and families on social media?

Social media tools such as Facebook, Twitter, YouTube, Instagram, and LinkedIn, among others, should not be used to maintain contact with patients and families. This means there should not be an exchange of email addresses, “friending” on Facebook, or following on Twitter. If you are asked to do any of these things by a patient or family member, please state hospital confidentiality policies do not allow you to do so.

Can I accept gifts from patients?

You may not borrow money or personal items or receive any personal gratuity, gift, or tip such as money or jewelry from people you visit or encounter while volunteering. It is not routinely acceptable to give gifts to the people you visit, even small ones such as candy, cookies, etc. If any doubt exists, a Staff Volunteer Supervisor or Volunteer Services staff member should address the appropriateness of all gifts.

What do I need to do during the flu season?

All volunteers in a patient contact environment must receive the flu vaccine annually. You may still volunteer if you decline to be vaccinated, but you will not be able to select placement in a patient contact environment during flu season (September – March). The UI Health Care influenza campaign takes place each fall and requires a mandatory response. This means **all staff, faculty, and volunteers are required to either accept a vaccination, indicate they have received a vaccination elsewhere, or decline.** All of this is done via your ReadySet account. More information will be sent out via email before the campaign begins each fall.

If you do not comply with this regulation, you will not be able to volunteer at our hospital and will be asked to return your volunteer ID badge.

What are the current visitor restrictions at UI Health Care Medical Center?

For the most up-to-date information, please visit [Patient & Visitors Resources here.](#)

What do I do if I have lost my volunteer ID badge?

Please email the Volunteer Services staff at volunteerservices@uiowa.edu.

Other helpful resources:

- [Driving directions, parking, and map](#)
- [Menus and dining locations](#)
- [Downtown Campus Information](#)

The Loop & Epic Secure Chat

UI Health Care utilizes a web platform called **The Loop** to share information on our people, events, and news. Volunteer Services often references The Loop in our weekly engagement email to keep you informed.

The Loop requires readers to enter their HawkID and password to access the information. All UI Health Care volunteers are assigned a HawkID upon beginning their volunteer service.

To obtain your HawkID log-in and password, you will need:

- Your volunteer ID badge
- A mobile phone or landline to access your account using Duo Security

Please complete the following steps:

1. To obtain your HawkID, navigate to the [Look Up Your HawkID Tools website](#). You will need your 8-digit University ID number, which can be found at the top left corner on the back of your volunteer ID badge.
2. Once you have obtained your HawkID, [reset your HawkID password](#).
 - Verify HawkID
 - Enter your HawkID when prompted
 - Click Verify Account
 - Verify Date of Birth
 - Enter your date of birth
 - Click Verify Birthdate
 - Verify Duo Device
 - Select your preferred device from the drop down
 - Select Call Me (answer your phone, select “1” on the dialpad), OR
 - Select Enter a Passcode, click “Text me new codes.” Enter the first 7-digit code into the “passcode” field.
 - Verify Identity with Duo
 - Reset Password

Having trouble? Contact the ITS Help Desk by phone: 319-384-4357 or email: its-helpdesk@uiowa.edu
Once you have your HawkID and password information, you will be able to access the content located on *The Loop* moving forward.

Epic Secure Chat


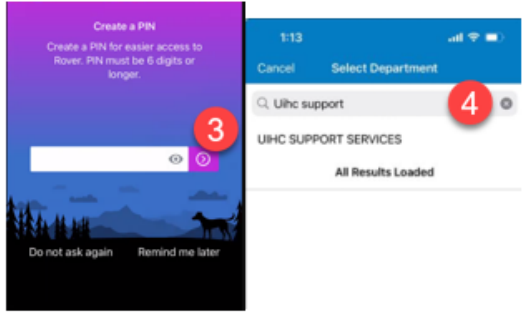
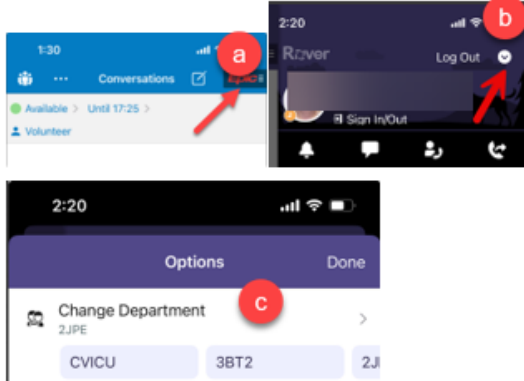
EPIC Secure Chat is used for patient-specific and other health care-related communication between staff within UI Health Care. If you did not previously use Voalte for communications during your volunteer shift, you will likely not require access to EPIC Secure Chat.

