Volunteer Services Department

PROCEDURES MANUAL

Also available online at:
www.torrancememorial.org/volunteers
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There are four basic types of hospitals in the U.S.A.

**TAX-SUPPORTED**
Veterans', State and County hospitals

**NOT-FOR-PROFIT**
No individual or groups of individuals benefit from the profits of the hospital. Funds are turned back into the hospital for equipment and daily operations of the facility.

**INVESTOR-OWNED/PROPRIETARY**
The hospital is owned and operated by individuals, groups or corporations who benefit from the profits.

**HEALTH MAINTENANCE ORGANIZATION (HMO)**
A Health Care Insurance plan that dictates which doctors and hospitals the patient visits.

**TORRANCE HOSPITALS:**

- Little Company of Mary (religious) Not-for-Profit
- L.A. County Harbor-UCLA Medical Center Tax supported
- Torrance Memorial Medical Center Not-for-Profit
**History of Torrance Memorial Medical Center**

*Torrance Memorial Medical Center*, the oldest health-care facility in the South Bay/Peninsula area, is a 446 bed, community, not-for-profit, general acute-care facility relying on its own resources and those contributed through the generosity of individuals, industry, service groups, and volunteers. No tax dollars are spent at Torrance Memorial.

Originally built on Engracia Avenue in the heart of Torrance, the hospital was relocated to its present 10-acre site on Lomita Boulevard in 1971. Our new 256-bed Lundquist Tower opened in November, 2014.

*Torrance Health Association, Inc.* is the parent company of Torrance Memorial Medical Center, which is part of the Torrance Memorial Health System.

*Torrance Memorial Foundation* is the fundraising arm of the Corporation.

The Board of Trustees of Torrance Memorial is comprised of 12 members, representing a cross-section of the medical staff, business and industry and the community. The office of trustee is voluntary, and each member is elected to serve a three-year term.

The Medical Staff of Torrance Memorial is composed of approximately 1,000 physicians.

The Torrance Memorial Medical Center Auxiliary was founded in 1951 and incorporated in 1954 as a non-profit corporation for service and financial support for the medical center. This Corporation is the only auxiliary for the medical center and adult volunteers are asked to join. Annual dues for Auxiliary members actively volunteering are $10.00. There are over 700 active adult volunteers and 900 Auxiliary members.

The Auxiliary has donated over $6.4 million to Torrance Memorial since its inception.

The Volunteers donate over 167,000 hours annually.
To obtain most recent updates on what is happening in Volunteer Services, please log on to our Website.  
**TorranceMemorial.org/volunteers**

**User ID:** volunteer  
**Password:** volunteer2016

To contact our office for general questions, upcoming absences or schedule changes, email us at: **volunteerservices@tmmc.com**
A goal of Torrance Memorial Medical Center is to positively and affirmatively provide quality patient care. As a volunteer at Torrance Memorial, I understand the medical center’s human relations values and respect for patient’s rights. I recognize that Torrance Memorial Medical Center considers appropriate communication, positive guest relations, hospitality, and warmth to be the basic aspects for a successful environment. I recognize the importance of good communication with staff, visitors, patients, doctors and fellow volunteers. I agree to perform my work in a responsible and caring manner and believe it is of primary importance to:

- Maintain and enhance the self-esteem of all the people with whom I speak personally and by telephone.
- Show respect and warmth to patients, staff, visitors and fellow volunteers by communicating appropriately (i.e., greeting people by name, acknowledging their presence, and smiling).
- Knock and announce my presence before entering a patient’s room and not enter if physician is present or nurse/clinical staff is providing care.
- Whenever possible, greet the patient by name, using Mr./Mrs./Ms. Introduce myself as a volunteer and state my purpose. Utilize AIDET as a communication model.
- Provide explanations of procedures, rules, and policies that apply to the patient, and answer questions in a warm, pleasant, and informative manner giving complete, timely information to the best of my ability. I will not provide my personal opinion or give advice relating to medical or patient care.
- Provide reasonable responses to reasonable requests for service made by staff, patients, visitors and fellow volunteers.
- Recognize my responsibility for protecting the confidentiality of all patients and patient information at all times and in all places.
- Contribute to a positive working environment in my department/service area by doing my volunteer work to the best of my ability, arriving on time, supporting teamwork, and communicating with everyone in person or on the telephone in a pleasant and professional manner.
- Present myself to others in professional manner.
- Keep social discussions out of direct patient care areas.
- Recognize responsibility for helping to create a positive, productive and harassment-free working environment.
- Sign the Torrance Memorial Standards of Behavior agreement.
**Parking**
Free parking is provided to volunteers in both the Main and West parking structures. Volunteers must park only on the 5th level in the Main structure and on the 3rd-6th floor in the West structure. Volunteers can also park in the Skypark parking lot E behind the medical center, the employee lot across Lomita Blvd, and the off-campus lot at Skypark & Madison (adjacent to airport). *Do not park in the McMillen building or nearby medical building parking lots -- vehicles may be towed!*

