



Volunteer Handbook

Volunteer Services
University of Iowa Health Care

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University of Iowa Hospitals & Clinics 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 Hospitals & Clinics records nearly one million ambulatory clinic visits and patient admissions a year.

University of Iowa Hospitals & Clinics prides itself on the high quality of care and standards it provides its patients. To demonstrate this commitment, UI Hospitals & Clinics 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 Hospitals & Clinics 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. 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...and don't forget – ask questions! If we can offer any assistance or answer any questions as you make your way to becoming a full-fledged hospital volunteer, or if you find any changes you think should be made to this process, please let us know!

The Staff of Volunteer Services

Introduction

University of Iowa Health Care represents a partnership between the University of Iowa Roy J. and Lucille A. Carver College of Medicine, University of Iowa Hospitals & Clinics, and University of Iowa physicians. UI Hospitals & Clinics 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 can offer 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 UI Health Care include:

- **University of Iowa Stead Family Children's Hospital (SFCH)** is a free-standing pediatric hospital located adjacent to UI Hospitals & Clinics and features comprehensive pediatric services and family-oriented care.
- **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.

UI Health Care's Mission

Changing Medicine. Changing Lives.®

UI 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
- An extraordinary, collaborative, team-based environment

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 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 Hospitals & Clinics. 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 Coordinator.

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). Members are eligible for a scholarship award when they accumulate 150 hours of volunteer service here.

Volunteer Services sponsors businesses to add to the patient and visitor experience at University of Iowa Hospitals & Clinics.

Volunteer Services sponsors four revenue-generating businesses: Fourth Floor Salon, Wild Rose Gifts, Rooftop Café and refreshment carts, and Kaleidoscope Gift Shop and Safety Store. 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 (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/fourth-floor-salon>



Wild Rose Gifts (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 (Elevator F, 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 (Fountain Lobby, Floor 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



Community Volunteers are a very diverse group of individuals aged 16 and up. 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 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 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.



College Student Volunteer Program

If you are volunteering to prepare yourself for a career in the health sciences, the College Student Volunteer Program is the best match for you. Placements are made available three times a year on a semester schedule (Spring, Summer, and Fall). Information is available on our website all year round. The documentation required for College Student volunteers is the same as for Community volunteers (health screening, background check, etc.), but the timeline is different.

College Student Volunteer Referral Sessions

Student volunteers must attend a College Student Volunteer Referral Session, which occurs at the start of each semester. Referral sessions allow students to easily select new positions for the upcoming semester. Returning volunteers have priority placement for open volunteer positions. We encourage our student volunteers to experience the variety of opportunities available. To attend a referral session, a student must have completed their annual competency quiz, and be compliant with all other onboarding requirements.

College Student Leader Board (SLB) Applications

College Student Volunteers typically apply for a competitive board position at the end of their sophomore year, but freshmen, juniors, and graduate students preparing for a career in health sciences are welcome to apply as well. It is recommended, but not required, that applicants have at least 50 volunteer hours when applying. SLB applications are accepted each Spring semester and are available from current SLB members and on the [Volunteer Services website](#).



Steps to Become a Successful Community Volunteer

Submit a Preregistration Application through the Volunteer Services website. If your pre-registration application is accepted, you will then select a Volunteer Information Session date and sign a Letter of Intent.

Attend a Volunteer Information Session (VIS). This session introduces Volunteer Services and many UI Health Care amenities, policies, and procedures.

Submit a Criminal Background Check form and a Confidential Volunteer Reference. All prospective volunteers must turn in a completed Criminal Background Check initialization form and a completed Confidential Volunteer Reference form when they check-in for their VIS. UI Human Resources will reach out with an electronic background check form for the prospective volunteer to complete. All on-site volunteers must pass a Criminal Background Check before they can begin volunteering. **Volunteer Services will email you when your background check has cleared and what the next step is.**

Create a ReadySet Account and Complete a Health Screening. This process is similar to the one our staff members go through for patient contact and is administered by the University Employee Health Clinic (UEHC). Current staff members do not need to create a new ReadySet account. Two tuberculosis (TB) tests are required during your health screening.

