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Welcome to MercyOne Medical Center’s Volunteer Services Program. Volunteers are an integral part of the patient care services delivered at our facilities, and we thank you for your time and commitment.

You are now a part of that wonderful legacy the Sisters of Mercy left us. People like you, who care enough about others to give of their time, effort and talent, complement the skills of Mercy employees. As you serve at Mercy, you will help in honoring our mission and values of reverence, integrity, compassion and excellence.

We hope that your experience at Mercy may be both gratifying and personally rewarding.

-Volunteer Services Staff
Introduction to the MercyOne Volunteer Services Handbook

Volunteers are an important member of the MercyOne family. They assist us in providing outstanding care for our patients, families and visitors.

This handbook has been created as a reference guide to inform and assist you in understanding the policies, procedures and role you play at MercyOne. As healthcare is always in transition, we appreciate volunteer’s ability to adapt to and remain flexible with ever-changing situations. If you have questions about the content or volunteering in general, feel free to contact the Volunteer Services Staff.

Diane L. Heckman
Manager, Volunteer Services
515-247-3246
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Volunteer Services Department Locations:

**MercyOne Des Moines**
1111 6th Avenue
Des Moines, Iowa 50314

Monday through Friday,
8:00 a.m. to 4:30 p.m.
Phone: 515-247-3246

**MercyOne West Des Moines**
1759 59th Place
West Des Moines, Iowa 50266

Monday through Friday,
8:00 a.m. to 4:30 p.m.
Phone: 515-358-8106

E-mail: volunteerservices@mercydesmoines.org
Our Purpose

The purpose of the Volunteer Services Department is to provide an extra dimension of care to patients, families, visitors and MercyOne staff by coordinating the services of individuals who give of their time and talent.

MercyOne expects volunteers to:
• abide by the mutually agreed upon service commitment;
• adhere to the policies and procedures of MercyOne and the Volunteer Services Department;
• be amenable to the assignment and request clarification if needed;
• behave in a professional manner, maintaining confidentiality at all times;
• be punctual;
• bring any problem related to the assignment to the attention of a supervisor;
• cooperate with Mercy staff and other volunteers;
• honor the commitment and inform the department ahead of time if unable to be there when scheduled;
• maintain a satisfactory standard of work performance;
• record volunteer hours.

Volunteers can expect to:
• be given sufficient information, orientation and training for the assignment;
• be treated with respect and courtesy;
• discuss problems, suggestions or changes with staff;
• have a written position description provided;
• have supervision;
• obtain sound guidance and direction by someone who is experienced and well-informed;
• receive a suitable assignment with consideration for personal preference, temperament, life experience, education, availability of placement, and needs of the hospital;
• receive continuing education and information about new developments and opportunities.
MercyOne Medical Center is a not-for-profit Catholic facility founded by the Sisters of Mercy in 1893. MercyOne is Des Moines’ longest continually operating hospital and one of the largest employers in the state.

MercyOne provides a full range of healthcare services at its Central Campus, MercyOne West Des Moines, Urgent Care clinics, Quick Care clinics, and primary and specialty care clinics throughout the Des Moines metro area. Areas of excellence include heart and heart surgical care, cancer services, birthing and pediatrics, emergency and trauma services, medical imaging, surgery, women’s health services, critical care, neurology, orthopedics, behavioral medicine and a wide array of specialty and outpatient services.

In 1995, Mercy Medical Center joined Catholic healthcare centers to preserve and strengthen the health ministry for the future. This national group is Catholic Health Initiatives, with headquarters in Denver, Colorado. Catholic Health Initiatives thrives on its vision of Catholic healthcare as a vibrant ministry, ready to provide compassionate care of the body, mind and spirit through the 21st century and beyond. www.catholichealthinit.org.

The same pioneer spirit that first led congregations of religious women to carry out the healing ministry of Jesus hundreds of years ago now guides Catholic Health Initiatives. The organization is committed to creating new ministries that build healthy communities, reaching new milestones of clinical quality, and pursuing an agenda of social justice.
Our History

Mother Catherine McAuley, the Foundress of the Sisters of Mercy

Catherine McAuley, an Irish Catholic laywoman, recognized the many needs of people who were economically poor in early nineteenth century Ireland and determined that she and women like her could do several things to relieve their suffering. With an inheritance she received, she opened the first House of Mercy on Lower Baggot Street in Dublin, Ireland, on September 24, 1827, as a place to shelter, feed and educate women and girls. Catherine’s original intention was to assemble a lay corps of Catholic social workers. Impressed by her good works and wanting the work to continue after her death, the Archbishop of Dublin suggested that she establish a religious congregation. On December 12, 1831, Catherine and two companions took their vows and returned to Baggot Street as the first Sisters of Mercy. http://www.sistersofmercy.org.

The first Sisters of Mercy arrived in the United States from Ireland in 1843 at the invitation of the Bishop of Pittsburgh, Pennsylvania. Their energy in ministering to the sick and economically poor quickly attracted many new members. By 1854, the sisters that had come from Ireland to settle in New York and California, continued to spread throughout the country, establishing schools and hospitals along the way.

By the late 1800s, Mother Mary Baptista Martin and four other Sisters of Mercy came to Des Moines, Iowa, from Davenport, Iowa, to found a hospital. On December 8, 1893, they opened Mercy Hospital in temporary quarters (two private rooms and a ward for five persons) in what is now known as Hoyt Sherman Place.
THE MERCYONE EXPERIENCE
Your Best Life. Our One Purpose.

Our Mission: Defines Us

The Mission of Catholic Health Initiatives is to serve with fidelity to the Gospel as a compassionate, healing ministry of Jesus Christ to transform the health of our communities.

Our Vision: Calls Us

MercyOne will set the standard for a personalized and radically convenient system of health services.

Our Core Values: Direct Us

- **Integrity** – We are faithful to who we say we are.
- **Commitment to the Poor** – We stand with and serve those who are poor, especially the most vulnerable.
- **Compassion** – Solidarity with one another, capacity to enter into another’s joy and sorrow.
- **Excellence** – Preeminent performance, becoming the benchmark, putting forth our personal and professional best.
- **Justice** – We foster right relationships to promote the common good, including sustainability of the Earth.
- **Stewardship** – We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.
- **Reverence** – We honor the sacredness and dignity of every person.

Cultural Beliefs

- **Be ONE** – I benefit from and strengthen MercyOne.
- **Personalize Care** – Your experience. My responsibility.
- **Own It!** – I own my actions to deliver our key results.
- **Improve Daily** – I make improvements every day for those we serve including each other.
- **Innovate** – I imagine and embrace bold new ideas to revolutionize health.
Diversity

MercyOne is strongly committed to diversity at all levels of the organization. MercyOne Medical Center’s mission, values and traditions firmly embrace tolerance, inclusion, acceptance and compassion. MercyOne is equally committed to providing an environment in which all volunteers can contribute fully, feel valued and respected, and are recognized for their efforts. Inherent in such a culture is a commitment to diversity. The Volunteer Services Department accepts volunteers solely on the basis of individual qualifications as related to the requirements of the positions to be filled.

Interpretation Services

In keeping with the intent of legislation and MercyOne’s belief in the inherent dignity and right of all people to be treated with respect and genuine personal concern, interpretation and translation services as well as auxiliary aids will be made available to each MercyOne patient and/or companion involved in making decisions regarding a patient’s plan or medical care at no charge. Persons requiring services and aids will be identified during scheduling, registration, admission, nursing assessment and at various locations. Phone: (515) 247-8255  TTY: (515) 643-7446.

Service Excellence

MercyOne Medical Center is committed to our Vision that MercyOne will set the standard for a personalized and radically convenient system of health services.
Sripting. Use proper word choices. “Is there anything else I can do for you?” This is a phrase we ask all volunteers to use when leaving a patient or visitor.

- **Do the right thing, even when no one is watching.**
- **Take, don’t tell.** Patients and families who may feel ill or anxious can be easily confused in an unfamiliar setting. Watch for patients or guests who may be lost and take them where they need to be.
- **10/5 Rule.** Don’t let a guest or colleague pass in silence. Patients and visitor’s first impression of MercyOne can significantly impact the rest of their experience. A simple greeting or encouraging smile goes a long way. If the individual is engaged in a conversation, a smile or nod will do.
- **Manage up.** When leaving visitors and patients with other staff members or departments, make them feel comfortable by saying, “You’re in good hands with _________.”
- **Make it Right. Service Recovery.** When patients or visitors share a complaint, the volunteer should apologize for their difficulty and report it to the proper person for service recovery. Comments regarding direct patient care should be directed to the nurse or nurse manager on duty. Patients may submit a written or verbal complaint/grievance to the Patient Representative, available by calling 515-247-3296, or to their healthcare practitioners.
ETHICS
AT
MERCYONE
MercyOne Medical Center is committed to continuing the healing ministry of the Church by creating healthy communities and defending the human dignity of each community member. The following seven standards of conduct provide a guiding framework for ethical behavior for all who volunteer at MercyOne. They are a practical application of our seven core values of Integrity, Commitment to the Poor, Compassion, Excellence, Justice, Stewardship, Reverence.

- Exercise good faith and honesty in all dealing and transactions. Volunteers are expected to be honest and accountable for their actions when on duty.
- Create a workplace that fosters community and honors and cares for the dignity, safety and well-being of all persons in mind, body and spirit. Volunteers are expected to be respectful, courteous and helpful to all patients, visitors, staff and other volunteers.
- Maintain a high level of knowledge and skill among all who serve in order to provide high quality care and safety. Volunteers are expected to act in accordance with the training they have been provided and participate in additional training as required.
- Observe all laws, regulations and policies that govern what volunteers do. Volunteers are expected to be knowledgeable of and act in accordance with all MercyOne Medical Center policies and regulations including all those detailed in the Orientation Handbook.
- Maintain the integrity and protect the confidentiality of patient, employee and organization information. Volunteers are expected to keep private all patient Protected Health Information.
- Avoid conflicts of interest and/or the appearance of conflicts. Volunteers are expected to protect MercyOne Medical Center tax exempt charitable status by never soliciting for business while on duty and/or at MercyOne.
- Use MercyOne Medical Center resources responsibly. Volunteers are expected to be good stewards of MercyOne Medical Center resources.

**Boundaries**

Boundaries are the framework that provides volunteers a range of acceptable behavior when offering emotional support to patients and families.

- It is important for volunteers to remember when visiting with patients/families to refrain from talking about themselves. The patient should be the focus of the conversation and it should always be redirected back to the patient and/or family.
• It is also important for volunteers to never give out medical or personal advice. They should refer the patient back to the medical staff or family for advice on any matter.

• Volunteers should also never seek medical advice for themselves from a staff person while volunteering.

• Volunteers should never give out personal information such as address or phone number to the patient/family member. The volunteer role should not become a personal relationship with the patient or family member. Volunteers are not allowed to return to visit a patient outside of their volunteer shift and once the patient is discharged from the hospital, the volunteer should not have contact with them or the family.

• Volunteers should never make promises to patients. Remember, patients who are vulnerable may make requests that are dictated by their circumstances.

Key factors volunteers should take into consideration to avoid crossing boundaries include:

• always being aware of thoughts and feelings toward the patient and acting in their best interest;

• considering whether details of visits/conversations with patient can be shared with the assigned Volunteer Liaison;

• determining if roles outside of assigned duties are being performed.

If a volunteer is unsure how to behave or about the ethics of a situation, it is always best to seek advice from the assigned Volunteer Liaison.

Confidentiality

It is the policy of MercyOne Medical Center to maintain an individual’s right to privacy and confidentiality of information.

In the course of performing work responsibilities, information is considered confidential with regard to patients, their family, their physician and/or the hospital. As a condition of volunteering at MercyOne Medical Center, all volunteers are not allowed to discuss any such information with others. Casual comments in common areas such as hallways, cafeteria, and elevators may be overheard and violate confidentiality and the trust others have placed in MercyOne Medical Center.

In addition, one’s personal life and problems should not be discussed with patients, their visitors or the medical staff.

Volunteers are asked to conduct themselves with professional poise and dignity.
Newspaper, magazine, TV and radio reporters, and photographers are to be referred to a direct supervisor and the Public Relations Department. Volunteers are not to provide comments to any news source.

**Gifts and Gratuities**

Volunteers are expected to not request, accept or receive personal gifts of cash or cash equivalents from patients or visitors. Non-cash gifts of nominal value such as cards, flowers and/or candy made be accepted and may be shared with others within the department.

If patients or visitors express a continual need to show their appreciation financially, they may be referred to the MercyOne Foundation Office.

**HIPAA**

All staff members and volunteers of MercyOne Medical Center having access to information concerning patients must hold all information in strict confidence and shall abide by the Health Insurance Portability and Accountability Act (HIPAA) regulations. There are strict penalties for persons and/or hospitals that violate HIPAA privacy regulations. These penalties can include fines and federal prison sentences.

HIPAA isn’t just something for patients. It is for everyone. When you protect patients’ privacy, you create an environment that will protect your own privacy because you may eventually be a patient, too.

**Key to Protecting Patient Privacy and Security**

A patient’s expectation of privacy and confidentiality is essential to his/her relationship with MercyOne Medical Center. MercyOne Medical Center has adopted policies and procedures to protect patient privacy and allow the patient to feel more secure. The following are some key points of which to be aware.

Privacy refers to our duty to prevent other people from seeing or using a patient’s Protected Health Information (PHI) inappropriately. **Any information about a patient written on paper, transmitted electronically, saved on a computer or spoken is considered PHI.**

In general, HIPAA’s Privacy Rule gives the patient the right to gain access to the medical records and restrict who sees the patient’s health information. Protected Health Information may not be used or disclosed for reasons other than treatment, payment or healthcare operations without specific patient authorization. The patient must receive written notice of the hospital’s information practices, and the
hospital must make a good faith effort to obtain acknowledgement that the patient received this information.

Examples of Protected Health Information (PHI):

<table>
<thead>
<tr>
<th>Name/Age/Birth Date</th>
<th>Medical Record Numbers</th>
<th>Photos</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone/Fax number</td>
<td>Social Security Number</td>
<td>Medications</td>
</tr>
<tr>
<td>Employer</td>
<td>E-mail address</td>
<td>Address</td>
</tr>
<tr>
<td>Diagnosis</td>
<td>Account Numbers</td>
<td>Voiceprint</td>
</tr>
<tr>
<td>Medical history</td>
<td>Certificate Numbers</td>
<td>Fingerprint</td>
</tr>
</tbody>
</table>

Penalties for Breaking the Privacy Rule

MercyOne Medical Center and you could both face fines and penalties if found in violation of privacy and security procedures. These penalties could include:

- Criminal penalties-maximum of 10 years in jail and $250,000 fine for serious offenses
- Civil penalties- maximum fine of $25,000 per violation
- Organization actions-employee disciplinary action including suspension or termination for serious violations of the organization’s policies and procedures.