Your log-in information to Epic Secure Chat is the same HawkID and password you use to access The Loop.

How to use Epic Secure Chat

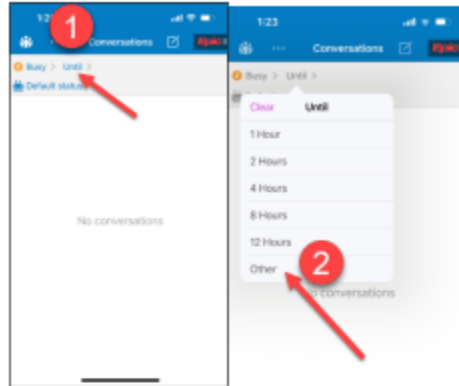
Step by Step guide for Volunteers to use Secure Chat

Logging into Secure Chat

<ol style="list-style-type: none"> 1. Select the purple Rover app 2. Use your personal <u>HawkID</u> and password to login <p>i If it says you do not have access, call the Help Desk 6-0001 on a hospital phone. Explain the issue and then proceed.</p>	
<p>The <u>first time</u> you log into Rover you will be asked to Create a Pin and to Select a <u>Department</u>. Rover will remember this for future log ins.</p> <ol style="list-style-type: none"> 3. Create a Pin by choosing any <u>6 digit</u> code, then tap the arrow. 4. When prompted, search UIHC SUPPORT SERVICES and select as your department 	
<p>For volunteers who also work at UI Healthcare to change your department when you are volunteering:</p> <ol style="list-style-type: none"> a. Tap the Epic button in the top right corner b. Tap on Down Arrow at the top of the screen next to Log Out c. Tap Change Department or select a previously used department. 	

Make yourself available

1. Tap the **Until** button towards the top of the screen
2. Tap **Other** on the bottom of the list



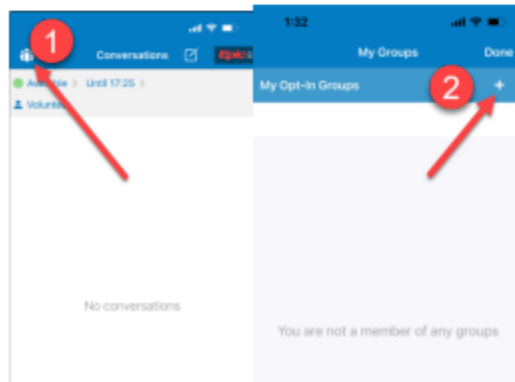
3. Change status to **Available**
4. Change the time to when your shift is over
5. Tap **Message** and type "Volunteer"
6. Tap **Done**



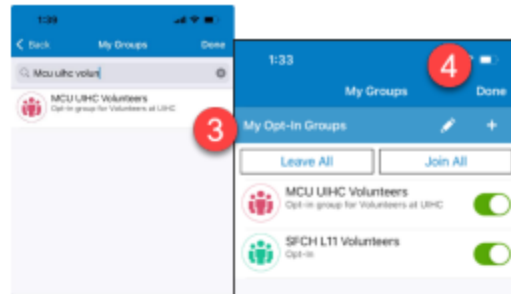
Opting into Your Volunteer Group

You will need to add yourself to the main volunteers group and the volunteers group for the area you are volunteering

