

Knowing the Basics

Volunteer Annual Requirements

SELF-STUDY GUIDE



*Congratulations on becoming an Aspirus Volunteer at
Aspirus Wausau Hospital and Clinics!*

Welcome! We are pleased you have chosen to volunteer at our medical facility. At Aspirus, we are committed to providing the best possible health care and services to those we serve.

As an Aspirus volunteer, you are an important part and valuable member of our team. Each volunteer is unique and has a contribution to make. You play an important role in determining whether people are pleased with their overall care and will elect to return to us for their future health care services. The support and services you provide are essential to the long-term success of Aspirus Wausau Hospital and clinics.

This handbook was designed with you in mind to help answer many questions that relate to your service as an Aspirus volunteer. Our expectation is that you will become familiar with its contents so you may reach a level of confidence in where you serve.

We extend a warm welcome and thank you for choosing to volunteer at Aspirus!

Benefits of being a Volunteer

- Gain work and career experience
- Develop new skills
- Be involved in your community
- Help others
- Make friends
- Have Fun!



Aspirus Health is a non-profit, community-directed health system based in Wausau, Wisconsin. Its 11,000 employees are focused on improving the health and well-being of people throughout Wisconsin and Upper Michigan.

Aspirus serves communities in 14 counties through 13 hospitals in Wisconsin, four hospitals in Upper Michigan, 75 clinics, home health and hospice care, pharmacies, critical care and air-medical transport, medical goods, nursing homes, and a broad network of physicians.

Aspirus has been recognized by IBM Watson Health as a Top 15 Health System for four consecutive years in its annual studies identifying the top-performing health systems in the country.

Aspirus Wausau Hospital

Aspirus Wausau Hospital and Clinics are part of the Aspirus Health system. Aspirus Wausau Hospital is the flagship of the Aspirus system and provides primary, secondary, and tertiary care services as a regional referral center. Best known for its world-class cardiovascular program, Aspirus Wausau Hospital also provides leading edge cancer, trauma, women's health, and spine and neurological care.

The hospital is continually recognized nationally for the level of care it provides. Aspirus Wausau Hospital has earned high quality ratings and awards from prominent quality agencies such as HealthGrades, Thomson Reuters, Becker's Hospital Review, Mission: Lifeline, and U.S. News & World Report.

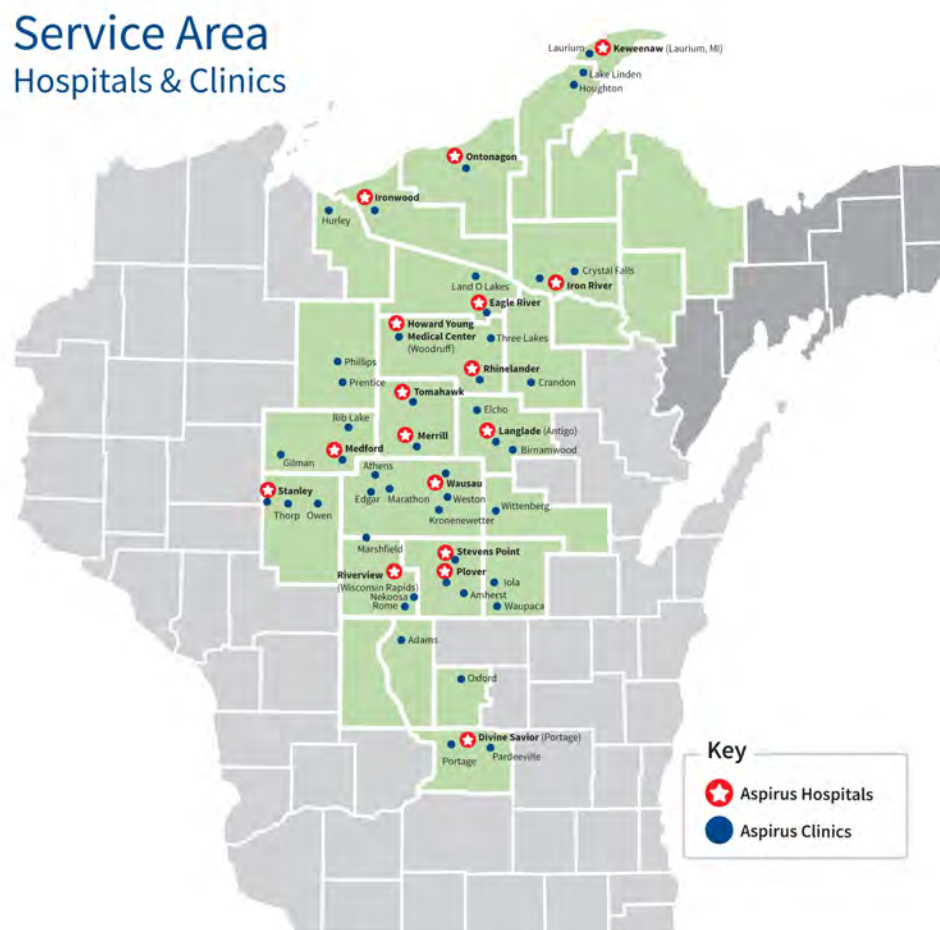


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Annual Volunteer Training Self-Study Guide

VOLUNTEER ANNUAL REQUIREMENTS GUIDELINES

Introduction

This self-learning packet has been developed to review policies, procedures, and special points as required by the Joint Commission (JC), Occupational Safety Health Administration (OSHA), and Aspirus Inc.

As a volunteer of Aspirus, it is your responsibility to:

1. Read the packet in its entirety. It is your responsibility to know and understand the information contained within this packet. Your signature on the Volunteer Self Study Answer Sheet indicates as such. This booklet is yours to keep as a reference guide.
2. You must correctly complete the test packet at a minimum level of 80%. If you do not complete at 80%, you will be contacted by Volunteer Services and asked to individually meet with the Volunteer Coordinator to complete the packet.
3. Questions left blank or unanswered will be marked as incorrect.
4. Complete the Volunteer Annual Education Checklist – sign and date.
5. New volunteers receive this packet as part of their orientation. New volunteers must return the completed answer sheet and checklist to Volunteer Services within one week of their interview or orientation date.
6. Current volunteers must return the completed answer sheet to Volunteer Services no later than the first of the month following receipt of this book.
7. If you have any questions, please call Volunteer Services at 715-847-2848.

Vision, Mission, Core Values & Pillars of Aspirus

The Aspirus Vision: Aspirus is a catalyst for creating healthy, thriving communities, trusted, and engaged above all others.

The Aspirus Mission: We heal people, promote health, and strengthen communities.



Aspirus Core Values



Compassion – We demonstrate caring in all we do, and cherish the honor of improving lives.



Accountability – We commit to our work, recognize our power to make a difference, and embrace the responsibility to advocate for each person we serve.



Collaboration – As a team we improve our patients' lives; through partnerships we improve the health of our communities.



Foresight – We plan and act today to impact the future, and sustain and grow vital resources for those who need us.



Joy – We work with happiness and enthusiasm; we celebrate successes and build a positive environment.

ASPIRUS VOLUNTEERS

Volunteer Vision

To be recognized as the healthcare volunteer organization of choice. We will be a community resource offering a variety of opportunities matching the volunteer's skills and talents to the needs of Aspirus.

Volunteer Mission

The Aspirus Volunteers is an organization where people share their time and talents to improve the health and well-being of patients and families through volunteer services and community programs. We work collaboratively throughout Aspirus to foster a passion for excellence and compassion for people.

Aspirus Pillars

At Aspirus, we believe success depends on building a strong foundation with five distinct areas of focus. We call these our Pillars:

Quality – Everything we do must drive quality. We will talk about this a little later, but essentially, it all boils down to giving the best outcomes and experience to our patients.

Service – Health care is a very emotional experience. No one WANTS to seek health care services; they simply must. So we must look at the way we help people through the entire process, so we support them, communicate with them effectively, and nurture them when they are hurt, scared, and sometimes confused.

People – This is about you. You are our most valuable asset, and this is how we focus on empowering you, engaging you, and helping you do the best job you can for our patients.

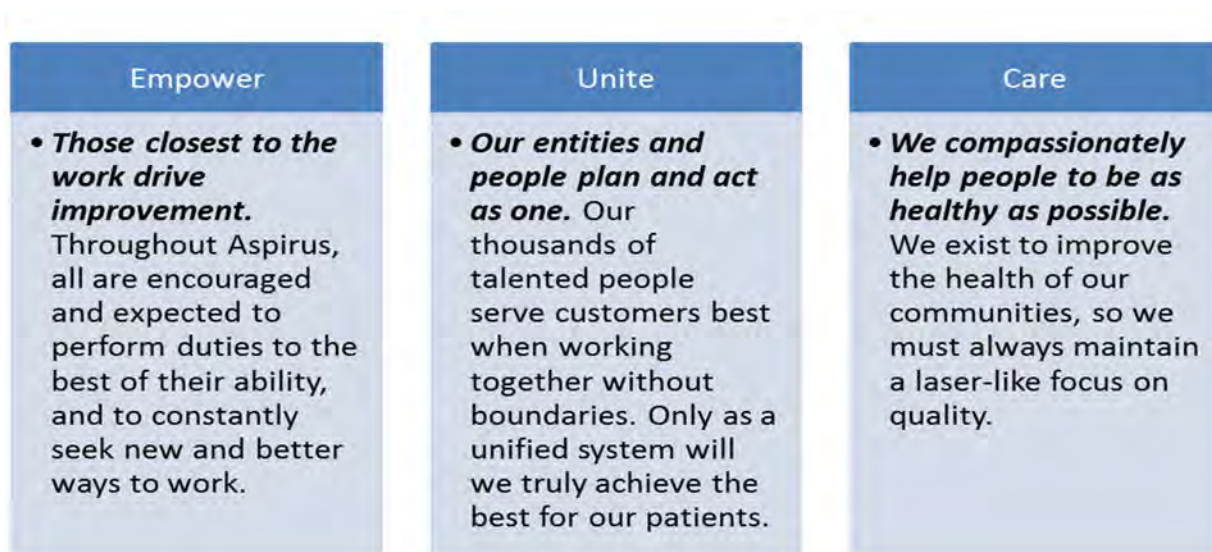
Growth – There are many reasons why growth is important, but in a nutshell, without intelligent and strategic growth, health systems will face many challenges in this industry and in our market.