Competency and Confidentiality Assessment Quiz. A link to this handbook and the Competency and Confidentiality Quiz will be emailed to you. You will need to review the handbook and pass the quiz. **Volunteer Services will email you when your quiz has been processed.**

First Interview and Office Hours. Once your background check has cleared, you have completed your health screening and passed the quiz, you will receive an email inviting you to schedule your first interview with a staff member. You are required to complete a total of ten hours in the Volunteer Services office before placement. We recommend you try to schedule your first interview and begin your office hours on the same day you have your second TB test read. At your first interview, you will schedule the rest of your ten hours. Your office hours will help introduce you to the hospital and the services volunteers provide. It is an important part of the assessment process and must be completed during regular business hours.

ACTION: It is expected that you will have completed your health screening, passed the quiz, and scheduled your first interview within two months of your VIS date.

It is also expected that you complete your ten office hours in a maximum of two months.

Obtain your Volunteer ID Badge. After your first interview, you will be given your form to obtain a volunteer ID badge. This badge will allow you access to the staff-only elevators in SFHC. Specific badge access will need to be requested from your Staff Volunteer Supervisor after you have received your placement. Only volunteers assigned to the Volunteer Services office will have access to the Volunteer Coat Room and the kitchen/storage area.

Placement Interview. When you have completed your ten office hours, you will be ready to have your placement interview with a staff member. It is recommended you schedule your placement interview on the day you complete your office hours. The placement interview is to discuss volunteer placements you find of interest and ultimately be referred to the Staff Volunteer Supervisor of your placement selection.

Contact your Staff Volunteer Supervisor. Call or email your Staff Volunteer Supervisor to discuss the possibility of placement in their area. The supervisor may schedule an interview, and if you both agree this is the best placement match, the supervisor will set up a volunteer schedule and provide unit-specific training.

Begin Volunteering! Once you have begun your regular volunteer placement, **your six-month (72+ hour) commitment begins.** It is your responsibility to record your volunteer hours with our office, read and comply with all email correspondence from Volunteer Services, update your Competency and Confidentiality Assessment Quiz (notified via email), and comply with the annual flu campaign (notified via email).



Health Screening Process for Volunteers

Before beginning service at UIHC, staff and 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. It is very important you begin the health screening process **only** if you are committed to selecting a volunteer placement.

If you have a paid appointment with UIHC or SFCH, you will not need to go through the health screening process. Please email volunteerservices@uiowa.edu for next steps.

What to Expect Before Your Health Screening

After you have signed up for a health screen appointment, you will need to complete the following steps:

- Create a ReadySet account (directions on how to create an account are on page 15)
- Complete all assigned surveys in ReadySet
- Email your immunization records to employee-health@uiowa.edu

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. **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.**

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”

Save your records as a PDF and email it to UEHC (employee-health@uiowa.edu) prior to your health screening appointment.

What to Expect at Your Health Screening

As part of your health screening, you will receive two tuberculin (TB) skin tests. If you can provide documentation of one negative TB test within the past 12 months or 2 negative TB tests in your lifetime, you may only need to obtain one TB test at UEHC. UEHC staff has the final say on whether two TB tests are required or not.

TB tests are a two-step process. You will need to return to UEHC 48-72 hours after your TB test has been applied to have your TB test read, and you must wait at least 7 days before your second test is applied. UEHC is open Monday-Friday, 7:00 a.m.–5:00 p.m. No TB tests are applied on Thursdays.

TB Vaccination or Positive TB Test

A history of a 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.

For additional information on the TB test requirements, [visit the UEHC website](#).

University of Iowa Health 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)	Upon initial employment: 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: a) 1 negative TST within the past 12 months of health screening visit OR b) 2 negative TSTs OR TB symptom review for persons with a documented positive TST reading, chest x-ray report, and associated treatment records
Varicella	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* 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

***Documentation is defined as a photocopy of the medical record or an immunization record signed by the healthcare provider or previous employer. Documentation must include your full name and date of birth.**



How to Create Your “My Health” Account

- Go to <https://uiowa.readyssetsecure.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@uiowa.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...

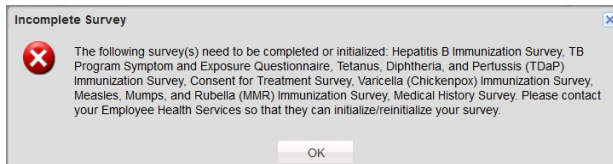
To avoid hunting for old records and possibly repeating undocumented vaccinations, remember to bring your or your child's immunization record card to EVERY medical appointment. Keep your personal record in your wallet, a vinyl sleeve, or a sealable plastic bag. It is also a good idea to keep a back-up 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

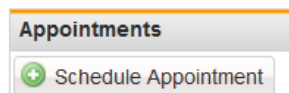
If you try to schedule an appointment before completing the surveys, you will receive an error like the following:



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

1. Go to Appointments->Schedule Appointment

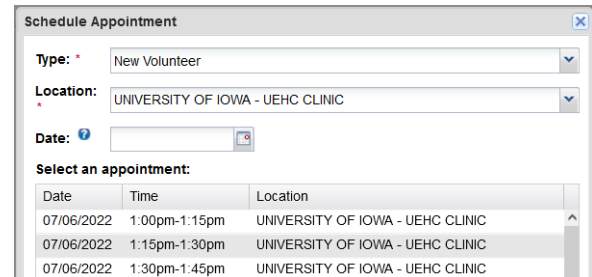
Welcome
Health Surveys
Appointments



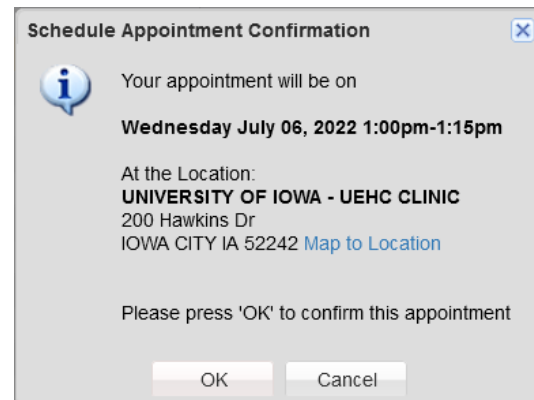
2. Choose "New Volunteer"

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.

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 UIHC.** 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 staff has trained you to do so, and you have a "Ticket to Ride".
- 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.
- The UI Health Care campuses are smoke-free. Do not obtain cigarettes for patients or smoke yourself while volunteering.

UI Health Care Professional Appearance Expectations

As a part of our continuing effort to provide excellent customer service and patient-centered care, UI Health Care has a Professional Appearance Policy. This policy asks staff members, faculty, students, and volunteers to ensure their appearance contributes to a positive, respectful, and safe healthy environment for patients, staff, and the public. Our personal taste and conduct must reflect concern and respect for the diverse group of individuals served at UI Health Care, as well as instill confidence in the professional care provided here. Thank you for helping ensure that we are playing our part in presenting a unified professional appearance at our hospital. Please review the professional appearance policy below.

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.

*Please remember the following is **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.

Appearance Policy

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 your specific situation due to medical, religious, or ethnic issues, please discuss these with your supervisor.
- Your noncompliance with these guidelines will result in a request for you to change into appropriate attire before beginning your shift.



CHANGING MEDICINE.
CHANGING LIVES.®

Helping in the Halls

Wayfinding

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

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

1. **Dial 101** from any house phone for directions (24 hours daily)
2. 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)
3. 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:

1. **Dial 102** for wheelchair escort (Monday to Friday, 7:30 a.m. to 5 p.m.), or
2. On Level 2, **dial 102** for a ride on the [PATmobile](#) (Monday to Friday, 7:30 a.m. to 4:30 p.m.)

Resources

Near the Information Desks and most entrances:

- **Finding Your Way** brochure/poster: detailed map with specific clinics, units, and services locations
- **Welcome brochure**: map and information on parking, amenities, activities, food, lodging, etc.
- **Rack cards**: information on parking, food, mailboxes, things to do, and [more](#)
- **Online**: A-Z directory at uihc.org/a-z/a

Service Recovery Toolkit

If a guest has a bad experience, offer a parking pass, a Wild Rose gift voucher, or a Food and Nutrition gift card from the toolkit. Toolkit binders are found in clinics, units, Information Desks, and departments.

Practice the **HEART** model: **H**ear, **E**mpathize, **A**pologize, **R**esolve, and **T**hank

To learn more, visit the Office of the Patient Experience site on The Point, call 319-356-1802, or email patient-experience@uiowa.edu.

Phones in hallways

Call 101

For information and directions

Call 102

For patient transportation

ANOD & A Thanks

A = Acknowledge/greet

N = Name (your name)

O = Occupations (your role)

D = Duty (You are here to...)

&

A = Anything else (I can do for you?)

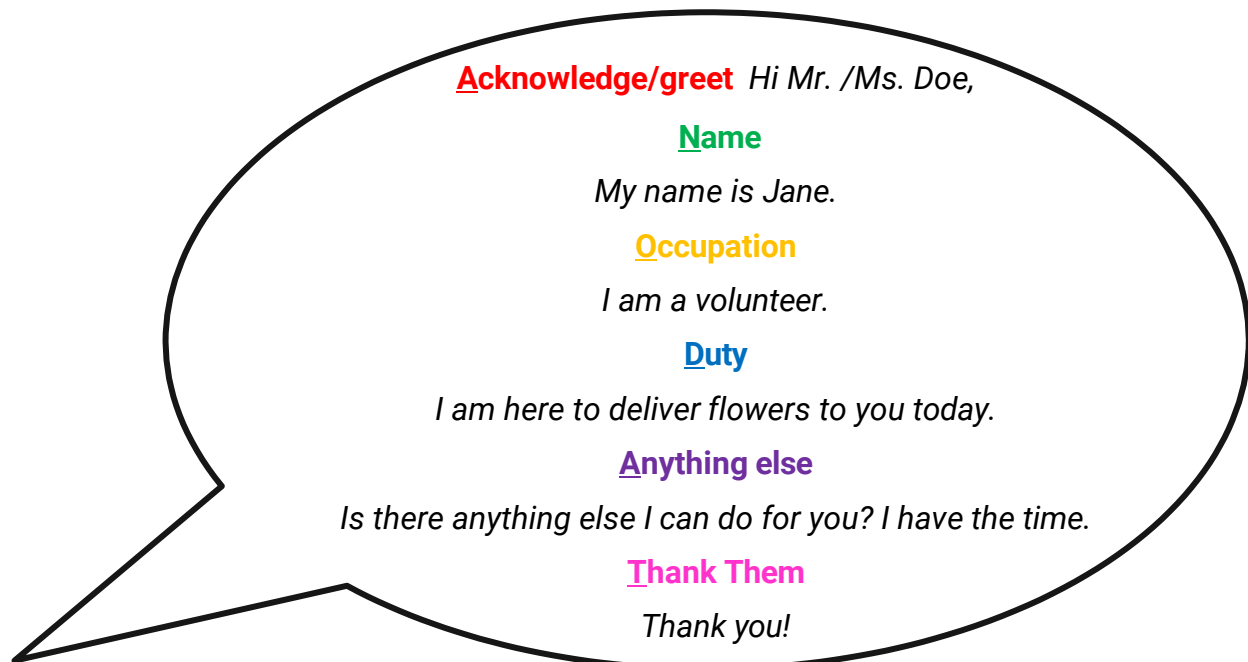
T = Thank them!

'Guestology' Tips

- Stay alert for people who need help.
- Use stairs if able to free up elevators.
- Do not block hallways.
- Be mindful of conversations you have in the hallways and elevators.
- Look up and be aware of your surroundings when using your cell phone or headphones.