The Privacy Office at MercyOne Medical Center manages the development of the organization’s privacy standards, policies and procedures; oversees the training of the workforce; and enforces the rules and investigates violations. Any questions for the Privacy or Compliance Officer should be addressed to 515-643-
4557. But each one of you is responsible to help maintain a secure environment and patient privacy.

You are expected to sign a confidentiality agreement as part of your volunteer practices at MercyOne Medical Center. By signing this you agree to:
- use confidential information only in performing your job duties;
- share confidential information only with those who need it to complete their jobs;
- handle health records with an eye to preserving privacy;
- dispose of patient information properly;
- use computers and information systems only to perform job duties;
- follow the organization’s policies and procedures.

Need to Know

HIPAA requests that you, as a volunteer, use and disclose the minimum amount of patient information you need to complete your job efficiently. Ask yourself:
- Do I need to know this information to do my job or provide good patient care?
- What is the least amount of information I need to do my job?
- How important is it that this information is used or disclosed?

How You Can Help Protect Patient Privacy

On a normal day, you have access to a varying amount of information about the patients. There are many ways you can help protect a patient’s privacy. Put yourself in the patient’s shoes and imagine what you would want from someone in your position. The following are some points to keep in mind during your volunteering.
- Ask for and look at only the information you need to do your position.
- Keep information you hear about a patient to yourself, share only that information that needs to be shared.
- Keep patient information in a secure and private place that is not accessible to others. Don’t leave a patient’s records lying around.
- Clear information that identifies patients off your work areas at the end of the day.
- Never leave your patient list unattended.
- When delivering items to patient rooms make sure that the attached names, addresses, etc. are not visible to visitors.
- Dispose of patient information only by shredding or storing in a locked container.
- If you are copying patient information make sure you remove the items from the copier and don’t have the materials easy to view.
• Notify security if you see people without badges in restricted, non-public areas. Business visitors should have identification badges.
• Do not discuss a patient in public areas such as elevators, hallways and cafeterias.
• Do not tell anyone what you overhear about a patient.
• Do not leave information about a patient’s health on an answering machine.
• Do not page a patient using identifiable information such as condition, name of physician or anything that may reveal health issues.

Rules for Computers

• Do not use work computers for personal purposes.
• Keep your password a secret; never share it with people.
• Do not log into the system using someone else’s password.
• Point computer screens away from public view.
• Log off computer when not in use, so that patient information is not accessible.

Facility Directory

The facility directory is a listing of identifiable patient information that can be given out to visitors upon request. Unless the patient has asked to not be included in the directory, you may disclose location and general conditions (e.g. stable, critical) to visitors and callers who ask for the patient by first and last name.

If you, a patient, or personal representative has a complaint about a breach of confidentiality or violation of HIPAA rules, notify your supervisor and contact the representative listed on the “Notice of Privacy Practices”.

Basic Principles of HIPAA

HIPAA’s Privacy Rule gives the patient the right to gain access to his/her medical records and restricts who sees this health information.
• Patients may inspect their own health information and request a copy in writing.
• Patients may request in writing an accounting of disclosures for purposes other than treatment, payment, and healthcare operations.
• Patients may also request an amendment to health information, although this is subject to other conditions and may be denied.
A patient may request that uses and disclosures of health information be restricted. This includes the restriction of the name being included in the Hospital Directory and information given out to visitors.

MercyOne Medical Center can release PHI without authorization for treatment, payment or healthcare operations, or when required by law; public health activities; special law enforcement activities; health oversight; for victims of abuse, neglect or domestic violence; or judicial proceedings.

Providers must obtain a written Patient Authorization before releasing PHI for purposes other than treatment, payment, and healthcare operations, such as marketing; medical research; or fund-raising.

Always remember:
What you see here, what you hear here,
must remain here, when you leave here.
Absences

The Volunteer Services Department recognizes that volunteers may need to be away from volunteering for periods of time.

- Volunteers should communicate all scheduling changes and absences to their Volunteer Liaison.
- Any absence for more than 30 days must be communicated not only to the Volunteer Liaison but to the Volunteer Services Department.
- A leave of absence has a maximum of three (3) consecutive months. Exceptions may be granted on a case by case basis at the discretion of the Volunteer Services Department.
- Upon return, volunteers are not guaranteed that their previous volunteer assignment/shift will be available.

Health Related Absences

In the event that volunteers need to be away for a period of time due to health-related issues, the following should be observed.

- If experiencing a non-serious health condition such as fever, flu, runny nose, vomiting, and/or diarrhea, the volunteer should be symptom free for 24 hours without medication, prior to returning to their volunteer shift.
- Volunteers with serious health conditions such as surgeries, impairments, physical or mental conditions requiring hospital or ambulatory care, therapy or treatment, including visits to the Emergency Department that do not result in hospitalization must, prior to returning, obtain a “return to work” note from their healthcare provider. This document must indicate whether any restrictions for the volunteer exist. The volunteer must then take the note to Employee Health Services (EHS) where it will be reviewed in conjunction with the volunteer’s placement for approval. EHS will provide a document to the volunteer should returning to volunteering be approved. The volunteer will then bring the document to the Volunteer Services Office and the Volunteer Office will notify the placement area of the volunteer’s status (cleared to return or extended leave needed).

Benefits

Volunteering provides both tangible and intangible rewards for individuals who give their time to MercyOne. The following is a list of some of the benefits offered to volunteers at Mercy.

- Volunteers receive discounts at a variety of locations within the hospital.
- Volunteers are eligible for free influenza vaccine.
- Volunteers are eligible for staff education classes when appropriate and as available.
• Volunteers are included in many facility social functions.
• Volunteers are specially honored throughout the year, but in particular during National Volunteer Week and the Annual Volunteer Recognition Event.

To reap these rewards, volunteers must show their Volunteer Reward Passport and volunteer ID badge.

**Career Advancement and Employment Opportunities**

MercyOne Medical Center recognizes the benefits that come from promoting from within; however, volunteering is not a guarantee of employment. All open job positions are posted on the website. [http://www.mercydesmoines.org/careers](http://www.mercydesmoines.org/careers).

**Corrective Action/Termination**

Successful volunteering requires behavior that is consistent with the mission and values of Catholic Health Initiatives and MercyOne Medical Center. Volunteers are expected to follow standards of conduct and demonstrate performance and behaviors that protect the interests, safety and confidentiality of patients, co-workers and the organization. Corrective action is used to address and resolve performance issues as they arise so that the performance of any volunteer does not interfere with the mission and values of the organization. A MercyOne Medical Center volunteer’s term of service may be terminated at any time and without prior notice. Legal counsel and/or other volunteer/non-volunteer witnesses (i.e. friends, spouse, other family members, etc.) are not permitted to participate on behalf of the volunteer at any stage of the corrective action process, except for minors who may have their parent/guardian participate.

There are two ways to address performance issues: **progressive corrective action** and **immediate corrective action**.

