



QUALITY
OF CARE

UPSTATE
EXPERIENCE

ADVANCED TEAMS
AND TECHNOLOGY

SUSTAINABILITY

UPSTATE
UNIVERSITY HOSPITAL



UPSTATE
UNIVERSITY HOSPITAL

UPSTATE
UNIVERSITY HOSPITAL

UPSTATE
COMMUNITY HOSPITAL



2023-2024 Volunteer Annual Education

Office of Volunteer Program's Mission:

To provide meaningful volunteer opportunities which enhance the healthcare experience through service with compassion.

OVP's Vision:

To be a premier volunteer program and vital partner to all we service by fostering a culture of empathy and respect.

Office of Volunteer Program's Values:

Contributions/Collaborations/People

We value *Contributions* by:

- Attracting and retaining those passionate about volunteerism
- Delivering compassionate service with empathy and kindness to enhance the patient experience
- Modeling customer service excellence through actions and attitudes

We value *Collaborations* by:

- Positively impacting daily operations
- Supporting the institution through beneficial partnerships to identify and fill needs
- Engaging and cultivating relationships with community organizations to advance program development

We value *People* by:

- Recognizing and appreciating the time and talents generously given by volunteers
- Promoting open avenues of communication
- Embracing diversity, inclusivity and individuality
- Respecting one's right to privacy and confidentiality

THE OFFICE OF VOLUNTEER PROGRAMS ORGANIZATIONAL CHART



Kristin Bruce

Director

Adult Programs

Student Programs



Stephanie Mack

Manager



Kat O'Hara

Coordinator



Laura Waltar

Program Assistant



Lauren Saldo

Manager

Fun Fact:

Over the course of a year, Upstate volunteers give roughly 50,000 hours at both hospitals, as well as several outpatient sites.

We love our jobs because we get to spend time with people who *want* to be here. Thank you for coming in each week!

Communication

Upstate (and its policies & procedures) is always changing and we want to keep you in the loop, and, *keep you safe!*

We reach out via:

- Emails
- Phone Calls and Texts
- The Volunteer Connection Newsletter
 - Paper notices in the office
- Messages sent to you and appear when you sign in

If you feel like you are not hearing from us enough or are missing out on updates & new information, maybe we don't have your correct contact information - stop by the office to update us!

Calling Out

When you are unable to make your volunteer shift
(unforeseeable absence), please:

Call: (315) 464-5180 -or- **Email:** volunteer@upstate.edu

Both are checked several times daily

Please...

do not email or call your supervisor or an OVP
staff member *directly*. They might be out
and then no one knows where you are!

Interpreter Services

We have that!

We have access to interpreters 24/7. Using the “Language Line”, staff members are able to assist patients or visitors. Language Line utilizes a small monitor to connect a person with someone who can help – both visually and auditory.

Ask Patient Access or see your supervisor if someone needs interpreter assistance.

Fun Fact:

**Volunteers are the happiest group on campus –
and it shows in their smiles & greetings.**

Thank you for choosing to spread your joy with us and all of Upstate. We're proud to work with you and all your positive energy & attitudes!

Safety

Call Public Safety or University Police
4-4000 (Downtown- “DT”) or **5511** (Community- “UCH”)
for any of the following:

- To report suspicious activity, aggressive behavior or theft
- To request an escort to your car if you need one
- If a patient or visitor has fallen and it is not a medical emergency (i.e. they have slipped to the floor)

**For a Medical Emergency:
4-4444 (DT) or call 2211 (UCH)**

All the Emergency Information You Need Is Behind Your Badge!

IN CASE OF FIRE
R = Rescue
A = Alarm - pull fire alarm
C = Confine by closing doors
E = Evacuate

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EMERGENCY NUMBERS

Medical (RRT, Code Blue/White, Stroke)	ext 2211
Fire Emergency	ext 2211
Incident Command	ext 5338
University Police	ext 5511
Chemical Spills and Safety Concerns	315-464-5782
Patient Safety Officer (Patient Safety Hotline)	315-464-7233
Blood/Body Fluid spills	ext 5994
Compliance Hotline	315-464-6444

BLOOD OR BODY FLUID EXPOSURES
Immediately: Wash affected area with soap and water; Report to Supervisor and to Employee Health weekdays; Report to the Emergency Department evenings, weekends and holidays. Complete an Employee Incident Report.

IN CASE OF FIRE
R = Rescue
A = Alarm - pull fire alarm
C = Confine by closing doors
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UNIVERSITY HOSPITAL
DOWNTOWN CAMPUS

EMERGENCY NUMBERS

Fire	4-5555
Incident Command	4-8888
University Police	4-4000
Medical Emergency - RRT, Code Blue/White, Stroke	4-4444
Chemical Spills call Environmental Health and Safety	4-5782
Blood/Body Fluid Spills call Environmental Services	4-6576
Safety Officer - all Environmental/ Safety Concerns	4-5782
Patient Safety Officer (Patient Safety Hotline: 4-SAFE)	4-7233
Compliance Hotline	4-6444

BLOOD OR BODY FLUID EXPOSURES
Immediately: Wash affected area with soap and water; Report to Supervisor and to Employee Health weekdays; Report to the Emergency Department evenings, weekends and holidays. Complete an Employee Incident Report.

EVENT	CODE WORD
FIRE	RED
All Clear	CLEAR
Medical Emergency Adult	BLUE
Medical Emergency Peds	WHITE
Missing Child	AMBER
Severe Weather	BLACK
Hazmat/Decon	ORANGE
Person with Weapon	SILVER
Missing Adult Patient	GREY
Bomb Threat	YELLOW
Medical Emergency Newborn	PINK

4200 Rev. 1/2019 Review 5/2021

If you don't have the most up-to-date card, please stop by the office for a new one.

When A Code Is Called

A volunteer's responsibility:

is to continue normal activities
unless otherwise directed by staff***

*****Exceptions:**

CODE AMBER: Missing Infant/Child (18 or younger)

CODE GREY: Missing Adult Patient

For Both Exceptions: Assist by being alert and aware – keep an eye out for the missing person & if you discover them, call University Police at 4-4000 (DT) or 5511 (UCH) or notify the closest staff member.

Hazmat Incident

(A **Code Orange** unexpectedly arrives)

If a contaminated person presents to the lobby - they may have a chemical on them (wet or powder) or they may tell you they were exposed to something, they may smell of chemicals or have difficulty breathing:

- **DO NOT touch the person**
- DO NOT bring them further into the building
- Send them out the same way they entered to wait for assistance
- Tell them first responders will be out to care for them ASAP
- Call UPD to tell them what has occurred: 4-4000 (DT) or 5511 (UCH)
- Wait for further instructions

Active Shooter (Code Silver)

		
RUN/ESCAPE	HIDE	FIGHT
IF POSSIBLE	IF ESCAPE IS NOT POSSIBLE	ONLY AS A LAST RESORT

Patient Visitation

When visitors ask for directions to an inpatient unit *and* do not have a visitors badge visible, help direct or escort them to the Information Desk to receive one. Ambassadors & Public Safety can help ensure our patients' safety by:

- Ensuring the patient does not have Visitor Restrictions (keeping some people away)
- Checking to ensure that the visitor is the correct person at that day/time (Covid Restrictions differ for specific units)
- Running the visitor's name (& sometimes ID) through a database to ensure they are allowed on campus and not flagged for a security reason.
- If someone stops at Express & asks for directions (they need to register, or need a visitor badge) – escort them back to the main staircase or lobby elevator to go to the 1st floor. Don't bring them further into the building.

! Never give someone access to a restricted area using your ID

Sexual Harassment

SUNY Upstate is committed to maintaining an environment that is free from unlawful sexual harassment. Inappropriate and disrespectful conduct and communication of a sexual nature will not be tolerated – *even by volunteers.*

Sexual harassment is defined as unwelcome verbal or physical sexual advances or statements, which:

- Are offensive or objectionable to the recipient
- Cause the recipient discomfort or humiliation
- Interfere with the recipient's performance
- Adversely affect a term or condition of employment

Examples may include, but are not limited to: verbal harassment or subtle pressure for sexual activities, leering at a person's body, touching, patting, pinching or stroking.

How to Respond to Sexual Harassment:

Please notify a member of the Volunteer Department should anything ever happen, or you feel uncomfortable. In addition, if you perceive a situation as sexual harassment, please feel free to call the Office of Institutional Equity at (315) 464-9590 to discuss your concerns.

Word Choices & Inclusive Language

Adapting to changes in language norms can be challenging. However, by embracing more inclusive language- we create an environment and culture where people can feel free to be their full authentic selves.

Simply put: words matter and language is powerful; please choose yours carefully.

Some tips:

- Avoid using race, ethnicity or physical ability as a primary identifier
- Become comfortable with not using what is considered ‘outdated language’
- Use empathy to guide your choices

Fun Fact:

**Upstate volunteers may walk as much as the length of 150 football fields during their shift.
That's a lot of steps!!!**

Thank you for escorting our patients and visitors to their destinations! Being guided by a friendly face is a much nicer experience than trying to figure a route out on their own.