Volunteers with a California handicapped parking placard may park in any handicapped parking space on campus. Spaces are provided in the West structure near the elevators on all levels and in the Main parking structure on several floors.

Volunteers physically unable to walk the distance between the parking structures and the Medical Center should contact the Volunteer Services office for assistance.

**Parking Decals**
All volunteer and staff vehicles parked on campus must have a Torrance Memorial parking decal on the lower left side of the rear window of any vehicle parked on campus. A parking decal(s) will be issued on the first day of volunteer service. Staff are not permitted in the Main structure, although volunteers are permitted at this time. All student volunteers who drive must place a parking permit tag on their rearview mirror while volunteering. They may receive a permit on their first day of service.

**Identification Badges**
An identification badge will be provided at no charge to volunteers on their first day of service. The badge must be worn at all times, clipped to the right uniform collar.

During an approved leave of absence of over six months, or when a volunteer leaves the program, the I.D. badge and uniform jacket must be returned to the Volunteer Department.

**Security and Background Checks**
The Security department may be reached at ext. 26500 for any security or personal safety concerns you may have.

To maintain a safe environment all volunteers will be cleared through a background check prior to volunteering. Background checks include a criminal and sex offender search.
Enjoy the benefits of volunteering when you join Torrance Memorial's volunteer team. In addition to experiencing the satisfaction of helping your community by volunteering you will meet new people, engage your experience and skills or learn new ones, enjoy teamwork, offer comfort and support to patients and visitors, enjoy new experiences, learn about healthcare, help others. You'll enjoy cafeteria and pharmacy discounts, free parking, uniform jacket, entertainment discounts and the opportunity to attend Auxiliary luncheons, trips and an annual Recognition event.

**Torrance Memorial offers the following to active volunteers:**

- **Discount (40%) on meals in our Cafés**— Yang Café located in Lundquist Tower (1st floor), and Helena’s Café located in the West Tower (2nd floor). The former Jared’s Café (central tower 2nd floor) is closed for renovation. Meals may be paid in cash, by credit card, or by obtaining a café card from the Food and Nutrition Services Office located near Jared’s. Funds can be added to the card online [https://torrancememorial.campuscardcenter.com/ch/login.html](https://torrancememorial.campuscardcenter.com/ch/login.html), in the Café’s, or Nutrition office. **Hospital ID Badge must be worn to obtain discount.**

- Discounted tickets to movie theaters, amusement parks, sports events concerts, etc. are available through Employee Savings Tickets, a company specializing in such programs. A monthly newsletter is located in the racks inside of Human Resources listing all available events. Call (310) 316-3384 for additional information.

- Annual P.P.D. Skin Test (also referred to as a TB Screening).

- Free flu shots (according to available supply)

- Pharmacy prescriptions—Average wholesale price plus fifty cents. Over the counter medication is 25% off listed price. All prescription refills are to be requested 24 hours in advance by calling (310) 517-4733.

- Inclusion in various campus social functions.