**Progressive corrective action** is used to address minor infractions of any policy or marginal performance issues.

The steps of the progressive correction action process are as follows:

• Verbal warning to discuss the performance issue
• Written warning; if performance does not improve following the verbal warning. If under age 18, a written notification is sent to the parent/guardian requiring a signature of confirmation returned prior to the next scheduled volunteer shift.
• Termination from volunteering

**Immediate corrective action** provides for immediate action as the result of misconduct or a severe situation in which progressive discipline is not appropriate.
Immediate corrective action requires review by the Volunteer Services Department Manager or designee prior to its administration. The list below is illustrative only and is not intended to be all-inclusive. Examples of the types of misconduct that warrant immediate action include, but are not limited to:

- not following organizational policies;
- insubordination;
- neglect of duty;
- unauthorized handling, possession or use of narcotic drugs or intoxicants;
- abusive treatment of patients, visitors, co-workers or others;
- theft, pilfering, fraud or other forms of dishonesty; failure to report same when observed or suspected;
- unauthorized disclosure of confidential information;
- violation of the Portability and Accountability Act (HIPAA);
- falsification or fraud, including falsifying records, and false recording of time worked;
- failure to comply with “Standards of Conduct”, the Corporate Responsibility Program or any related policies and procedures, or any applicable law or regulation, or other forms of unethical or improper conduct;
- conviction of a felony (based on applicable state laws); and
- volunteer position abandonment or no call and/or no show for two or more shifts.

The steps and time frames may be deviated from with approval of a Volunteer Services Department Manager or designee. Reasons for deviation may include multiple offenses or repeated warnings for the same performance issue. Consultation with a Volunteer Services Department Manager or designee must occur prior to determining progressive corrective action beyond a verbal warning. Documentation should begin at the verbal warning stage.

**Dress Code**

It is MercyOne’s philosophy that a volunteer’s appearance creates an impression of Mercy’s quality of care provided to families and patients. As members of this organization, we only have one time to make a first impression. It is therefore necessary to assure that all volunteers comply with a standard of appearance, which is uniform in application, professional, and provides for the flexibility necessary to perform the duties of each position. Volunteers must abide by the dress code policy. At the discretion of the Volunteer Services Office, any volunteer not in compliance with the dress code will be sent home.

Volunteers should dress in a manner which reflects a professional attitude, being conscious of personal hygiene and appearance of attire.
**Business Casual Attire:** All volunteers will wear business casual attire.

**Males:** Dress pants or khakis and belt, dress/button-down shirt, polo shirt, sweater, or turtlenecks are allowed.

**Females:** Dress pants or khakis, sweater, knit top, blouse, suit, skirt and dress (not greater than 2” above the knee) are allowed. A sweater or jacket must be worn with a sleeveless blouse or dress.

All volunteers will wear their MercyOne Identification Badge and Volunteer Services jacket at all times when volunteering. The badge must be visible and worn above the waist.

Any exceptions to this policy, including for religious or cultural beliefs, must be made by the Volunteer Department.

**CLOTHING**

- Shall be clean, well pressed, in good repair and not show wear. Torn, dirty, frayed or wrinkled clothing is not professional.
- All tops need to be long enough at the waist and high enough at the neckline to provide adequate coverage of the abdomen, back and chest at all times.
- Undergarments must not be visible through clothing or seen above the waistline of the pants.
- No T-shirts are allowed.
- Jackets are allowed for occupations working outdoors. All others are encouraged to layer clothing while working indoors as appropriate for the work environment. Volunteers may wear suit/dress coats or sweaters. Approved Mercy fleece jackets/vests are allowed. All other jackets, sweatshirts or hooded clothing is not allowed.

**UNACCEPTABLE ATTIRE**

The following are considered unacceptable and are not allowed.

- Tight-fitting attire
- Denim material of any kind and any color (pants, skirts, jackets, jumpers, etcetera)
- T-shirts
- Scrubs - volunteers are not allowed to wear scrubs
- Spandex
- Sheer attire
- Sweat shirts or pants
- Leggings (except when worn under a skirt or dress)
- Skorts
- Shorts
• Sleeveless articles of clothing unless worn under a shirt or jacket
• Capri pants or short pants
• Beach shoes, slippers, “flip-flops”, Crocs or other recreational footwear, except tennis shoes.
• Blankets are for patient, family member or visitor use only.

**Body Scents** - Perfumes, colognes, and scented body lotions should be kept to a minimum. Volunteers should not smell of cigarette smoke, body odor, or other foul odors.

**Facial Hair** – must be clean and trimmed.

**Footwear** – Footwear must be clean, safe, practical, and appropriate for the work area. Beach shoes, slippers, “flip-flops”, Crocs and other recreational footwear, except tennis shoes, are prohibited in all areas of the organization. Closed toe shoes are required for all volunteers in patient care areas. Footwear with holes is not permitted for volunteers that visit patient care areas. For non-clinical volunteers, shoes must be professional in appearance and appropriate for the type of work being performed.

**Hair** – Hairstyles must be clean, professional in appearance, and a natural color (i.e. pink, green, orange is not a natural color). Volunteers who work with food, machinery, or in a sterile environment must pin hair up, off the shoulders and may be required to wear a hairnet or cap. Volunteers working with patients must pull hair back, using a barrette, braid, pony tail, or clip, to prevent hair from falling forward into the work area.

**Nails** – Artificial nails/extenders are prohibited by any patient care giver.

**Piercing(s)** - Facial and tongue piercing(s) must be removed or covered while volunteering. Earrings are permitted, but cannot cause a safety hazard (e.g. large hoops or long earrings that can be easily pulled or caught on objects). Earrings are limited to two (2) per ear lobe. Gauges are not allowed. All other piercing(s) must be covered.

**Socks/Hose** – Must be worn by direct care volunteers.

**Tattoo(s)** - If a tattoo is considered offensive, violent or sexually explicit by anyone voicing such concern, the tattoo(s) must be covered.

**Evaluations**
Evaluations are conducted periodically to provide both volunteers and their volunteer liaisons an opportunity to comment on their experiences.

**Harassment**
All employees, volunteers, patients, visitors, and vendors are expected to adhere to a standard of conduct which exemplifies and supports a professional work environment.
free from all forms of harassing conduct based on race, age, sex, religion, color, citizenship, national origin, ancestry, disability, marital status, sexual orientation, veteran status, or any other status protected by law.

MercyOne Medical Center will not tolerate sexual harassment. Sexually harassing conduct requires some special attention because it is often hard to define. This behavior includes but is not limited to:

• unwelcome sexual advances;
• demands for sexual contact in exchange for favorable treatment;
• derogatory comments, slurs, insults or verbal abuse of a sexual nature, or comments of a sexual nature that the recipient indicates are unwelcome;
• physical conduct of a sexual nature, such as touching, blocking of normal movements or other actions that the recipient indicates is unwelcome;
• the display of derogatory or obscene objects, pictures, or other materials;
• unwanted conduct or comments consistently targeted at only one gender, even if the content is not sexual;
• any deliberate verbal or physical conduct of a sexual nature that creates an intimidating, hostile or offensive environment;
• any retaliation against another person for reporting or stating intent to report sexual harassment.

A volunteer who feels they have witnessed or been subject to harassing conduct of any kind should report it to Human Resources or the Volunteer Services Department immediately. Formal complaints will be investigated. No person will be retaliated against for making a good faith report.