Finance – We must be good stewards of our patients' dollars and use our resources wisely. We constantly look for ways to improve efficiency and do our work better.



Aspirus Formula for Success

If we are going to accomplish all of our imperatives, it starts with three basic elements. These three building blocks must define our system. You will see how they support our strategic imperatives!



Aspirus Customer Service Model



Aspirus' customer service model is referred to as the "Human Business Model". It is our goal to meet the customer on a human level by offering acknowledgment, appreciation, affirmation, and assurance while we are working with them to provide their care and treatment.

Customer service is a skill that can be learned, practiced, and constantly improved. In healthcare, the key to survival is meeting and exceeding the expectations of our customers. With great customer service comes loyal customers who encourage others to use our services. Loyal customers secure our future as an organization.

Aspirus strives to live its logo "Passion for Excellence, Compassion for People".

Teamwork is an integral part of a health organization's success. Lend a helping hand when needed, be tolerant of differences, and maintain a positive attitude and encourage those around you to excel.

- 1% of customers are lost because they die.
- 3% move away.
- 4% change from company to company.
- 5% change to companies their friends use.
- 9% can buy it cheaper somewhere else.
- 10% complain no matter what.
- 68% leave because they are unhappy with service.

(Reprinted with permission from Quality at Work, Crisp Publications, Inc., 1200 Hamilton Court, Menlo Park, CA)

Communication skills are key to customer satisfaction. When customers are happy, you profit! Listening skills are key to good communication. Careful listening is a sign of good customer service. When listening, you should:

- Look at the customer. This shows the customer that you value what they say. Stop working and sit quietly. This shows that you are willing to take time to help them.
- Relax and think about what the customer is saying.
- Listen for feelings, wants, needs and thoughts.
- Keep your voice calm, clear and quiet.
- Repeat the message that you hear.
- Ask questions to determine the person's needs.

Remember, how you say something may be more important than what you say. Tone conveys your point of view and feelings, as well as the message. You can control your attitude. If you have a good attitude, you will be happier and often the attitude you show the customer is the one you get back.

Outstanding service and poor service both result in stories. What can you do to 'wow' the customer so they have an exceptional story to tell?

Patient Experience & Cultural Diversity in Healthcare

Patient Experience: Why does it matter?

- Improved Patient Compliance and Clinical Outcomes
- Reduced Risk of Malpractice Suits
- Increased Efficiency
- Improved Patient & Employee Loyalty
- Increased Referrals & Greater Profitability
- Increased Competitive Advantage
- Transparency - Hospital Consumer Assessment of Healthcare Providers & Systems (HCAHPS)
- It is the right thing to do, and it is in harmony with our values.

We need to try to provide consistent behaviors that will help to shape a positive perspective of an experience. Remember our customers are not just our patients, but other workers and other departments as well.

Cultural Expectations

At Aspirus we are proud to have a culture that shows our compassion for people. As such, we expect every volunteer, regardless of where you work, to interact with workers, patients and customers in these ways.

1. Smile and greet each person you encounter – You might be the first person someone sees, so remember to smile - both with your face and your voice.
2. Always display a positive attitude – Treat people as you would want to be treated. Choose to see the good in all situations. Be proud and happy to help.
3. Seek to please – find a solution – Focus on what you CAN do, rather than what you cannot. You may not know an answer but can direct and connect people to fix problems.
4. Be an engaged listener – Break away from your tasks and give full attention to the person.
5. Always use respectful communication – Use courteous words like please, thank you, and may I help you. Use terms patients, families, and coworkers can understand. Follow the RELATE communication model.
6. Make time and ask each person you assist if there is anything else you can do for them. Make each patient or customer feel as though they are the only one you are caring for at that time.

We Are All the Patient Experience!



Cultural Diversity in Healthcare

Aspirus serves a diverse customer base which requires sensitivity to issues of culture, race, gender, age, sexual orientation, physical and mental disabilities, social class, and economic situation. Aspirus defines diversity as consisting of the collective talents, skills, abilities, characteristics, attributes, and contributions of individual differences that are valued and integrated into every part of our organization's operation.

The term cultural competence refers to the ability to work effectively with individuals from different cultural and ethnic backgrounds, or in settings where several cultures coexist. It includes the ability to understand the language, culture, and behaviors of other individuals and groups, and to make appropriate recommendations.

Cultural sensitivity, which is a necessary component of cultural competence, means that health care professionals make an effort to be aware of the potential and actual cultural factors that affect their interactions with a client. It also means that they are willing to design programs and materials, to implement programs, and to make recommendations that are culturally relevant and culturally specific.

Delivery of health care can be impacted by cultural and religious beliefs. One must avoid generalizations of beliefs when providing care. Do not assume that you know what a customer wants and needs! Ask the customer how you can meet their needs and expectations while at Aspirus.

While at Aspirus, you may encounter someone who cannot speak, read, write or understand the English language. If a customer is in need of interpreter services, please contact the Supervisor in your area for assistance. Aspirus is committed to providing vital documents in Hmong and Spanish, patient rights brochures in Hmong and Spanish, and interpreter services to better meet our customer's needs.

Disability is defined as a physical or mental impairment that substantially limits one or more major life activities. The following are examples of some less commonly thought of disabilities: Alcoholism, diabetes, schizophrenia, obsessive/compulsive disorder, attention deficit disorder, and dyslexia.

Prior to helping, ask if it is okay. Just because someone has a disability does not mean they need help.

Remember, everyone has the right to complain. At Aspirus, we see complaints as an opportunity to improve. It is your responsibility to follow proper reporting procedures.

Customers' Expectations:

Do you recognize when you have an unmet expectation? Unmet expectations are the cause of dissatisfaction which require Service Recovery.

- Acknowledge
- Apologize
- Action

For questions or more information regarding these topics, please contact Volunteer Services at 715-847-2848.

Joint Commission

The Joint Commission, also known as JC, is a United States-based non-profit tax-exempt 501 organization that accredits more than 22,000 US health care organizations and programs. The Joint Commission enterprise is a global driver of quality improvement and patient safety in health care. The Joint Commission will make visits to our organization every 3 years to recertify us.

When we are preparing for their arrival, we will review additional information on topics you may be asked by a surveyor. An overhead announcement will be made when they arrive welcoming the surveyors to our healthcare facility. Things to always remember - make sure you are conforming to the dress code and wearing your Volunteer ID badge!



Centers for Disease Control and Prevention (CDC) – This federal public health agency is concerned with the prevention and control of disease and other preventable conditions, provides direction and leadership to healthcare facilities and others to protect both patients and healthcare workers. CDC guidelines are the standard practice for infection control but are not required by law. The CDC can only advise, not regulate.

Occupation Safety and Health Administration (OSHA) – is a branch of the United States Department of Labor. Its mission is to ensure that all workplaces are safe and healthy. OSHA researches workplace health issues, develops safety standards, inspects workplaces. Compliance with OSHA guidelines or state guidelines that meet OSHA standards is required by law.

All regulations are predicated upon the principle of common sense. Always practice it, as rules of conduct, policies or procedures cannot be prescribed to meet all situations.



IMPORTANT: During an inspection survey - If a volunteer is questioned by an inspector, the volunteer should always answer to the best of their ability. Do not say, "I don't know. I am just a volunteer." This is not an acceptable answer. If unable to answer questions, politely respond, "I am uncertain of the answer to your question, but I can find someone who will know." Then lead the inspector over to a qualified staff person and explain their inquiry. Stay with the inspector until it becomes clear that the staff person can assist and gain resolution.

Emergency Events

All volunteers must know what their responsibility is during any kind of emergency. All of the emergency policies are located on the Aspirus Intranet accessible by any staff member in your work area.



- For any emergency situation, volunteers should typically report to their home departments or work areas to await further instructions.
- During Emergency situations, we function under an Incident Command Structure.
 - We expect the same action from the Volunteers. The expectation is that Volunteers will be part of our “Labor Pool” and would be assigned tasks from that area.

Emergency Phone Number

To report an emergency, pick up any phone and dial ‘0’ for the switchboard operator – or dial ‘44’ for First Aid – or dial (89 – for an outside line) 911.

The Incident Command System is an emergency management system that is flexible and can be used with any event, which gives overall direction for hospital operations. It can be utilized with all hazards such as:

Bioterrorism/Infectious Diseases

Bomb Threat

Disaster/Mass Casualty

Evacuation Plan, Fire Plan

First Aid

Hazardous Material Spill

Infant/Child Abduction

Medical Equipment Failure

Tornado Preparedness

Utilities Failure

Wanderer/Missing Adult

Physical Assistance/Aggressive Behavior

Potentially Threatening Situations

The individual plans explain what you should do in an emergency. Drills or responses to actual events are conducted at least two times each year to help prepare. Volunteers may observe or participate in drills. When an emergency takes place, an Incident Command Center is set up to direct all work and duties during the disaster. This helps promote communication and safety.

Internal emergencies happen inside your building and may affect your safety. External disasters or emergencies take place outside of your workplace. Some examples of external disasters are tornados, floods, earthquakes, blizzards, and mass casualty incidents. Some disasters may cause utility interruptions at work such as: loss of electricity, loss of water supply, and loss of phone system.

Your response to a Code Medical is to cease your volunteer activity and report to the director/manager in your work area for instruction. If the Incident Command Center is activated (located in hospital boardroom), a Labor Pool will be formed. Employees and volunteers will report to the Command Center / Labor Pool for further instruction. During some disasters, it is necessary to evacuate an area or building. Your response will be to assist and/or follow other Hospital staff instructions.

A disaster can strike at any time. When you stay calm and know what to do, you help your facility respond to the disaster.

Code and Alert Definitions

All code/alert definitions and action steps apply to all staff, volunteers, medical partners, leased tenants, students, and any others who provide service on the Aspirus Wausau Hospital & Clinics campus.

