



Your health deserves a partner.

Welcome Aboard

*Volunteer
Connections
Handbook*

A guide to volunteering at all Lehigh Valley Health Network Campuses



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Dear Volunteer,

Today is an exciting day. It's the first day of your volunteering with Lehigh Valley Health Network (LVHN). Thank you for joining our team. By giving of your time and talent, you are our partner as we further our mission to heal, comfort and care for the people of our community.

During your orientation and education, you'll learn about our health network's history and culture. We'll answer your questions and set expectations—both for what we expect from you, and what you can expect from us.

At LVHN, we are driven by our core values: compassion, integrity, collaboration and excellence, and each of our more than 19,000 colleagues have an unrelenting focus on providing exceptional care every day.

Working as a team makes us stronger so we can be the health care partner our patients expect and deserve. Together, we overcome challenges, celebrate successes and create moments that matter for our patients and their loved ones. By serving as a volunteer and contributing to our mission, you help make all communities we serve healthier – and better – places to live, work and play.

I am confident you will find your experience here to be both rewarding and gratifying. We are #LVHNProud to have you on our team. Welcome aboard!

Best wishes,

A handwritten signature in black ink, appearing to read "Brian A. Nester, DO".

Brian A. Nester, DO
President and Chief Executive Officer

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OUR MISSION

We heal, comfort, and care for the people of our community by providing advanced and compassionate health care of superior quality and value, supported by education and clinical research.

OUR VALUES

Our values are our core. They are what we believe. We bring our values to life through our actions, so when you interact with an LVHN colleague you feel confident that our colleagues are committed to giving you the experience you expect and deserve.

LVHN's Core Values

- **Compassion:** Be kind
- **Integrity:** Be what's right
- **Collaboration:** Be a good partner
- **Excellence:** Achieve the best outcomes

DEFINITION OF A VOLUNTEER

“A volunteer is someone who without compensation or expectation of compensation, beyond reimbursement, performs a task at the direction of and on behalf of the network.” A volunteer must be officially accepted and enrolled by the network prior to performance of task. Unless specifically stated, volunteers shall not be considered employees of the network.

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers shall be viewed as a valuable resource to the network, its staff, and its clients. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right of full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals, policies, and procedures of the network. Volunteers may be utilized in various programs and activities of the network, serve at all levels of skill and decision making. Volunteers should not, however, be utilized to displace any paid employees from their position.

ROLE OF THE VOLUNTEER SERVICES DEPARTMENT

The productive utilization of volunteers requires a planned organized effort. The function of the Volunteer Services Department of the Lehigh Valley Health Network is to provide a central coordinating point for effective volunteer efforts to jointly provide more productive services. The department shall also bear responsibility for maintaining liaison with other volunteer-utilizing programs in the community and assisting in community-wide efforts to recognize and promote volunteerism. The Director of Volunteer Services shall bear primary responsibility for leading Volunteer services /engagement/activities, specific operations, recruitment, onboarding and scheduling of volunteers.

TYPES OF VOLUNTEERS

At Lehigh Valley Health Network there are many types of volunteers who work together to improve the network's service to patients, including:

COMMUNITY VOLUNTEERS – Adults who are selected, oriented, trained and assigned to work for a specific department and who are supervised by a staff member on a regular basis. Volunteers participate in a variety of departments and special groups throughout the network.

COLLEGE STUDENTS – Students who have an interest in a health care field are assigned to an appropriate department to gain experience while providing volunteer service.

HIGH SCHOOL STUDENTS – Students who are at least 16 years old may take part in the High School Volunteer Program to assist staff in various departments of the hospital.

HOSPITAL AUXILIARIES – Auxiliaries are involved in fund-raising projects. They benefit from their special events and various fund raising events. Many of them are also Adult Volunteers. For information on how you can join our auxiliaries, obtain information at any gift shop.

VOLUNTEER PROCESS

APPLICATION – A formal application must be completed and filed with the volunteer office in order to initiate the volunteer process. This can be completed at LVHN.ORG. A volunteer applicant must have two satisfactory references from non-family members. All volunteers aged 18 and up must have an acceptable Pennsylvania Access to Criminal History check. Some areas of service also require a clear Child Abuse Check and FBI Clearance.

INTERVIEW – Applicants must interview with a staff member of Volunteer Services Department to share information about volunteer opportunities and the prospective volunteer's skills and interests to determine best placement and appropriateness. Interviews may also be conducted by a department liaison upon request of the department.

ORIENTATION – Orientation is mandatory for all incoming volunteers. The orientation includes an overview of pertinent information about the network, the policies and procedures of the Volunteer Services Department and the responsibilities of each volunteer. This is an opportunity for the volunteer to ask questions about the material presented for their review.

ASSIGNMENTS – Position descriptions are written for each volunteer opportunity in the network and approved by the Director of Volunteer Services. Each volunteer position description outlines the functions assigned, necessary training and the volunteer's direct supervisor. Assignment to a department is one which is mutually agreed upon.

TRAINING – Volunteers receive training on the assignment as well as ongoing and annual education. Training may be under the supervision of employees or experienced volunteers. At the completion of training, the volunteers should feel confident and able to work independently. Annual education and acknowledgement of confidentiality must be completed every year by ALL volunteers.

SIGN-IN AND MAINTENANCE OF RECORDS – A system of records will be maintained for each volunteer including dates of service, positions held, duties performed, health testing required, letters of recommendation, and awards received. Individual volunteers are responsible for the accurate submission of time either by logging into the computer in a volunteer office, submitting time sheets, calling their hours into the office, or emailing the hours served to the staff (if serving off hospital site) so that their service hours can be recorded in a complete and timely manner. Hours cannot be verified if the volunteer does not sign-in. Please notify the Volunteer Office of any changes in demographics or emergency information so that records can be kept up-to-date. If a volunteer has not served hours for 30 days, they will be contacted. If no response, they will be deemed inactive.

HEALTH TESTING –

- All volunteers are *screened for tuberculosis* either by a blood test (QFT) or a two-step tuberculin skin test. Final test results will be retained in each volunteer’s confidential file.
- All volunteers must be *fully vaccinated against Covid-19* and provide proof.
- All volunteers must also have a *flu vaccine* during LVHN’s declared flu season. Influenza vaccinations may be obtained free of charge through the Employee Health Department. If the vaccine is obtained outside of employee health, it is the responsibility of the volunteer to provide proof of the vaccine to the volunteer office or employee health before the date set by LVHN policy. Volunteers with medical reasons or bona fide religious reasons for not having the flu vaccine may apply for an exemption through the Employee Health office. Volunteers who are unwilling to receive the flu vaccine may not volunteer from October 1st until the end of flu season as declared by Employee Health.
- Volunteers between the ages of 16-26 must also submit a completed *Volunteer Health Certification Form* with their immunization record included.