Hand Hygiene

(The single most effective way to prevent the spread of germs)

When to **wash hands**:

- Before and after direct contact with a patient
- After coughing, sneezing & *every* bathroom use
- Before and after meal breaks

When to use **hand-sanitizer**:

Only if hands are not visibly soiled

Glove Use is MANDATORY, when:

- Coming into direct contact with patients:
 - Giving communion, transporting their belongings
- Delivering samples to the lab
- When using the sanitizing wipes

Isolation/Precaution Patients



Volunteers* are NOT allowed to enter these rooms



If you are called upon to help these patients (including discharges), you can *kindly remind staff* that you are not allowed to assist or interact with isolation/precaution patients and offer your assistance with another task. They may just not know our rules yet.



*Trained Child Life volunteers are the only exception

Volunteer Health Requirements

- Your Annual Health Assessment is due every year – and we will remind you prior to your due date
- If you are injured while volunteering, please go to the Employee Health Office or the Emergency Room and contact the Volunteer office as soon as possible so we can start your injury paperwork
- When you return to work after an extended illness or injury we may ask for a “permitted to return to active volunteer duty” note telling us what, if any, restrictions you may have

Please, do not come to volunteer if you are sick!

Fun Fact:

Each year, volunteers transport nearly 13,000 patients and visitors.

Thank you for helping people arrive at their destination in a safe, timely manner! By doing so, you also allow clinical staff to continue working and helping patients on their unit.

Confidentiality



It's NOT a suggestion...it's the law!

Do not discuss anything you see with: anyone outside the hospital or even another volunteer

Who you **See** here,
What you **Hear**, or **Read** here:
Let it *stay* here

Before looking at patient information, ask yourself: “Do I need to know this to do my job?” and if not, don’t look at anything.

All volunteers are expected to respect the trust placed in you to be sure that confidential health information is not: accessed, misused or inappropriately shared in any way.

Diversity

At Upstate Medical University, one of our core values is that "**We Respect People**".

This means that we treat *everyone* with grace and dignity and that we have a sincere commitment to diversity.

Different backgrounds bring their own unique value systems, or cultures that may be totally different from our own – but *equally valuable and important*.

A diverse faculty, staff and student body is essential for us to fulfill our mission, for ourselves and for our community.

THE UPSTATE SOCIAL MEDIA CODE OF CONDUCT

Social Networking or Media Sites, such as Facebook, YouTube, LinkedIn, Snapchat, Instagram, blogs, online forums, and more, are useful resources for collaboration, learning and social interaction. In the course of using these sites, if you choose to identify yourself as an employee or affiliate (including students, volunteers and vendors) of any part of Upstate Medical University, others may view you as a representative of Upstate and not as an individual. Accordingly, you should be aware that some of the same restrictions policies that apply to your conduct and speech while working at Upstate also apply when you use social networking sites.

Hazardous Drug Risk Acknowledgement

Exposure to hazardous drugs can potentially happen anywhere in a Health Care setting. SUNY Upstate Medical University (“SUNY Upstate”) has put into place a variety of administrative, engineering and work practice controls to reduce the risk of exposure to hazardous drugs.

I understand and acknowledge the following:

- I may be exposed to hazardous drugs regardless of whether or not my work assignment is clinical or nonclinical.
- Working with or near hazardous drugs in health care settings may increase one’s risk of various illnesses and conditions including, but not limited to: skin rashes, infertility, miscarriage, birth defects and various forms of cancer.
- SUNY Upstate maintains up to date, detailed policies and procedures on the proper storage, handling, transport and disposal of hazardous drugs. As an employee, I have access to review these policies and procedures.

Hazardous Drug Risk Acknowledgement, cont.

- I may be required, depending on my role and as determined by my supervisor, to review SUNY Upstate's policies and procedures regarding the handling of hazardous drugs, to undergo specialized annual training and to demonstrate my competency to handle hazardous drugs prior to handling any hazardous drugs and at least every 12 months thereafter.
- I will contact Pharmacy or my direct supervisor if I have any questions or concerns regarding hazardous drugs at SUNY Upstate.
- My failure to follow established policies and procedures of SUNY Upstate may put me, my co-workers, patients and the community at risk of exposure to hazardous substances which may lead to various illnesses and conditions.

Fun Fact:

You are now up to date on your Annual Education for another year!

Thank you for staying informed so that you may continue to safely volunteer with us for some time to come!!!

Questions

These slides are just a selection of what we feel are some important things to keep in mind as you travel the halls of Upstate. If you would like a copy of the full volunteer handbook sent to you (or printed out for you) please let us know and one will be provided to you.

We are available to answer any questions you may have – it's always better to ask than to not know the answer!

Downtown: Cancer Center, Rm 1083

Community: Suite 1285

(315) 464-5180

volunteer@upstate.edu



*Thank you for spending
your time with us!*