Excellence Every Time and the Iowa Greeting

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. In order to take these efforts one step further, the Office of the Patient Experience has created the “Excellence Every Time” program for all UI Health Care staff, faculty, and volunteers. This program focuses on who we are, how we work, and how we keep patients at the center of everything we do. In order to provide consistency to our patients and their families, use the Iowa Greeting:



The flow of our processes and the efficiencies we implement to do the task are important, but what is the PURPOSE behind the task?

Focus on the PURPOSE, not the task. This is what makes us all caregivers regardless of our role. Remember our shared purpose: *caring with our minds, hands, and heart with Every Patient, Every Time.*

Please remember you not only representing UI Health Care 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.

Finding Your Way Around

University of Iowa Hospitals & Clinics 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

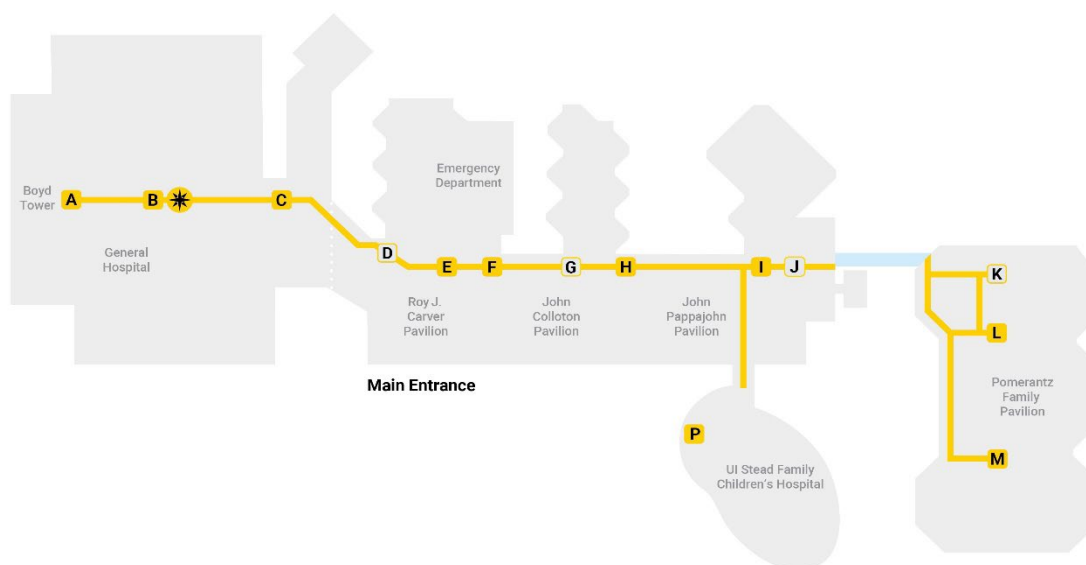
John Colloton Pavilion – JCP, Elevator H

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](#).



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

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. Please look at your copy of the Welcome booklet, found in your orientation materials. 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.”*

What is 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 to offer a service recovery token from the Service Recovery Toolkit, such as a:

- 3-hour parking pass
- Voucher for valet parking
- \$5 Food & Nutrition gift card for the hospital cafeterias
- \$10 voucher for Wild Rose Gifts
- \$5 Bread Garden Café gift card
- Stationery for sending handwritten notes of apology and/or appreciation

There are over 200 toolkits around UI Health Care. They are available in these locations:

- All outpatient clinics and inpatient units
- Iowa River Landing
- Sports Medicine
- UI Community Clinics
- Pathology
- All pharmacies
- Volunteer Services Office and Wild Rose Gifts
- Information desks
- Supervisors in Environmental Services
- All Patient Financial Services locations
- Social Services
- Patients' Library
- Material Services
- Hospital Administration
- Health Care Information Systems
- Health Information Management
- Compliance Office
- Please reach out to the Office of the Patient Experience with any questions.