**Tax Advantages**

The Torrance Memorial Medical Center Auxiliary (Corporation) has a 501(c)3 status with the Internal Revenue Service; thus, volunteers may be able to deduct non-reimbursed expenditures incurred while doing volunteer work such as:

- Direct gifts of money
- Automobile mileage and expenses (as allowable by IRS)
- Bus & cab expenses
- Parking fees
- Volunteer uniforms
- Telephone calls (for Auxiliary business)
- Cost of meals & lodging if away overnight—or non-social meetings

Volunteers may not deduct:

- Value of volunteer time donated
- Dependent care expenses
- Cost of meals
- Own entertainment (e.g. Auxiliary monthly meetings, trips)

Consult your tax advisor for guidance
Volunteers are not eligible for Workers’ Compensation salary reimbursement for injuries or illnesses incurred while on duty at Torrance Memorial Medical Center. (Even if an injured volunteer has paid employment elsewhere, that volunteer will not be eligible for Workers’ Compensation disability payments under our plan.)

Torrance Memorial Medical Center will reimburse the injured Volunteer any co-payment and deductible amounts for services rendered directly related to the injury. In any event, the amount reimbursed by Torrance Memorial will not exceed three thousand ($3,000.00) dollars by incident.

_Treatment of Work-Incurred Injuries Procedure_
If a volunteer is injured while on duty the volunteer will inform the supervisor of the department in which they are volunteering that an injury has occurred. The supervisor will contact the volunteer department who will meet the volunteer and is responsible for completing the Volunteer Injury Report Form.

Refer to Administrative Policy 300.05
GENERAL INFORMATION

The Volunteer Services Department at Torrance Memorial Medical Center is committed to a policy of equal opportunity to all prospective volunteers.

This policy applies to interviewing, accepting, training and assigning the volunteer regardless of race, color, sex, mental or physical disability. Volunteer assignments require varying levels of skill and physical ability. The Director or Coordinator of Volunteer Services will assess physical ability and skill level when placing volunteers in order to make an assignment that is beneficial to both the volunteer and the medical center.

High School student volunteers must be at least 14 years old and in 9th – 11th grade at the time of orientation to volunteer in the Escort Services area and at least 16 years if considered for placement in other hospital units/departments. The Director of Volunteer Services must approve requests to transfer out of Escort Services after one year in Escort Services.

Volunteer Prospect Process
To be invited to orientation and accepted as a trainee, prospective volunteers must commit to a minimum one year of service to a regular weekly schedule, complete an application, and test free of Tuberculosis. Adult volunteer prospects (age 18 and older) must agree to a background check and participate in a personal interview to determine the volunteer’s interests, skills, experience, time availability, and suitability for volunteering in the hospital.

Orientation and Training
Volunteers are required to attend volunteer orientation; complete the Safety, HIPAA, and Harassment tests; sign the Confidentiality Agreement, Standards of Behavior, Hand Hygiene agreement; and complete 16 hours of training and initial competency in Escort services. Additional training and competency may be required in assigned service area. Adult orientations are typically offered four times per year and student orientations are held three times each year.

Annual Assessments and Testing
Volunteers are required to participate in an annual evaluation; successfully pass the Safety, HIPAA and Harassment tests; re-sign Confidentiality Agreement and Standards of Behavior documents; and test free of Tuberculosis. The annual testing will take place during the Volunteer’s birthday month. (Volunteers returning from a Leave of Absence or transferring to a different service area may be required to complete a background check if not previously completed and TB screening and annual tests if not done in last 12 months.) Certain service areas may require initial and annual competency assessments. Volunteers may be reassigned based on volunteer performance, behavior, or a change in competency based on assessment.
Placement in Regular Assignment
The Director or Coordinator of Volunteer Services is responsible for placement of adult volunteers. The Director of Volunteer Services is responsible for placement of high school student volunteers. Placement is based on volunteer availability, skills, experience and interest as well as schedule availability and hospital needs at the time of placement.

For their initial training all new volunteers are placed in Escort Services and trained by experienced volunteers for a minimum of 16 hours. At the end of this training, adult volunteers meet with the Director or Coordinator for assignment to a regular service area for a standard weekly shift. High School volunteers remain in Escort Services for their one year of service after which they will cycle out.

Training in the assigned service area is provided by experienced volunteers or hospital staff and may be coordinated by the service area chairperson. Volunteers report to the Director of Volunteer Services with daily activities supervised by staff in assigned department. Volunteers should remain in the assigned service area for a minimum of six (6) months before requesting a transfer to another service area. Transfers are granted by the Director or Coordinator of Volunteer Services.