STANDARDIZED CODES FOR ASPIRUS		
Incident	System Standardized Codes for Overhead Paging	AWH Notification
Communications	Attention Staff - Message Alert (<i>message</i>)	Message Alert
Medical Assistance (Patient)	Attention Staff - Rapid Response (<i>location</i>)	Rapid Response
Medical Assistance (Visitor)	Attention Staff - Code First Aid (<i>location</i>)	First Aid
Cardiac / Respiratory Arrest	Attention Staff - Medical Emergency - Cardiac or Respiratory Arrest (<i>location and identify if patient is adult, pediatric, or infant</i>)	Medical Emergency - Cardiac Arrest
Weapon / Active Shooter	Attention Staff - Weapon Alert - Active Shooter (<i>location</i>)	Weapon Alert - Active Shooter
Security Threat	Attention Staff - Lockdown Alert (<i>Internal or External Location</i>)	Lockdown Alert
Aggressive Behavior	Attention Staff - Security Alert - Aggressive Behavior (<i>location</i>)	Security Alert - Aggressive Behavior
Missing Person / Infant	Attention Staff – Missing (Person / Infant) (<i>description of missing person and last known location</i>)	Missing Person / Infant
Weather	Attention Staff - Severe Weather Alert Watch / Warning (<i>descriptor</i>) Example: Severe Weather Alert Tornado Watch Until "Time" Severe Weather Alert Tornado Warning Stat	Severe Weather Alert Watch / Warning

Incident	System Standardized Codes for Overhead Paging	AWH Notification
Evacuation	Attention Staff - Evacuation Alert (<i>location being evacuated</i>) Example: staff move patients and visitors from (evacuation area) to (new location)	Evacuation Alert
Hazardous Materials Spill	Attention Staff - Hazardous Material Exposure (<i>location</i>)	Hazardous Material Exposure
Decontamination	Attention Staff - Code Decontamination	Decontamination
Fire	Annunciator Example: "CODE RED" & LOCATION	Will come over the fire system
Bomb Threat	Attention Staff - Building Alert Bomb Threat (<i>location if available</i>)	Bomb Threat
Incident Command Alert	Attention staff - Incident Command Alert (<i>one representative from each location please report to...</i>)	Incident Command Alert

Medical Emergency

If you discover someone who has suffered cardiac or respiratory arrest (they are unconscious and do not appear to be breathing), you should:

- Summon help while remaining at the person's side. Shout or yell if necessary.
- Send someone to call the Switchboard. If you are alone, do it yourself. **Dial '0' for the switchboard**; tell the Operator "I have an emergency" and your location.
- If certified, begin cardiopulmonary resuscitation (CPR) and continue CPR until assistance arrives and takes over.
- If the code is in the area where you are working, step aside to allow trained personnel to get to the person and for safety. Move any carts or wheelchairs that may be in the way.
- *Report to the person in charge of the area you are serving.*



Severe Weather - Tornado Warning

A Tornado Warning is activated when there is a tornado in the path of the hospital.

- Clear windowsills and close drapes or blinds; avoid windows.
- There are designated "safe zones" that offer protection for the immediate area.
- All doors should be closed to minimize the danger of flying glass or debris.
- When evacuating, elevators are restricted to emergency use only.
- Advise visitors of the warning and the need to stay away from windows.
- *Report to the person in charge of the area you are serving.*



Missing Person Alert – Adult or Infant/Child Patient Abduction

A Missing Person Alert – Adult or Infant Child Patient Abduction is announced when there is a suspected missing person or confirmed infant/child patient abduction.



Adult – In the event that any patient leaves the premises without authorization, the following procedure will be initiated to alert appropriate personnel.

- Initial Response – Search the immediate area, all rooms, bathrooms, lobby, waiting areas, phone areas, etc.
- Secondary Response – If search is unsuccessful immediately:
 - Call the switchboard "0", identify the problem, patient descriptors, and have them notify Security.

Child/Infant – If you suspect a missing child/infant:

- Initial Response: If search is unsuccessful, dial "0" and report a missing infant/child with the: Location, Sex of infant/child, Age of infant/child, Other descriptions: Green shirt, black hair, shoes, etc.
- Secondary Response – Secure the immediate area of the infant/child's last location and room if possible; allow no one to enter or exit, until the arrival of police. This includes parents and family. Preservation of any potential evidence if vital.
 - Monitor any exterior doors or exits.
 - Inspect your area for anyone with a baby, small child, duffel bag, backpack, or luggage.
 - Check restrooms in your area for any suspicious activity.
 - If you see someone suspicious, **dial '0'** immediately.
 - *Report to the person in charge of where you are serving.*



Hospital Mass Casualty Alert – Influx of Patients

A Mass Casualty Alert is announced when there is an expected influx of patients that will stress our current resources:

- Each department will send a minimum of 1 staff person to the Incident Command Center / Labor Pool located in the hospital board room (or Admin West conference room).
- Activate pre-assigned Incident Command roles.
- Incident Command will provide further direction.



Security Alert – Bomb Threat & Weapons Threat

Bomb Threat



Perform a search of your area.

- Look for anything that is out of the ordinary or out of place.
- **If a suspicious object is found, DO NOT TOUCH/DISTURB THE OBJECT (dial '0' for switchboard)**

Written Bomb Threat – if the bomb threat is in written format, do not handle the printed material.

Telephone Bomb Threat (if you receive the threat yourself)

- Make note of which phone the call came in on and the time of call.
- Listen for descriptors or clues (background sound, tone of voice, accent)
- Immediately have someone notify Dispatch (dial '89' for outside line & 911)
- Dial "0" to notify switchboard operator
- Report to the person in charge of the area where you are serving.

Weapons Threat

Weapons are not allowed on Aspirus property.

If you observe someone to be in possession of any type of weapon including, but not limited to, a gun or knife, they must be considered dangerous. Take the following actions:

- Move a safe distance away from the individual.
- Send someone to call the Switchboard operator while you monitor the individual's location. If you are alone, dial ("0"). Tell the operator, "**Weapon Alert**", the location, description of the individual, the weapon and situation.
- If individual begins shooting, dial "0" and tell the operator "Active Shooter."



Security Alert – Active Shooter

If you witness a person(s) who appears to be actively engaging in causing harm by using a firearm, take the following actions: **RUN, HIDE, FIGHT**



RUN – If there is an accessible escape path, attempt to evacuate the premises.

- Have an escape route and plan in mind (wherever you are)
- Leave your belongings behind
- Help others escape, if possible
- Evacuate regardless of whether others agree to follow. Prevent other individuals from entering an area where the active shooter may be.
- Follow the instructions of any Police Officers.
- Do not attempt to move wounded people.
- Call 9-1-1 when you are safe.

HIDE – If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view.
- Provide protection (cover) if shots are fired in your direction (e.g., room with a solid door which locks).
- If possible, do not restrict your options for movement.
- Remain calm and quiet.
- Dial 9-1-1, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen.

FIGHT – As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- SWARM – Gang up on them
- Removing and Securing the Weapon

When law enforcement arrives: Immediately show your hands and keep them visible.

Fire Alarm – Fire Plan Activation

A **Fire Alarm** is announced when smoke or fire has been discovered in the hospital. Activations are announced as “CODE RED & Location”. Respond to every “Fire Alarm” as if it is a real situation.

What is the major cause of fires in hospitals?

- Flammable liquids
- Smoking materials
- Electrical equipment

What three elements are needed to make fire possible?

- Fuel, Oxygen, Nitrogen
- Fuel, Heat, Electricity
- Fuel, Heat, Oxygen



Fire can only occur when Fuel, Heat and Oxygen combine in a fire triangle. By keeping these elements from coming together, you can prevent fires.

The Facility Services Department and Environment of Care Committee provide training for the responders, inspects the fire extinguishers monthly, conducts fire drills, completes monthly fire hazard inspections and conducts fire alarm system tests.

The purpose of the Life Safety Code is to provide a fire safe environment. This program provides for fire drills, preventive maintenance, and inspections of all fire systems and equipment. Aspirus has identified specific staff that responds to fire alarms, which are paged as “**Code Red**”.

During a **Code Red**, the acronym **RACE** can be used to remember the steps to follow to provide a safe environment for patients, visitors, employees, and volunteers.

Rescue/Remove anyone in danger.

Alarm/Alert others - Sound the alarm by pulling the fire alarm.

Contain the fire by closing all doors.

Extinguish the fire if possible – Performed by trained staff.

Evacuate others from the area of danger/fire compartment.



Most fire extinguishers at Aspirus Hospital are multi-purpose, ABC fire extinguishers. ABC fire extinguishers can be used for all types of fires:

A – represents any type of combustible product (wood, cloth, paper, rubber, and plastics) or items that create an **ASH**. It is symbolized on the extinguisher by a trash can with a fire on it.

B – represents any type of flammable liquids (gases, grease) fire. We can remember B fires by relating that liquids **BOIL** at some point. It is symbolized on the extinguisher by a gasoline can in a tipped position with a fire.

C – represents any type of fire that has electricity supplied to it, **CURRENT**. It is symbolized on the extinguisher by an electrical plug.

The acronym **PASS** can be used to remember the correct operation of the fire extinguishers.

Pull the pin, while holding the extinguisher upright.

Aim at the base of the fire (just on the outside of the base).

Squeeze the handle all the way down.

Sweep across the base of the fire, stop, and repeat as necessary until the fire is out.



You Must:

- Know your duties and responsibilities from the fire plan.
- Do NOT use elevators during a Fire Alarm.
- Do NOT enter a building during a Fire Alarm.
- Pause normal activities and be ready to respond further to the Fire Alarm.
- Return to your department when the fire alarm system is activated (if able).
- If you discover a fire or see smoke, respond using **RACE**.
- Know the location of the nearest:
 - Fire pull station
 - Fire extinguisher
 - Which class of extinguisher is appropriate for the fire A = combustibles
B = flammable liquids & gases C = live electrical
 - How to use a fire extinguisher (**PASS**)

For questions regarding these topics, please contact Volunteer Services at 715-847-2848.

Hazardous Materials

How many chemicals do you think are used in the average hospital?

- Less than 1,000
- 1,000 to 10,000
- Over 10,000

The average hospital has about 1,500 chemicals used throughout the workplace, often in small amounts. At Aspirus we have over 11,000 chemicals.

The Occupational Safety and Health Administration (OSHA) developed the “Right to Know” ruling. Under this ruling, every employee and volunteer have the “right to know” about dangerous/hazardous materials that are used in the workplace. It is not only the right of the employee/volunteer to know about dangerous/hazardous materials, but also the responsibility of every employee/volunteer to be familiar with the types of material they work with and the protective measures they need to take. It is the responsibility of the employer to provide *Personal Protective Equipment (PPE)* to be used when handling chemicals.



Personal Protective Equipment (PPE) is used to protect employee/volunteers from physical and health hazard that may occur when working with hazardous materials. Examples include protective clothing, gloves, respiratory equipment, and eye protection.

The Occupational Safety and Health Administration (OSHA) requires all employers to develop written hazard communication programs. These programs must address hazard-related issues such as employee/volunteer training, chemical warning labels, and material safety data sheets. Chemicals are considered hazardous if that chemical is likely to cause harm.

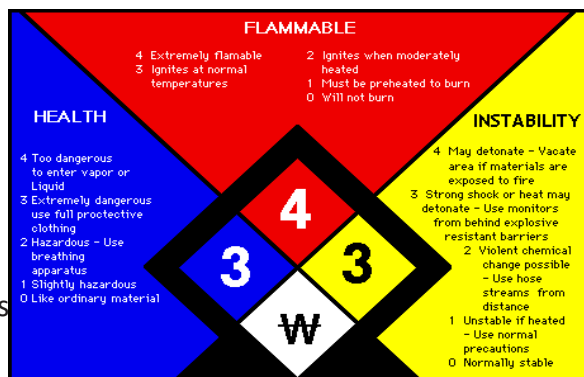
Labels on chemicals will inform you of the dangers associated with that chemical. Labels, like the one to the right explain how dangerous the chemical is in each of the following areas (0 = low risk, 4 = high risk).

Blue – Health Hazards (carcinogens and similar dangers to health)

Red – fire hazard (flammable chemicals such as gasoline, oxygen, etc.)

Yellow – Reactivity Hazard (radioactive dyes and other substances)

White - Other hazards (poisons, corrosive materials, explosives etc.)



Employers are responsible to keep on file and have available to all employees/volunteers, a listing of all chemicals used in the workplace. A listing of all chemicals used in your area should be located in your department. A master listing of all chemicals used by Aspirus is kept by our Environmental Services Department through our MSDS Online program found on the Intranet webpage under Resources/ References. The

manufacturer of the chemical must research and document hazards found in using a chemical. This information is documented on the label and on a Material Safety Data Sheet (MSDS). All MSDS' contain standard information; however, the format may be different.

Hazardous materials are found throughout Aspirus facilities.

- Handling information can be found on the MSDS online.
- Hazardous materials are always marked with approved label.
- These materials may be flammable, corrosive, reactive or toxic.



Volunteers should NOT handle hazardous materials. However, you should be aware what materials might be hazardous in your service area! Do not handle these materials!

Your responsibilities:

- During orientation or as soon as possible, read the MSDS or SDS for the products you will use so that you understand the hazards (physical and health, proper use, and necessary precautions and personal protective equipment to use them safely).
- Refer to your unit-specific training (usage of chemicals by volunteers is minimal, but it is important to be aware).
- Personal Protective Equipment (PPE)
- If questions, talk with the person in charge of the area where you serve.

Chemical Spills

- **Do not handle these materials!**
- Close off the spill area to all traffic.
- Identify chemical involved in the spill*. Check label on the chemical container.
- Stop the source.
- Immediately notify the person in charge of the area in which you are serving and/or Environment Services of the spill by calling extension 72889. Let them know the type of spill.



*Remember, a spill can look like water, but it could be a chemical. Do not handle or attempt to wipe up. Call EVS for assistance at extension 72889.

Safety & Security

Security Officers

The Aspirus Wausau Hospital Security Department is staffed 24 hours a day, 7 days a week. The Security office is located by the Emergency entrance.

All authorized Security Officers wear security attire and have an Aspirus Health photo identification badge.

Examples of when Security can be available to provide assistance:

- Dealing with difficult patients
- Theft investigations
- Responding to a variety of emergency codes
- Violations of the tobacco and smoking rules
- Parking
- Escorts to vehicle

Report Your Concerns

Aspirus Wausau Hospital Security will address all matters of security on the hospital grounds and, when necessary, will seek the assistance of the Wausau Police Department. Report any concerns you have to the Aspirus Security Department at **Extension 72926 (715-847-2926) or by pager through the Switchboard (0)**.

Violence in the workplace is not tolerated. Be Aware. Be Prepared.

Being informed and aware may be enough to prevent you or someone else from becoming a victim.

Suspicious Activity

- Suspicious activity is an observed behavior that could indicate a threat to individuals or the hospital.
- If you see something, say something.
 - Trust your instincts.
- You can report suspicious activities anonymously.
- Report suspicious activity by dialing '0' for the Switchboard operator or by calling Security at **715-847-2926 or ext. 72926**.

Please Report

Security or your supervisor should be notified if you witness an incident of:

- Harassment
- Vehicle accident
- Assault (sexual/battery)
- Motorist assistance
- Intoxicated person
- Disorderly conduct
- Vandalism
- Damage to property
- Threat (verbal or written)
- Domestic violence
- Suspicious person/activity
- Theft

Identification Badge

You are responsible for the identification (ID) badge which has been issued to you. You must wear it on the upper half of your chest at all times while volunteering. This ID badge serves several purposes:

- Photo identification
- Identifies you as a volunteer
- Identification for access to the property in the event of a disaster

You are responsible for maintaining control of your ID badge. Remember the following:

- Never leave your ID badge out of your possession
- Immediately contact Human Resources for lost or missing ID badges
- Never give your ID number to anyone. Remember, this is your personal information.

Personal Belongings

- Aspirus is not responsible for lost or stolen items.
- Valuables should be locked in desks, rooms, or lockers or kept in your locked vehicle.
- **Found items** should be turned into the Main Receptionist or Volunteer Services.

Infection Control – WHO Is Responsible for Infection Control? WE ALL ARE!

EVERYONE who volunteers at Aspirus plays a significant role in the Infection Control Program. By following the rules established in our infection control policies, procedures, and protocols, we can all work together to prevent the spread of infection to our patients, our visitors and ourselves. Just be aware of your role in preventing the spread of infections to patients, visitors, and co-workers.

Hand Hygiene

Hand Hygiene is the NUMBER ONE important thing you can do to prevent the spread of infection!

Method: Waterless hand sanitizer

When to use: if hands are not visibly soiled, use alcohol-based hand sanitizer as it sanitizes hands and is more effective than hand washing.

How: Apply to palm of hand. Rub hands together until all hand surfaces are dry.

DO NOT use hand sanitizer if hands are visibly soiled.

Method: Hand wash

When to use: When hands are visibly dirty or soiled with blood or body fluids, before eating, after using the restroom.

How: Wet hands with warm water. Lather well with soap. Scrub all hand surfaces for at least 20 seconds. Rinse hands well. Dry hands with paper towel. Use paper towel to turn off faucet and open the door.

Hand lotion:

Use frequently to prevent drying and cracking of hands. Use ONLY facility-provided lotion.

When to Use Hand Hygiene - Frequently Throughout the Day!

Before:

- Crossing the threshold of a patient's room (even if you do not touch anything!)
- Touching a patient's skin, surfaces, or equipment in a patient room
- Caring for patients
- Arriving in patient care area
- Eating

After:

- Touching a patient's skin, surfaces, or equipment in a patient room
- Using the restroom
- Coughing, sneezing, blowing your nose
- Eating

The 4 RIGHTS of Hand Hygiene –

All 4 RIGHTS of hand hygiene must be in place to ensure safety for our patients and ourselves: **RIGHT PRODUCT**

- Alcohol-based hand rub (routine hand hygiene)
- Soap & water (hands visibly soiled, patients with *Clostridium difficile*)

RIGHT AMOUNT

- Dispense one “pump”
- Alcohol-based hand rub: rub on all hand surfaces until dry
- Soap & water: wet hands, rub lather on all hand surfaces for at least 20 seconds.

RIGHT MOMENT – When patient care is given and transfer of microorganisms is likely, e.g.

- Discharge/Transport

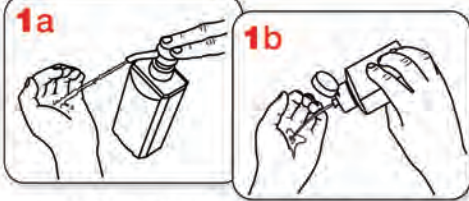
RIGHT PEOPLE

- Volunteers & Staff
- Patients
- Visitors

Healthcare-Associated Infections (HAIs) are frequently spread from one area to another on unwashed hands.
Proper hand hygiene is critical for prevention!

How to handrub?

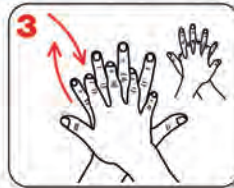
WITH ALCOHOL-BASED FORMULATION



Apply a palmful of the product in a cupped hand and cover all surfaces.



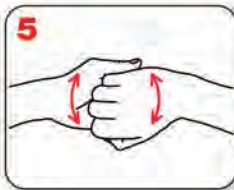
Rub hands palm to palm



right palm over left dorsum with interlaced fingers and vice versa



palm to palm with fingers interlaced



backs of fingers to opposing palms with fingers interlocked



rotational rubbing of left thumb clasped in right palm and vice versa



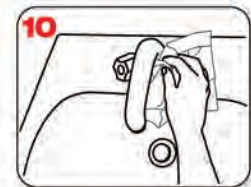
rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa



rinse hands with water



dry thoroughly with a single use towel



use towel to turn off faucet



20-30 sec



...once dry, your hands are safe.



40-60 sec



...and your hands are safe.



WHO acknowledges the Hôpitaux Universitaires de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.



Infection Control – OSHA Bloodborne Pathogens Exposure Control Plan

Our hospital and certain federal agencies such as the Occupational Safety and Health Administration (OSHA) and the Center for Disease Control (CDC) are very concerned about preventing work-related exposure to diseases transmitted by blood and other body fluids. The Aspirus Medford Hospital Exposure Control Plan outlines the procedures to follow to prevent these exposures. By understanding the ideas outlined below, you can protect yourself from getting diseases such as those caused by the AIDS virus (HIV), the hepatitis B virus (HBV), the hepatitis C virus (HCV), and others while working in the hospital.



Thousands of work-related hepatitis B and hepatitis C infections occur every year in the health care setting. Almost all of these could have been prevented. A person acquiring the hepatitis B virus may become very ill soon after infection. Death is rare but may occur when the diseased liver is overwhelmed by the virus. Liver disease happens to only about one person of every hundred infected. Even those who do not develop severe disease immediately have about a 5-10 percent chance of contracting chronic infection. This can result in long term liver disease, which can be disabling and may lead to death after many years. Hepatitis C infection can also be work related. 25% of people who get infected have the signs or symptoms of liver infection (jaundice, fatigue, abdominal pain, loss of appetite, and nausea or vomiting). However, most people who get infected with HCV get chronic liver disease. Hepatitis C infection is the leading indication for liver transplants in the United States.

You may have heard more about AIDS than about hepatitis. Although hepatitis disease is more common, AIDS is more serious and there is no vaccine and no cure. The AIDS virus (HIV) weakens your body's ability to fight disease. Many times, HIV infections remain silent for years before moving on to AIDS.

Bloodborne pathogens (HIV, Hepatitis B, Hepatitis C) can be transmitted in the hospital by:

- Accidental needle-stick injury contaminated with a patient's blood or potentially infectious material.
- A cut caused by a sharp item contaminated with a patient's blood or potentially infectious material.
- Blood or potentially infectious materials splashing onto your mucous membranes (ex., eyes, mouth, or nose) or non-intact skin.

Needle stick injury is the leading cause of transmission of bloodborne pathogens in health care workers. Splashes and punctures from contaminated objects, such as glass or scalpels, are also common modes of transmission in health care workers.

Viruses enter your body through “inviting” openings: cuts, scratches, abrasions or sores, and the linings of the eyes, nose, and mouth. Cover breaks in your skin with waterproof band-aids and ALWAYS put on gloves before you come in contact with body fluids. Wear protective eyewear and a mask if blood or other patient body fluids may splash in your eyes or mouth. When you do these things,



you are using standard precautions. Aspirus uses Standard Precautions to reduce the risk of getting bloodborne pathogens, and other disease-causing pathogens. Standard Precautions are used with all patients receiving care regardless of their diagnosis or presumed infectious status. Personal Protective Equipment (PPE) such as gloves, masks, eye protection, face shields, shoe covers, and lab coats should be used when appropriate, for example, when cleaning up blood or body fluid spills or cleaning patient equipment.

Containers for medical infectious waste are used only for those things defined as infectious waste. These containers are labeled with a biohazard symbol and/or lined with a red plastic bag. These containers are not used for regular trash. Unless you have proper training, do not handle sharps containers or medical infectious waste containers.

Prevent Exposure

Exposure Control plans contain procedures to prevent exposure to blood and bodily fluids.

- Cover ‘inviting’ openings (cuts, scratches, sores, etc.)
- Do NOT handle soiled linens or garbage.
- Do NOT pick up sharps.
- Always use Standard Precautions by wearing personal protective equipment when necessary (gloves, mask, eye protection, gown, etc.)



- Needles are disposed of into SHARPS container. They are not recapped.
- Treat everyone’s blood and bodily fluids as if they are infectious. This lessens your risk of infection.

Sometimes accidents do happen. If you get stuck by a needle or sharp object with blood or body fluids on it, or you get blood or body fluids on broken skin or splashed in your eyes, nose, or mouth, it is important for you to know what needs to be done.

If you are exposed, remember to **WIN**:

- **W**ash the exposed area immediately with soap and water.
- **I**dentify the source of the exposure.
- **N**otify your supervisor immediately.



Tuberculosis (TB)

Tuberculosis (TB) is a bacterial infection spread through the air. The bacteria (tubercle bacillus) are spread when persons with TB infection of their lungs or voice box cough, sneeze, speak, or sing.

Aspirus requires a TB skin test of all volunteers with patient contact or the potential for patient contact. Each new volunteer is required to complete a two-step TB skin test. Volunteers need to contact Employee Health to have a TB skin test and then return 48-72 hours later to have the site evaluated. A second TB skin test must be completed two weeks later.

A TB skin test that converts from negative to positive indicates recent infection with the TB bacteria. In the absence of signs or symptoms of TB, or positive findings on chest x-ray, a person with a positive TB skin test is not infectious (latent infection). It is important for someone who has a positive TB skin test to be aware of the signs and symptoms of TB and to seek medical evaluation if these signs and symptoms develop.

To prevent transmission of TB:



A high level of suspicion is a must.

Patient suspected or known to have TB must be placed on “Respiratory AFB” in a TB isolation room. **Volunteers must never enter a room of a patient who may have TB or other airborne diseases.**

Isolation Procedures

Patients on isolation precautions will have signs posted on their door.

Volunteers DO NOT enter rooms marked “Precautions”!

For questions regarding these topics, please contact Infection Prevention at 800-283-2881, extension 72330.

STOP Stay home if you have:



If you have the signs or symptoms of an infection including:

Coughing, Sneezing, Runny Nose, Fever, Nausea, Vomiting, Diarrhea

PLEASE, STAY HOME until the symptoms are gone and you are feeling better. Concerns can be directed to Employee Health.

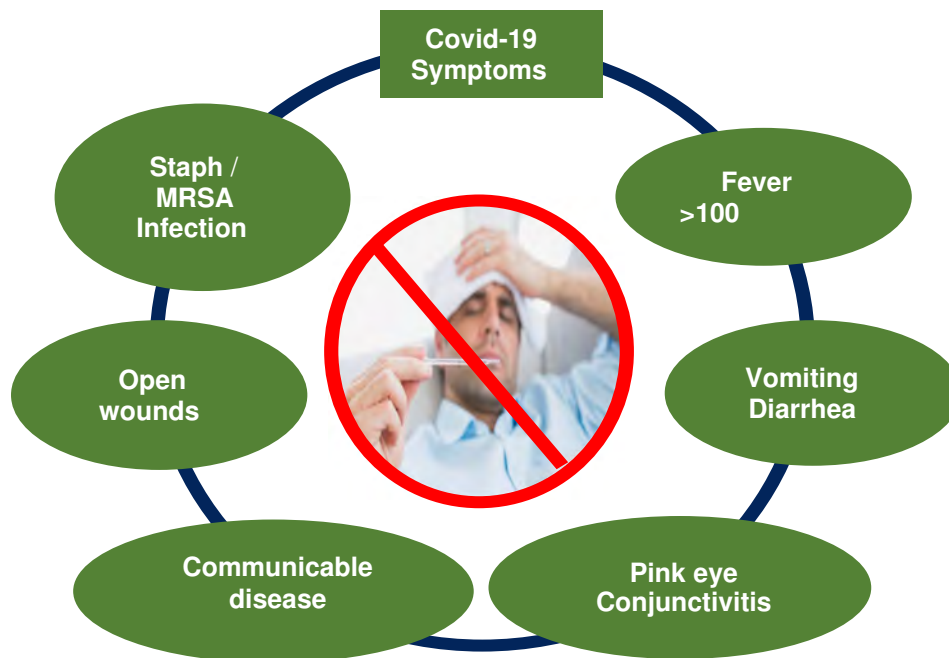
Consider whether it is safe to come to the health center!

- Sick volunteers and staff may spread GERMS.
- Protect patients and other staff.

Call the unit/dept in which you are scheduled AND the Volunteer Office to notify them of your absence. Call a substitute (if applicable).

Covid-19 Symptoms:

- Fever >100.0 F **and/or** cough, shortness of breath, new loss of taste, new loss of smell, new or unusual headache, sore throat, or muscle pain.



MASKING GUIDELINES: The masking guidelines apply facility wide in any locations that provide patient care, regardless of where your department or area resides within that facility. This is intentional to provide a consistent set of guidelines for staff and to ensure proper compliance of the masking requirements we expect from our patients and visitors in these facilities.

Clean Equipment & Clean Environment

We are ALL responsible for clean equipment and a clean environment!

“Clean” vs. “Dirty”

- Clean any equipment used to perform your routine daily tasks.

When should equipment and surfaces be cleaned?

- When soiled or visibly contaminated
- Between patient uses
- When unsure if equipment is clean
- Wheelchairs – after each use

Daily:

- Computer keyboard
- Phones and other equipment
- Counter tops, environmental surfaces (if not in patient rooms)



Keep lids closed on disinfectant wipe containers to help maintain effectiveness of disinfectant wipes.

How to Clean and with What:

Use a two-step process when equipment is visibly contaminated.

- 1st step to remove contamination or bioburden.
- 2nd step to disinfect using appropriate contact or “wet time.”

What to clean with

- PDI Super Sani-Cloth wipes (purple top)
 - Used for routine disinfection (Use to clean wheelchairs, carts, desks, etc.)
 - 2-Minute Contact Time (do not touch item for two minutes after wiping down)

ALWAYS:

- Wear gloves when using wipes.
- Note and follow the recommended Contact Time or “Wet Time” of the chemical you are using. See container for instructions.

Incident Reports (IR) – “Safety Zone”



An Incident Report (IR) is a confidential factual summary of an event or incident. The IR should contain only factual information.

What kinds of events need to be reported?

- It is very important that events or incidents are reported immediately so that appropriate care can be determined.
- Any event in which a patient, visitor or staff is harmed or injured (including you).
- Any reckless behavior that might endanger any patient, visitor, or staff.
- Any unsafe condition or practice that could eventually cause harm.

If you discover an error or event

- Report it to the person in charge of the area where you are serving; they will complete an online Safety Zone report.

What Should you do if YOU are injured?

- Notify the person in charge of the area in which you serve and the Director of Volunteers/ staff immediately.
 - The person in charge will complete the online Incident Report – Safety Zone Report.
 - All incidents/injuries must be reported before the end of your shift OR within 24 hours.
- Notify Employee Health (715-847-2785) to be assessed (Mon.-Fri., 7:00 a.m.-3:30 p.m.).
- If emergency medical care is required, you should be taken directly to the Emergency Department.
- If first aid is required, you should be taken to the Walk-In Clinic or go to your primary care physician.
 - Volunteer determines whether to go to the emergency room, Walk-In or to his/her primary care physician. Volunteers carry their own insurance, which should be honored as part of their decision-making process.
- Report all care given and have your doctor complete a Return-to-Work form. Provide updates to the Director of Volunteer Services.

Employee (Volunteer) Health & Wellness – Volunteer Health Requirements & Annual Testing

Ongoing health monitoring is essential to the management and promotion of patient and volunteer safety.

New Volunteers

Requirements to start volunteering:

- Tuberculosis (TB) - test
- Immunity to Measles, Mumps, Rubella & Varicella
- Record of COVID and influenza vaccination
- Health History with Nurse:
 - Vital Signs, Health History Review, Vision Screening

Based on Risk to Exposure to Blood and Body Fluids:

- Hepatitis B vaccine series and Titer encouraged, or a declination required.

Volunteering in patient care areas:

- Tdap (Tetanus, Diphtheria, and Pertussis) encouraged or declination.

Based on specific job requirements:

- Physical Exam (i.e., EZRider drivers)

Annual Health Requirements

- Biennial Health Questionnaire
- Influenza and Covid Vaccination verification

Immunization Program

Employee Health ensures that volunteers receive certain immunizations as part of a preventive health promotion program and as determined by Aspirus policy, and State and Federal requirements and recommendation.

- Mandatory immunizations for measles, mumps, rubella, and varicella are completed at the time of hire for any new volunteer that is non-immune (non-protected) to these communicable diseases. Hepatitis B Vaccine series is encouraged for those exposed to blood and body fluids. Tdap is also encouraged for those in inpatient care areas.
- Annual Mandatory Flu & COVID Vaccination Program
 - Vaccination or signed and approved declination with an Influenza Safety Champion is required by (specified date each year) and for all new volunteers by their start date during influenza season.
 - For those that decline, masking is required during the declared flu season.

Volunteer Injury and Illness

- Volunteers are to report any injury that occurred while volunteering to the Volunteer Coordinator. He/she will work with you to complete an online injury report and complete follow up with you.

- Volunteers with a potential communicable disease (i.e., influenza, pertussis) are asked to stay home. If you are not sure if you should volunteer, call Employee Health and we will evaluate your symptoms.
- Good hand washing is key to preventing the spread of illness to others.

Remember, if you have the signs or symptoms of a new or worsening infection including:

- Coughing
- Sneezing
- Congestion or Runny Nose
- Sore throat
- **FEVER**
- Headache or muscle aches
- Nausea
- Vomiting or diarrhea

Report symptoms and stay home!



Ergonomics

MAKE SURE YOUR WORKSTATION, EQUIPMENT AND PHYSICAL ENVIRONMENT FITS YOU!

Video Display Terminal

- Monitor should be about 18" - 24" (arm's length) from your eyes.
- The top of the monitor should be level with your nose area to encourage viewing the screen with a downward gaze.
- If you wear bifocal glasses, the monitor may have to be even lower eliminate bright light to reduce reflections on the screen. Lighting is most comfortable when brightness of computer screen and field of view are relatively equal.
- To help reduce the glare on the screen from overhead lighting, tilt the top of the monitor slightly forward or backward.
- To avoid eyestrain, headaches and difficulty reading the screen, do not place the computer monitor directly in front of a window.
- Use dark characters on a light background - black on white is best.
- Size of text should be 3 times the size of the smallest text you can read. (You can test this by viewing the screen from 3 times your usual working distance - you should still be able to read the text.)
- Reference documents should be located close to the screen with adjustable copyholders. The distance from the eyes to the document should be about the same as to the monitor.
- If doing computer work for long periods of time, give your eyes a rest: every 20 minutes, for 20 seconds, look 20 feet away.



Posture

- Chair should be easily adjustable in height, should provide adjustable lower back support and should have a flexible, woven seat covering. Five legs provide better stability than four legs.
- Full armrests are not recommended if they preclude moving the chair under the desk. If using arm rests, they should be adjustable in height and support the arm between the wrist and the elbow.
- "Ideal" posture is to have a right angle at the knees, a right angle at the hip joint, and a right angle at the elbows to reach the keyboard.
- It is important to be in a neutral position, with back straight, feet flat on the floor (or footrest), wrists straight, with shoulders and neck in a comfortable, relaxed position.
- If you work at a desk or stay basically in the same position all day, get up and move around whenever you get the chance. Stretch and massage the muscle areas that feel tense.

Lifting or Reaching

- Test the weight of the object before lifting and ask for assistance if needed.
- Bend at your knees, keeping your back upright, and use your leg muscles to lift.
- Make sure your feet are positioned to give you a wide base of support.
- Keep the object to be lifted as close as possible to your body and try not to lift heavy objects higher than your waist.
- Make the lift in a smooth, steady manner - avoid sudden movements.
- If you must reach for a shelf higher than your head, stand on a sturdy stool or ladder.
- Try to avoid reaching or looking up for any length of time.



Reminder - Volunteers are not required to push wheelchairs. Volunteers interested in providing this service to patients require additional training.

Exercise

- Get regular exercise! Muscles stay strong and joints stay limber as a result.
- Always start slowly to give your muscles a chance to warm up before attempting anything strenuous.
- For muscle strains, usually ice is recommended for the first 24 hours, then either ice or heat may be beneficial.

For questions regarding these topics, please contact Employee Health at 1-844-568-0688, or extension 72785 when onsite.

Aspirus Corporate Business Ethics

We believe sound ethical business practices are essential to the delivery of healthcare. Our patients and our communities rely on us to deliver high quality care every time.

We are committed to providing our employees and volunteers with every tool necessary to ensure our compliance with laws and regulatory standards, with a process to respond to employee and volunteer questions and inquiries about ethical behavior, and a system to investigate, audit, and respond to internal and external inquiries.

We need each and everyone's commitment to ensure the plan we adopted and the systems created are used and embraced as an integral part of the work we do each day in meeting our patients', customers' and communities' needs. Our employees, our volunteers, and our communities deserve no less.

Corporate Compliance Mission Statement

To exercise due diligence in the prevention, detection, and resolution of violations of the law and criminal conduct by its officers, volunteers, and agents.

Corporate Business Ethics Hotline

1-800-450-2339 or 715-847-2166

We are committed to providing our employees and volunteers with every tool necessary to ensure our compliance with laws and regulatory standards. One of the primary tools we provide is the Business Ethics Hotline. Each employee and volunteer has an obligation to report known or suspected violations. These alleged violations will be investigated and resolved promptly.

Since the hotline's implementation in March 1999, we have received calls from throughout Aspirus. Some of the issues that have been reported relate to billing procedures, copyright questions, adherence with policies and procedures, and breaches of confidentiality. As a result of these calls, several policies have been implemented to prevent future violations. The policies are available through the Aspirus Intranet.

If you know of anyone violating the HIPAA provisions, you are required to report the incident as outlined in the HIPAA Compliance Policy (#7414477) including notifying your supervisor. The hotline allows for anonymous allegations of misconduct. All calls are handled in strict confidence and in a manner that protects the privacy of any patient involved in the alleged incident. Reports can be filed by calling the Aspirus Compliance Helpline at 1-800-450-2339.

When calling the hotline, you may keep your identity confidential. Employees and volunteers who report a violation or express concern are protected by non-retaliation, non-harassment rights under state and federal law and Aspirus policy. Anyone engaging in retaliation or harassment will be subject to corrective action including termination.

The Chief Compliance Officer or designee will conduct an investigation of the complaint and report findings for determination. It is expected that all employees and volunteers will fully cooperate with such investigations. Findings of fact will be issued and corrective action will be taken.

Discipline for Violations

Failure to comply with Corporate Business Ethics and the Corporate Compliance Plan will constitute a violation of the plan and will result in disciplinary action up to and including termination.

Enforcement and discipline is under the authority of Aspirus and may include:

- Discipline of individuals who fail to report non-compliant conduct
- Discipline of those involved with the non-compliant conduct

Matters determined to be in violation of the Compliance Plan will be referred for appropriate disciplinary action.

Your Role in Compliance

- Understand the purpose and benefits of Compliance Program & awareness of resources
- Familiarity with Code of Conduct, policies, and Compliance training
- Obligation to seek guidance and report concerns.
 - Compliance Helpline 800-450-2339 or through Safety Zone (Aspirus intranet)
 - compliance@aspirus.org
 - Anonymous / Non-retaliation
- Understand the risk areas. Actively participate in investigations – we need your help!

Dress Code Policy

A Guide to Appropriate Volunteer Attire at Aspirus

At Aspirus, all volunteers must wear business casual attire. Business casual attire means dressing in a manner suitable to the work you are performing, recognizing the goal of the organization is to maintain a professional, business appearance and work environment.

Appropriate

- ✓ Business Casual
- ✓ Green Aspirus Smock or Vest*
- ✓ Aspirus logoed Polo or Shirt
- ✓ Dress Pants/Slacks/Khakis/Colored Jeans
- ✓ Girls may wear skirts that are at least knee length
- ✓ ID Badge
- ✓ Clean clothing, free of body odor with clean face, hands, and fingernails
- ✓ Tennis shoes, or any other comfortable closed toe shoes
- ✓ Volunteers are allowed to carry personal cell phones as long as they are set to vibrate mode

* Smocks and vests are provided free of charge for volunteers to use.

Inappropriate

Blue Jeans
Sweatpants
Hooded sweatshirts
Shorts
Body piercing other than earrings
Visible tattoos
Gum chewing
Headphones or radios
Hats, visors, sunglasses

Attire for special occasions (e.g., holiday, hospital week, nursing home week, etc.) will be defined by the appropriate management staff.

For more information regarding Aspirus' dress code, please see the Dress Code policy 4353679. If you have any questions, please see your direct supervisor.

What to do if I forget my name badge?

Notify the volunteer department. A temporary badge will be issued identifying you as a volunteer. If the volunteer office is closed, the Security department is also able to issue a temporary badge.

What do I do if I lose my badge?

You must go to Human Resources to have it replaced immediately.

Dress Code Standards That Apply To All Employees And Volunteers

ID Badge - You are required to wear an identification badge at all times so our customers, clients, family members and visitors can identify you as a volunteer. ID badges need to be secured to clothing and worn on the upper chest/shoulder area of the body.

Personal Hygiene – It is the right of patients to be cared for and served by staff who maintain high standards of personal hygiene and a related right of co-workers to expect a non-offensive and non-allergenic work environment. Volunteers should report at the beginning of each shift with, and maintain throughout their shift, clean clothing, being free of body odor or excessive perfume, cologne, aftershave, fragrance, or tobacco odor, and with a clean face, hands, and fingernails. Body piercing, other than earrings, and visible tattoos are strongly discouraged.

Clothing should be clean and neat in appearance, free of holes, tears and stains, and fit appropriately (e.g., not too tight, too short, etc.). Under garments should not be visible. For safety and infection control reasons, clothing should not touch the ground.

Hair (including mustaches and beards) must be clean, neat and controlled. Hair should not interfere with patient contact, procedures or equipment.

Jewelry - Earrings and necklaces are acceptable if they are short enough so as not to interfere with patient contact, or equipment. Finger rings are also acceptable if they do not interfere with patient/client contact, or equipment.