RESIGNATION – Although it is hoped that volunteers will continue their service for a long time, there may be reasons why that is not possible. Volunteers must give as much notice as possible to the Volunteer Services Department and the department to which they are assigned if service is discontinued. **ID badges must be turned into the Volunteer Office when leaving.** Volunteer uniforms, clean and in good condition, may be donated for someone in need, if you desire.

DISMISSAL OF A VOLUNTEER – Volunteers who do not adhere to the policies and procedures of the network, or who fail to satisfactorily perform their volunteer assignment, are subject to dismissal. No volunteer will be dismissed until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the Director of Volunteer Services. Volunteers must be mutually accepted by the hosting department. New volunteers will have a 60 calendar day probationary period.

DRESS CODE

In order to be easily identified and to maintain a professional appearance, volunteers must adhere to the following dress code:

- Uniforms are purchased in the Volunteer Office and are required to be worn when

volunteering at any LVHN facility. Support Groups are not required to wear uniforms; however they must be dressed neatly and professionally.

- Uniforms should be neat and clean at all times.
- **Blue jeans, sweat pants, short skirts, and shorts are NOT permitted. All pants must be below the knee.**
- Wear comfortable closed-toe, rubber soled shoes or sneakers. **No open toed shoes or flip flops.**
- During the Covid-19 pandemic, facemasks must be worn at all times while on any LVHN campus. Facemasks must cover the nose and mouth.
- Volunteers should limit their use of perfumes and aftershaves as some patients/staff may be very sensitive to these odors.
- Volunteers should limit the size and amount of jewelry worn. Large jewelry is a safety hazard.
- A neat hairstyle is required as part of a well-groomed appearance. Extremes in hairstyle and hair color are not acceptable. Hair should not interfere with working area or tasks.
- Volunteers should maintain a professional appearance. Volunteers not only represent the Lehigh Valley Health Network to the public, but also the Department of Volunteer Services to the staff.
- Tattoos or any “body art” may be requested to cover while volunteering if offensive.
- Spandex, leather, sheer, or clinging fabrics are not acceptable.
- ID badges must be worn at all times while volunteering. They must be displayed above the waist.

VOLUNTEER COURTESIES

INSURANCE – Medical charges not paid by the volunteer’s insurance carrier will be covered by the hospital if the injury or illness is a result of the volunteer’s assignment.

RECOGNITION – The Hospital staff and patients appreciate the support and time that volunteers give. The network formally recognizes this contribution with a recognition event typically held in the spring and other network recognitions.

RECOMMENDATIONS – A written or oral validation of volunteer service is given for anyone requesting this information. At least a 72 hour notice should be given when asking for a recommendation or report of hours served. Letters of reference are provided for volunteers applying for paid employment or admission to schools of higher education. Volunteers should keep the Coordinator of Volunteer Services aware that their name has been used as a reference.

VOLUNTEER POLICIES AND PROCEDURES

TIME COMMITMENT/ABSENCES -When a volunteer accepts an assignment he/she agrees to work on a specified day each week based on assignment requirements. Departments depend on a volunteer’s help, consequently, a volunteer is expected to keep his/her commitment. When a volunteer cannot attend, he/she should call the assigned department as far in advance as possible. Support groups schedule their volunteers as needed and for attendance at meetings.

CONCERNS OR SUGGESTIONS -Volunteers are always welcome to discuss a problem or concern with the immediate supervisor or with the Director or Coordinator in Volunteer Services. A volunteer's concerns and/or suggestions will be welcomed for consideration. Concerns should be addressed as soon as possible after occurrence.

ACCIDENTS AND ILLNESSES - A volunteer injured on the job, must immediately report the incident to their supervisor. If a volunteer becomes ill while performing his/her duties, it should be reported to his/her supervisor. The volunteer may be advised to go to the Emergency Department for treatment. If this is the case, the bill will be submitted first to the volunteer's insurance.

SMOKING - To provide a safe and healthy environment for patients, employees, volunteers, and visitors, and to enhance the welfare of the hospitalized patient, smoking is prohibited on all Lehigh Valley Health Network properties, inside and outside. Volunteers should not smell of smoke while volunteering as well.

DRUGS AND ALCOHOL - The use of drugs and alcohol or the trafficking, thereof, is Absolutely prohibited on hospital grounds. Supervisors have a responsibility to ensure that volunteers under their supervision are capable of performing their work assignments at all times. If a volunteer is suspected to be under the influence, the volunteer will be asked to discontinue their duties immediately until further investigation. Appropriate transportation will be arranged for the volunteer to go home. If drug trafficking is involved, the police will be notified immediately. If, after further investigation, the volunteer is deemed guilty of the use of alcohol or drugs, or the trafficking thereof, while on the job, the volunteer will be dismissed.

HARASSMENT - Harassment of employees, volunteers or guests of the network of any nature is strictly prohibited and will not be tolerated. All employees and volunteers must be sensitive to the problem of harassment. Any incidents of harassment should be reported to the immediate supervisor, department head or Director of Volunteer Services.

HELPING A FRIEND TO VOLUNTEER - Please do not bring friends or family with you while you are volunteering. Volunteers must apply through the proper process. If you have a friend or family member who is interested in volunteering, please have him/her contact the Volunteer Services Department.

CELL PHONE USE - Volunteers are not permitted to use their cell phones or other electronic devices while performing volunteer duties. All electronic devices must be silenced or vibrate mode and out of sight while volunteering.

LVHN'S CORE VALUES & BEHAVIORS

COMPASSION

BE KIND. LISTEN, SHOW RESPECT AND FOSTER A SENSE OF BELONGING FOR ALL.

INTEGRITY

DO WHAT'S RIGHT. ACT ETHICALLY AND HONESTLY, AND COMMUNICATE WITH TRANSPARENCY.

COLLABORATION

BE A GOOD PARTNER. CREATE EXCEPTIONAL EXPERIENCES IN A SAFE AND SECURE ENVIRONMENT.

EXCELLENCE

ACHIEVE THE BEST OUTCOMES. FOCUS RELENTLESSLY ON INNOVATION AND SUPERIOR RESULTS.



Your health deserves a partner.

RULES OF CONDUCT

- Volunteers will always treat others exemplifying LVHN's CORE VALUES.
- Be friendly and cooperative – WEAR A SMILE!!
- A volunteer should brighten the day of a patient, visitor or employee.
- Make eye contact, acknowledge and greet patients, visitors and co-workers whenever you meet them.
- Respond to patients, visitors and co-workers in a pleasant, respectful and professional way.
- Anticipate the needs of patients, visitors and co-workers and intervene whenever possible.
- Answer the inquiries of patients, visitors and co-workers in a patient, helpful, timely and positive way.
- Obtain information or refer questions to an appropriate source when unable to provide an answer. When a patient requests nursing care, relay the request to the staff.
- Open doors and hold open elevators for people wheeling carts or carrying things.
- Respect patients, their families, and co-workers – they may have differences of background, race, creed, personality and religion.
- Volunteers should not make suggestions to patients about treatment, remedies, doctors, etc.
- DO NOT accept gifts or tips. Please refuse graciously.