**Health Screening and Ongoing Health Reviews**

All volunteers at MercyOne Medical Center are required to complete a mandatory health screening in Employee Health and Wellness Services (EHWS) as part of the application process. Candidates may be denied acceptance or continuance in the program based on health review results. Additional health reviews or screenings may be required. Volunteers are also required to participate in mandatory vaccination programs. The seasonal influenza vaccination is required of all volunteers. Volunteers may apply for an exemption based on medical or religious reasons. Volunteers, who apply for an exemption but not granted one, must take a leave of absence for the duration of the flu season.
**Holiday Closings**

The Volunteer Services Office is closed on the following holidays: Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Day and New Year’s Day. Volunteers do not volunteer on holidays or any day the Volunteer Office is closed per Human Resources or when weather related.

**Meal Time/Rest Periods**

Meal and rest periods need to be scheduled directly with the Volunteer Liaison. Instructions as to whether eating or drinking is allowed in the department/unit should be discussed directly with the Volunteer Liaison as well.

**Name or Address Change**

It is the volunteer’s responsibility to notify the Volunteer Services Office whenever a name, address, telephone, e-mail address or any other emergency information needs to be updated or changed in the Volunteer Services records for the volunteer.

**Nepotism**

Personal relationships, including romantic and intimate relationships, between supervisors and subordinates are not permitted within MercyOne. MercyOne shall not utilize volunteers in positions that require direct or indirect supervision by a relative or a significant other. MercyOne discourages the volunteering of relatives or significant others in the same department or clinic, regardless of the supervisory relationship.

MercyOne recognizes that all physicians working at MercyOne (either employed by MercyOne or on the MercyOne Medical Staff) are leaders and are perceived by other staff as their indirect supervisor. Therefore, MercyOne shall not allow volunteering of any non-physician family member or significant other of the physician in the same department or clinic. This policy pertains to relatives (mother, father, spouse, child, brother, sister, grandparent, grandchild, aunt, uncle, cousin, relative by marriage) and any person with whom a volunteer is engaged in a romantic or intimate relationship. When a romantic or intimate relationship develops within a department, Mercy will explore the possibility of transferring the volunteer to another department.
Parking

Free valet parking may be available at certain entrances at the Central Campus location. Volunteers must show their volunteer ID badge. MercyOne employees or MercyOne College students should follow stated parking guidelines for employees/students.

- **MercyOne Central Campus:**
  Parking is available to volunteers in any visitor lot or ramp.

- **MercyOne West Des Moines:**
  Parking is available to volunteers in the upper level of the parking ramp.

- **Off Campus:**
  Volunteers who are assigned “off campus” will be instructed by their Volunteer Liaison where to park.

Personal Belongings

All valuable personal items should be left at home as the facility is not responsible for damaged, lost or stolen items.

Phone Usage (see also Social Media)

While volunteering, volunteers are expected to exercise discretion when using phones or personal cell phones. Excessive personal calls, regardless of the phone used, can interfere with the volunteer role. All personal cell phones must be turned to vibrate-only or off mode while on MercyOne premises. Volunteers are asked to step away from the work site to make/answer calls of a personal nature. Volunteers should not use a cell phone for personal reasons in the presence of patients or visitors.

The use of the electronic imaging function of cell phones or any other similar device is strictly prohibited on premises. Transmission of any MercyOne information, logos, data, and/or photos of the premises or of any employees, contractors, subcontractors, patients, visitors or volunteers is strictly forbidden. Volunteers who violate this policy will be subject to disciplinary actions, which may include deletion of the photos and confiscation of the camera, termination of the volunteer role and/or legal action.
Placement Requests

When selecting and engaging a volunteer, it is the Volunteer Services Department and placement site’s responsibility to be certain the individual has the minimal qualifications and training for the task to perform. The following procedures are required on behalf of the Volunteer Services Department to engage a volunteer:

- Designate a point person, known as a Volunteer Liaison, for the placement location.
- Develop a position description and orientation checklist, which accurately define the volunteer role.
- Work to recruit appropriate candidates to meet the needs of the placement location based on the position description.
- Serve as a technical resource in supporting continuing education and annual updates for volunteers.
- Conduct evaluations and provide the placement site with responses, as applicable.
- Work as advisors and partners on corrective action concerns.
- Work in conjunction with the placement Volunteer Liaison to conduct competency evaluations.

Programs Requiring Additional Certifications

Several volunteer programs require additional certifications. Volunteers applying for these specific programs are required to obtain certification prior to becoming a MercyOne Medical Center volunteer and maintain certification during the duration of volunteering.

Questions and/or Concerns

If volunteers have questions or concerns, they should communicate with the Volunteer Services Department staff. They may be reached by phone at 515-247-3246, in person in the Volunteer Services Office or by e-mail at volunteerservices@mercydesmoines.org.

Reactivation of Volunteer Status

Volunteer documents will be retained for a period of seven years from the date of the volunteer’s resignation or termination.

A volunteer who resigns in good standing may pursue a return to volunteering only after first conversing with a Volunteer Services Manager or designee. If the break in service is greater than two weeks but less than three months, the volunteer must contact
Employee Health and Wellness Services (EHWS) to ensure that their volunteer medical file is current. If the break in service is greater than three months, the volunteer will need to complete all applicable forms and processes again.

In the event that an applicant is unable to be placed at the time of the interview, the file will be closed and the volunteer will be eligible for the next three months to reactivate their application. It will be the applicant’s responsibility to contact the Volunteer Services Department during that time to determine if there are opportunities available.

A volunteer who is terminated from MercyOne Medical Center is not eligible to return.

References/Recommendations

A volunteer who provides at least 72 hours of service to MercyOne Medical Center may be eligible to receive a personal letter of recommendation, if requested. Volunteers completing less than 72 hours of service will only be provided with verification of hours of service.

Resignations

Volunteers who resign their positions should notify both their Volunteer Liaison as well as the Volunteer Services Office. Identification badges and jackets must be returned to the Volunteer Services Office.

Shadowing

In order to adhere to HIPAA and confidentiality regulations, MercyOne volunteers may not have other individuals accompany them while performing their volunteer role. Exceptions to this rule include other official MercyOne volunteers or staff/hospital designee.

Scheduling

Volunteers are assigned to a specific day, time, and placement. Volunteers who need to change schedules must have the approval of the Volunteer Liaison. Volunteers are not allowed to volunteer outside of the pre-determined shift, substitute in other departments, or work on special projects without prior approval of the Volunteer Liaison and/or Volunteer Department.

The majority of volunteer placements require a regular volunteer schedule commitment consisting of a weekly or bi-weekly schedule however, there are placement sites that are unique and may have different expectations in regards to scheduling. While taking
into consideration the inherent nature of these unique areas and being mindful of the expectations of the Volunteer Department, volunteers must complete at least two volunteer shifts every six months in order to ensure that their status remains active.

**Solicitation**

As MercyOne Medical Center-Des Moines is a not-for-profit facility and in order to prevent disruption of operations, interference with patient care and inconvenience to patients and visitors, MercyOne Medical Center prohibits persons to solicit for sale or distribution any goods on facility properties at any time for any purpose.

**Social Media**

Catholic Health Initiatives (CHI) and Mercy Medical Center respect the rights of volunteers to participate in Social Media (e.g. Facebook, Twitter, etc.); however, the business needs of the CHI Entities must be served while also maintaining their corporate identity, integrity and reputation in a manner consistent with CHI’s Mission, Core Values, policies and applicable laws. Volunteers are prohibited from posting any content on any social media site that includes personal or protected (including patient images), health information, or Mercy related information such that someone could deduce the identity of the person referenced in the posting.

All applicable laws, regulations and MercyOne Medical Center policies should be followed when communicating on a Social Media Site (including, but not limited to, HIPAA, anti-harassment, diversity commitment, etc.)

**Substance Abuse**

MercyOne Medical Center-Des Moines and West Des Moines is committed to providing a safe environment for employees, volunteers, patients and visitors. To do so, we enforce a drug free workplace philosophy. Reporting to volunteer or volunteering while under the influence of alcohol and/or drugs, as well as, the illegal use and/or distribution of drugs while volunteering and/or reporting to volunteer smelling of alcohol is prohibited.

**Time Sheets**

It is very important for the Volunteer Department to be able to show the impact our programs have on patients, families, and staff. Volunteer hours are used for budgeting and staffing purposes and the data primarily utilized to communicate this information is the number of hours volunteers give. Volunteers are expected to sign-in/out on a standardized time sheet at their assigned location each time they volunteer and
complete a separate time sheet for each month. Volunteer Liaisons will orient the volunteer to the location where time sheets are stored and will submit the time sheet to the Volunteer Department on behalf of their volunteers at the end of each month. If a volunteer assists in an area that is not their regular placement (e.g. special projects), the volunteer should document the volunteer hours for that other area on their regular time sheet.

**Tobacco Free Campus**

MercyOne Medical Center properties are tobacco free. This means that employees, patients, physicians, volunteers, contractors and visitors cannot use tobacco products, including electronic/vapor cigarettes, in buildings, vehicles, walkways or parking lots. This policy covers all MercyOne grounds and facilities, owned or leased, and hospital and personal vehicles parked on MercyOne Medical Center properties.

**Transfer**

If a change in volunteer placement is desired, contact the Volunteer Services Department.

**Volunteer Liaison**

A volunteer liaison is a volunteer’s direct supervisor at the assignment area. This will be the person to contact for site specific orientation and any routine scheduling changes. Any change in arrival or departure time should be communicated to the Volunteer Liaison in advance.

**Weather**

In the event that there is hazardous weather, volunteers should use their individual best judgment when determining whether to volunteer and contact their Volunteer Liaison accordingly. If, however, the Volunteer Office closes due to hazardous weather, volunteers should not report to volunteer and will be notified of the closure via one or more of the following methods:

- MercyOne website: [http://www.mercyone.org](http://www.mercyone.org). The Volunteer Department closing will scroll across the top of the page.
- Voice message on the main office line (515-247-3246).
SAFETY
Emergency Responses

Volunteers are asked to always be observant no matter where they are in the facilities. Volunteers should know where the exits, fire alarm stations and fire extinguishers are located. Volunteers also must be aware of the evacuation route maps throughout the facilities. Drills are held routinely to familiarize employees and volunteers with their responsibilities.

MercyOne Medical Center and MercyOne West Des Moines communicate emergency situations utilizing plain language and the emergency alerts are conveyed over the intercom systems. A listing of facility plain language emergency alerts is included in this handbook (see Appendix A). Emergency Preparedness Guides are also posted throughout the facilities.

In general during an emergency:
- remain calm;
- do not use elevators;
- stay clear of staff members responding to the alert and follow their instructions;
- stay away from the area in which the emergency is occurring;
- wait for the “all clear” communication before continuing.

Potentially emergent situations should be reported to the Public Safety Department at 515-247-3111. The responding Public Safety officer is responsible to make an initial assessment of the situation and to activate the appropriate level of response.

Response to Medical Emergencies

Medical Emergency includes but is not limited to; situations of cardiac arrest, respiratory difficulty or arrest, fainting, seizures, overt bleeding, unconsciousness or other unknown circumstances. “799” is the number to call for Medical Emergencies. This number must be dialed from a MercyOne phone within the facility.

Follow these instructions when calling “799”:
- give your name and location;
- describe the injury, situation, and person;
- provide a call back number, if possible;
- do not hang up until the operator hangs up;
- do not leave the individual until help has arrived.

A stable observed visitor fall is not considered a medical emergency. Public Safety (247-3111) should be called and will respond and determine if additional medical support is needed.
Response to Fire Alert

Restrict traffic from fire doors. Do not go through doors. Stay put (unless fire is in your area) until the “All clear” announcement over intercom or instructions from fire team and/or Des Moines Fire Department (DMFD).

R.A.C.E.
Rescue those in immediate danger.
Alarm by pulling alarm.
Contain by closing door.
Extinguish/Evacuate.

How to use fire extinguisher:
P.A.S.S.
Pull pin.
Aim hose.
Squeeze handle.
Sweep side to side.

Environment of Care

Care of Equipment and Supplies

Volunteers are not to tamper with or attempt to use equipment that has not been assigned to a volunteer.

Electrical Safety

• Remove and report electrical hazards.
• Use electrical equipment properly.
• Inspect electrical cords before using.
• Keep liquids away from electrical equipment.
• Never place a cord where someone could walk or trip on it.

Ergonomics

Volunteers do not usually become involved in lifting heavy items. Volunteers never lift or move patients, unless specifically trained/competency to do so; however, knowledge of basic ergonomics (body mechanics) is important for over-all safety.

Lifting
• Size up the load before lifting; if it looks heavy, it probably is!
• Get a firm footing. Spread feet apart for a wide base of support and to improve balance, point toes out.
• Bend knees. Don’t bend at the waist.
• Lift with legs.
• Keep back straight.
• Hold objects close to body.
• Keep back upright and avoid twisting.

**Sitting**

• While sitting, form a 90-degree angle at the knees and hips.
• When hands are on a desk or keyboard, also form 90-degree angle at the elbows.
• The wrists should be kept straight.

**Facilities and Support Services (FAST)**

Facilities & Support Services Team (FAST) is responsible for the condition and operation of the facility’s physical plant, all facility structures, construction & remodeling, property leases, properties & grounds, equipment, waste removal, laundry service, cleanliness, food and nutrition, courier transport, parking, shuttle, Public Safety, and safety of the organization. In the event the above services are needed call FAST at FAST-1 (643-2781).

**Hazardous Materials**

• All aspects regarding delivery, storage and disposal must be considered.
• Read product labels carefully.

**Lockout/Tag out**

• Do not use or attempt to use equipment that has been locked or tagged out. Report any medical equipment malfunctions.

**Material Safety Data Sheet (MSDS)**

• A MSDS sheet is an information sheet which identifies the hazards associated with a given chemical product. If uncertain as to what a substance is, ask a supervisor for the MSDS.
• Know location of and how to read the MSDS book within assigned area.
• When a hazardous material is spilled or released, untrained personnel should not attempt to clean up a hazardous chemical spill. **Notify your designated Volunteer Liaison or supervisor should a volunteer spill or come in contact with a hazardous material.**
Incident Reporting

Though many preventative measures exist at MercyOne to protect employees and volunteers, not every situation can be prevented. Volunteers should immediately contact the Public Safety Department and their Volunteer Liaison should something happen to the volunteer while volunteering at MercyOne. **Volunteers should not leave the premises until receiving clearance to do so by Public Safety and/or Employee Health Services.**

Infection Control

Infection control measures are required by both law and professional standards. Volunteers are responsible for helping to provide a safe environment for patients, visitors, staff, other volunteers and yourself by reducing the incidence of infections. A healthcare-associated infection (HCAI) is an infection that develops after contact within the healthcare system including contact with the environment, patients, staff, or visitors. It may be caused by bacteria, viruses, fungi or parasites.

Volunteers, whether working directly with patients or not, need to protect themselves from exposure to blood borne pathogens, which are disease-causing germs carried by blood or certain body fluids. Volunteers may not always know whose blood/bodily fluids are carrying infectious germs therefore; **standard precautions** have been developed. These include:

- Treat **ALL** blood/body fluids as if they were potentially infectious.
- Maintain good hand hygiene. The best way to prevent the spread of infection is by hand washing. The current Centers for Disease Control (CDC) guidelines on hand washing are:
  - Use soap and water for washing visibly soiled hands.
  - Use alcohol-based or foam hand rubs for routine decontamination of hands between patient contacts, when hands are not visibly soiled.
  - Wash often (before and after each patient, before and after eating, after going to the bathroom, after touching face, eyes, mouth). Clean your fingertips, under nails, and between fingers.
  - Cover your cough and/or sneeze. Cover your mouth and nose with a tissue is preferred though coughing into the crook of your arm is also accepted. Put the tissue in the wastebasket after use. Always clean your hands afterwards.

Isolation and Infection Control Signs

In addition to Standard Precautions, isolation may be ordered for patients to protect the spread of infections. When this occurs, precaution signs are posted outside of the patient’s room, usually on the door or in a sleeve next to the door. These signs identify
how the infection is spread (Airborne, Contact, and Droplet) and what measures need to be taken to decrease the risk of spreading germs. In addition, radiation signs may also be posted.

Volunteers should not enter rooms where isolation, precaution or radiation signs are posted.

Volunteers should always remember to STOP before entering a patient’s room and observe any signs that are posted. It is the volunteer’s responsibility to watch for signs and ask for clarification when encountering a sign that is unfamiliar to the volunteer. See Appendix B for Precaution/Isolation signs.

Public Safety Department

MercyOne Medical Center provides a staff of public safety professionals on duty at all times to protect employees, volunteers, patients, visitors and hospital properties. Volunteers can contact the Public Safety Department by dialing 247-3111 or extension 7-3111. Public Safety has on-site offices at both MercyOne Central Campus and MercyOne West Des Moines.

Weapons

A weapon is any device that is perceived to/or intended to cause bodily injury to another. Persons employed, treated, volunteering or visiting MercyOne Medical Center, MercyOne Medical Center-West Des Moines or any other MercyOne Medical Center entities shall not bring weapons onto the property, except persons specifically authorized to do so by an administrative officer of the hospital.

Wheelchair Operation

Although many different wheelchair types exist, standard procedures for operating them are the same. The following guidelines should be implemented when providing wheelchair assistance:

- Chose the correct size of wheelchair.
- Introduce yourself.
- Check wheelchair to see that leg supports, footrests, and brakes are working properly.
- Check mobility of wheelchair.
- Align the wheelchair behind the individual so that the chair is touching the back of the individual’s legs. Ensure individual does not sit in wheelchair before brakes are locked into place.
• Lock brakes and raise leg supports and footrests. Footplates should be in the UP position as individual is getting in and out of the wheelchair.
• Guide individual to sit in wheelchair. Never support the weight of a patient as they get in or out of a wheelchair.
• When individual is seated, put leg supports and footrests back in position.
• When individual is secure, release brakes.
• Additional personal items (e.g. purses, oxygen tank, crutches, etc.) may not be carried by the volunteer or attached to the wheelchair.
• When individual’s present with IV poles/oxygen tank or any assignment a volunteer cannot accept, contact Centralized Transport to assist.
• Keep to the right in the corridors and transport at a slow-moderate pace. Use mirrors at all times when approaching intersections.
• Go directly to destination; do not stop for any purpose not directly related to transport.
• Back into an elevator – never push the wheelchair forward to enter the elevator.
• If a wheelchair is in need of repair or is soiled, notify FAST-1. (643-2781)
• If a medical emergency arises while transporting an individual, immediately seek nearby medical personnel.
• Always speak loud and clear when giving instructions to the individual.
• Individuals are not to be transported in the event of a fire alert
# Appendix A