1. Tap the three people icon in the top left corner..
2. Select the plus icon in the top right corner.



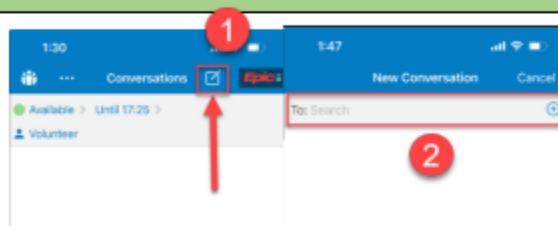
3. Search for **MCU UIHC VOLUNTEERS** and your specific volunteer unit group (ex: L11 Volunteers).
- ⚠️ If you are unable to locate your group on the list, ask a unit member or your SLB.
4. All of your group should be visible on your list. Tap **Done**.



You are now logged in and ready to start your shift.

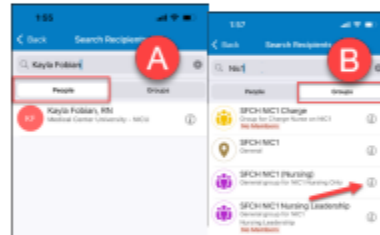
How to chat on Secure Chat

1. Tap the **New Chat** icon at the top.
2. Tap the **Search** bar to begin searching your contact

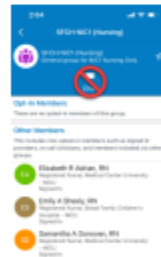


You have two options when searching:

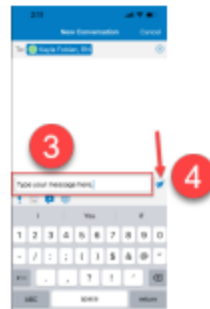
- A. Search the name of the staff member you would like to contact and select their name, or
- B. Search for the unit you are in by tapping Groups and then tapping the *i* button.



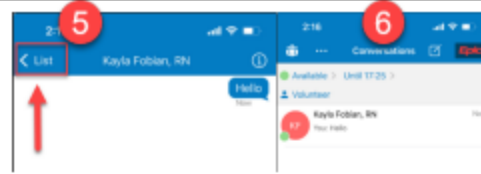
After tapping the *i* button a list of all members of that group will appear. **DO NOT CLICK CHAT.** Instead scroll through the list and select the desired staff member to add them to chat.



3. Once you have selected your contact, type your message at the bottom of the screen.
4. Tap the paper airplane icon to send the message.

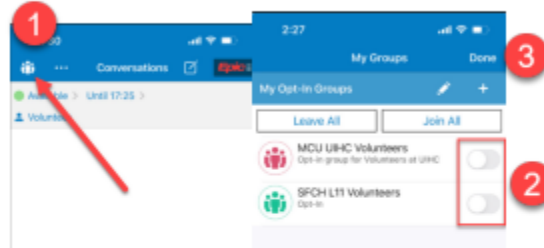


5. Tap **List** in the left-hand corner to return to return to your main Secure Chat Page
6. Your main Secure Chat page will now show all your active conversations.

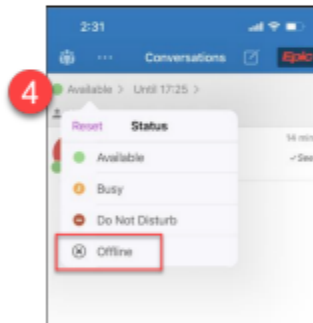


How to Log Off

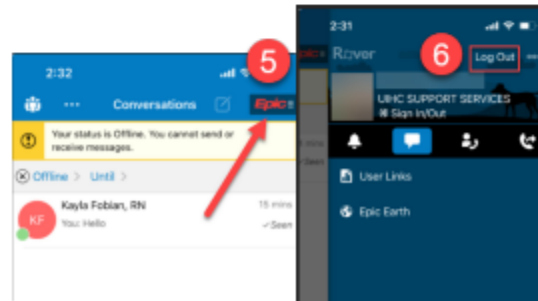
1. Tap the **Group** icon.
 2. Toggle off all groups.
- i** These groups will be here for your next shift for you to toggle back on.
3. Tap **Done**