Time Commitment
Adult volunteers are asked to commit to a minimum of one year of service to a regular weekly schedule. The time commitment that a volunteer gives to the medical center is determined by the volunteer and the area of assignment. Most volunteer shifts are four (4) hours in length on a weekly basis. The Auxiliary defines “active” status as a minimum of 100 hours volunteered annually. Most high school student shifts are a minimum of two (2) hours.

Consent for Treatment Forms (Minors)
Volunteers under age eighteen (18) are required to have on file an Emergency Treatment form signed by a parent or legal guardian.

Personal Information
Volunteer applications and personal information are kept in the Volunteer Services office. Changes should be forwarded to Volunteer Services immediately.

Safety
Safety is everyone’s business and is a fundamental part of volunteering. Volunteers are expected to observe medical center safety rules and report unsafe equipment or practices to the Volunteer Services office. As a part of the safety program, volunteers are expected to familiarize themselves with fire and disaster plans.

Signing In and Out
Volunteers must sign in at the beginning and sign out at the end of each shift. Volunteers sign in using their assigned sign-in Kiosk ID number on the touch screen computer located in the Volunteer Services office or near the Registration Desk in the main lobby. The volunteer office is required to know when volunteers are on duty and where they are located in case of emergency.

Birthdays and Holidays
A volunteer will receive a credit hour for each hour volunteered on a recognized holiday and on his/her birthday (i.e., double hours). The volunteer should sign the manual sign-in sheet near the sign-in kiosk. Recognized Holidays are New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Volunteers are not expected on their
regular shift on these holidays. Volunteers are requested to staff Escort, Grand Lobby 10:00 a.m. – 2:00 p.m., and ED Lobby 10:00 a.m. - 2:00 p.m. Please notify the volunteer office if you wish to cover these shifts or your regular shift.

**Smoking/Beverages**
Torrance Memorial is a smoke-free campus.

Coffee, tea, hot chocolate and water are available in the Volunteer Department and Escort Services. Lid covers must be placed on all containers if taken out of the area.

**Breakfast/Lunch/Dinner Breaks**
Dining facilities are provided for use by employees, volunteers and visitors. Volunteers receive credit for hours spent performing volunteer service. Breakfast, Lunch, or Dinner should be eaten prior to or after the assigned shift.

**Dining Options:**
- Yang Café, 7 days/week (Lundquist Tower, 1st Floor)
  - Breakfast 6am-10:15am, Lunch 11am-3pm, 3pm-4pm Soup, Salad, Grab & Go, Dinner 4pm-8pm, Dinner 11pm-3am (3rd shift)
- Helena’s Café (West Tower, 2nd Floor) 7:00am-2:00pm
- Jared’s Café (Central Tower, 2nd Floor) closed for patient services kitchen renovation
- Coffee kiosk serving Starbucks beverages and Grab & Go, available near Yang Café
  - Monday-Friday 5:30am-7:30pm, Saturday-Sunday 6am-1pm
- Vending machines near Jared’s are stocked with food and beverages; closed for renovation February 5 – April 22, 2016

Volunteer uniform and ID Badge must be worn to receive a discount. All meals must be paid for at time of purchase. No credit will be extended. Food taken from the Cafés must be put in covered containers.

**ABSENCES**

**Planned Absences/Substitutions**
Following initial Escort training volunteers are placed in a regular assignment and are responsible for covering their weekly shift. During absences volunteers are responsible for finding a trained substitute to cover the shift. The volunteer is to notify the service area chairperson and the Volunteer department of the upcoming absence and provide the name(s) and date(s) of substitutes.

**Unexpected Absences**
Emergencies can arise suddenly where the volunteer is unable to find a last-minute substitute. In this case the volunteer should notify the Volunteer Department and/or service area chairperson who will attempt to find a substitute. Depending on your assignment, you might also need to notify your shift partner and/or the unit/department.