## Emergency Alerts

<table>
<thead>
<tr>
<th>Emergency Alert</th>
<th>Plain Language Announcement</th>
<th>Each announcement (except Medical Emergency) is preceded with a single 3-second tone and &quot;Attention please&quot;. All announcements are repeated.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Facility Alerts</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire</td>
<td>&quot;Fire Alarm--Location--Please do not pass through fire barrier doors&quot;</td>
<td>&quot;Fire Alarm-4 South-Do not pass through fire barrier doors.&quot; Stay put, unless fire in your area, until the “All Clear”</td>
</tr>
<tr>
<td>Evacuation</td>
<td>&quot;Evacuation--Location--Action Required&quot;</td>
<td>&quot;Evacuation- East Tower 1st Floor ICU- Please send available personnel to East Tower-Conference Room 6 for assignment.&quot;</td>
</tr>
<tr>
<td>Power Failure</td>
<td>&quot;Power Failure--location-action&quot;</td>
<td>&quot;Power failure-West Building-Plug critical equipment into red outlets.&quot;</td>
</tr>
<tr>
<td>Hospital Incident Command System Activation</td>
<td>&quot;The Hospital Incident Command System has been activated.&quot;</td>
<td>&quot;The Hospital Incident Command System has been activated.&quot;</td>
</tr>
<tr>
<td>Disaster (Internal event)e.g. hazardous agent, chemical spill, power outage</td>
<td>&quot;Internal emergency--Descriptor--location--Available nurses report to the Emergency Room; Physicians report to the Medical Office; Surgeons report to Surgery.&quot;</td>
<td>&quot;Internal emergency--Chemical Spill-Central Campus--Main Lab--Available nurses report to the Emergency Department; Physicians report to the Medical Office; Surgeons report to Surgery.&quot;</td>
</tr>
<tr>
<td>Disaster (External event)e.g. hazardous agent, chemical spill, power outage</td>
<td>&quot;External Emergency--Descriptor--location--Available nurses to the Emergency Room. Physicians report to the Medical Office. Surgeons report to Surgery.&quot;</td>
<td>&quot;External Emergency--Mass casualty incident-West Des Moines--Available nurses to the Emergency Department. Physicians report to the Medical Office. Surgeons report to Surgery.&quot;</td>
</tr>
<tr>
<td>Management Alert</td>
<td>&quot;Management Alert-All Management Team/Mercy Team-check e-mail for important message&quot;</td>
<td>&quot;Management Alert- Mercy Team-Check e-mail for important message.&quot;</td>
</tr>
<tr>
<td>Emergency Alert</td>
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<tr>
<td>-------------------------------------</td>
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</tr>
<tr>
<td>Severe Thunderstorm Warning with winds in excess of 70 mph.</td>
<td>&quot;Weather Alert: Severe Thunderstorm Warning with winds in excess of 70 mph - Dallas/Polk County--All visitor and staff please move to the interior of the building and stay away from windows&quot;</td>
<td>&quot;Weather Alert: Severe Thunderstorm Warning with winds in excess of 70 mph - Dallas/Polk County--All visitor and staff please move to the interior of the building and stay away from windows.&quot;</td>
</tr>
<tr>
<td>Tornado Watch</td>
<td>&quot;Weather Alert: Tornado Watch in effect from ____ to ____ for--Location (county) -- Hospital personnel please take precautions&quot;.</td>
<td>&quot;Weather Alert: Tornado Watch in effect from 4 pm to 11 pm for Polk County--Hospital personnel please take precautions.&quot;</td>
</tr>
<tr>
<td>Tornado Warning</td>
<td>&quot;Weather Alert: Tornado Warning --Location (county)-Move to the interior portion of the building away from windows.&quot;</td>
<td>&quot;Weather Alert: Tornado Warning --Polk County-Move to the interior portion of the building away from windows.&quot;</td>
</tr>
<tr>
<td>Security Alerts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Elopement</td>
<td>&quot;Missing person--location--description--call the Dept. of Public Safety if seen.&quot;</td>
<td>&quot;Missing person: Adult--7 North--Male; 24 years old; 6 foot 3 inches; brown hair; green eyes; wearing green sweatshirt and yellow shorts--call the Dept. of Public Safety at 247-3111 if seen.&quot;</td>
</tr>
<tr>
<td>Abduction</td>
<td>&quot;Missing person- Adult or child-location--description--call the Dept. of Public Safety if seen.&quot;</td>
<td>&quot;Missing person: Child-Nursery--newborn male; 21 inches; brown hair; brown eyes; wearing white gown; blue cap -call the Dept. of Public Safety at 247-3111 if seen.&quot;</td>
</tr>
<tr>
<td>Acts of violence</td>
<td>&quot;Active Shooter--location--Police are responding. Do not move through hallways. Turn off cell phones.&quot;</td>
<td>&quot;Active Shooter--Emergency Department--Police are responding. Do not move through hallways. Turn off cell phones.&quot;</td>
</tr>
<tr>
<td></td>
<td>&quot;Violent intruder--location--Police are responding. Do not move through hallways. Turn off cell phones.&quot;</td>
<td>&quot;Violent intruder--ICU--Police are responding. Do not move through hallways. Turn off cell phones.&quot;</td>
</tr>
<tr>
<td></td>
<td>&quot;Hostage Situation--location-Avoid (location) and do not call.&quot;</td>
<td>&quot;Hostage Situation--Administration-Avoid Administration and do not call.&quot;</td>
</tr>
<tr>
<td>Emergency Alert</td>
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<tr>
<td>Bomb threat</td>
<td>&quot;Bomb threat--location--check all areas for suspicious packages. Report findings to the Department of Public Safety. Turn all cell phones off.&quot;</td>
<td>&quot;Bomb threat--Mercy West Lakes-Turn all cell phones off. Check all areas for suspicious packages. Report findings to the Department of Public Safety at 247-3111.&quot;</td>
</tr>
<tr>
<td>Security Lockdown</td>
<td>&quot;Security Lockdown--location-action&quot;</td>
<td>&quot;Security lockdown-Emergency Room- Do not enter or contact the Emergency Department at this time.&quot;</td>
</tr>
<tr>
<td>Medical Alerts</td>
<td></td>
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</tr>
<tr>
<td>Medical Emergency</td>
<td>Medical Emergency--Location ***(3 staccato tones)&quot;Medical Emergency--Main 9 North-CCU-Room 3&quot;</td>
<td></td>
</tr>
<tr>
<td>Cardiac Alert</td>
<td>Cardiac Alert - Location ***(3 staccato tones)&quot;Medical Emergency---Pediatric--3rd floor--Room 310&quot;</td>
<td></td>
</tr>
<tr>
<td>Stroke Alert</td>
<td>Stroke Alert--Location ***(3 staccato tones)&quot;Medical Emergency---Pediatric--3rd floor--Room 310&quot;</td>
<td>&quot;Stroke Alert--9 South&quot;</td>
</tr>
<tr>
<td>Trauma Team Activation</td>
<td>Trauma Team--Emergency ***(3 staccato tones)&quot;Medical Emergency---Pediatric--3rd floor--Room 310&quot;</td>
<td>&quot;Trauma Team to Emergency&quot;</td>
</tr>
<tr>
<td>Trauma Team</td>
<td>Trauma Team--Emergency--Code One ***(3 staccato tones)&quot;Medical Emergency---Pediatric--3rd floor--Room 310&quot;</td>
<td>&quot;Trauma Team to Emergency--Code One&quot;</td>
</tr>
<tr>
<td>Trauma Team</td>
<td>Trauma Team--Emergency--Pediatric &quot;Trauma Team to Emergency - Pediatric&quot;</td>
<td></td>
</tr>
<tr>
<td>Trauma Team</td>
<td>Trauma Team --Emergency--Pediatric Code One &quot;Trauma Team to Emergency-Pediatric-Code One&quot;</td>
<td></td>
</tr>
</tbody>
</table>
Appendix B
Precaution and Infection Control Signs

DROPLET PRECAUTIONS
(USE IN ADDITION TO STANDARD PRECAUTIONS)

EVERYONE ENTERING THIS ROOM MUST WEAR

MASK
- Standard surgical mask
- Remove and discard when exiting room

HAND HYGIENE
- Use soap and water or alcohol-based hand gel
  1. Immediately before and after all patient contact
  2. Anytime personal protective equipment is changed or removed

TRANSPORT
- Notify receiving department of precautions
- Limit patient transport to essential purposes only
- Patient to wear surgical mask when leaving the room

OTHER
- Door can remain open (droplets generally travel 3 feet or less)
- Limit supplies and personal items taken into room
- Clean all reusable items with hospital approved disinfectant before removing from room

February 2008
Mercy Medical Center, Des Moines, Iowa
AIRBORNE PRECAUTIONS
(USE IN ADDITION TO STANDARD PRECAUTIONS)

VISITORS MUST CHECK WITH NURSE BEFORE ENTERING THIS ROOM

HOSPITAL PERSONNEL ENTERING THIS ROOM MUST WEAR

RESPIRATORY PROTECTION
• Powered air purifying respirator (PAPR) or N95 mask
• N95 user must be fit tested annually

HAND HYGIENE
• Use soap and water or alcohol-based hand gel
  1. Immediately before and after all patient contact
  2. Anytime personal protective equipment is changed or removed

TRANSPORT
• Notify receiving department of precautions
• Limit patient transport to essential purposes only
• Patient wears a surgical mask when leaving the room

OTHER
• Keep door closed except to enter and exit
• Limit supplies and personal items taken into room
• Clean all reusable items with hospital approved disinfectant before removing from room
• Check room for negative pressure daily when in use

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CONTACT PRECAUTIONS
(USE IN ADDITION TO STANDARD PRECAUTIONS)

EVERYONE ENTERING THIS ROOM MUST WEAR

GLOVES
• Change after contact with potentially infective material
• Remove when exiting room

GOWN
• Wear isolation gown for any contact with
  1. Patient
  2. Environmental surfaces
  3. Other items in patient room

HAND HYGIENE
• Use soap and water or alcohol-based hand gel
  1. Immediately before and after all patient contact
  2. Anytime personal protective equipment is changed or removed

TRANSPORT
• Notify receiving department of precautions
• Transporter to wear clean gown and gloves during transport
• Patient drainage/secrections must be contained
• PPE removed at patient destination

OTHER
• Limit supplies and personal items taken into room
• Clean all reusable items with hospital approved disinfectant before removing from room
• Masks indicated if respiratory illness

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