INFECTION CONTROL

Volunteers are considered part of the hospital family and as such are asked to follow the same guidelines as all staff members. This includes measures to prevent the spread of infection.

HOW ARE INFECTIONS SPREAD?

Microorganisms, or germs, that cause infection are bacteria, viruses, parasites and fungi. These germs live in our bodies and on our skin, as well as on surfaces and objects. Germs can be spread when you touch another person who is infected, or touch an object or surface that is contaminated. Germs can also be spread through the air.

STANDARD PRECAUTIONS

What are Standard Precautions? Standard Precautions are a group of infection prevention practices that apply to all patients regardless of their suspected or confirmed infection status. Standard Precautions is the primary strategy to prevent the transmission of infectious agents among patients and healthcare personnel. Standard Precautions include the following:

- Hand Hygiene-Use alcohol-based hand sanitizers or soap and water.
- Gloves
 - Wear gloves when expecting to touch items or surfaces that may be contaminated with blood/body fluids, handle blood/body fluid specimens, and come in contact with patients' open skin lesions and mucous membranes.
 - Wear gloves when using disinfectant wipes to clean a wheelchair or the outside of the specimen cooler.
 - ALWAYS perform hand hygiene after removing gloves.
- Personal Protective Equipment (PPE - examples include gown, mask, eye protection)
 - Some volunteers receive additional training on the use of PPE because the nature of their volunteer assignment requires them to use it as indicated in their assignment guide.
- Respiratory (cough) Etiquette – “cover your cough” applies to all personnel, patients and visitors.

HAND HYGIENE

Hand hygiene is any action taken to clean your hands. Hand hygiene is the single most effective way to prevent the spread of germs that lead to infection.

Why is hand hygiene important?

Many infections are spread by germs that live on the skin. Your hands can easily become contaminated through day-to-day activities. Clean hands can protect your own health as well as the health of others. You can use an alcohol-based waterless hand sanitizer or soap and water to remove the germs that you may have picked up from your day-to-day actions.

When should you perform hand hygiene?

- Before touching a patient
- After touching a patient and his or her immediate surroundings
- After touching any object, equipment or furniture in the patient's immediate surrounding even without touching the patient.
- Before eating
- After using the restroom
- After contact with blood or body fluids

Alcohol based hand sanitizer is recommended for routine hand hygiene if hands *are NOT visibly soiled*. Alcohol-based hand sanitizers are preferred for routine cleaning because they are faster and more effective than soap and water. They are also gentler on your hands and will not dry your skin like soap and water.

- Dispense the product into the palm of your hand.
- Apply enough product to cover all the surfaces of your hands thoroughly, including your palms, between your fingers and under the fingernails, the back of the hands and around your wrists.
- Rub your hands briskly until they feel completely dry, for about 12-20 seconds. Alcohol is flammable.
- Wash your hands with soap and water after 5-10 applications of waterless alcohol-based hand sanitizer to remove the build-up of emollients.

Soap and water should be used when your hands are visibly dirty, after using the restroom, before eating and if you have come in contact with blood or body fluid.

- Avoid touching the sink, as there are many germs on the sink area.
- Wet hands first with warm water.
- Apply soap.
- Work up a good lather by vigorously rubbing your hands together to create friction. Interlace your fingers to reach the spaces between your fingers and use a circular movement to cover all surfaces of your hands including 2 inches above your wrists.
- Rub for at least 15-30 seconds.
- Rinse your hands well.
- Dry hands with a paper towel and turn off faucet with paper towel.
- Dispose of towel in wastepaper basket.

COVID-19 CORONAVIRUS

Coronavirus (COVID-19) is a viral infection caused by the SARS-CoV-2 virus. This virus can spread from person to person and/or from touching contaminated surfaces. The virus is transmitted from the infected person through respiratory droplets during coughing, sneezing or talking. You can become infected by coming into close contact (less than 6 feet or two arm lengths) with a person who has COVID-19. You can also become infected from touching respiratory droplets found on contaminated surfaces and then touching your eyes, mouth or nose.

Signs and symptoms of COVID-19 infection are primarily respiratory symptoms. Symptoms include: fever, cough, sore throat, loss of taste or smell, fatigue, headache, body aches, and diarrhea.

The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19. This can be done by avoiding close contact with others by placing 6 feet of physical space between others. Staying home as much as possible to avoid close contact with others. Wearing a face mask that covers your nose and mouth. Cleaning and disinfecting frequently touched surfaces. Washing your hands often with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer that contains at least 60% alcohol. Additionally, getting vaccinated can decrease your chances of becoming severely sick from the virus.

If you suspect that you are sick stay home and seek medical care as necessary. Avoid public transportation, ride sharing, or taxis. Separate yourself from other people and pets in your home. If you need medical attention, call ahead. If you test positive for Covid-19 reach out to your volunteer coordinator for instructions on how and when you may return to your volunteer assignment.

The single most important thing you can do to prevent illness of COVID-19 is avoid being exposed and get vaccinated.

BLOODBORNE PATHOGENS

What are Bloodborne Pathogens?

Bloodborne pathogens are microorganisms (germs) that are present in blood and certain body fluids of an infected person. They may be transmitted from one person to another and cause disease. Blood borne pathogens include Human Immunodeficiency Virus (HIV), Hepatitis B Virus (HBV) and Hepatitis C Virus (HCV).

Healthcare personnel are at risk for occupational exposure to bloodborne pathogens, including HIV, hepatitis B, and hepatitis C viruses that are carried in the blood of an infected person. The viruses can be transmitted from person to person through exposure to infected blood and/or body fluids that contain blood. In the healthcare setting exposures occur through needlesticks or cuts from other sharp instruments contaminated with an infected patient's blood or through contact of the eye, nose, mouth, or skin with a patient's blood.

How can volunteers minimize their risk to bloodborne pathogens and other types of germs?

- Follow Standard Precautions- blood and body fluid from all patients must be handled as if they were infected with a bloodborne pathogen. Volunteers should never touch anyone who is bleeding or touch any material that is bloody.
- Follow instructions that use engineering and work practice controls. For example, when transporting a specimen always use a cooler and never handle the specimen yourself.
- Pay attention to labels and signs:
 - **Volunteers are NOT permitted in isolation precaution rooms** unless they are assigned to a department or program and have been properly trained by clinical staff.
 - Look for biohazard labels.
- Housekeeping- Do not attempt to clean up a spill. Get help from the staff in General Services (Housekeeping).
- Exposure follow-up – if you think you may have been exposed to blood or body fluid, tell your supervisor and report to the emergency room.
- Hepatitis B Vaccine – available to those at risk for exposure to bloodborne pathogens.
- Do not handle any sharps (needles, broken glass for example).
- Do not eat, drink, smoke, apply cosmetics or lip balm or handle contact lenses in a work area where risk for exposure exists.
- Do not store or consume food or beverages in a work area where risk for exposure exists.
- Volunteers are NOT permitted to touch or replace sharps or red containers which have biohazard materials in them.

ADDITIONAL INFECTION CONTROL GUIDANCE FOR VOLUNTEERS

- Do not come to work if you are not feeling well. If you have a fever or symptoms of the flu, diarrhea, cough or cold, rash or bad cuts or sores do not come to work. If you come to work when you are sick, you could spread your germs and put others at risk for infection.
- Clean your work area frequently with a disinfectant. Wear gloves when using disinfectant wipes. Remember, germs can live on objects. The computer keyboard, computer mouse, telephone and other objects in your work area can easily become contaminated.
- Do not get unnecessarily close to a patient or sit on the bed. Keep some distance between yourself and the patient.
- When transporting a specimen from a department to the lab, always use a cooler (which can be obtained in the volunteer office). Have someone put the specimen into the cooler and carry the cooler to its destination. When arriving at the destination have a staff member remove the specimen from the cooler. **Never handle the specimen yourself.** Return the cooler to the office, clean the cooler with sani-cloth disposable wipes at the sink and show the team leader the empty, clean cooler. Return to storage area. Wash hands.

VOLUNTEERS SHOULD NEVER BE TOUCHING ANYONE WHO IS BLEEDING OR ANY MATERIAL THAT IS BLOODY

SPOT A STROKE F.A.S.T.

F.A.S.T. is an easy way to remember the sudden signs of a stroke.



Face Drooping
Does one side of the face droop or is it numb? Ask the person to smile.



Arm Weakness
Is one arm weak or numb? Ask the person to raise both arms. Does one arm drift downward?



Speech Difficulty
Is speech slurred, are they unable to speak, or are they hard to understand? Ask the person to repeat a simple sentence, like "the sky is blue." Is the sentence repeated correctly?



Time to call 9-1-1
If the person shows any of these symptoms, even if the symptoms go away, call 9-1-1 and get them to the hospital immediately.

Beyond F.A.S.T. – Other Symptoms you should know

- Sudden numbness or weakness of the leg
- Sudden confusion or trouble understanding
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, loss of balance or coordination
- Sudden severe headache with no known cause



[StrokeAssociation.org/warningsigns](https://www.StrokeAssociation.org/warningsigns)

Early Heart Attack Awareness

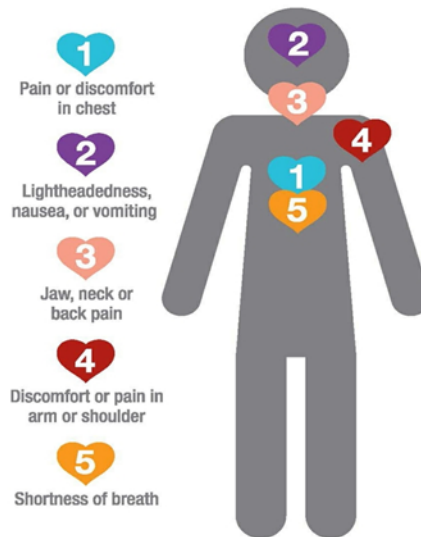


- Early Signs and symptoms can be non-specific or specific:
- Chest discomfort, pressure, aching, burning or fullness are specific signs
- Weakness, sweating, nausea, and dizziness are non-specific signs
- Risk factors include:
- family history
- high blood pressure
- obesity
- tobacco abuse
- metabolic issues such as diabetes
- women birth control pills and pregnancy complications
- Women and men present differently with heart attack
- Men: sweating, chest pain and tightness, heartburn, nausea/vomiting
- Women: jaw pain, shortness of breath, chest discomfort, backache, extreme fatigue and nausea
- A heart attack is a life-threatening emergency and seeking medical treatment as early as possible may save a life!

Heart Attack Signs and Symptoms



Common Heart Attack Warning Signs



Learn more at [Heart.org/HeartAttack](https://www.heart.org/HeartAttack).

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- In the United States, someone has a heart attack every 40 seconds and annually 805,000 people in the US have a heart attack.
- 1 in every 4 deaths are related to heart disease which is the leading cause of death for men and women in the US.
- Early recognition and prompt action could save a life!
- If you think someone is having a heart attack, act quickly by initiating your sites emergency communications:
 - 555 for LV outpatients, visitors, colleagues
 - 911 for Coordinated Health outpatients, visitors, colleagues
 - 180# at LVH-Hazleton
 - 3333 at LVH- Pocono
 - 333 at LVH-Schuylkill

CARE OF THE PATIENT WITH SUICIDAL THOUGHTS AND BEHAVIOR

As a volunteer you are often the eyes and ears of the Network. Sometimes patients with suicidal tendencies are well documented and the staff is very aware; other times there have not been any outward signs. This is where you come in: **IF YOU SEE SOMETHING, SAY SOMETHING.**

We have put together some information to help you look for signs that someone may be in distress. While it is a topic that makes many of us uncomfortable, it is crucial to your role as an LVHN Volunteer that you pay attention to clues that a patient may give and that you react appropriately by letting his or her nurse know.

If in the course of your volunteer duties you come across a patient who is speaking about being depressed and/or harming him or herself, please speak up. The staff is trained to be on the lookout for something called a *Ligature Risk*—this is defined as anything which could be used for the purpose of hanging or strangulation. They will then take steps to minimize these risks. For example, report whatever the patient said to you that made you suspect he or she might be a suicide risk; then also report anything you saw in the room that might be a danger to that person – i.e., sharp objects, belts, extra sheets, or anything else you feel could be used to cause physical harm.

As always, maintaining the privacy of the patient is of the utmost importance. Anything you see should be reported to the nurse on duty but **SHOULD NOT** be discussed at home or with your fellow volunteers.

Contact a Volunteer Services staff member if you'd like more information on this subject.

We appreciate everything you do—you may never know how very valuable your presence is in the lives of so many of the patients that you serve.

TUBERCULOSIS FACTS

“TB” is short for a disease called tuberculosis. TB is spread through the air from one person to another. TB germs are passed through the air when someone who is sick with TB disease of the lungs or throat coughs, speaks, laughs, sings or sneezes. Anyone near the sick person with TB disease can breathe TB germs into their lungs. Tuberculosis infection occurs when the inhaled tubercle bacillus reaches your lungs. Ninety-five percent of the time when you inhale the tubercle bacillus, your body can protect you and fight the infection through your immune system.

TB germs can live in your body without making you sick. This is called latent TB infection. This means you have only inactive (sleeping) TB germs in your body. The inactive germs cannot be passed on to anyone else. However, if these germs wake up or become active in your body and multiply, you will get sick with TB disease.

When TB germs are active (multiplying in your body), this is called TB disease. These germs usually attack the lungs. They can also attack other parts of the body, such as the kidneys, brain or spine. TB disease will make you sick. People with TB disease may spread the germs to people they spend time with every day.