**High School Student Absence Procedure**
Please refer to the Absence Notification Procedure received at orientation for details. Call in all absences to the volunteer office at (310) 517-4752 or email volunteerservices@tmmc.com. For unexpected absences, weekend Escorts must also call Escort Services at 310-325-9110 ext. 22190 so you can be marked excused.
**Extended Absence/Leave of Absence**
The Volunteer Services department may not be able to hold a volunteer’s assignment for an absence of three (3) months or more unless the volunteer has obtained a substitute to cover the absence. The chairperson and Volunteer department should be notified of the dates of extended absence and names of the substitute volunteers. In any event, volunteer assignments cannot be held indefinitely. A volunteer may be placed on Inactive status after an extended absence of 3-6 months. Volunteers who return after a 12-month or greater absence will be required to attend orientation and Escort Services training again.

**Return from Leave of Absence or Medical Absence**
Volunteers returning from a Leave of Absence will be required to complete a TB screening and annual tests if not completed in the last 12 months. Volunteers returning from an absence of any length for medical-related reasons are required to submit a statement of release from their physician before returning to volunteer.

**Transfers**
Adult volunteers are asked to remain in their current assignment approximately six (6) months before requesting a transfer from the Director or Coordinator of Volunteer Services. A department may request a transfer or removal of a volunteer at any time through the Director, Volunteer Services. High School volunteers remain in Escort Services for their one year of service after which they will cycle out.

**Hours**

**Volunteer Services Department Hours**
The Volunteer Services Department is located on the fourth floor of the West Tower. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday. The Volunteer Department is closed on recognized holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

**Hospital Visiting Hours**
Torrance Memorial provides patient- and family-centered care with open visiting hours. After 8:00pm visitors check in with Security in the Grand Lobby.

**Counseling, Complaints and Concerns**

**Counseling**
Volunteers are required to comply with medical center and department policies and procedures and attend all mandatory service area or in-service meetings required by the Volunteer Services department. It may become necessary for the Volunteer Services Director or Coordinator to have a meeting with a volunteer about performance, competency, unsatisfactory behavior, or violation of medical center or department policies and procedures.

Certain medical center policies require immediate termination of a volunteer, such as theft, drinking while volunteering or using or being under the influence of controlled substances while volunteering. A volunteer who violates these policies will be terminated immediately.
Complaints and Concerns

It is the policy of the Volunteer Services Department to encourage volunteers to bring their complaints to the attention of the Volunteer Services department. If a volunteer has a complaint or feels he/she has been treated unfairly, the problem should be brought to the attention of a department staff member within ten (10) days of the incident. The Volunteer Services Director or Coordinator will investigate the incident and contact the volunteer within five (5) days of receiving the complaint.

In the event the volunteer is not satisfied with resolution of the complaint and wishes to pursue the matter further, he/she may submit the complaint in writing to the Senior Vice President, Planning and Development who will review the facts and respond to the volunteer. This decision will be final.

Professionalism

Volunteers in the medical center are expected to conduct themselves in a professional manner. A neat appearance, a caring attitude and a courteous manner are very important. Volunteers are to avoid lengthy conversation with employees and other volunteers during their assigned shift. Refer to page 4 of this manual and the Standards of Behavior signed at orientation for further expectations.

Cell Phone Usage

The medical center prohibits the use of personal cell phones during a volunteer’s assigned shift. Volunteers may use cell phones during breaks in the cafés or outside the hospital.

Release of Information

A patient’s visit to the medical center is to be kept confidential. No information regarding room numbers, condition of patient or type of illness may be discussed. All inquiries about patients are to be referred to information desk volunteers.

Conversations with Patients

These conversations should be limited to cheerful, non-controversial subjects. Patients may divulge information that is highly personal. If this is the case, volunteers should listen with compassion and understanding, but should not invite confidences. Volunteers should NEVER offer opinions on personal affairs, medical treatment, administration of medication, or choice of physicians or healthcare facilities. Always strive to give the patient complete confidence in the medical center, medical staff, nursing staff, department staff, and the volunteers.

Do not discuss a patient’s illness or your own personal health matters. Do not discuss patients outside of their rooms. Remember, even a patient who appears unconscious (or asleep) may overhear your conversation. Each patient is an individual. