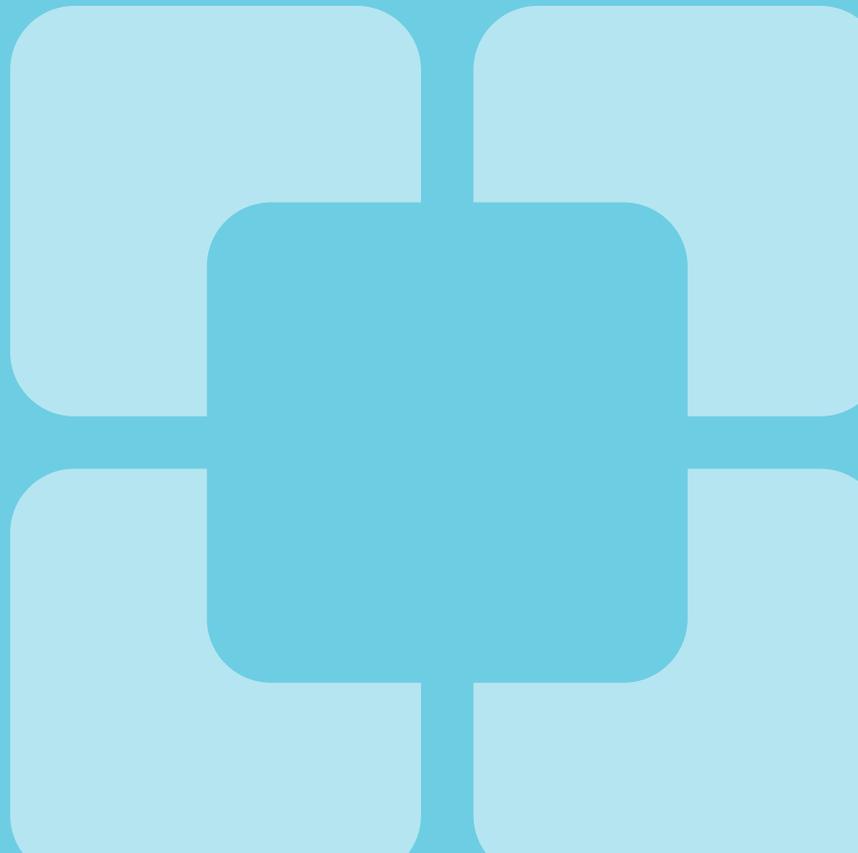




Cleveland Clinic
Volunteer Services

Cleveland Clinic Volunteer Handbook



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Greetings

I'd like to share my gratitude for your decision to volunteer with Cleveland Clinic! When we treat each other as we would treat family, we strengthen the team-of-teams concept, allowing each of us to be at our best each day while collectively dedicating ourselves to supporting patients, visitors, and caregivers. As a Cleveland Clinic volunteer, your contributions will enrich the lives of others and will help us provide the finest medical care in the world. Thank you for becoming part of this meaningful work. Welcome to the team!

Sincerely,

Adrienne Boissy, MD

Chief Experience Officer

Cleveland Clinic

Welcome Volunteer

Volunteering at Cleveland Clinic is a rewarding and satisfying experience. Volunteers promote our rich tradition of excellence by strengthening the link between the medical team, the patient and the family. The Volunteer Services Department is looking forward to working with you and invites you to communicate with us regularly by phone or by visiting our offices so we may assist you in your role as a Cleveland Clinic volunteer. Best wishes!

Volunteer Services Department

Cleveland Clinic

Mission, Values, Cleveland Clinic Enterprise

Mission

To provide better care of the sick, investigation into their problems and further education of those who serve.

Vision

Our vision for Cleveland Clinic is to be the best place for care anywhere and the best place to work in healthcare.

Care Priorities

PATIENTS

Care for the patient as if they are your own family.

Cleveland Clinic is here for one reason: To take care of patients. We are known for exceptional care delivered by multidisciplinary teams. We challenge ourselves to get better each year. Our goals are to touch more lives, relieve suffering and provide every patient the best care and experience.

CAREGIVERS

Treat fellow caregivers as if they were your own family.

There are nearly 60,000 Cleveland Clinic caregivers around the world. We are the largest employer in Northeast Ohio and the second largest in the state. We promote teamwork, inclusion and integrity. We strive to make Cleveland Clinic the best place to work and grow.

COMMUNITY

We are committed to the communities we serve.

Cleveland Clinic's community benefit goes beyond healthcare services. As an anchor institution, we promote the physical and economic health of our neighborhoods. We are building a future for health education and workforce development that will enhance the region for generations.

ORGANIZATION

Treat the organization as your home.

Cleveland Clinic is a nonprofit organization. All revenues beyond expenses are reinvested in our mission. We care for the organization as if it were our home, by securing its financial health, using resources mindfully and bringing our services to as many people as need our care.

VALUES

Quality & Safety - We ensure the highest standards and excellent outcomes through effective interactions, decision-making and actions.

Empathy - We imagine what another person is going through, work to alleviate suffering and create joy whenever possible.

Inclusion - We intentionally create an environment of compassionate belonging where all are valued and respected.

Integrity - We adhere to high moral principles and professional standards by a commitment to honesty, confidentiality, trust, respect and transparency.

Teamwork - We work together to ensure the best possible care, safety and well-being of our patients and fellow caregivers.

Innovation - We drive small and large changes to transform healthcare everywhere.

Cleveland Clinic Health System

Cleveland Clinic Health System includes main campus, suburban family health centers (FHC), community hospitals, and sites in Abu Dhabi, Canada, Nevada and Florida.

Cleveland Clinic Enterprise includes main campus, suburban family health centers (FHC), community hospitals, and sites in Abu Dhabi, Canada, Nevada and Florida.

Volunteer programs overseen by main campus
Volunteer Services:

- East: Beachwood FHC, Chagrin Falls FHC, Solon FHC, Twinsburg FHC, Willoughby Hills FHC, Stephanie Tubbs Jones Health Center
- West: Chestnut Commons, Lakewood, Lorain FHC, Lutheran Hospital
- South: Brunswick FHC, Independence FHC, Strongsville FHC, Wooster FHC

Volunteer programs managed by specific site:

- East: Ashtabula Medical Center, Cleveland Clinic Children's Hospital for Rehabilitation, Euclid Hospital, Hillcrest Hospital, Marymount Hospital, South Pointe Hospital
- West: Avon Hospital, Fairview Hospital, Richard E. Jacobs FHC
- South: Akron General, Hospice - Independence Business Operations Center, Medina Hospital, Union, Lodi

Cleveland Clinic Volunteer Definition

Dedicated and engaged individuals who fulfill patient experience centered assignments and provide service which embodies Cleveland Clinic's commitment to put patients first and deliver world class care.

Successful Cleveland Clinic Volunteer Qualities

- **Accurate:** Strive to produce correct results and outcomes
- **Compassionate:** Empathetic toward others
- **Dependable:** Trust to carry out the assignment's expectations
- **Perceptive:** Employ good judgment
- **Proactive:** Eager to take initiative
- **Reliable:** Commit to the assigned volunteer shift
- **Selfless:** Devote themselves to the welfare of others as opposed to personal incentive. Unwilling to accept money or tangible return

Cleveland Clinic Volunteer Services Department

Volunteer Services Department:

Volunteer Coordinator:

Volunteer Coordinator Phone Number:

Volunteer Coordinator Email:

Attendance: The Call-Off Procedure

Notification of absence **MUST** be provided to the coordinator and in some cases, the volunteer assignment area supervisor:

- Email
- Phone call and voice mail

Volunteers who do not feel well are advised to consult their physician:

- Call off to avoid exposure for any patients, visitors, caregivers or other individuals
- Please be sure to communicate anticipated return date to your coordinator

In the event of concerns concerning the appropriateness of volunteering in situations where there is a possible but unconfirmed health issue; i.e.: poison ivy; chicken pox; etc. Please contact Cleveland Clinic Occupational Health following instructions provided by your coordinator.

Steps to Becoming a Cleveland Clinic Volunteer Application Process and Onboarding

Initial Inquiry - Information Session - Non-employee Onboarding - Orientation - Additional Training:

- Complete Contact Form at clevelandclinic.org/volunteer.
- Please, watch this Information Session to learn more about volunteering at Cleveland Clinic. <https://rise.articulate.com/share/LZYTnW Gub-R6KWrR3pRWfICUQZISOfmO>
Please contact 216.445.6986 or volunteer@ccf.org for more information.
- RSVP for a single one-hour Information Session to learn more about volunteer opportunities at Cleveland Clinic. *Akron Volunteers will be contacted by Akron General Hospital Volunteer Services.
- Applicants are notified of acceptance by receipt of the Non-Employee Onboarding email which includes logon and password.
- Complete all Non-Employee Onboarding steps and follow all instructions provided, including the background check and TB test, within 45-days.
- Background Check:
 - Social Security number required
 - Or, for non-immigration status visa holders, a visa number
 - Fingerprinting is required for all Cleveland Clinic Children's, Akron General and hospice applicants.
- Choose one two-hour Orientation Session. All Cleveland Clinic volunteers are required to complete an Orientation Session. Choose preferred date; Volunteer Services will send additional application materials to complete:
Main Campus & Select Regional Hospitals:
 - Volunteer Services will contact you after you have completed viewing the Information Session and Orientation Session links.

- Complimentary parking is extended to volunteers on your scheduled volunteer day, please see your volunteer coordinators for more information.

Additional Training Session:

Many Cleveland Clinic volunteers, including Cleveland Clinic Children's and Inpatient Nursing Unit volunteers are required to complete a training session. Training sessions are offered during regular business hours. Sessions range from one to three hours in length. Anticipate needing flexibility in your schedule to attend one training session.

Once Orientation and Additional Training are Completed:

- Communicate promptly with coordinator to arrange start date:

Volunteer Orientation Date:

- Receive badge, uniform and, if applicable, parking sticker - Learn volunteer time keeping procedure for your location.
- Shadow an experienced volunteer or Cleveland Clinic caregiver.

Volunteer Commitment and Attendance

Cleveland Clinic volunteers enhance the patient experience through patient-focused service. This can only occur when volunteers make a serious commitment to upholding the duties of their assignments. We welcome volunteers to direct their talent and energy towards helping others by ensuring a strong commitment:

Service Hours Commitment Requirement*:

- An ongoing contribution of 75 Service Hours every nine rolling months. Within every nine month period, Volunteer Services will look to see that volunteers are contributing a minimum of 75 hours service.
- Commitment to the same two-, three- or four-hour weekly shift. Volunteers choose an assignment that will best fit your schedule and fits the needs of the organization.
- Breaks:
 - Taken only after completing a minimum four-hour shift
 - Breaks may only be taken at a location approved by volunteer coordinator
- All volunteers are responsible for dedicated time keeping
 - Tap in and out at the Volgistics time screen
 - Email hours to volunteer coordinator on the same day of service after the shift for those volunteers who do not have access to a Volgistics time screen (this involves few assignments).

*Prior discussion with the volunteer coordinator may require a different time commitment. Any different Service Hours Commitment Requirement is confirmed by the volunteer coordinator prior to placement in the specific assignment.

Attendance: The Call-Off Procedure:

(Please see page 7)

Notification of absence MUST be provided to the coordinator and in some cases, the volunteer assignment area supervisor:

- Email
- Phone call and voice mail
- Volunteers who do not feel well are advised to consult their physician:
 - Call off to avoid exposure for any patients, visitors, caregivers, or any other individuals
 - Communicate anticipated return date with volunteer coordinator
 - Concerns about the appropriateness of volunteering in situations where there is a possible, but unconfirmed, health issue; i.e.: poison ivy; chicken pox; etc., please contact Cleveland Clinic Occupational Health following instructions provided by volunteer coordinator.

Inclement Weather

Please follow news reports and use best judgment during extreme weather. Cleveland Clinic Volunteer Services does not require volunteers to provide service during episodic inclement weather. Follow call-off procedure in cases of inclement weather. If the local school is closed in the city in which the volunteer lives and / or is planning to serve, the service will be cancelled for that time period.

Notification of absence MUST be provided to the volunteer coordinator and in some cases, the volunteer assignment area supervisor:

- Email
- Phone call and voicemail

Volunteer Commitment and Attendance *continued*

Change of Schedule

The volunteer coordinator should be notified when work, school or other commitments change and conflict with the volunteer's schedule. Every effort will be made to re-assign the volunteer to another day, time or area; though, the Volunteer Services department cannot guarantee an appropriate volunteer position will be available.

Change of Personal Information

A volunteer is to inform the designated volunteer Coordinator when there is a change to the volunteer's email address, emergency contact, home address, home and/or cell phone number(s), legal last name, and vehicle information.

Leave of Absence

The leave of absence (LOA) policy provides flexibility to committed volunteers who require extended time away – a period between three weeks and six months – from the regular volunteer assignment due to illness, caring for a family member, extended vacation, or class schedule.

An LOA is requested two weeks in advance and is subject to the volunteer coordinator's approval. Volunteer shifts are not guaranteed upon return and it is the volunteer's responsibility to contact the coordinator upon return. Badges and uniforms are collected during a LOA and reissued upon return. Volunteers who fail to contact their coordinator after six months may be exited. The volunteer may be responsible for completing new onboarding (volunteer orientation, TB test, reactivation of ID badge, any new training pertaining to specific area.)

Mandatory In-Service Training Sessions

Volunteers are required to attend an annual orientation to stay up-to-date with hospital policies and procedures. Should a volunteer be unable to attend the in-service training, a meeting between the volunteer and volunteer coordinator will be scheduled to review content. Attendance at these sessions is mandatory and determines the volunteer's ability to continue within the program.

Volunteer Dress Code Policy

In accordance with Cleveland Clinic policy, volunteers always wear the volunteer identification badge and volunteer uniform during the assigned volunteer shift.

Cleveland Clinic requires all volunteers adhere to the Dress Code Policy:

- Volunteer receives a uniform and ID badge at orientation session.
- Volunteer is responsible for the care and upkeep of the uniform. The uniform should be clean, pressed and in good repair.
- Volunteer ID Badge is worn clipped to uniform above the waist in an upright, readable position with the photograph clearly visible. Lanyards are strongly discouraged for safety, security and viewing purposes. Please see your volunteer coordinator for more information.
- Volunteers wear solid color pants (black, brown, grey, khaki or navy) that cover the ankle.
- Dresses/skirts must be at least knee length and appropriate for the role. Some areas require pants only be worn.
- Solid or simple print blouse, sweater or collared shirt; no t-shirts or sleeveless shirts
- Shoes must be closed toe with a back. Socks or hosiery that covers exposed leg must be worn at all times; neat and clean tennis shoes are permissible, or a comfortable flat or low-heeled shoe conducive to walking and standing
- Healthcare Partner Volunteers are to dress in business casual attire and have the option to purchase a HCP shirt at: clevelandclinic.org/CCHealthcarePartners.

Examples of inappropriate attire that may not be worn during assigned volunteer shift:

- Jeans or denim pants, or pants that have the look of jeans or denim
- Leggings, spandex, stretch pants or yoga pants; no fishnet stockings
- Shorts; capris; overalls; sweat suits, sweatpants or sweatshirts; jogging suits or athletic pants; pants that do not extend to the ankle
- Snow/work boots, Crocs, sandals, flip-flops or a shoe worn without socks/stockings
- Halter, tank top, sleeveless, backless shirt, midriff (shirt that expose the stomach), tube top or tight clothing
- Clothing that is revealing, form fitting, low cut, or see through, including show-through undergarments
- Head coverings except for medical or religious purposes

Volunteer Dress Code Policy *continued*

Additional Dress Code Policies:

- Natural and artificial nails should be kept short. Polish may not be chipped and should be kept to a basic, light color to convey a professional image.
- Tattoos must be covered with clothing, not bandages
- Jewelry should be tasteful and conservative
- Earrings no larger than the circumference of a quarter (no wider/longer)
- No more than two pairs of simple earrings per ear
- Gauges, spirals, plugs and tapers are prohibited
- Visible body jewelry is prohibited and must be removed during volunteer shift. Examples: eyebrow, nose, tongue, lip, cheek, chin, etc.
- Hair is to be clean, neatly styled and a natural color with conservative hair decorations
- Makeup is to be natural looking; not excessive
- Facial hair for men must be well groomed at all times
- Scented lotions, perfume, cologne and body sprays are not permitted
- Good personal hygiene is expected of all volunteers

Volunteers are not to chew gum, eat or drink during the scheduled shift.

Volunteer Services will make reasonable accommodations for dress or grooming directly related to a volunteer's religion, ethnicity, or disability unless such accommodation poses a risk to the safety or health of the individual or others.

Volunteer Services staff reserves the right to prohibit volunteers from engaging in a scheduled assignment for failure to adhere to dress code policy. Volunteer Services reserves the right to exit volunteers from the program for dress code violations.

Volunteer Complimentary Parking

- Completed in person after orientation.
- Parking is authorized only on a volunteer's scheduled day(s).
- The ID badge must be swiped upon entering and exiting the parking garage.
- Volunteer Services is not responsible for parking validation once a volunteer badge has been issued to the volunteer.
- Volunteers park in assigned, designated areas. See appendix.
- The parking sticker issued is to be prominently displayed on the lower left hand side of the windshield at main campus, and review mirror facing out for Akron General Hospital.
- There may be a parking sticker replacement fee.
- New vehicle must be registered directly with Parking Services.

Effective management of the parking inventory is required to ensure consistent parking opportunities for patients, visitors, volunteers, employees, and contractors/vendors. The basis of parking availability is careful assignment of parking spaces, management of inventory, and full compliance with **Cleveland Clinic Parking Policy #581** (Revision #5, dated 10/5/06).

To ensure full communication of the parking policy, all volunteers are requested to do the following:

- Park in authorized areas for volunteers:
 - Parking 1 (JJ Garage — North) E. 93rd Street (Park in “Employees Only” area; not in spaces marked “Staff,” or on Levels 1, 2, 3).
 - Parking 2 (BB Garage — North or South) E. 100th Street and Carnegie.
 - MM Garage — E. 89th Street (Do not park in spaces marked “Staff” on Levels 1, 2 and 3).
 - Mellen Center Surface Lot (off E. 89th Street).
- Notify Parking Services with changes to vehicle information:
 - Temp tag information
 - New license plate number
 - New car registration
- Complimentary parking is extended to volunteers **only on the day(s) scheduled to volunteer with the volunteer ID badge.**
- **Parking may be deactivated if a volunteer is on an extended leave.**

Food Credit & Meal Voucher Program

Main Campus Volunteers:

Designed to provide food and/or beverage on the day of volunteering, this benefit may be used by volunteers before or after a shift, or at a reasonably scheduled mid-point during shift(s) scheduled longer than four hours.

Cleveland Clinic volunteers who commit to weekly, set-schedule, volunteer assignments at least two hours in length, will qualify to earn food credits.

Healthcare Partners participating in meetings that are >two hours and at meal times will be offered nutrition by the meeting host.

Food credits are automatically electronically programmed onto the badge on the 1st of the month.

When a 5th scheduled volunteer shift occurs in a month, an extra food credit will be issued during the last week of the same month.

Food Credit Policy:

Volunteers receive food credits based on their assigned schedule

2 hour shift = \$3/shift

3 hour shift = \$5/shift

4 hour – 6 hour shift = \$7/shift

7+ hour shift = \$10/shift

Examples:

4 scheduled 2 hour shifts in a calendar month = \$12

4 scheduled 3 hour shifts in a calendar month = \$20

4 scheduled 4 hour shifts in a calendar month = \$28

4 scheduled 7+ hour shifts in a calendar month = \$40

Distribution

Main campus volunteers will have credits automatically electronically loaded on their ID badge automatically the 1st of every month.

Volunteers are not permitted to lend, share or give their badge to any other individual, other than themselves, to swipe for food and/or beverage.

Expiration Dates

Badge balance expires the last day of the calendar month with no carry over from previous month.

Cashiers will provide a receipt after each transaction that provides a current food credit balance on the badge.

Badge balances will be set to zero while volunteers are on a leave

Family Health Center Volunteers:

Family health center volunteers receive meal vouchers which can be redeemed for food and beverages. Select family health centers offer eatery vendors that may limit voucher use.

Designed to provide food and/or beverage on the day of volunteering, this benefit may be used by volunteers before or after a shift, or at a reasonably scheduled mid-point during shift(s) scheduled longer than four hours. Food may not be consumed while performing volunteer duties.

Cleveland Clinic volunteers who commit to weekly, set-schedule, volunteer assignment(s) at least two hours in length, will qualify to earn meal vouchers.

Vouchers are automatically printed at the beginning of each month with a dollar value based on the volunteer's projected, regular assigned schedule.

Meal Voucher Value Policy:

Meal vouchers' value will be based on the volunteer's regular assigned schedule

2 hour shift = \$3/shift

3 hour shift = \$5/shift

4 hour – 6 hour shift = \$7/shift

7+ hour shift = \$10/shift

Examples:

4 scheduled 2 hour shifts in a calendar month = \$12

4 scheduled 3 hour shifts in a calendar month = \$20

4 scheduled 4 hour shifts in a calendar month = \$28

4 scheduled 7+ hour shifts in a calendar month = \$40

Food Credit & Meal Voucher Program *continued*

Name and Expiration Date

Meal vouchers will be personalized with each volunteer's name and contain an expiration date (the last calendar day of the month in which it is issued. Vouchers will not be accepted by the food vendors beyond the expiration date.)

A sample family health center volunteer meal voucher is shown below.



FAMILY HEALTH CENTER Meal Voucher

Name: _____

Limit \$5.00

Not redeemable for cash

EXPIRES 1/31/16

Account 000000902650-915500

SAMPLE

Redemption of Meal Vouchers

Meal vouchers can be redeemed at the following locations: Lorain Family Health Center; Strongsville Family Health Center; Independence Family Health Center; and Twinsburg Family Health Center.

Family health center volunteers who will be visiting the main campus for personal reasons and wish to obtain a complimentary meal can make advance arrangements with the Volunteer Services department to have temporary food credits placed on their badge for use in the main campus cafeterias.

At family health centers, it is appreciated if volunteers redeem one voucher per one shift on the same day as the shift.

Distribution of Vouchers

Volunteers will pick up meal vouchers at the family health center where they volunteer. Pick up locations will vary by family health center location and will be discussed with the coordinator prior to your start.

Volunteer Recognition

Cleveland Clinic recognizes the contributions made by our volunteers through service awards and an annual recognition event. These awards and event reveal a small part of the overall appreciation for those who share their time and talents.

Volunteer Recognition Event

NATIONAL VOLUNTEER WEEK CELEBRATION

One week in April is dedicated to recognize volunteers' efforts. Volunteers are invited to attend the event, complete with food, awards and prizes.