EXPOSURE TO TB

You may be exposed to TB if you spend time near someone with TB disease of the lungs or throat. You can only get infected by breathing in TB germs that a person coughs into the air. You cannot get TB from someone’s clothes, drinking glass, eating utensils, handshake, toilet, or other surfaces where a TB patient has been.

FREQUENCY OF RECEIVING A TB TEST AND ITS PURPOSE

The TB test will determine if a person has been infected with the tubercle bacillus. This test, performed prior to starting volunteer service, consists of an AFT blood test performed at no charge at Employee Health at most LVHN campuses. Fasting is not required prior to this blood draw, but please come hydrated. A two-step PPD skin test is also available, at the discretion of Employee Health.

Volunteers who are on a leave of absence for more than one year, will have to be tested before their return. If you have **ever** tested positive to a TB test, please report to Employee Health to complete a symptom questionnaire. This will fulfill the baseline testing requirements.

TB TREATMENT

Persons with TB infection (latent) may need medicine to prevent getting TB disease later--this is called “preventive” treatment; persons with TB disease (active) can be treated with medication for 6-9 months.

TB REMAINS A PROBLEM IN UNITED STATES

There has been a steady decline in the number of persons with TB since 1993, but TB continues to be a problem due to the development of Multi-Drug Resistant Tuberculosis (MDR). This occurs when persons with the TB infection do not follow treatment or take their medications. There is a higher burden of TB among racial and ethnic minorities.

2022

Hospital National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.

Identify patients correctly

NPSG.01.01.01

Use at least two ways to identify patients. For example, use the patient's name *and* date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

Improve staff communication

NPSG.02.03.01

Get important test results to the right staff person on time.

Use medicines safely

NPSG.03.04.01

Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.

NPSG.03.05.01

Take extra care with patients who take medicines to thin their blood.

NPSG.03.06.01

Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Give the patient written information about the medicines they need to take. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

Use alarms safely

NPSG.06.01.01

Make improvements to ensure that alarms on medical equipment are heard and responded to on time.

Prevent infection

NPSG.07.01.01

Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

Identify patient safety risks

NPSG.15.01.01

Reduce the risk for suicide.

Prevent mistakes in surgery

UP.01.01.01

Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.

UP.01.02.01

Mark the correct place on the patient's body where the surgery is to be done.

UP.01.03.01

Pause before the surgery to make sure that a mistake is not being made.



This is an easy-to-read document. It has been created for the public. The exact language of the goals can be found at www.jointcommission.org.

CORPORATE COMPLIANCE PROGRAM

Lehigh Valley Health Network has a formalized program that is entitled “Corporate Compliance Program.” We fundamentally believe that the general public, our patients, our customers and our fellow colleagues have the right to expect that we will act within the framework of honesty and integrity. An effective compliance program builds within an organization the structure and culture of best business practices, thus facilitating the delivery of superior patient care. It is also intended to create a process for identifying and reducing risk and improving internal control. In today’s environment it’s particularly important to maintain the organization’s reputation by demonstrating a strong commitment to quality, operational improvement and overall fair dealings.

Our compliance program and ongoing compliance efforts are in place to support our conscious decision and responsibility to our patients and community to display our due diligence in following the legal and regulatory guidelines set for by the Federal and State governments.

Benefits of a Compliance Program are:

- Demonstrate commitment to honest and responsible conduct.
- Provide guidance to colleagues.
- Identify and prevent criminal and unethical conduct.
- Improve the quality, efficiency and consistency of services.
- Encourage colleagues to report potential problems.
- Prompt and thorough investigation of alleged misconduct.
- Initiate appropriate and decisive corrective action.

You are essential to building and supporting an organization that demonstrates integrity, ethics, and best practices. The Compliance Program along with the policies and procedures we have in place are there to help guide your important work within our system.

Questions and concerns about the correct way to handle different situations (e.g. improper billing, sexual harassment, policy violations) may and often do arise. If you have any doubts or uneasy feelings of a particular event, discuss the concern/situation with your supervisor or another member of management, including Human Resources, or the Corporate Compliance Officer. Ethical behavior is everyone’s concern. There is an anonymous compliance hotline available to contact about any concerns or issues you may have about ethical or legal compliance, such as improper billing, alterations to medical records, sexual harassment, unsafe practices, theft, and policy violations.

This is a brief introduction to our Corporate Compliance Program at LVHN. You will be required to take a compliance session within one month of your employment with us. You will also be required to complete a mandatory education session on a yearly basis.

Are you aware of any issues or circumstances that you believe are wrong or questionable in nature?

To report your concerns please report it to our toll free Compliance Hotline at 877-895-2905 or fill out a form on the Internet at www.LVHN.ethicspoint.com

In addition, you also may report unethical activity, safety, or patient treatment concerns to OSHA, The Joint Commission, or the Department of Health.

CULTURAL COMPETENCE

“Service Excellence Communicates Respect and Value to Every Individual We Serve”

WHAT IS CULTURE

Culture is an integrated pattern of learned values, beliefs, norms and behaviors that are shared and transmitted by a specific group of people (Ring, J. Curriculum for Culturally Responsive Care, 2008). Every group has a culture. It influences many aspects of our lives, it changes over time and it can include language, customs, traditions, symbols, dress, etc. Culture is more than race and ethnicity. Some aspects of culture (such as gender, age, physical abilities) are visible while others (such as religion, diet, family structure or sexual orientation) may be hidden.

CULTURAL COMPETENCE IS:

Cultural competence in health care describes the ability of health systems to provide care to all patients that considers the patient’s cultural values, beliefs and behavior and tailoring the care provided to meet the patient’s specific social, cultural and language preferences. (Betancourt, J. 2002)

Cultural Competence begins with awareness of the perceptions we may have about others and the ability to see the humanity of everyone we meet. With this awareness, we can treat everyone we interact with respect and compassion

Why is Cultural Competence important and why must the hospital provide culturally competent care?

Cultural Competence:

- Reduces disparities in healthcare.
- Ensures delivery of high-quality care.
- Increases positive patient outcomes.
- Improves patient satisfaction.
- Necessary for patient safety.

It is also a requirement of the U.S. Department of Health and Human Services, The Joint Commission and the Office of Minority Health.

LVHN’s commitment to cultural competence is demonstrated by integration of the following practices:

- Supports a workforce that reflects diversity in culture, race, ethnicity and gender.
- Orients all employees on sensitivity to other cultures.
- Addresses cultural sensitivity in the annual performance evaluation.
- Offers tools and resources to assist staff in communicating with patients in other languages.

THE THREE (3) KEY STAGES TO DEVELOPING CULTURAL COMPETENCE

1. Develop an Awareness
 - Attitudes and behaviors.
 - Reactions to others whom you perceive as “different”.
 - Personal and cultural viewpoints and influences.
2. Show Respect
 - Do NOT use family members as interpreters.
 - Maintain privacy and confidentiality.
 - Identify health beliefs for each patient.
 - Treat each patient as an individual.
 - Show respect even when you do not understand.
 - Avoid judging.
 - Avoid stereotyping.
3. Begin Making Changes
 - Get to know your patient.
 - Patients may not see the world as you do.
 - See patients as members of a family.
 - Accommodate cultural preferences whenever possible.

CROSS-CULTURAL COMMUNICATION

Cultural Competence teaches us how to bridge differences in cultures.

- Spoken language is just one of the ways we can do this.
- We communicate how we feel & what we need through words, actions & emotions.
- Even when two people speak the same language, different values and beliefs can affect understanding.
- Trained medical interpreters can help bridge communication when people do not speak the same language.

THE JOINT COMMISSION

The Joint Commission standards in seven areas of Safety Management that are collectively referred to as the Environment of Care. The Joint Commission National Patient Safety Goals should be practiced continuously in all patient care areas and we should always be ready for a visit. The seven areas and a brief summary of information that all LVHN employees and volunteers should know are as follows:

HIPAA EDUCATION OVERVIEW

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 addresses the use and disclosure of patient's health information. This federal law carries stiff penalties for violations. For example, disclosing information for commercial purposes without a patient's permission could result in a fine of \$250,000 and up to 10 years in jail. Confidential information, especially Protected Health Information or PHI, needs to be protected from inappropriate disclosure. PHI can be contained in computer files, faxes, printouts, and even conversations. A good rule of thumb is that information about a patient's general medical condition should be kept private all of the time.

Types of PHI: Protected health information or PHI, is information in any form or medium that identifies an individual, and relates to the health condition, treatment, or payment for care of that individual. Some examples:

- Patient Demographics – Social Security number
- Clinical Information – Diagnosis, medical history, test results
- Financial Information – Bills, charges

GUIDELINES TO PROTECT PHI

- Create a good password which you keep secret and change regularly, and always lock your computer when walking away.
- Do not leave patient information on answering machines unless you have the patient's consent to do so.
- Always use a formatted cover sheet when sending a fax transmission.
- Verify you have the correct number before sending a fax.
- When paging, remember patient identifiers should not be used. It is best to refer the recipient of the page to a call back number where specific patient details can be relayed.
- It is important to remember not to discuss patient information in any public setting at LVHN, or with anyone outside of work (e.g. If you see a family friend's name on a census listing, it is not permissible to call your spouse to let him or her know of the friend's hospitalization).

RELEASING PHI

- It is permissible to use and disclose a patient's PHI without patient consent for payment, treatment, and health care operations.
- It is permissible to disclose PHI without patient authorization when the law requires the disclosures.
- All other disclosures of PHI require patient authorization. If the disclosure is not for treatment, payment, or health care operations; or a disclosure mandated by law, then patient authorization is required.

Furthermore, hacking may expose LVHN to computer vulnerability and is strictly prohibited as is the viewing of pornography. Unauthorized disclosure of confidential information is prohibited at any time during or after volunteering or affiliation with Lehigh Valley Health Network. Anything with patient information must be discarded in a locked recycling bin or shredded immediately. Volunteers who violate this policy will be disciplined and/or terminated.

WHEELCHAIR TRAINING & SAFETY ISSUES FOR VOLUNTEERS

STANDARD WHEELCHAIRS

To operate a standard wheelchair:

- Check chair, and if not in good condition, DO NOT USE.
- Brakes should lock both wheels securely.
- Wheel swivels, foot rests, arm rests, seat, and frame should be functional and secure.
- Always leave unattended wheelchairs in the locked position.
- After the use of a wheelchair, the wheelchair should be wiped with a sanitizing wipe (seat, arm rests, and handle on the back of the wheelchair) and returned to an appropriate wheelchair storage area. Gloves should be worn when using the wipes.

HANDLING PATIENTS IN A STANDARD WHEELCHAIR

- Patients impaired by sickness or injury should be handled by staff.
- Ambulatory patients should be allowed to move in or out of chairs at their own speed.
- Always lock both brakes before getting patient in or out of chair.
- Foot rests should be folded back to get patient in or out of chair. Place feet securely on rests before moving chair.
- It is best to have patient's hands and arms inside of arm rests.
- If patient has IV pole or carrier, get help to handle this equipment.
- Be sure that nothing is hanging or dragging which can get caught in or under the wheels.

OPERATING A STAXI WHEELCHAIR

- Check chair, if not in good condition, DO NOT USE.
- Squeeze handle's together to begin pushing the patient-- being very careful to stop before letting handles go.
- Wheel swivels, footrests, armrests, seat, and frame should be functional and secure.
- Use of the seat belt should be offered to the patient.

HANDLING PATIENTS IN BOTH WHEELCHAIRS

- Patients impaired by sickness or injury should be handled by staff.
- Ambulatory patients should be allowed to move in or out of chairs at their own speed.
- Footrests should be folded back to get patient in or out of chair.
- Place feet securely on rests before moving chair.
- It is best to have patients' hands and arms inside of arm rests.
- If patient has IV pole or carrier, get help to handle this equipment.
- Be sure that nothing is hanging or dragging which can get caught in or under the wheels.

MOVING PATIENTS IN BOTH WHEELCHAIRS

- Do not move too fast as a sudden stop might jar the patient.
- Patient should have the right of way, but be ready to yield.
- Watch for other movements when going through doors, and around corners. Use corner mirrors.
- In passing moving or standing equipment, going through doors, around corners, etc., watch clearance for patient's feet, hands and elbows.
- Watch for floor conditions such as wet spots, mats, runners, carpet edges, etc.
- If you believe a patient is too large for you to push safely, explain politely to the nurse that you are unable to transport the patient. Do Not explain in front of the patient.
- To go through doorways and to get onto the elevator, you should always go in backwards.

SECURITY MANAGEMENT AND THEFT PREVENTION

Your assistance is required to help maintain our facilities as secure as possible. Please notify Security whenever a security event or emergency situation occurs. The security of the hospital is a cooperative effort. The assistance YOU can provide by questioning people who do not have I.D. badges if “you can help them” and reporting suspicious activities or circumstances cannot be overemphasized.

Campus	Emergency Number	Non-Emergency No.	Anonymous Crime Tip Line
Cedar Crest	555	610-402-8220	610-402-1087
Muhlenberg	555	610-402-8220	610-402-1087
17 & Chew	555	610-402-8220	610-402-1087
Pocono	3333	2222	none
Schuylkill	333	570-621-4000	none
Hazleton	4299	4199	none

Some examples of Non-Emergency events where Security could be of help include:

- Locating misplaced patient belongings
- Escorting employees to their car
- Assisting with a dead car battery in parking lots
- Fixing a flat tire on a car in the parking lot

ZERO TOLERANCE – LVHN has a zero tolerance policy for violence. Such as:

- Aggressive Behavior – verbal or physical
- Assault – a menacing gesture, threat or sudden movement by an individual
- Battery – actual physical contact from another individual
- Patient or visitor falls
- Any odd or unusual circumstances
- Bomb threats
- Suspicious person
- Theft
- Vandalism

Did you know over 80% of all thefts occur internally? 90% of thefts are preventable by securing your personal items! Employee property losses often occur because employees leave personal items in unsecured areas. Patient property losses can be traumatic for patients and damaging to a hospital’s image.

Here are some preventative measures to help reduce the likelihood of theft:

- Wear your photo identification badges while on duty. Positive identification of personnel helps to set apart employees of the hospital from patients and visitors.
- Lock all locks! (Example: offices, cabinets, lockers, car doors.)
- Do not leave belongings or valuables in plain view or unattended.
- Encourage patients to leave their valuables and personal belongings at home.
- Identify patient valuables and belongings while the items are in the hospital.

SOME ADDITIONAL TIPS FROM THE SECURITY DEPARTMENT

- Be alert to your surroundings.
- Stay in well-lit and well-traveled areas.
- Avoid walking alone, especially in high-risk areas.
- Have your car keys in hand before you get to your vehicle.
- Employees should ONLY park in employee or 2-hour parking

GENERAL SAFETY

Safety is everyone's responsibility. The following list contains some simple do's and don'ts to help enhance the general safety within the organization.

DO'S

- Keep aisles, stairwells and hallways free of clutter.
- Report all hazardous conditions immediately.
- Discourage storage of excessive materials in your work area.
- Carry only small amounts at one time.
- Use carts, racks or carriers to move materials.
- Report all spills immediately to prevent slips, trips and falls.
- Wash hands immediately following patient contact or handling of infectious, radioactive or other chemically contaminated materials.
- Report safety hazards to your supervisor.
- Transfer patients/visitors in safe manner – ASK FOR HELP.
- Be cautious of low hanging objects, such as patient monitors.
- If a patient, visitor, or volunteer is injured or received care that is not consistent; notify your supervisor.
- Store combustible materials away from sources of heat, such as radiators, steam pipes, heating instruments & open flame.

DON'TS

- Do not prop doors open.
- Do not enter restricted areas unless authorized.
- Do not use your chair as a ladder.
- Do not leave defective equipment in service. Notify Clinical Engineering.
- Do not insert fingers or hand in sharps container at any time.
- Do not leave microwave or toaster area unattended while in operation!
- Do not ignore hazards in your workplace. LVHN strives to provide a workplace free of hazards and wants to correct any issues.
- Do not use equipment until properly trained.
- Do not ignore the signs of TB exposure. The first critical element in the TB Exposure Control Plan is early identification.
- Do not use cell phones in marked, restricted areas.

EMERGENCY PREPAREDNESS

An Emergency is an unplanned event caused by fire, weather, utility system failure, or a disaster within the community, such as a severe bus accident or an explosion resulting in excessive number of severely injured patients. An emergency is declared and cleared by the Administrator-On-Call. It is extremely important that everyone understands their role in an emergency or disaster event. Check where the departmental plan is located in your area and become familiar with your responsibilities, evacuation routes and fire compartments.

An external emergency occurs outside the main hospital and may result in a larger than normal influx of patients exceeding available hospital resources. Examples of external emergencies include: blizzard or snow storm, tornado, floods with potential to interrupt normal hospital operations, and industrial or chemical incidents.

An internal emergency occurs inside the hospital resulting in injury or interruption of service. These emergencies may require relocation or evacuation of individuals or cause damage such that normal operations are impossible.

When an emergency is declared an overhead announcement will state, “All Systems Alert”. The announcement advises hospital personnel of an impending type of emergency. All personnel must return to their workstations and await further instructions.

SECURITY

Examples of security processes in place throughout LVHN include: Code Orange response, closed circuit television, card access, keypads and Pediatric and Geriatric monitors. High Risk areas at LVHN include Emergency Department, Psychiatric Units, Pharmacy & Pediatrics.

EMERGENCY CODES

Several emergency codes are used throughout LVHN. The following table includes those codes most commonly used.

<u>CODE NAME</u>	<u>DEFINITION</u>
Code Red	Fire Alarm
Code Blue	Cardio-Pulmonary Arrest
Code Peds Blue	Peds Cardiac Arrest
Code Green	Medical Gas Emergency
Code Pink	Missing/Abducted Child
Code White	Bomb Threat
Code Crimson	Massive Blood Loss
Code Gray	Missing Adult
Code Yellow	Facility Lockdown
Code Control Team	Behavioral Dysfunction
Code 45	Hazardous Situation/Active Shooter

Safety training (e.g. Fire Safety, Emergency Preparedness, Bloodborne Pathogens) is provided by:

- Hands-on training
- Self-learning packets

FIRE SAFETY

The best way to deal with fire is to prevent its occurrence altogether. Please consider the following basic suggestions to help prevent fires at LVHN. Doing so will go a long way toward making LVHN a safer place for you and everyone else.

- Take time to recognize and eliminate potential fire hazards in your own area, as well as in areas throughout LVHN.
- **Report fire hazards that are beyond your immediate control to:**
 - **Lehigh Valley Campuses:** Environmental, Health & Safety at 610-402- 9480
 - **Pocono Campus:** Maintenance Department at 3638
 - **Schuylkill Campuses:** Security or Maintenance at 570-621-4000
 - **Hazleton Campuses:** Plant Operations at 4976 and Security at 4299
- Be sure to keep your work area clean. Pay particular attention to halls and stairways – keeping them clear ensures a faster evacuation in the event of fire.
- Always observe the “Smoking Policy.” Many hospital fires can be traced to smoking devices.

WHAT TO DO IN CASE OF FIRE

Stay calm, DO NOT shout “FIRE” or “RUN”. Commit the following steps to memory. Following these guidelines may save your life.

- **RESCUE** - Rescue anyone who is in immediate danger.
- **ALARM** - Pull the fire alarm nearest to you. Then, dial the following number to report the fire and location of the fire.
 - **Lehigh Valley Campus:** 555 (Cell 610-402-5555) or 99-911
 - **Pocono Campus:** 3333 (Cell 570-476-3333) or 91-911
 - **Schuylkill Campus:** 333 or 911
 - **Hazleton Campus:** Dial 180# and announce, “Code Red” and location twice
- **CONFINE** - Confine the fire to prevent it from spreading by closing all doors and windows tightly.
- **EVACUATE** - Ensure that everyone is promptly evacuated to a safe area.
- **EXTINGUISH** - Put out the fire using the proper fire extinguisher only after the alarm has been sounded and only if it is safe to do so.

NEVER attempt to fight a fire if:

- The fire is spreading beyond the immediate area where it started or is already a large fire.
- The fire could potentially spread and block your escape.
- You are in doubt about whether the extinguisher is designated for the type of fire at hand or if it is large enough to fight the fire. It is dangerous to fight a fire with an extinguisher if any of the preceding statements are true. Instead, leave immediately, sound fire alarm, close doors, & warn others.

HOW TO USE A FIRE EXTINGUISHER

Remember the word PASS to recall how to use a fire extinguisher properly.