**EXCELLENCE
EVERY TIME**

"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 UIHC. 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 Hospitals & Clinics 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 [UI Health Care's 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 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).**

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

Using Soap and Water:

- Wet your hands with warm water
- Put a nickel or quart-sized amount of soap in your hands
- Rub your hands together until lather forms, the rub all over the top of your hands, in between your fingers, and the area around and under your fingernails
- Continue rubbing for 15-30 seconds
- Rinse hands well
- Dry hands with paper towels or a hand dryer
- **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



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

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

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

DROPLET PRECAUTIONS



Hand Hygiene **Surgical Mask**

Visitors: Report to nurses desk

 Transport: Patient must wear surgical mask

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

AIRBORNE PRECAUTIONS




Hand Hygiene **Respirator**
N95 or CAPR

KEEP DOOR CLOSED

Visitors: Report to nurses desk

 Transport: Patient must wear surgical mask

CONTACT AND AIRBORNE PRECAUTIONS




Hand Hygiene **Gown** **Respirator** **Gloves**
N95 or CAPR

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

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.

General Guidelines

- 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!

Isolation/Precaution and Infection Control Signs

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.

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.

Safety and Security

University of Iowa Hospitals & Clinics strives to provide the safest possible environment for its patients, visitors, staff, and volunteers. **Safety Reference Cards** are available in the Volunteer Services office and your unit binders. 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 University of Iowa campus, including University of Iowa Hospitals & Clinics, 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 at 319- 356-2658.

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 emergencies.



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 and UI Health Care maintain 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**.

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.

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.

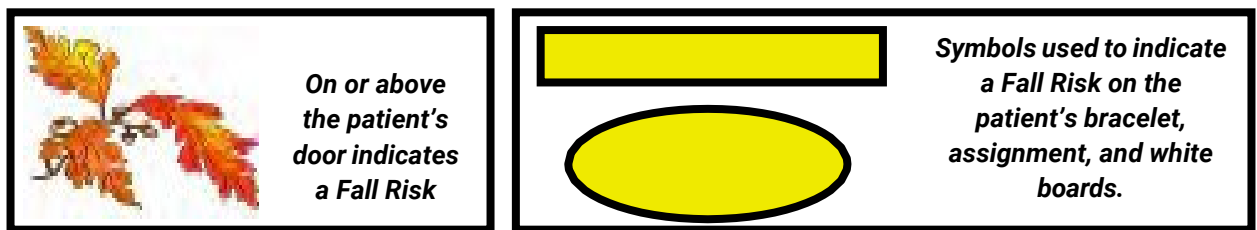
General Guidelines

- 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.

Wheelchair Safety

Before transporting a patient with a Ticket to Ride, obtain training from staff. There are two types of wheelchairs used by UI Health Care, "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:



Where is the Volunteer Services Office?

Room 8025 JCP between Elevators D and F on Level 8.

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-vs@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.

How often do I need to get a TB test?

Prospective volunteers are required to have a health screening and two TB tests. An annual TB test is no longer required for current volunteers unless there is an extended break in service.

What are the current visitor restrictions at UI Hospitals & Clinics?

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](#)

Accessing The Loop

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 were assigned a HawkID upon beginning their volunteer service.

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

- Your volunteer ID badge
- A pen and notepad to write down your HawkID and password
- 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. Write down your HawkID.
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.

Phone: 319-384-4357

Email: its-helpdesk@uiowa.edu

Online chat: [Help Desk Online Chat](#)

Once you have your HawkID and password information, you will be able to access the content located on *The Loop* moving forward.

Declarations and 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 and stands 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.

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 Equal Opportunity and Diversity, The University of Iowa, 202 Jessup Hall, Iowa City, IA, 52242-1316, 319-335-0705 (voice), 319-335-0697 (TDD), diversity@uiowa.edu.

Once again, thank you for your commitment to volunteer service at UI Health Care.

We look forward to helping you make a difference!

Volunteer Services University of Iowa Hospitals & Clinics

200 Hawkins Drive, 8025 JCP

Iowa City, IA 52242-1009

Phone: 319-356-2515

Fax: 319-384-8032

volunteerservices@uiowa.edu

www.uihc.org/volunteers



Last Updated January 2024

Wayfinding Map