Shoes should be neat in appearance.

Clinical Areas - Volunteers in clinical areas must wear closed toed shoes with non-skid soles. Shoe covers are required if heavy soilage is anticipated. Hosiery, tights, or socks shall be worn by clinical volunteers at all times. For safety and infection control reasons, it is highly recommended that volunteers in clinical areas be in footwear that completely covers the foot.

Non-Clinical Areas - For volunteers working in non-clinical areas, open toed shoes are acceptable with the following exceptions: casual flip flops and athletic sport sandals. Sandals, sling backs, or any other open toed shoe must be professional in appearance and not pose a safety hazard. Volunteers in a non-clinical role are not required to wear hosiery; however, toes and feet must be neat in appearance

Please note that more stringent department-specific policy supersedes this guideline.

Drug and Alcohol Free Workplace Policy

Aspirus is a drug free workplace providing care in a safe environment for all employees, volunteers, patients, and the community.

A Safe Workplace is a Drug-free Workplace

Through Aspirus' commitment to excellence to provide quality healthcare and compassion for people, it recognizes its responsibility to provide a drug and alcohol-free workplace.

The intent of this policy is:

- To protect our customers (employees, patients, families, etc.) from the impact of those who may be impaired by reason of their use of alcohol or other drugs.
- To provide a process for identifying individuals who may be impaired by alcohol or other drugs, or diverting controlled drugs from their intended purpose.

“Drug-free” applies to alcohol, illegal substances, and inappropriate use of prescription and non-prescription drugs (including legal and illegal substances), or other substances that are likely to impair the volunteer’s ability to perform their duties.

Aspirus will not tolerate drug and/or alcohol use on the job, the sale or transfer of illicit drugs or alcohol, or the possession of drugs or alcohol on company premises. Aspirus policy prohibits the possession, sale, purchase, delivery, use or transfer of illegal substances on company premises or at company functions. It is also unacceptable for employees and volunteers to have in their systems, either at work or while on company business, any illegal or legal drugs that diminish their ability to perform their jobs. Employees and volunteers are expected to be moderate in their alcohol intake when socializing with customers or at company-sponsored social events held during nonworking hours.

Drug and/or alcohol testing may be required for volunteers in certain situations.

Current volunteers may be subject to undergo testing for alcohol and/or drugs if they exhibit behavior that leads supervisors to believe there is reasonable suspicion or cause to believe a volunteer is under the influence of drugs or alcohol while on the job, or that a volunteer’s off-the-job use of drugs or alcohol is adversely affecting the volunteer’s job performance or safety of others or self.

Volunteers may also be tested if an accident occurs in which safety precautions are violated or careless acts pose or result in injury to any person or damage to property.

For More Information, Contact:

- Your supervisor or manager
- Employee Health Services at 715-847-2785

Tobacco Free Workplace Policy

Aspirus prohibits the use of tobacco products and electronic cigarettes within all Aspirus facilities and campus properties, including sidewalks adjacent to facility property and parking areas and on all grounds used by Aspirus. Included are all buildings, courtyards, maintenance and fleet vehicles as well as leased space. Prohibition of tobacco products within Aspirus facilities, campuses and vehicles complies with Joint Commission standards and the State of Wisconsin Clean Air Act (Section 101.123 (2)).

Health Effects of Cigarette Smoking

Smoking harms nearly every organ of the body; causing many diseases and reducing the health of smokers in general. Smoking is the single most preventable cause of premature death in America.

Annually, exposure to secondhand smoke (environmental tobacco smoke) causes an estimated 38,000 deaths among Americans. Scientific studies also link secondhand smoke with heart disease.

Help for Those Choosing to Quit

In an effort to promote good health in our employees and volunteers, as well as the communities we serve, the following resources are available to assist those wishing to quit smoking as well as those who desire support to remain smoke free.

Quit Tobacco Now

A community-based tobacco treatment program that consists of a combination of education and a support group to help people who want to quit smoking. Educational topics include the benefits of quitting, developing a quit plan, managing stress without tobacco, withdrawal and cravings. Pharmaceutical aids, preventing weight gain and relapse. The support group offers help for people who are attempting to quit as well as those who want help to remain smoke free. Call 715-848-4548.

Wisconsin Tobacco Quit Line

A statewide resource to assist with tobacco cessation that is free to all Wisconsin residents. Call 1-800-784-8669.

First Breath

One on one stop smoking support for pregnant women by a Marathon County Public Health Nurse. Call 715-261-1900, or toll-free 1-866-640-4106.

Research has shown that in addition to attending a support program, use of a pharmaceutical product greatly increases the success rate of quitting tobacco products. If you are interested in trying one of these products, please contact your physician. Some products are contraindicated for certain individuals.

For additional information on resources in the areas we serve or if you have questions, please contact the Cardiac Rehab Department at Aspirus Wausau Hospital at 715-847-2067, or refer to Smoking and Tobacco Use Policy.

Social Media Policy

Use of social media is prohibited for volunteers!



Social Media refers to any non-work-related web-based and mobile technologies, in use now or developed in the future, that enable individuals or entities to disseminate or receive information, communicate, or otherwise interact, and includes, without limitation, email, texting, messaging, social networking, blogging, micro-blogging, video and photo sharing through any social media platforms.

Confidentiality and HIPAA (*Reference Aspirus Confidentiality Policy*)

Confidentiality

When a patient enters the hospital, the hospital assumes an obligation to keep in confidence all that pertains to the patient and their affairs. Whether you are on or off duty, you are expected to refrain from discussing or releasing any information about a patient or their condition. Breach of confidentiality opens the door to personal and organizational liability. Areas to be cautious include holding conversations in hallways, stairwells, elevators, the cafeteria, or the vending room.

Personal computer access codes are also confidential. Do not share your access code with anyone.



Unauthorized release of confidential information, including patient, employee, financial and business practices information is considered cause for dismissal. You are not allowed to access your own patient care records, or those of any family members or friends, without following proper release of information or record viewing procedures. You could be subject to legal action, including but not limited to lawsuit for invasion of privacy or unauthorized access or disclosure of patient health care information.

HIPAA

H e a l t h i n f o r m a t i o n P o r t a b i l i t y A c t:

- How we keep Protected Health Information (PHI) physically and technologically secure
- How we use and disclose PHI
- Patients' rights to control and access their PHI

- All employees and volunteers of the hospital are responsible for protecting a patient's right to privacy.
- All information concerning a patient and the nature of their visit is confidential and should only be discussed with authorized personnel in situations related to performing your duties.
- All patient information must remain in-house.

For example: *If you see someone you know walking in the hall in street clothes, you cannot tell anyone you saw the person at the hospital. You do not know why they are here. They could be a patient.*

Patients have the following privacy rights:

- **Notice** - The right to receive a written notice describing the uses and disclosures of health information. This notice is called the Notice of Privacy Practices which is distributed upon registration.
- **Access** - The right to inspect and receive copies of their health information.
- **Accounting** - The right to receive a list of parties to whom one's health information has been disclosed during the last 6 years.
- **Amendment** - The right to request a change to health information that is believed to be in error.
- **Restriction** - The right to request a restriction on access and use of health information. The provider is not required to accept the request.
- **Complaint Process** - The right to file a complaint with the provider and/or with the Office of Civil Rights. Anyone wishing to make a complaint should be referred to the Patient Advocate at 715-847-2275, or extension 72275.

Patient privacy is taken very seriously at Aspirus. It is up to us to protect patient privacy. All Protected Health Information (PHI) must be kept confidential under HIPAA. This includes all individually identifiable information that is transmitted or maintained in any form or medium. This relates to past, present, and future physical and mental health; the provision of health care to the patient; and payment for health care services.

Types of Protected Health Information (PHI)

PHI is an identifier attached to past, present, or future health information.

- Name(s) and Social Security Number
- Street Address(es) and Telephone/Fax Number(s)
- Email Address(es) and Date of Birth
- Full-Face Photos and Comparable Images
- Past, Present, or Future Health Information



When releasing medical information, efforts must be made to release only the minimum necessary information to comply with the request. Any method of release of information, verbally, by fax, or hard copy must be documented. The Health Information Management Department should assist you with any release of information other than that necessary for treatment.

- **Volunteers must only access and disclose information NECESSARY TO PERFORM THEIR JOB DUTIES. Accessing or disclosing more than that is prohibited.**
- **Access given to volunteers is a “privilege” and Aspirus entrusts you with that duty.**

Failure to adhere to the Privacy Regulations under HIPAA can result in both civil and criminal penalties.

HIPAA Breach Examples:

A breach is access to PHI that is not permitted by the law.

- Leaving patient lists visible to others – always turn list over or keep covered.
- Displacing a slip of paper with patient name, DOB, room #.
- Taking patient information out of the hospital – verbal or written.
- Talking out loud so others around you can hear patient information.
- Sending faxes with confidential information to the wrong recipient.
- Email with PHI sent unsecured. (Always type in “Secure” in subject line).

Avoid breaches by:

- Logging off your computer or turning off your monitor.
- Do NOT share your password.
- Only access computer files that are designated as part of volunteer duty.
- Never casually discuss patients with co-workers, friends, or family members (always be conscious of who might overhear caregiver-to-caregiver reports).
- Be vigilant about information given out over the phone.
- Secure and handle all patient information very carefully.
- Do not carry patient information loosely. Keep patient names covered at all times.
- Dispose of patient information in confidential recycling bins.
- Double check fax numbers to make sure you are sending it to the right fax number.
- Before giving hardcopy information to patients, verify all pages belong to that patient.
- Social Media - it is NEVER appropriate to post information about your service at the hospital.

What to do if you discover a breach

In many cases we are required to report the disclosure to the patient.

- Gather as much information as possible including the Who, What, When, Where, Why, and How (*Ex: What was disclosed? To whom was it disclosed? When was it disclosed? Where was the information disclosed? How was it disclosed? Can the breached information be retrieved?*)
- Notify the person in charge of the area where you serve – they will complete a Safety Zone report.

Common HIPAA Security Problems

Passwords: To safeguard YOUR computing accounts, YOU need to create a strong password and take appropriate steps to protect your password

- Keeping your passwords confidential is essential to maintain the confidentiality, availability, and integrity of ePHI (i.e., DO NOT SHARE YOUR USER ID AND PASSWORD).
- You are responsible for all actions taken with your user ID.

Hallways, elevators, common areas: Do not discuss PHI in common areas where others can overhear. Take appropriate steps to minimize incidental disclosures in patient care areas.

For questions regarding these topics, please contact the Privacy Officer at 1-800-283-2881, ext. 72181.

Patient Rights

Aspirus will honor patient rights while providing information about patient and family responsibilities.

Patients have the right to:

- **Information** about the health care they receive and to the information contained in their medical record. Patients are entitled to know about their medical status and treatment and participate in their plan of care. Patients may refuse or accept treatment. They retain the right to stop treatment at any point.
- **Privacy and Security** – All patients have a right to privacy and security. While we all know the rules regarding confidentiality, when it is someone we know we tend to think they don't apply. You are accountable for your actions. It is your responsibility to respect the confidentiality of all our patients.
- **Respectful Care** – Every patient is entitled to courteous and dignified care. Knock and wait prior to entering a patient's room. Respect the patient's wishes. Protect patient privacy and integrity. Remember to respond to patients in a polite manner.
- **Safe Environment** – Every patient will be cared for in a safe environment by competent and caring practitioners. If you suspect a patient may be the victim of caregiver misconduct (abuse, neglect, and misappropriation of property) it is your responsibility to report it to your supervisor immediately.
- **Complain** – Every patient has the right to complain. Aspirus views a complaint as an opportunity to improve our services. Patients are encouraged to speak up when their needs/expectations are not being met. Do not wait for a patient to complain. If you sense upset, ask them if they have a concern.
- **Privacy Patient** – All patients have the right to be listed as a Privacy Patient. Each patient, upon admission will be given a brochure explaining his or her right to be listed as a Privacy Patient. With a privacy patient, only those staff that care directly for the patient will know the true identity of the privacy patient.

For questions regarding these topics, please contact the Patient Advocate at 1-800-283-2881, extension 72275, or 715-847-2275.

Patient Safety

Patients have the right to safety and security. The National Patient Safety goals are listed below:

- Improve the accuracy of patient identification.
- Improve the effectiveness of communication between caregivers.
- Improve the safety of using medications.
- Use alarms safely (make improvements to ensure alarms are responded to on time).
- Prevent infection. Reduce the risk of health care-acquired infections by complying with the current CDC hand-hygiene guidelines.
- Prevent mistakes in surgery.
- Identify patient safety risks (reduce the risk for suicide).



It's **everyone's** responsibility to constantly be aware of your environment!

Something as small as a puddle of water or a turned-up corner of a rug...you are new eyes for us. You may notice something that those of us who have been around for some time do not see anymore. Kind of like your house, you get used to things as they are and do not see problems until someone else comes in with "new eyes."

HELP keep hallways, doorways, and paths to doors clear so that, in the event of an emergency or fire, no one is hindered from exiting safely.

- Hallways should always be free of obstacles.
- Fire doors should always be clear of obstruction and free to close (these doors are labeled with red tape).
- Clean patient/resident items should be stored off the floor.
- Items should be at least 18" from sprinklers.
- No cardboard boxes can be stored on the floor.
- Trash should be removed from the floor.
- Do not place food or drink anywhere in a clinical area.
- Do not stack boxes too high on rolling carts.
- Remove wet floor signs when floor is dry.

Harassment & Discrimination

Aspirus is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices including harassment. Therefore, Aspirus expects that all relationships will be business-like and free from bias, prejudice, and harassment.

It is the intent of Aspirus to maintain a work environment free from any verbal, visual, or physical conduct that can be construed to be unlawful harassment or any other type of discrimination. This includes conduct in the workplace as well as any work-related setting outside the workplace such as business trips, business meetings, and business-related social events.

Harassment and discrimination are serious violations of personal rights and will not be condoned or permitted. Aspirus prohibits any such discrimination or harassment. Not only are harassment and discrimination a violation of this policy, but they are a violation of both state and federal law. Employees and volunteers are expected to conduct themselves with co-workers, visitors, physicians, patients, vendors, etc. in such a manner as not to be subject to criticism for any form of harassment or discrimination against such persons. Aspirus will promptly respond to any reported incidents of harassment or any other form of discrimination.

Aspirus encourages reporting of all perceived incidents of discrimination, harassment, or retaliation, regardless of the offender's identity or position. Individuals who believe they have been the victim of such conduct or believe they have witnessed such conduct should discuss their concerns with their director, manager or Human Resources.

All complaints will be handled promptly. Additionally, volunteers who register complaints or make reports of harassment or discrimination, along with any other volunteers involved in the investigation/reporting, will be assured that all aspects of the investigation will be kept in confidence to the extent consistent with adequate investigation and appropriate corrective action. However, disclosure may be required due to legal proceedings or other compelling reasons.

Retaliation against an individual for reporting harassment or discrimination, or for participating in an investigation of a claim of harassment or discrimination, is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Harassment

Harassment is a form of discrimination based on a protected class. A violation of:

- Title VII
 - Unlawful to discriminate with respect to compensation, terms, conditions, or privileges of employment because of sex.
- Wisconsin Fair Employment Act (WFEA)
 - Prohibits unwelcome sexual advances, requests or conduct that is severe enough to:
 - Interfere substantially with an employee's work performance; or
 - Create an intimidating, hostile or offensive work environment.

- Aspirus Policies
 - Defines and prohibits sexual harassment.
 - Provides a detailed complaint procedure.
 - Complaints will be investigated promptly.
 - There will be no retaliation for making a report of harassment or discrimination.

Aspirus Sexual and Other Forms of Harassment Policy – The policy prohibits harassment on the basis of: Race, Color, Religion, Sex, Sexual Orientation, Age, Etc. Sexual harassment is an activity that cannot and will not be tolerated at Aspirus. Sexual harassment is unwelcome sexual advances, requests for sexual favors, or any unsolicited verbal, written, or physical conduct of a sexual nature by employees or supervisors that creates an unwelcome work environment. There are two forms of sexual harassment:

- Quid Pro Quo ('this for that'): When employment decisions or expectations (e.g., hiring, promotions, salary increases, shift or work assignments, and performance standards) are based on an employee's willingness to grant or deny sexual favors. Examples of quid pro quo harassment include:
 - Demanding sexual favors for a promotion or raise.
 - Disciplining or firing a subordinate who ends a romance.
 - Changing work standards after a subordinate refuse repeated requests for a date.
- Hostile Environment: A work environment is "hostile" when unwelcome verbal, non-verbal or physical behavior focusing on sexuality is severe and pervasive enough to interfere with the victim's work performance or be intimidating or offensive to a reasonable person.

Volunteers who feel they are being harassed have the obligation to report the behavior. The behavior should be reported to a supervisor, director, or to Human Resources. Human Resources will investigate the behavior immediately and maintain confidentiality. The investigation may require other individuals to be involved. If other individuals are involved, the employee making the report will be notified prior to the contact. Sexual harassment, or retaliation against a volunteer who reports sexual harassment, will not be tolerated and will be subject to performance counseling, including possible termination.

Abuse & Neglect

All staff (including employees, contractors, and volunteers) who have information regarding a possible incident of caregiver misconduct or an injury of unknown source must report the incident to appropriate staff persons to insure timely and appropriate follow up. Any employee who knows or has reason to believe that caregiver misconduct has occurred and fails to immediately report such incidents, by law, may face legal or performance counseling consequences.

Caregiver Misconduct is defined as:

- Abuse - May be physical, sexual, verbal including threats of harm, or comments intended to frighten patients or cause harm. Examples include hitting, slapping, pinching, kicking and harassment.
- Neglect - Intentional carelessness or negligence that causes or could cause pain, injury, or death. The difference between abuse and neglect is that abuse has the intent to harm and with neglect, the caregiver does not intend to cause harm.
- Injury of unknown source - Unobserved, suspicious, or unexplainable injury
- Misappropriation of property - Theft or misuse of a patient's property
- Intentional action or attempted action – depriving a patient of personal property without the patient's consent.
- Includes theft – of many, credit cards, jewelry.
- Includes use of patient's personal – identifying information to obtain anything of value.

What is Abuse?

- An act or repeated acts by any caregiver that contradicts a health care facility's policy and procedure.
- An act that is **intended to cause harm**: Physical, Verbal, Mental, Emotional, Sexual, Psychological
- May result in pain, injury, or death.

Types of Abuse

- Elder Neglect and Abuse, Domestic Violence, Child Abuse

What if I Suspect Abuse?

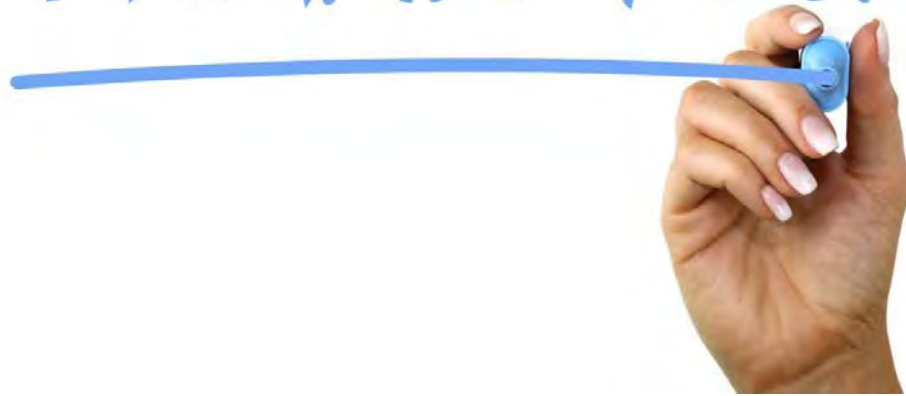
- If you suspect abuse, you should immediately report to a member of the nursing staff
- If you suspect abuse by a co-worker, you should report to a charge nurse or other member of nursing management.
- Hospital staff are mandated by law to report child and elder abuse.
- Nursing staff will contact social services for the appropriate consultations.
- If you feel you are in an abusive relationship, contact the Employee Assistance Program.

What is Neglect?

- Unintentional carelessness, negligence, or disregard of policy or care plan.
- Which causes or could be reasonably expected to cause pain, injury, or death.

Anyone who knows, or has reason to believe, that an incident of caregiver misconduct has occurred, will **immediately** report the incident to the Supervisor of the Department, or the Hospital Supervisor. For questions regarding these topics, please contact Human Resources at 1-800-283-2881, extension 72800, or 715-847-2800.

THANK YOU



for your volunteer service!