- **P**ull the pin.
- **A**im Low – Point extinguisher nozzle (or its horn/hose) at base of the fire.
- **S**queeze the Handle – This action releases extinguishing agent.
- **S**weep from Side-to-Side – Keep extinguisher aimed at base of fire until the fire appears to be out. If fire breaks out again, repeat the process.

***Volunteers may use a fire extinguisher. It is not required, however if the volunteer feels competent to do so, they may.**

ALWAYS REMEMBER THE EXTINGUISHER MUST MATCH THE FIRE

- **TYPE A:** Ordinary combustibles, such as wood, cloth, paper, rubber, plastics, & other common materials.
- **TYPE B:** Flammable liquid, such as gasoline, oil, grease, xylene, alcohol and flammable gas.
- **TYPE C:** Energized electrical wiring, fuse boxes, circuit breakers, machinery and appliances.

Become familiar with the fire extinguishers in your work area and the operation of the extinguisher. Never attempt to fight a fire that has become too big to handle. It is always more important to evacuate patients, personnel and visitors prior to attempting to extinguish a fire.

LIFE SAFETY (FIRE SAFETY)

Every employee should know their role if they discover a fire or participate in a fire emergency.

Remember – RESCUE everyone in immediate danger, ACTIVATE the Alarm and dial the appropriate emergency number. Confine the fire to prevent it from spreading. Extinguish the fire if possible. Fire drills are held quarterly on each shift at all hospital sites. Business occupancies are required to participate in one drill annually per shift.

Equipment Management

All personnel receive training in the equipment they use and should be able to describe its safe use. Clinical instructors provide training on all clinical equipment.

Medical equipment is checked a minimum of one time per year by the Clinical Engineering Department, unless otherwise designated by the inclusion criteria as noted in the Clinical Engineering policy titled “Medical Equipment Management Program” (MEMP). Critical equipment must be plugged into RED outlets since they are the only outlets that function during a power failure.

UTILITIES MANAGEMENT

In the event you experience any problems or a failure in any of the utility systems you should promptly contact the appropriate department. The following table includes examples of utility system problems and who you should notify.

Facilities Management Dept: For Water & Electrical Outages	Information Services Dept: For Computer Failure	Telecommunications Dept: For loss of telephone service (use back phone or handheld radio)	Respiratory Therapy Dept: For Problems with Oxygen Supply
CC: 610-402-8515 after 3:30pm x 8541	CC: 610-402-8303	CC: 610-402-8303	CC: 610-402-0075
17 th St: 610-969-2256	17 th St: 610-402-8303	17 th : 610-402-8303	17 th St: 610-969-4025
M: 484-884-2541	M: 610-402-8303	M: 610-402-8303	M: 484-884-5992
H: 484-561-6699 opt 1	Hecktown: 610-402-8303	Hecktown: 610-402-8303	Hecktown: 484-884-6336
Pocono: 570-476-3638	Pocono: 570-421-4000 x 4444	Pocono: 570-421-4000 x 4444	Pocono: 570-476-3432
Hazleton: 7am-330p: 570-459-8813 330p-7am: 570-459-8814	Hazleton: 570-501-4889	Hazleton: 570-501-4889	Hazleton: 570-501-4371 or 570-501-4373
Schuylkill: 570-621-4000	Schuylkill: 570-621-4106	Schuylkill: 570-621-4106	Schuylkill: 570-621-4075

HAZARDOUS MATERIALS AND WASTE MANAGEMENT

Each department maintains an inventory listing of the hazardous products used within the department. Chemical product labels and chemical Safety Data Sheets (SDS) indicate special hazards and what personal protective equipment (PPE) is required when working with the chemical product.

Chemical Safety Data Sheets are available for all hazardous chemical products used within LVHN. The SDS contain important information detailing how to handle the product in a safe manner.

Healthcare organizations have many different waste streams including municipal (ordinary) waste; infectious (red bag) waste; hazardous waste (used or expired chemicals) and sharps (syringes and scalpels) waste containers. In addition, LVHN continually strives to enhance the amount we recycle (e.g. batteries, cardboard, florescent light tubes, glass, paper, plastic); to protect our workers, minimize the impact on the environment, and save money – it is important that waste be disposed of in the proper waste stream. **Anything with patient information must be discarded in a locked recycling bin or shredded immediately.**

PARKING:

Cedar Crest: Parking is available in the visitor parking areas of the hospital.

17th St and Chew St: Parking is available in the visitor parking areas of the hospital.

LVH-M: Volunteers may park in visitor parking in front of the hospital main tower. Volunteers assigned to the Family Health Pavilion may park in front of the pavilion.

Pocono: Lot #2 (Lot D) – park behind the Express Care located in the Emergency Department parking lot near the loading dock and East Stroudsburg University

Schuylkill East Campus: If during shuttle hours, use MOB/Anderson Street Lots. Other hours – parking garage

Schuylkill South Campus: Main parking lot

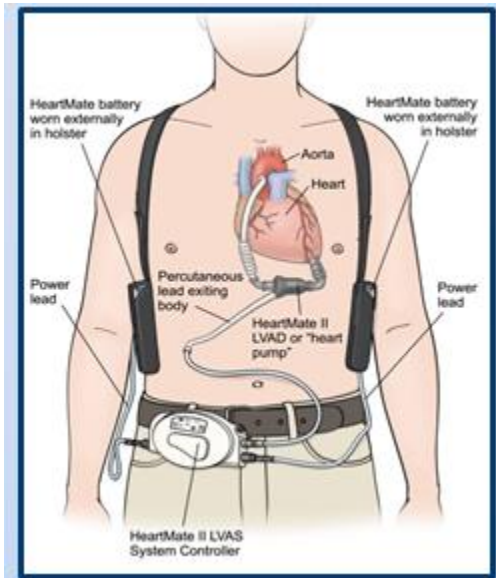
Hazelton: park in any employee lot

Please do not park in areas designated for handicapped parking unless you have a valid PA handicapped license plate or hang-tag. You CAN be ticketed by the township/city police if you violate this law.

Volunteers at LVH-Cedar Crest Only

Important Information about Left Ventricular Assist Devices (LVADs)

Left Ventricular Assist Device (LVAD) is a blood pump that assists the heart with pumping blood to the body.



It is very important for all to understand what to do in an emergency for an LVAD patient at LVH-Cedar Crest Only.

- Patients with LVADs don't have a pulse and it is normal.
- Need to be connected to batteries
- No chest compressions but pulmonary resuscitation is okay.

If an LVAD patient

- Asks "where can I get batteries for my VAD"?
 - Call 610-402-1250 first
 - If no answer, call #555
 - Identify yourself, location and the LVAD emergency
 - This is the Open Heart Unit and this is the only unit with batteries
- Passes out
 - call #555
 - Do not start chest compressions

The patient can be taken to the ER but they don't have batteries.

For further information please contact the mechanical heart assist device team at 610-402-4823.