4. Tap the **Status** and mark yourself as Offline



5. Tap the **Epic** button in the top right corner.
6. Tap **Log Off**.



Volunteer Agreement

As a hospital volunteer, I understand Volunteer Services reserves the right to terminate any volunteer status as a result of (a) failure to comply with hospital policies, rules, and regulations (b) absences without prior notification (c) unsatisfactory attitude, work, or appearance, or (d) any other circumstances which, in the judgment of the Volunteer Services Director, would make my continued services as a volunteer contrary to the best interests of the hospital. In addition:

- I declare I have read and understand the aspects of patient confidentiality for Internet activity, including: **Hospital policy prohibits retrieval of patient information that is not required for the performance of your job. The confidentiality of information about patients that you obtain in the course of your volunteer work is protected by state and federal law. State and federal law prohibits you from making any disclosure of the information unless you are specifically authorized to do so under the policies of your department. The use of University computing resources...is subject to the normal requirements of legal and ethical behaviors within the University community...Users must abide by all applicable restrictions, whether or not those restrictions are built into the operating system or network, and whether or not they can be circumvented by technical means.**
- I understand that a violation of the policy is a reason for disciplinary action including possible dismissal from Volunteer Services and liability to civil and criminal penalties.
- I declare that I have read the information on 1) safety/fire/hazardous chemical procedures and precautions, and 2) "Patients' Rights and Responsibilities", which represents the mandatory policy of the organization.
- I further agree to immediately notify Volunteer Services should I be reported for child abuse/neglect or be charged, convicted, or penalized in any way for violation of any municipal, county, state, or federal law other than a minor parking violation.
- I certify that I understand 1) that as a University of Iowa current or former employee, worker, student, volunteer, workflow user, affiliate, or non-paid assistant, I may have access to confidential or sensitive information including, but not limited to general ledger, payments to vendors and/or individuals, budget, purchasing, data warehouse, payroll, and personnel information, employee records, research information, student records, patient records; 2) that accessing, using, and/or disclosing information (that is not personal information about me) for any reason other than the legitimate pursuit of my employment or volunteer duties, and in adherence with guidelines mandated by federal law (including FERPA, or HIPAA) and university policies and guidelines constitutes misuse; 3) that any misuse or unauthorized release of such information, either during my employment or affiliation with The University of Iowa or subsequent to the conclusion of my employment or affiliation with The University of Iowa, may be ground for discipline (up to and including expulsion or discharge from employment or other affiliation with the University), and/or the initiation of legal actions against me.
- As a UI Health Care volunteer, I understand that certain information provided in my application (e.g., name and contact information) and other information needed to recognize my volunteer activity (e.g., years and hours of volunteer service) may be shared with other components of the University of Iowa or its affiliated organizations, including but not limited to the University of Iowa Center for Advancement.

Nondiscrimination Statement

The University of Iowa prohibits discrimination in employment, educational programs, and activities on the basis of race, creed, color, religion, national origin, age, sex, pregnancy, disability, genetic information, status as a U.S. veteran, service in the U.S. military, sexual orientation, gender identity, associational preferences, or any other classification that deprives the person of consideration as an individual. The university also affirms its commitment to providing equal opportunities and equal access to university facilities.

For additional information on nondiscrimination policies, contact the Director, Office of Civil Rights Compliance, The University of Iowa, 202 Jessup Hall, Iowa City, IA, 52242-1316, 319-335-0705 (voice), 319-335-0697 (TDD), daod-ocrc@uiowa.edu.

Once again, thank you for your commitment to volunteer service at the University of Iowa Health Care. We look forward to helping you make a difference!

UI Health Care, Volunteer Services
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Iowa City, IA 52242-1009
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volunteerservices@uiowa.edu
www.uihc.org/volunteers