Volunteer Service Awards

BERNADINE HEALY, MD, TEN YEAR SERVICE AWARD

The establishment of an Ambassador Program at Cleveland Clinic was initially proposed by Bernadine Healy, M.D. in 1992. Her philosophy: "Volunteerism is one person making a difference in another person's life." As a tribute to Dr. Healy, the Volunteer Services Department presents a special award each year to Ambassadors who have served patients and families for ten years. **Eligibility: 1,000 volunteer hours contributed and 10 years of service.**

CARING CANINE OF THE YEAR

The joy and goodwill that our Caring Canines and their handlers bring to all patients and visitors they encounter on main campus and the Family Health Centers are priceless.

PATIENTS FIRST AWARD

Volunteers spread good will by contributing their time, energy and talents while expecting little in return for their efforts. Smiles, kind words, and compassionate interactions, all freely shared with patients and visitors, move us closer to the goal of putting patients first. One award is given each year to a current volunteer selected by Cleveland Clinic Volunteer Services. This award is presented to a

volunteer whose ongoing service fundamentally impacts the patient experience. (Patient interaction is a basic component of the volunteer assignment.) A minimum of three years' service and completion of 250 hours is required. Past winners are ineligible.

HUMANITARIAN AWARD

Two volunteers are annually selected from a slate of nominees. These volunteers have been nominated based on observations of the compassionate, dedicated and gracious manner in which they uphold and carry out their duties and their level of commitment to their assignments.

A volunteer who has completed three years' service and 1000 hours and who exemplifies the definition of a Cleveland Clinic volunteer is eligible to be nominated. Nominees have distinguished themselves as exceptional in myriad ways. Compassionately communicating in a patient-focused manner; willingly providing training for a new volunteer; regularly helping out with a special request for extra volunteer service; or substituting for a volunteer who is unable to come in: these are all examples of outstanding volunteerism.

Caregiver Celebrations

Everyone at Cleveland Clinic is a caregiver who provides direct patient care or supports those who do. Employee and volunteer caregivers who share our organizational values and provide exceptional care deserve recognition and rewards for putting patients first. That is why Cleveland Clinic created an online recognition and rewards program called Caregiver Celebrations to support our ongoing goal of being a great place to work and grow. Employees, volunteers, patients and visitors are invited to recognize a caregiver who has exceeded expectations by visiting www.caregivercelebrations.com and sending a Caregiver Celebration. Volunteers can also receive Caregiver Celebrations from patients, employees and other volunteers.

Volunteer Emeritus Status

Cleveland Clinic values the commitment and work ethic of our long-time volunteers. These are people who have caught the vision and embody the values of our organization and have committed their time and talents to caring for patients, family members and caregivers.

Emeritus status is intended to honor those who served in a volunteer capacity long term with Cleveland Clinic. Emeritus status is for those who actively served for 10+ years and contributed 1000+ hours. Emeritus status allows former long term volunteers to remain connected with our volunteer program after they are no longer able to volunteer or do not wish to continue volunteering after 10+ years.

Emeritus Status Benefits:

- Stay updated with Cleveland Clinic Volunteer Services.
- Receive invitation to our annual volunteer recognition event.

Emeritus Status Qualifications:

- Exit in good standing by communicating with your volunteer coordinator two weeks before last day and turning in badge, parking sticker and uniform promptly.
- Serve consistently for 10 or more years with no break in service longer than six months and have contributed 1000+ hours.
- Must have performed faithful and excellent service
- For volunteers who meet the criteria, Emeritus status will be granted by Cleveland Clinic Volunteer Services.

Renewals and Exit Procedure

Annual Renewal Process

Volunteers will be required to complete an annual renewal process.

- Policy Review
- TB test
- Orientation
- Finger Print Review (Cleveland Clinic Children's Hospital for Rehabilitation, Hospice and Akron General)

See your Volunteer Coordinator for more information as it related to your location of service.

Volunteers are also required to sign the annual volunteer attestation and provide to their volunteer coordinator every year.

Exit Procedure

Volunteer Termination

Volunteer Services reserves the right to terminate volunteer status for the following:

- Failure to comply with policies, rules and regulations of Cleveland Clinic and/or the Volunteer Services department.
- Two (2) absences without notification (No Call, No Show) at any given point of time.

A No Call/No Show occurs when a volunteer fails to provide notification of an absence or provides notification at or after the midpoint of the scheduled shift. The notification may be waived only where extraordinary circumstances exist which prevent a timely call-off.
- Unsatisfactory attitude or work, engaging in unassigned duties, non-compliance with dress code.
- Any other circumstances which reasonably indicate that one's continued service as a volunteer would be contrary to Cleveland Clinic's best interest.

Volunteer Resignation

- Volunteer provides volunteer coordinator a two week notice and clearly states date of last volunteer shift.
- Volunteer coordinator makes arrangements with volunteer to return ID badge, parking sticker (if applicable) and uniform to Volunteer Services.
- Volunteer may request verification letter of volunteer service hours contributed.
 - Provided to volunteer with adequate notice to volunteer coordinator.
 - A volunteer is eligible for a verification letter when the volunteers meets the 75 hours / 9 months' time commitment. *Akron General Hospital volunteers, please see your coordinator for more information.

Patient Care Guidelines

Therapeutic Boundaries

Hospitalization can potentially be a stressful event for a patient and their family. The seriousness of a patient's illness creates intense anxiety, making the family fragile and vulnerable. The closeness of the relationship between the volunteer, caregiver, patient and family challenges volunteers to define an appropriate level of involvement. Representing Cleveland Clinic, volunteers have the same professional expectations as caregivers, with the goal to provide patients and families with support and encouragement during the hospital stay. Therapeutic boundaries have been established to support volunteers in their role.

To exercise therapeutic boundaries, volunteers may not...

- accept personal gifts from patients or families; even a "little gift"
- bring food or gifts to patients/families; provide money/make change to patients
- babysit for patients and families
- personally provide transportation to patients and families
- ask about diagnosis or family situation
- share personal information with families (phone number, e-mail, address, etc.)
- accept patient or family personal information
- offer medical advice, or opinions of medical care, of any kind
- visit patients after regular volunteer shift
- complain to a patient about a volunteer, caregiver or Cleveland Clinic
- socialize with a patient outside of the volunteer's professional capacity
- speak of one's personal medical condition or one's own "troubles"
- post information about a patient on any social media website
- Maintain patient confidentiality in the hospital and the community. Volunteers **are not to share confidential information about a patient/family.**
- Volunteers may not perform activities of daily living (ADL): *Bathing/showering, dressing, feeding, grooming, personal hygiene, toilet hygiene and massaging.*
- Volunteer may not touch a patient. (Exception Cleveland Clinic Children's Hospital for Rehabilitation volunteers). Volunteers **may not go to the patient's house, or attend a non-hospital sponsored special event/social activities with patients and families.** (Exception: Hospice volunteers).

Service Excellence

Expected Service Behaviors

- Acknowledge the other person
- Clearly communicate expectations
- Communicate empathy
- Introduce self and role
- Offer to help
- Offer to resolve concerns or forward to the appropriate person
- Use active listening
- Use common courtesy
- Use person's preferred name

S.T.A.R.T. with Heart®

UPFRONT CUSTOMER SERVICE MODEL

- **S**mile and greet warmly: Smile and make eye contact.
- **T**ell your name, role and what to expect: "My name is Kevin. I am in the volunteer services department. What is your name?"
- **A**ctive listening and assist: Be present and listen attentively.
- **R**apport and relationship building: Engage in friendly and appropriate conversations.
- **T**hank: "Thank you for approaching me to ask for directions. It is my pleasure to help you."

Respond with H.E.A.R.T.®

SERVICE RECOVERY MODEL

- **H**ear: Be present and listen attentively.
- **E**mpathize; "I can hear/see that you are upset."
- **A**pologize: "I am sorry you are disappointed."
- **R**espond: "What can I do to help?"
- **T**hank: "Thanks for bringing this to my attention."
Conclude and ask: "Is there anything else I can do?"

Wheelchair Policy and Procedure

Volunteers are encouraged to watch for patients who may need wheelchair assistance and offer assistance and escort to their destination.

Wheelchairs are located by all main entrances of the main campus and family health centers.

Operate a wheelchair safely:

- Open wheelchair by placing hands along the edge of seat and press down & out.
- Lock brakes on back wheels by pressing brake handle until it clicks.
- Open foot rests using handles located under seat at top of foot rests.
- **Open wheelchair from back and sides, not front.**
- Stand behind wheelchair, holding handles, as patient sits.
- **Volunteers may not assist patients requiring physical assistance in/out of wheelchair.**
- Carefully close and adjust footrests for patient.
- Confirm the patient is seated.
- Disengage brakes and transport patient slowly to the destination.
- Remind patient that you will need to engage brakes before exiting the wheelchair.
- Lock brakes, open foot rests and hold back handles as patient exits the wheelchair.
- Close foot rests, open brakes and close wheelchair by pulling up on seat.
- Return wheelchair to a proper storage location.

Wheelchair Guidelines

- **Volunteers may not assist patients requiring physical assistance in/out of wheelchair.**
- Lock wheels when a patient is getting into or out of wheelchair.
- Young children who are able to walk should not sit in the lap of the patient.
- Always back a wheelchair into the elevator.
- Never leave a patient in a wheelchair out of sight or unattended.
- Disinfectant wipes are available at Information Desks to sanitize wheelchairs before/after transport.

General Hospital Policies and Information

There are 15 National Patient Safety Goals, of which three pertain to volunteers:

Infection Control

Infection control is a precaution taken to prevent spreading germs. The main method of germ transfer is by direct contact, especially by hands.

Hand Washing

Hand washing is considered to be the single most effective way to reduce hospital-acquired infections.

Hand washing is a 15 - 30 second process that includes wetting the hands with water, lathering the hands with soap for 10 - 15 seconds, rinsing the hands with water and drying the hands with a clean paper towel. The paper towel used to dry the hands should be used to turn off the faucet.

Thorough hand washing is mandatory:

- Before and after your volunteer shift; before eating, drinking and handling food.
- After using the restroom; after sneezing, coughing or blowing your nose
- Before and after contact with patients
- When hands are visibly soiled

***Hospital policy to reduce the spread of germs/ infections:** Sanitize hands upon entering and exiting a patient room. An alcohol based foam sanitizer dispenser is located outside and inside each patient room. Remember: Foam in, foam out!

Preventing Falls

Ways volunteers can help prevent falls:

- Ensure hallways and high traffic areas are clear of spills and clutter
- Offer to assist patients and visitors by providing wheelchair transport
- Be alert to yellow and black silhouette sign on patient room door, signaling a fall risk patient

Medication Management/Bloodborne Pathogens

Bloodborne pathogens are infectious microorganisms in human blood and body fluids that can cause disease in humans. Needlesticks and other sharps-related injuries may expose volunteers to bloodborne pathogens. Volunteer assignments limit the likelihood of exposure to blood or other bodily fluids in the course of duties.

To prevent exposure, sharps boxes and hazardous material containers should not be handled by volunteers in any way. In case of exposure, volunteers inform the department manager/ supervisor immediately and contact the Exposure Hotline. An Occupational Health nurse is available for immediate response at all times.



General Hospital Policies and Information *continued*

Tuberculosis

Tuberculosis (TB) is an infectious disease that primarily affects the lungs, but it can also affect other organs. TB is spread through airborne droplets from one person to another. Every applicant must have a TB test before starting to volunteer. Volunteers are required to return to the testing site for a reading 48 hours after testing. Failure to return for the reading will result in repeating the test. TB tests are required annually for employees and volunteers. Volunteers who do not comply with annual TB testing will be restricted from volunteering *excluding Akron General Hospital volunteers. TB tests are provided at designated Cleveland Clinic locations at no cost to the volunteer.

TB testing procedures are in place for those born outside the United States or who are past positive reactors. Please refer to Non-Employee Orientation TB test task for a listing of locations.

Environment of Care Safety Policies

Safety Office

If a volunteer is injured during the course of service, a report must be filed within 24 hours from the occurrence of injury. The volunteer should notify the appropriate caregiver in the department served and also notify the Volunteer Services department.

The Environmental Health and Safety department at Cleveland Clinic's may be contacted at 216.444.6588.

Protective Services

The presence of a large and visible force of Police and Security Officers is an effective deterrent to crime.

Assist in keeping Cleveland Clinic safe by reporting suspicious activity.

- In the event of a security emergency on main campus, contact the Cleveland Clinic Police Department at 216.444.2222. This number is listed on the back of the volunteer identification badge.
- In the event of a security emergency at a family health center, emergencies are reported by dialing 9-911.

Overhead Announcements

Always pay attention to overhead announcements! When a disaster or emergency occurs, the overhead paging system is activated. Listen carefully to the emergency code alerts:

Code ADAM: Unauthorized removal of an infant or child from a Cleveland Clinic facility.

In the event of an abduction, volunteers:

- Must be alert and watch for and report suspicious behavior to Protective Services.
- Follow the "who, what, when, where" guidelines.
- Never attempt to detain or stop the perpetrator.

Code SILVER: Active shooter at a Cleveland Clinic facility.

Be aware of surroundings; report suspicious activity to Protective Services (x42222)

In the event of an active shooter scenario, volunteers can choose to:

- A – Alert Police / Security: Provide physical description, location of person, direction of travel, type of weapon, and number of people involved.
- L – Lockdown / Secure in place: Place belt over handle. Do not rely on lock, barricade the door. Deny opening the door. Turn out lights and turn ringer off phone.
- I – Inform / Update as possible: Overhead paging, email, computer screen alerts.
- C – Counter / Disrupt shooter's actions: Make noise; movement (distance from shooter); distract by throwing chair, laptop, shoe at shooter's head; if a group, swarm, pulling shooter to ground.
- E – Evacuate if safely able: Know how to exit safely; walk routes; guide physically and mentally abled with you.

A.L.I.C.E. training is available across the enterprise to all Volunteers. Contact your volunteer coordinator for most recent schedules.

Code RED: Evidence of a fire reported.

If you spot evidence of a fire shout, "Code Red, somebody pull the alarm!"

- Each volunteer should be able to locate in their assigned area:
 - 2 pull alarm boxes
 - 2 fire exits
 - 2 fire extinguishers

Refer to the back of your ID badge for emergency instructions.

Environment of Care Safety Policies *continued*

If you see evidence of a fire:

- R – Rescue the patient or victim in the fire. Consider your safety in accomplishing this activity.
- A – Activate the alarm
- C – Contain the Fire. Close the door to the fire area or seal off the general area.
- E – Extinguish or Evacuate

Fire Extinguishers

MULTI PURPOSE DRY CHEMICAL

- Multi-purpose dry chemicals that can be used on most any type of fire
- Found in patient care areas



CARBON DIOXIDE

- Fog/vapor releasing extinguisher, for computer or chemical fires



NON-MAGNETIC

- Used in operating rooms, mechanical spaces and MRI areas



OPERATING ALL TYPE EXTINGUISHER:

ABC-CO2 - Halon

P. A. S. S.

- 1) Hold fire extinguisher upright and **P**ull safety pin in a twisting motion, breaking seal and releasing pin.
- 2) Stand back from the fire and **A**im nozzle or hose at the base of the fire.
- 3) **S**queeze the lever handles together releasing chemical.
- 4) **S**weep the fire area from side to side when discharging the fire extinguisher.

Fire Safety Reminders

- Call the emergency number for your location as backup to the fire alarm activation
- Fight the fire, if possible
- Seal the fire door with wet towels, sheets or blankets
- Close all other doors and await the Fire Department
- Always use the stairs and never the elevator.

Ohio Emergency Codes

- Code Adam- Infant / Child Missing or Abducted
- Code Black- Bomb Threat or Suspicious Object Found
- Code Brown- Adult Missing
- Code Gray Tornado- Tornado Warning has been issued by the National Weather Service
- Code Gray Winter- Severe Winter weather has been issued by the National Weather Service
- Code Orange- Hazardous Spill/Release or Decontamination Incident
- Code Red- Fire / Smoke / Suspicious Smell
- Code Silver- Active Shooter or Weapon Situation
- Code Violet- Violent Situation
- Code Yellow External- Multiple casualties or disruption of services as a result of an external incident
- Code Yellow Internal- Any internal incident that impact the hospital operations critically or patient care
- Code Blue- Adult Cardiac or Respiratory arrest
- Code Pink- Neonatal- Cardiac or Respiratory arrest of an infant
- Code Pink- Pediatric- Cardiac or Respiratory arrest of a child

Environment of Care Safety Policies *continued*

Florida Emergency Codes

- Code Black- Bomb Threat or Suspicious Object Found
- Code Blue- Cardiopulmonary Arrest
- Code Brown- Severe Weather
- Code Green- Mass Casualty / Disaster
- Code Grey - Violence / Security Alert
- Code Orange - HazMat / Bioterrorism
- Code Pink - Infant / Child Missing or Abducted
- Code Red - Fire / Smoke / Suspicious Smell
- Code Silver - Active Shooter or Weapon Situation
- Code White - Hostage
- Code Yellow - Lockdown
- Code Help - Patient / Family Rapid Response

Nevada Emergency Codes

- Code Black- Bomb Threat or Suspicious Object Found
- Code Blue- Medical Emergency
- Code Brown- Adult Missing
- Code Gray- Violent or Combative Person
- Code Green- All Clear
- Code Orange- Hazardous Spill/Release or Decontamination Incident
- Code Pink- Infant / Child Missing or Abducted
- Code Silver- Active Shooter or Weapon Situation
- Code White- Stroke
- Code Triage- Internal or External Disaster

Hazardous Materials

- Volunteers are typically not exposed to hazardous materials.
- Should you observe a spill of any kind, do not attempt to clean it up.
- Report a spill to the supervisor in the area where it occurred or call EVS (Fix It Line) 216.444.2754.
- Guidelines are in place for the various types of spills, and trained employees are responsible for the clean-up.



Patient Rights and Confidentiality (HIPAA)

Patient Rights

Each patient has rights and responsibilities related to the treatment, care and services received at Cleveland Clinic (See Appendix: Patient's Rights and Responsibilities).

Upon admission, each patient is provided with information defining Patient Rights.

Patient Rights materials describe the process for addressing potential violations.

Patients or family members with clinical complaints/concerns should be provided with the Ombudsman department phone number 216.444.2544.

Confidentiality: Health Insurance Portability and Accountability Act (HIPAA)

Volunteers are held to the same confidentiality standards that applies to all hospital caregivers.

All volunteers read and sign a confidentiality statement in the orientation onboarding process.

What is HIPAA?

Health Insurance Portability and Accountability Act (HIPAA) is Federal Legislation enforced in 1996 to ensure security of Protected Health Information (PHI).

Penalties for violation include fines up to \$1.5 million or imprisonment.

Volunteers at Cleveland Clinic may have access to privileged information concerning patients' Protected Health Information (PHI).

PHI is any information about health status, provision of health care, or payment for health care that can be linked to a specific individual through patient identifiers:

- Patient's name, address or phone number
- Name of physician(s) treating the patient
- Patient medical record number, social security number, date of birth
- Discharge date

Information may be in the form of verbal, written or other computerized data.

Volunteers help safeguard Protected Health Information (PHI):

- Access information only required for the volunteer assignment
- Keep electronic or paper documents containing patient information out of public view
- Never discuss patient information in public areas, including elevators. Keep a low voice tone when discussing patient information in private.
- Never give PHI to anyone without assuring that he/she has the right to receive that information. Always ask a caregiver in your area before releasing any PHI.
- Provide only the minimum information necessary – no extra information
- Never share PHI with family, neighbors, friends, other volunteers
- Discuss the volunteer experience in general terms, not to disclose patient names

PHI Examples

- Medical chart/record and all information contained within
- Lab test results faxed or viewed online
- X-ray film with a patient's name or medical record number listed
- Financial billing statement with patient's name and services provided
- Surgery schedule listing patients and procedures
- Census list of patients/room numbers for visitation

Responding to Media Requests

Should a volunteer be approached by a media outlets (newspaper, radio, internet, TV reporters), volunteers should not respond to questions or give information. Media outlets should only speak with the Cleveland Clinic media relations department.

Social Media Use Policy

Although Cleveland Clinic recognizes the value of social media as a tool for communicating and gathering information, time spent posting on, or viewing social media sites must not interfere with job responsibilities.

Content

Employee, business, patient, or financial information, healthcare practices or protocols, or any other information that is transmitted or maintained in any form medium including text, images, video, and audio formats.

Social Media (Social Networking)

Social media and social networking include, but are not limited to the following:

- Cleveland Clinic internal intranet sites and blogs;
- Cleveland Clinic publicly facing internet web sites;
- Social networking sites, such as Facebook®, MySpace® or LinkedIn®;
- Blogs (including corporate or personal blogs and comments to blogs) and other on-line journals and diaries;
- Forums and chat rooms, such as discussion boards, Yahoo! Groups® or Google® Groups;
- Microblogging, such as Twitter®;
- Online encyclopedias, such as Wikipedia®; and
- Video or image based sites such as Flickr®, YouTube® and similar media.

In addition to posting on websites like those mentioned above, social media and social networking also include permitting or not removing postings by others where an employee can control the content of postings, such as on a personal profile or blog.

Policy Implementation

When communicating on Cleveland Clinic social media sites, communicating about Cleveland Clinic, or as a representative of Cleveland Clinic on any social media site unaffiliated with Cleveland Clinic, Cleveland Clinic employees are expected to follow the same standards and policies that otherwise apply to them in the workplace as a Cleveland Clinic employee.

For example, social media activity is subject to Cleveland Clinic policies that strictly prohibit discrimination, harassment, threats and intimidation. The standards set forth in Cleveland Clinic's Health Insurance Portability and Accountability Act of (HIPAA) and Confidential Information policies also apply to social media activity, such as comments posted to Facebook, blogs or discussion forums, as do the standards set forth in Cleveland Clinic's Telephone and Cellular Phone Use policy. Likewise, Cleveland Clinic does not intend to limit any employee's rights under the NLRA as such policies do not apply to communications protected by the NLRA.

Employees must not post content about coworkers, supervisors or the Cleveland Clinic that is knowingly false, vulgar, obscene, threatening, intimidating, harassing, defamatory or maliciously detrimental to Cleveland Clinic's legitimate business interests. Relatedly, employees must not post content that violates Cleveland Clinic's workplace policies against discrimination, harassment or hostility based on race, color, religion, gender, sexual orientation, gender identity, pregnancy, marital status, age, national origin, disability, military status, citizenship, genetic information or any other protected class, status or characteristic protected by state and federal law. Inappropriate postings may include, for example, discriminatory remarks; harassment on the basis of race, sex, disability, religion and other protected characteristics; malicious posts meant to intentionally harm someone's reputation; posts that could contribute to a hostile work environment; and threats of violence or other similar inappropriate and unlawful conduct. Employees should use good judgment and discretion in developing postings.

Social Media Use Policy *continued*

In the interest of guarding the privacy of our patients, employees must not publish any content including photos, names, likenesses, descriptions or any identifiable attributes or information related to any Cleveland Clinic patient. Postings that attempt to describe any specific patient and/or patient care situation, or that contains any patient identifier, or in combination may result in identification of a particular patient directly or indirectly, are inappropriate and strictly prohibited. Violations of Cleveland Clinic policies that occur online or in social media may subject the violator to disciplinary action, up to and including termination.

STANDARDS

A. Authorized Social Networking

1. Employees who, within the scope of their job responsibilities are permitted to and wish to post content to a Cleveland Clinic social media site, must first get approval from their supervisor and Corporate Communications (by emailing Corporate Communications' Public and Media Relations team at pubmedrel@ccf.org).
2. Cleveland Clinic provides its electronic property, including laptops, PCs, phones and other devices to employees solely for the purpose of achieving enterprise objectives. Please refer to Cleveland Clinic's Acceptable Use of Information Assets Policy before using such devices to engage in social media activity.

B. Employer Monitoring

1. Employees should have no expectation of privacy with respect to any communication sent or received through Cleveland Clinic's computer system or networks, including Cleveland Clinic public or private Wi-Fi. Also, employees should have no expectation of privacy when using social media during work time, or in regard to anything posted that is accessible by the general public.
2. Social media activity using the Cleveland Clinic's electronic resources is subject to all Cleveland Clinic policies, including the Acceptable Use of Information Assets Policy. Cleveland Clinic will, in its discretion, review and restrict social media activity to the fullest extent permitted by applicable law.

C. Rules for Social Media and Social Networking

1. In the interest of guarding the privacy of our patients, employees must not publish any content – including photos, names, likenesses, descriptions or any identifiable attributes or information – related to any Cleveland Clinic patient on any form of social media or to any third party. Postings that attempt to describe any specific patient and/or patient care situation, or that contain any patient identifier, or in combination with other information may result in identification of a particular patient directly or indirectly, are inappropriate and strictly prohibited.
2. Time spent posting or viewing any social media sites, including Cleveland Clinic social media sites, must not interfere with or affect work responsibilities.
3. For the purpose of respecting all copyright and intellectual property laws, and Cleveland Clinic's interest in the use of its brand, employees must not use Cleveland Clinic's name, logo, trademark or proprietary graphics in a way that suggests that the employee is representing Cleveland Clinic without receiving permission from the Chief

Social Media Use Policy *continued*

Marketing Officer and the Tax Department. If permission is granted, an employee still must not create a social media page with Cleveland Clinic's logo placed in a way that suggests to readers that Cleveland Clinic is sponsoring or endorsing the page or any of the information contained on it. Employees also must not use Cleveland Clinic's logo, trademark or proprietary graphics in any commercial activity. Nor shall employees use the Cleveland Clinic logo, trademark or propriety graphics while engaging in conduct that violates Cleveland Clinic policy.

4. Employees must not use their enterprise e-mail address to register for any personal social media account or site, or as an identifier needed to participate in any personal social media activity, except to engage in social media activity authorized by Cleveland Clinic and for Cleveland Clinic's business purposes.
5. Employees should not post photos of other Cleveland Clinic employees on social media sites without the other employee's permission. This rule does not prohibit posting of photos of co-workers engaging in protected activity under the NLRA.
6. Employees must not post content on any social media site that is related to confidential or proprietary information of Cleveland Clinic, its patients or vendors, such as health information or trade secrets. Trade secrets may include information regarding the development of systems, processes, procedures or other internal business-related confidential communications. This is not intended to limit any employee's rights under the NLRA, and does not apply to communications protected by the NLRA.
7. Statements on social media sites could be considered endorsements under Federal Trade Commission Guidelines, 16 Code of Federal Regulations (CFR) Part 255 ("255"). Therefore, if the employee recommends one of Cleveland Clinic's products or services on any social media site, the employee must be accurate and disclose the employee/employer relationship. Making false or unsubstantiated statements, or failing to make applicable disclosures, may subject the employee to liability under the law.
8. Employees must not use Cleveland Clinic-sponsored sites to solicit for or promote personal businesses or other organizations, including but not limited to outside business ventures, charities, political campaigns, or religious groups. For example, employees must not use Cleveland Clinic-sponsored sites to promote a personal cosmetics business or a political candidate. Use of Cleveland Clinic-sponsored sites to solicit for or promote Cleveland Clinic-approved activities requires the prior approval of the employee's supervisor and the Executive Director of Corporate Communications.
9. If an employee's social networking includes any information related to Cleveland Clinic, the employee must not represent in any way that the employee is speaking on behalf of Cleveland Clinic, unless the employee is otherwise authorized to do so or such activity is a part of the employee's regular job duties. If any of an employee's online activity creates a risk that a third party may believe that he or she is acting on Cleveland Clinic's behalf, that employee must use an appropriate disclaimer, such as: "The postings on this site are my own and do not necessarily reflect the views of the Cleveland Clinic."
10. Employees must not post content to Cleveland Clinic-sponsored sites endorsing any product or service, lobbying or soliciting contributions for any political candidates or parties, or discussing political campaigns, issues, legislation or law.

Joint Commission and CMS

Joint Commission evaluates medical facility compliance based on requirements that are essential to the delivery of patient care.

Accreditation and certification is recognized worldwide as a symbol of quality that reflects an organization's commitment to certain performance standards.

Key functional areas such as patient rights, patient treatment and infection control are evaluated by CMS surveyors.

Successful surveys enable healthcare organizations to receive Medicare funding.

Should the Joint Commission team or individual surveyor approach a volunteer, they will provide an ID and verbally identify themselves.

- Remain calm and provide brief answers to all questions.
- When unsure of the answer, say that you are unsure of the answer and can ask your supervisor for the answer.
- Once the surveyors depart, notify the Volunteer Services department with details of the encounter.

Additional Cleveland Clinic Policies

Visitors

In order to promote smooth and effective functioning in assigned areas and among employees and volunteers, volunteers are not permitted to have visits from family or friends while on duty or shadow them while volunteering.

Personal Phone Use

Volunteers are to refrain from using cell phones and making personal phone calls when volunteering.

In case of emergencies, family members should call Volunteer Services (216.445.6986) on main campus or the main phone number at family health centers, or your local volunteer coordinator. If you call this number, we can contact your coordinator, as well.

Personal Items

Due to limited storage for personal items, volunteers should refrain from bringing anything beyond essentials for their volunteer services.

Cleveland Clinic is not responsible for lost or stolen cell phones or other personal belongings.

Lost items are turned in to the Administrative Service Center located in the Miller Pavilion or the front desk of a Family Health Center.

Conflict of Interest

To avoid any actual, potential or implied conflict between the interests of the volunteers and Cleveland Clinic, Volunteer Services does not:

- Assign volunteers to areas where family members are employed or are long-term patients.
- Assign volunteers to areas where the volunteer is currently or previously employed.

Selling items (Girl Scout cookies, school fundraising items, etc.), collecting money and/or requesting sponsorship for charity events (Heart Walk, etc.), and fundraising for any organization is not permissible for Cleveland Clinic volunteers.

Regional Facilities

Akron General

Volunteer Dress Code Policy

In accordance with Cleveland Clinic policy, volunteers always wear the **volunteer identification badge and volunteer uniform** during the assigned volunteer shift.

Cleveland Clinic requires all volunteers adhere to the Dress Code Policy:

As representatives of Cleveland Clinic Akron General, volunteers are expected to have a professional appearance. In compliance with Human Resources policy 9.1 Dress Code, volunteers are expected to display the highest standards of personal conduct, grooming and dress standards at all times. Patients have the right to expect a neat and professional appearance to those who serve them.

Volunteers are required to wear the volunteer uniform and photo ID badge at all times when on duty. Casual attire is not permitted. The hospital prohibits tube tops, tank tops, shorts, revealing see-through clothing, cut-offs, shirts displaying sayings or ads, t-shirts, clothing of denim, jeans, yoga pants and leggings. For safety reasons, comfortable closed-toe shoes should be worn.

No heavy fragrances should be worn. People not feeling well are often sensitive to fragrance; therefore, we ask that volunteer staff not wear heavy perfume, cologne or aftershave.

Body piercing (other than the ear) must be taken out or covered.

Cell Phone Policy

Due to the susceptibility of sensitive devices to radiofrequency (RF) interference, Akron General prohibits the use of cell phones and other RF transmitting devices within the following areas that have been deemed “unsafe”:

- 2nd Floor – Special Care Nursery
- 2nd Floor – Labor Deliver OR Rooms
- 2nd Floor – Labor Delivery Recovery Rooms
- 3rd Floor – CVICU, PICU, 3100, CC4
- 3rd Floor – OR Suites / Surgery
- 3rd Floor – Pre and Post Operative
- 4th Floor – MICU / SICU

The use of any camera phone with video or recording functions is strictly prohibited.

Food Credit & Meal Voucher Program

When volunteering a shift of four hours or more, volunteers are entitled to the meal benefit in either the hospital cafeteria or au bon pain café. The meal benefit is capped at a maximum of \$7.00. If less than four hours, a snack/beverage may be had after you have completed your shift. If you are a volunteer at one of our health & wellness centers, a meal card to Subway will be issued. If you are a researcher volunteer, no meal benefit is provided at this time.

Volunteer Recognition

Volunteers are recognized at the annual recognition program held in conjunction with National Volunteer week in April.

Recognition pins are awarded as volunteers achieve milestone events: 250 hours; 500 hours; 1,000 hours; 3,000 hours; 5,000 hours; 7,000 hours and 10,000 and above hours.

Volunteer Complimentary Parking

Parking is provided free of charge in parking deck #403 (the main visitors' parking deck). Please park on the top floors. The ID badge serves as a parking card for access in and out of the deck. Parking privileges are to be used only when scheduled to volunteer at the hospital.

Important Phone Numbers

Volunteer Services Department

Main Number: 216.445.6986

Internal Phone Extension:x56986

Emergency/Police Department

(Main Campus)x42222

Emergency/Police

Department (FHC) Press "9," then 911

Exposure Hotline (Main Campus)x50742

Ombudsman Department

(Main Campus)x42544

Service Express (Main Campus)x34948

Spiritual Care Department

(Main Campus)x42518

Spiritual Care "Grief & Relief"

Hotline is staffed 24 / 7: 844.204.7433

Transportation (Main Campus)x48484

Avon Hospital and Richard E. Jacobs Health Center

Volunteer Dress Code Policy

In accordance with Cleveland Clinic policy, volunteers always wear the **volunteer identification badge and volunteer uniform** during the assigned volunteer shift.

Cleveland Clinic requires all volunteers adhere to the Dress Code Policy:

- Royal blue uniform vest or blazer with collar shirt.
- Blue, black or khaki slacks or knee high skirt.
- No jeans, short, sweatpants, overalls, or leggings.
- Skirts and dresses must be knee length.
- Shoes must be closed toe and always worn with socks or stockings.
- Sandals, low cut revealing or see through clothing t-shirts and sweat suits are never permitted.

Uniform upkeep:

- Uniforms are machine washable and should be laundered after your volunteer shift.
- Uniforms should not be left at the hospital.

Volunteer Complimentary Parking

Avon volunteers are permitted to park in Lot D just north of the hospital and should enter building through the employee entrance.

Food Credit & Meal Voucher Program

Avon volunteers:

Designed to provide food and/or beverage on the day of volunteering, this benefit may be used by volunteers before or after a shift, or at a reasonably scheduled mid-point during shift(s) scheduled longer than four hours.

Cleveland Clinic volunteers who commit to weekly, set-schedule, volunteer assignments at least two hours in length, will qualify to earn food credits.

Food credits are automatically electronically programmed onto the badge on the 1st of the month.

Food Credit Policy:

Volunteers receive food credits based on their assigned schedule

2 hour shift = \$3/shift

3 hour shift = \$5/shift

4 hour – 6 hour shift = \$7/shift

7+ hour shift = \$10/shift

Examples:

4 scheduled 2 hour shifts in a calendar month = \$12
4 scheduled 3 hour shifts in a calendar month = \$20
4 scheduled 4 hour shifts in a calendar month = \$28
4 scheduled 7+ hour shifts in a calendar month = \$40

Distribution:

Avon volunteers will have credits automatically electronically loaded on their ID badge automatically the 1st of every month.

Volunteers are not permitted to lend, share or give their badge to any other individual, other than themselves, to swipe for food and/or beverage.

Avon Hospital and Richard E. Jacobs Health Center *continued*

Volunteer Recognition

Volunteers are recognized at the annual recognition program held in conjunction with National Volunteer week in April.

Recognition pins are awarded as volunteers achieve milestone events: 100 hours; 500 hours; 1,000 hours; 3,000 hours; 5,000 hours; 7,000 hours and 10,000 and above hours.

Important Phone Numbers

Avon Hospital	440.695.5000
Patient Information.....	440.695.5020
Volunteer Services	440.695.5167
Emergency/Police Department	#4090, #17 or 111
Ombudsman Department.....	440.695.5205
Spiritual Care	440.695.5177

Cleveland Clinic Children’s Hospital for Rehabilitation

Volunteer Dress Code Policy

- Black aprons are worn in nursing units and in Therapy Services.
- Wear comfortable, professional, washable clothing to accommodate volunteering role with children.
- Pants should be to or over ankle. Shirts should have collar and sleeves.
- No jeans, capris, leggings, yoga pants or scrubs should be worn.

Time Commitment

- 75 hours over a year.
- We are a little more flexible due to need and position.
Exceptions:
 - Horticulture Therapy.
 - Pet Therapy/Caring Canines.
 - Social Skills/Behavioral Health, etc.
- Shifts are Two - 4 hours +
- All volunteers are fingerprinted.
- Volunteers can pick up their badges after they have been fingerprinted.

Flu Shot

All volunteers who volunteer during flu season must have flu shot!

Meals

Volunteers who volunteer for 4 or more hours during a single shift during café hours.

Important Phone Numbers

Main number	216.448.6400
Emergency number	
Internal	86555
Satellites	911
CC Police Officer (CCCHR)	
Internal	86222
Safety Issue	“0” operator
Safety Data Sheets	888.362.7416

Cleveland Clinic Hospice

Philosophy

Cleveland Clinic Hospice believes that no one need walk alone in their end-of-life journey. As our patients and families are facing a life limiting illness, we are here to walk with them by providing support, comfort and care. Our experienced team of professionals work together with patients and families to provide the best in medical care, human companionship, spiritual comfort and supportive presence.

Volunteers are an integral part of hospice care and the CMS (Center for Medicare and Medicaid Services) Conditions of Participation 418.78 requires the use of volunteers in defined roles in hospice care programs. Volunteers are a part of the interdisciplinary team that serve patient and families and provide services in a wide variety of roles including:

- Patient and family support providing socialization and companionship in patient's homes or in nursing facilities.
- Respite for caregivers.
- Bereavement Support provides periodic telephone calls to bereaved to lend support and information on bereavement services.
- Administrative support with the day-to-day business operations.
- Veteran-to-Veteran support and We Honor Veterans Military pinning ceremonies.
- Legal and notary services.
- Hair stylists and barbers.
- Hospice Caring Canines (animal assisted activities).
- Community and At Home volunteer (knit, sew, crochet lap blankets for veterans, nurses, birthday program and hand-made cards, crafts and tray favors).

Requirements

- Hospice orientation program (6 Hrs.).
- Background check and fingerprint (every 5 years).
- Annual TB test provided free of charge by Cleveland Clinic (quantiferon blood draw).
- Non-Employee Onboarding and annual update.
- Annual education.

Volunteer Dress Code Policy

In accordance with Cleveland Clinic policy, volunteers must always wear their identification badge and uniform, if issued, during assigned volunteer shift. Identification badge must be worn at the collar for visibility. In addition to Cleveland Clinic Dress Code Policy on page 11, Cleveland Clinic Hospice dress code policy requires:

- Patient and family support and administrative support volunteers may dress in a business casual style.
- We Honor Veterans volunteers are issued a uniform to wear for military pinning ceremonies.

Annual Recognition and Appreciation

Cleveland Clinic Hospice holds an annual Volunteer Appreciation Luncheon during National Volunteer Week in April inviting all volunteers who support hospice and conduct an awards ceremony for those volunteers who have reached a milestone in hours and years of service by presenting them with a certificate of appreciation and a gemstone lapel pin.

Euclid Hospital

Volunteer Complimentary Parking

Free parking.

Food Credit & Meal Voucher Program

\$7.50 on days volunteering

Volunteer Recognition

Annual Volunteer Luncheon.

Protective Services

DEPARTMENT/SERVICE DESCRIPTION:

The Protective Services department provides for the Police/Security and safety needs of all patients, visitors, and employees in Euclid Hospital. They also protect and provide assistance to those involved in the process of receiving or providing care.

HOURS OF OPERATION:

The Protective Services department is in operation 24 hours a day on a seven (7) day schedule. There is a 24 hour per day schedule of exterior and interior patrol officers. Global Security Operation Center (GSOC) monitors CCTV operations within the Command Center and staff the Magnetometer.

GOALS OF THE SERVICE:

To provide an environment free of physical hazards to patients, visitors, staff and property. The goal of the department is to continuously improve the quality of protection for all who utilize the hospital, while maintaining the highest standards of personal and organizational integrity during security activities and operations. The hospital Police/Security service continues to integrate with the Cleveland Clinic regional hospitals to standardize operations.

CUSTOMERS SERVED (RECIPIENTS OF SERVICE):

The Protective Services department provides services to all physicians, caregivers, patients, their families, and all others on the hospital grounds.

STAFFING (SPECIALITIES, CREDENTIALS, ETC.):

The Protective Services department is staffed with a security site supervisor employed by Allied Universal Security. Full-time Allied Universal contract security officers, Euclid Police Officers (Part-time Regional Police Officers), who work for the hospital on their off-duty hours and Cleveland Clinic Police Officers, are supervised by a Regional Sergeant and a Regional Lieutenant. The police officers are all armed and trained certified police officers and the security officers are trained by Allied Universal. Scope of Service: Protective Services & Security

METHODS USED TO ASSESS AND MEET CUSTOMER NEEDS:

The Protective Services department utilizes security alarm systems, patrols, video surveillance, and other established security techniques for the protection of persons and property. Security risks are identified through the comprehensive analysis of incident reports and other security reporting systems including security risk assessments done when deemed necessary. A Security Management plan is in place and evaluated annually.

Hazardous Materials

- Volunteers are typically not exposed to hazardous materials.
- Should you observe a spill of any kind, do not attempt to clean it up.
- **Report a spill to the supervisor in the area where it occurred or call 216.692.7471.**
- Guidelines are in place for the various types of spills, and trained employees are responsible for the clean-up.

Fairview Hospital

Volunteer Dress Code Policy

In accordance with Cleveland Clinic policy, volunteers always wear the **volunteer identification badge and volunteer uniform** during the assigned volunteer shift.

Cleveland Clinic requires all volunteers adhere to the Dress Code Policy:

- **Adult Female Volunteers**

A teal smock provided by Fairview Hospital over an appropriate top with khaki, black or navy colored slacks.

- **Adult Male Volunteers**

A white button down shirt provided by Fairview Hospital with khaki, black or navy slacks.

- **Junior Volunteers**

A royal blue golf shirt provided by Fairview Hospital with khaki, black or navy slacks.

- **Pathfinder Volunteers**

A red jacket over an appropriate blouse/shirt with khaki, black or navy slacks.

Volunteer Services will make reasonable accommodations for dress or grooming directly related to a volunteer's religion, ethnicity or disability unless such accommodation poses a risk to the safety or health of the individual or others.

Volunteer Services staff reserves the right to prohibit volunteers from engaging in a scheduled assignment for failure to adhere to dress code policy. Volunteer Services reserves the right to exit volunteers from the program for dress code violations.

Volunteer Complimentary Parking

Volunteer parking is available in the garage. Please bring in your car registration so that we can register you to park in the garage. Designated volunteer spaces are specified with a 'Volunteer Only' parking sign on the 5th, 6th and 7th floor. If all of these spots are taken you can park anywhere in the garage on floors 5½ and above. When parking in the garage, please swipe or tap your badge to get in and out. Handicap parking is available in the garage. A registered State of Ohio pass is required.

Volunteer Meals

Volunteers who work a minimum of a four (4) hour shift, dine in the hospital cafeteria as guests of Fairview Hospital. One reasonable meal will be provided for 4+ hours of service. Meals will not be served without proper Identification and/or volunteer uniform.

One reasonable meal might consist of:

- One entrée
- One salad
- One potato or bread
- One dessert

Coffee, tea and fountain drinks are unlimited.

Bottled drinks are self-pay.

Any food from an outside vendor is also self-pay.

Volunteer Recognition

Your gift of service deserves recognition. Recording your hours each time you work helps the volunteer staff identify those volunteers who are eligible to receive service awards. A service pin will be given to junior volunteers with every 100 hours of service and to adult volunteers with every 500 hours of service.

A volunteer recognition luncheon is held each April during National Volunteer Week.

Hazardous Materials

- Volunteers are typically not exposed to hazardous materials.
- Should you observe a spill of any kind, do not attempt to clean it up.
- **Report a spill to the supervisor in the area where it occurred and notify volunteer staff.**
- Guidelines are in place for the various types of spills, and trained employees are responsible for the clean-up.

Important Phone Numbers

Fairview Hospital: 216.476.7000

Fairview Hospital
Patient Information: 216.476.7100

Fairview Hospital Volunteer
Services Department: 216.476.7211

Fairview Hospital Volunteer
Services Internal Phone Extension: #23495

Emergency/Police Department: #24344 or #66

Ombudsman Department: 216.476.4424

Spiritual Care Department
Internal Extension: #27067

Spiritual Care "Grief & Relief"
Hotline is staffed 24/7: 844.204.7433

Transportation:
Requests are made through Epic

Volunteer Transport:
Requests are made through Epic
or by calling extension #23495

Hillcrest Hospital

Volunteer Complimentary Parking

Parking is free at Hillcrest Hospital. If you choose to use the valet service please be aware that you will be responsible for the cost of this service.

Food Credit & Meal Voucher Program

Volunteer who work for a minimum of 4 hours are provided a lunch credit of \$7.50

Volunteer Recognition

Volunteers are recognized at the annual Volunteer Luncheon.

Hazardous Materials

- Volunteers are typically not exposed to hazardous materials.
- Should you observe a spill of any kind, do not attempt to clean it up.
- **Report a spill to the supervisor in the area where it occurred or call 440.312.3180.**
- Guidelines are in place for the various types of spills, and trained employees are responsible for the clean-up.

Important Phone Numbers

Volunteer Services Department	440.312.3470
Main Number:	440.312.4500
Internal Phone Extension:	23470
Emergency/Police Department	88
Exposure Hotline	440.312.4181 (Occupational Health)
Ombudsman Department.....	440.312.9140
Protective Services	440.312.3390
Safety Office	440.312.7834
Spiritual Care Department.....	440.312.3739
Spiritual Care "Grief & Relief" Hotline is staffed 24 / 7:	844.204.7433
Transportation	440.312.3432

Lou Ruvo Center for Brain Health

Volunteer Dress Code Policy

In accordance with Cleveland Clinic policy, volunteers always wear the **volunteer identification badge and volunteer uniform** during the assigned volunteer shift.

Cleveland Clinic requires all volunteers adhere to the Dress Code Policy:

A great “patient’s first” experience begins with a great patient first impression. Clearly, apparel and appearance are important in promoting professionalism and creating a positive first impression for our patients. As “frontline” members of our healthcare team, you set the stage for how our patients view their Cleveland Clinic experience. All volunteers are required to wear a Cleveland Clinic Lou Ruvo Center for Brain Health approved attire. Summer: polo shirt, black/khaki or white pants and closed toe shoes; fall/winter: sweater, white shirt or women’s matching shell, dark pants and closed toe shoes. Shirts and sweaters provided.

Low cut, revealing, form-fitting or see-through clothing, T-shirts, sweat shirts, tank tops, shorts, gauchos, jeans, overalls and shirts with graphics or wording are inappropriate attire. Skirts cannot be worn in any volunteer areas that involve exercise therapy, climbing, bending or lifting.

Volunteer Recognition

A 10-year service pin is given to volunteers who have reached their 10th year of service during the Volunteer Appreciation Luncheon.

Volunteer Role in Case of Fire (Code Red)

Always consider your safety first when assisting.

In compliance with JCAHO requirements and to continuously improve the safety and care of patients, employees, volunteers and visitors to our center the following fire/evacuation policy has been put in place. All staff and volunteers, except those

delivering direct patient care at the time of a fire drill, must leave the building. **Volunteers assisting patients may remain with the patient, if asked to do so during a fire drill.**

Evacuation Procedures

EMPLOYEES AND VOLUNTEERS REPORT TO YOUR FLOOR CAPTAIN

- **Floor 1** (lobby, Imaging, Café, Library)
Elaine Pienschke/David Peterson
- **Floor 2** (Clinic)
Leabrea Fletcher/Linda McMillan
- **Floor 3** (Clinical Staff, Administration)
Lynee Okamoto/Gerri Shaw
- **Floor 4** (Research, Social Work)
Irene Newcomer/Tessa St. Rose
- **PT/OT**
Shaina Meyer/Sondi Facer
- **World Market Center**
Dorothy Land/Tia Ibarra

EXIT THROUGH STAIRWELLS ONLY:

Elevators should NOT be used during fire drill or during emergencies.

MEET AT THE NORTH END OF THE PARKING LOT (Corner closest to the Smith Center)

FIRE CAPTAINS CLEAR ASSIGNED FLOOR AND OBTAIN HEAD COUNT IN PARKING LOT

HEAD COUNT LISTS ARE PROVIDED TO JIM MORASCO, FACILITY MANAGER

ALL STAFF REMAINS IN PARKING LOT UNTIL THE TEAM IS CLEARED BY JIM MORASCO

NO ONE REENTERS THE BUILDING WITHOUT CLEARANCE FROM EMERGENCY PERSONNEL OR FACILITY MANAGER

EMERGENCY CODES	
CODE RED	FIRE
CODE ADAM	LOST CHILD
CODE BLACK	BOMB/BOMB THREAT
CODE GRAY	VIOLENT OR COMBATIVE PERSON/SITUATION WITHOUT A WEAPON/WORKPLACE VIOLENCE
CODE ORANGE	HAZARDOUS MATERIAL/SPILL OR RELEASE
CODE BLUE	ADULT CARDIAC OR RESPIRATORY ARREST
CODE PINK	INFANT/PEDIATRIC ABDUCTION
CODE YELLOW	DISASTER – INTERNAL OR EXTERNAL
CODE VIOLET	VIOLENT PATIENT/COMBATIVE
CODE SILVER	ACTIVE SHOOTER OR HOSTAGE SITUATION
CODE BROWN	MISSING ADULT PATIENT
Rapid Response	PATIENT/VISITOR MEDICAL ASSISTANCE

Hazardous Materials

- Volunteers are typically not exposed to hazardous materials.
- Should you observe a spill of any kind, do not attempt to clean it up.
- **Report a spill to the supervisor in the area where it occurred or call Facilities Manager 702.239.4364.**
- Guidelines are in place for the various types of spills, and trained employees are responsible for the clean-up.

Important Phone Numbers

Volunteer Services Department

Main Number: 702.331.7046

Internal Phone Extension: 7046

Emergency/Police Department 911

Protective Services

Allied Barton Security on site 702.210.4628

Las Vegas Metropolitan Police 911

Lutheran Hospital

Volunteer Dress Code Policy

In accordance with Cleveland Clinic policy, volunteers always wear the **volunteer identification badge and volunteer uniform** during the assigned volunteer shift.

Cleveland Clinic requires all volunteers adhere to the Dress Code Policy:

Lutheran Hospital volunteers wear the same uniform as main campus volunteers EXCEPT for ADRC volunteers who are not expected to wear the uniform other than the badge at all times. ADRC volunteers may wear a uniform if interested and receive the uniform from main campus.

Volunteer Complimentary Parking

Volunteers must register at main campus parking office and use the lot off Church Street.

Food Credit & Meal Voucher Program

Before or after the volunteer shift, if the shift occurs during Lutheran Hospital cafeteria hours, a complimentary meal and/or beverage may be obtained by the volunteer by showing his or her badge. The volunteer's direct supervisor at Lutheran Hospital is to be made aware of interest in receiving this benefit. The meals and/or beverages are not tracked and not billed to main campus; food credits are not loaded onto the badge and no paper slips are issued. **This is based on the honor system; abuse of the privilege will result in suspension of the privilege.**

Safety Office

Quality and Safety:216.363.2444

Protective Services

Call 216.363.2436 for help or assistance from Lutheran Hospital Protective Services including escorts to one's parked car in the Ohio City area including the lot off Church Street.

Marymount Hospital

Volunteer Dress Code Policy

In accordance with Cleveland Clinic policy, volunteers always wear the **volunteer identification badge and volunteer uniform** during the assigned volunteer shift.

Cleveland Clinic requires all volunteers adhere to the Dress Code Policy:

- Adult volunteers will be provided a royal blue jacket to be worn over a shirt or blouse.
- Junior volunteers will be provided a purple polo shirt.

Volunteer Complimentary Parking

Volunteers are asked to park in the McCracken Road facing parking lot.

Food Credit & Meal Voucher Program

Volunteers will be provided a meal voucher valued at \$7.00 for work shifts of 4 hours or more.

Volunteer Recognition

Marymount hosts a Volunteer Appreciation Program annually to honor volunteers for their dedicated efforts. This usually takes the form of a luncheon and is the occasion when volunteers receive service pins based on accumulated hours of service.

Safety Office

- Medical Emergencies, dial 111 from any house phone.
- Quality Department, dial 8590 from any house phone.

Protective Services

- Security and Protective Services, dial 8180 from any house phone.

Hazardous Materials

- Volunteers are typically not exposed to hazardous materials.
- Should you observe a spill of any kind, do not attempt to clean it up.
- **Report a spill to the supervisor in the area where it occurred or call Environment Services at extension 8309 from any house phone.**
- Guidelines are in place for the various types of spills, and trained employees are responsible for the clean-up.

Important Phone Numbers

Volunteer Services Department

Main Number: 216.587.8131

Internal Phone Extension: 8131

Emergency/Police

Department: extension 8180
from any house phone

BBPE Exposure Hotline: 216.445.0742

Ombudsman Department: 216.587.8888

Spiritual Care Department: 216.587.8140

Spiritual Care "Grief & Relief"

Hotline is staffed 24 / 7: 844.204.7433

Medina Hospital

Volunteer Dress Code Policy

In accordance with Cleveland Clinic policy, volunteers always wear the **volunteer identification badge and volunteer uniform** during the assigned volunteer shift.

Cleveland Clinic requires all volunteers adhere to the Dress Code Policy:

- Female: Blue smock (Gift Shop black smock)
- Male: Blue polo and tan khaki pants

Volunteer Complimentary Parking

Park behind green line in parking lot.

Food Credit & Meal Voucher Program

One food and drink coupon per volunteer shift

Volunteer Recognition

Monthly volunteer award and volunteer luncheon to celebrate years of services.

South Pointe Hospital

Volunteer Dress Code Policy

In accordance with Cleveland Clinic policy, volunteers always wear the **volunteer identification badge and volunteer uniform** during the assigned volunteer shift.

Cleveland Clinic requires all volunteers adhere to the Dress Code Policy:

- No jeans, shorts, sweatpants, overalls or leggings.
- Skirts and dresses must be knee length.
- Shoes must be closed toe and always worn with socks or stockings. Bare legs are not permitted.
- No shirts with logos. No low cut, revealing or see through garments are never permitted.
- Visible body piercings need to be removed during business hours. They present a safety risk and possible injury if pulled or snagged.
- Earrings should not dangle or be excessive in size.
- Excessive tattoos need to be covered by clothing or bandage.

Volunteer Complimentary Parking

Free parking is standard for employees, volunteers, patients and visitors. Volunteers are encouraged to use the church lot, spaces near the generators and handicap slots for their daily parking needs.

Food Credit & Meal Voucher Program

Volunteers will receive a food credit of \$7.00 on their day of service. The food credit may be used in the Bistro or cafeteria. Splitting usage/multiple transactions are prohibited. The \$7.00 must be used during one transaction or the balance is forfeited.

Volunteer Recognition

South Pointe Hospital is honored to recognize volunteer service hours and commitment annually. Hours will be calculated from Jan-Dec. of the current calendar year. Only active hours will be calculated for the annual recognition.

Safety Office

- South Pointe Hospital Safety Management is responsible for educating everyone on safety practices and to provide assistance in the event of injury. If you are injured while volunteering, the following must occur:
- Call or ask for assistance in calling 216.491.5588.
- A report must be filed within 24 hours of the injury.
- Report the incident to your Volunteer Services department/supervisor.

Protective Services

Protective Services is responsible for the safety and protection of all patients, visitors, caregivers and property of South Pointe Hospital. In the event of transport, an escort or emergency support, please call 216.491.5588. If you are in-house dial “88” from any house, department or patient phone.

Hazardous Materials

- Volunteers are typically not exposed to hazardous materials.
- Should you observe a spill of any kind, do not attempt to clean it up.
- **Report a spill to the supervisor in the area where it occurred or call 216.491.5588.**
- Guidelines are in place for the various types of spills, and trained employees are responsible for the clean-up.

Important Phone Numbers

Hospital	216.491.6000
Volunteer Department	216.391.6303
Protective Services	216.491.5588
Spiritual Care “Grief & Relief” Hotline is staffed 24 / 7:	844.204.7433

Appendix

Definitions

Cleveland Clinic Health System (excludes Nevada practice sites): Includes the Main Campus, Avon, Euclid, Fairview, Hillcrest, Lutheran, Marymount, Medina, South Pointe, Children’s Hospital for Rehabilitation and all family health centers, physician practice sites, Emergency departments, urgent care centers and ambulatory surgical centers reporting to these facilities.

Non-Employee: Individuals who need access to Cleveland Clinic property who do not receive a pay check with a Cleveland Clinic logo on it. Such as Students, Volunteers, Contractors, Vendors, Observers, First Responders and Licensed Independent Practitioners (LIP).

Students: Students who participate in Cleveland Clinic educational programs receive student badges. While a student may participate in the volunteer program, the term “Student” and “Volunteer” are not officially used interchangeably.

Academic Faculty: Includes all faculty employed by academic institutions who are at Cleveland Clinic facilities and have students participating in education programs approved by Cleveland Clinic.

Independent Contractor: An independent contractor is defined as a worker who individually contracts with an organization to provide specialized or requested services on a project or as needed basis. Typically, an independent contractor maintains control over “how” the work will be done, and has an opportunity for profit/loss based on his or her own performance.

Bloodborne Pathogens: Pathogenic microorganisms that are present in human blood or other potentially infectious materials and may cause disease in humans. These pathogens include human immunodeficiency virus (HIV), hepatitis B virus (HBV) and hepatitis C virus (HCV).

Bloodborne Pathogen Exposure: A puncture, needle stick, or splash to a mucous membrane or non-intact skin contaminated with blood or other potentially infectious material from a source infected with human immunodeficiency virus (HIV), hepatitis B virus (HBV) or hepatitis C virus (HCV) that may result during the performance of a non-employee’s duties or training.

Blood: Human blood, human blood components and products made from human blood.

Other Potentially Infectious Materials: Semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures and body fluid that is visibly contaminated with blood. Includes unfixed tissue or organ from a human (living or dead) and blood, organs, or other tissues from experimental animals infected with HIV, HBV or HCV.

Feces, nasal secretions, saliva, sputum, sweat, tears, urine, vomitus and breast milk are not considered potentially infectious unless they contain visible blood.

Licensed Independent Practitioner (LIP): A licensed provider acting within their scope.

Instructions

A non-employee must notify his or her employer or academic program officials (students only) of the bloodborne pathogen exposure and comply with their policies and procedures.

Occupational Health and Infectious Disease work in collaboration to identify potential or known bloodborne pathogen exposures and will participate in the following process where applicable.

Immediate First Aid

Wash:

- For puncture, needle stick or laceration, clean site thoroughly with soap and water.
- For splash to eye(s) or mouth, thoroughly rinse with tap water, normal saline or use eye wash station.

REPORT THE EXPOSURE

Call 216.445.0742
(24/7 Bloodborne Pathogen Exposure
(BBPE) HOTLINE)

This line is used for all hospitals.

No Safety Event Reporting (SERS) report required.

Occupational Health Nurse will review the exposure to determine need for source patient testing. If necessary, lab orders will be placed in EPIC to determine HIV, HBV & HCV status.

- Consent for HIV testing is included in the Patient Acknowledgement and Consent Form. Additional consent for post-exposure testing is not required per ORC 3701.242 section E <http://codes.ohio.gov/orc/3701>.
- If the source patient is alert, the patient's nurse is recommended to discuss post-exposure testing with the patient.

- There is no charge to the source patient for these tests.
- The non-employee will be notified as source patient lab results become available.
- If the source patient is known HIV positive, or the Rapid HIV is positive, the exposed non-employee will be advised to seek an immediate evaluation for HIV prophylaxis and will be referred to the Emergency Department (ED) if employer or academic program follow-up process unknown.
- Source patient will not be notified unless lab results are positive and the diagnosis was not previously established.
- Occupational Health nurse will provide written disclosure of source patient lab results to the non-employee when available. The exposed non-employee will be advised to notify their primary care provider of the incident and discuss follow-up tests and treatment.
- The case will be closed after review of the event, disclosure of source patient lab results to the exposed non-employee, and documentation is completed.

Important

Non-employees are expected to have health insurance. Non-employees and/or their insurers are responsible for any medical expenses related to disease or injury incurred during the performance of duties or training on Cleveland Clinic property. This includes initial screening tests or prophylactic medical treatment as a result of an exposure to blood and other potentially infectious body fluids.

Source patient blood work results are confidential. Unauthorized review of test results is considered a breach of patient confidentiality and grounds for corrective action, up to and including termination.

Patient Rights and Responsibilities

As a patient, you have the right...

Personal Privacy/Visitation

- To have your personal dignity respected.
- To the confidentiality of your identifiable health information.
- To enjoy personal privacy and a safe, clean environment and to let us know if you would like to restrict your visitors or phone calls.
- To receive visitors of your choosing that you (or your support person, where appropriate) designate, including, but not limited to: a spouse, a domestic partner (including a same-sex domestic partner), another family member or a friend and the right to withdraw or deny your consent to receive such visitors at any time.
- To be informed (or your support person to be informed, where appropriate) of your visitation rights, including any clinically necessary restriction or limitation on such rights.
- To the confidentiality of your identifiable health information.
- To designate a support person who will designate visitors on your behalf, should you be unable to do so.

Security

- To be free from all forms of abuse or harassment.
- To access protective and advocacy services.
- To know that restraints will be used only when necessary.

Cultural and Spiritual Values

- To have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
- To have access to pastoral and other spiritual services.

Access to Care

- To receive care regardless of your age, race, color, national origin, culture, ethnicity, language, socioeconomic status, religion, physical or mental disability, sex, sexual orientation, or gender identity or expression, or manner of payment.
- To ask for a change of provider or a second opinion.

Access to Information

- To make advance directives and have them followed.
- To have your family or a representative you choose and your own physician, if requested, be informed of your hospital admission.
- To know the rules regulating your care and conduct.
- To know that Cleveland Clinic hospitals are teaching hospitals and that some of your caregivers may be in training.
- To ask your caregivers if they are in training.
- To know the names and professional titles of your caregivers.
- To have your bill explained and receive information about charges that you may be responsible for, and any potential limitations your policy may place on your coverage.
- To be told what you need to know about your health condition after hospital discharge or office visit.
- To be informed and involved in decisions that affect your care, health status, services or treatment.
- To understand your diagnosis, condition and treatment and make informed decisions about your care after being advised of material risks, benefits and alternatives.

Patient Rights and Responsibilities *continued*

- To knowingly refuse any care, treatment and/or services.
- To say “yes” or “no” to experimental treatments and to be advised when a physician is considering you to be part of a medical research program or donor program. All medical research goes through a special process required by law that reviews protections for patients involved in research, including privacy. We will not involve you in any medical research without going through this special process. You may refuse or withdraw at any time without consequence to your care.
- To legally appoint someone else to make decisions for you if you should become unable to do so, and have that person approve or refuse care, treatment, and services. To have your family or representative involved in care, treatment and service decisions, as allowed by law.
- To have your family or representative involved in care, treatment and service decisions, as allowed by law.
- To be informed of unanticipated adverse outcomes.
- To have your wishes followed concerning organ donation, when you make such wishes known, in accordance with law and regulation.
- To request a review of your medical chart with your caregivers during your hospital stay.

Communication

- To receive information you can understand.
- To have access to an interpreter and/or translation services at no charge.
- To know the reasons for any proposed change in the attending physicians/professional staff responsible for your care.
- To know the reasons for your transfer either within or outside the hospital.

Pain Management

- To have pain assessed and managed appropriately.

Disclosures

- To request a listing of disclosures about your healthcare, and to be able to access and request to amend your medical record as allowed by law.
- To know the relationship(s) of the hospital to other persons or organizations participating in the provision of your care.

Recording and Filming

- To provide prior consent before the making of recordings, films, or other images that may be used externally.

Concerns, Complaints, or Grievances

- To receive a reasonably prompt response to your request for services.
- To be involved in resolving issues involving your own care, treatment and services.
- To express concerns, complaints and/or a grievance to your providing hospital personnel.

You may do this by contacting your Ombudsman office at:

Ashtabula County Medical Center.....	440.997.6633
Avon Hospital	440.695.5205
Children’s Hospital for Rehabilitation	216.444.2544
Cleveland Clinic	216.444.2544
Euclid Hospital	216.692.7888
Fairview Hospital	216.476.4424
Hillcrest Hospital	440.312.9140
Lutheran Hospital	216.363.2360
Marymount Hospital.....	216.587.8888
Medina Hospital	330.721.5330
South Pointe Hospital	216.491.6299

Patient Rights and Responsibilities *continued*

According to hospital policy and our regulatory requirements we are required to inform you that you have a right to file a grievance to the following agencies:

The Joint Commission's Office of Quality Monitoring by calling 800.994.6610 or emailing complaint@jointcommission.org or call the Ohio Department of Health at 800.342.0553.

Medicare beneficiaries, their family members, or other representatives can call the Ohio KePRO Beneficiary Helpline at 800.589.7337 to report a quality of care concern, disagreement with a coverage decision or to appeal a discharge decision.

Quality of care complaint letters are mailed to: Ohio KePRO, Rock Run Center, Suite 100, 5700 Lombardo Center Drive, Seven Hills, OH 44131, fax 216.654.1545.

As a patient, it is your responsibility...

Provision of Pertinent Information

- To give us complete and accurate information about your health, including your previous medical history and all the medications you are taking.
- To inform us of changes in your condition or symptoms, including pain.

Asking Questions and Following Instructions

- To let us know if you don't understand the information we give you about your condition or treatment.
- To speak up. Communicate your concerns to any employee as soon as possible – including any member of the patient care team, manager, administrator or patient advocate.

Refusing Treatment and Accepting Consequences

- To follow our instructions and advice, understanding that you must accept the consequences if you refuse.

Explanation of Financial Charges

- To pay your bills or make arrangements to meet the financial obligations arising from your care.

Following Rules and Regulations

- To follow our rules and regulations.
- To keep your scheduled appointments, or let us know if you are unable to keep them.
- To leave your personal belongings at home or have family members take all valuables and articles of clothing home while you are hospitalized.

Respect and Consideration

- To be considerate and cooperative.
- To respect the rights and property of others.

Volunteer Attestation

INITIAL

I acknowledge receipt of the Cleveland Clinic Volunteer Handbook.

INITIAL

I acknowledge that I have read and understand the content of the Cleveland Clinic Volunteer Handbook and accept full responsibility for familiarizing myself with the policies contained within.

INITIAL

I understand that the information contained in the Volunteer Handbook may be updated periodically and that I can obtain updated policies and information by contacting Cleveland Clinic Volunteer Services at 216.445.6986.

INITIAL

I recognize that the Volunteer Handbook, as well as any written or oral communication made at the time of commencement of volunteer work, or subsequently, is not intended in any way to create a contract between Cleveland Clinic and myself. I understand that volunteerism does not create an employment relationship and the volunteer relationship is entered into voluntarily and may be terminated by Cleveland Clinic or me at any time regardless of circumstance.

INITIAL

I understand that Volunteer Services at Cleveland Clinic may involve service that may create hazards to me, including but not limited to lifting and carrying heavy items. I understand that it is my responsibility not to engage in tasks that are beyond my physical limitations and abilities and will notify CC Volunteer Services at 216.445.6986 if I believe this is ever the case.

INITIAL

I understand that, for safety purposes, Cleveland Clinic completes background checks on volunteers.

INITIAL

If I have any questions regarding understanding and execution of the content of these modules, I will contact Cleveland Clinic Volunteer Services department at 216.445.6986 for further instruction.

INITIAL

I understand that the information, observations, and knowledge gained through my participation as a Cleveland Clinic volunteer must not be used for personal, professional, or business gain inside or outside of the Cleveland Clinic.

INITIAL

I attest to that I read, understood, and agree to abide by the content of the modules that are listed below. I understand that review of additional materials may be required in the future, and if that is the case, I will be notified. If I have any questions about the content, interpretation or application of the Ambassador Handbook to me, I agree to immediately bring any questions to the attention of a volunteer coordinator.

- i. Corporate Compliance: Prevention, Detection, and Reporting
- ii. HIPAA Overview
- iii. Information Security Awareness
- iv. Stroke: Overview for Caregivers
- v. Diversity and Inclusion
- vi. SERS for all Caregivers
- vii. Patient Safety

Printed Name:

Signature:

Date:

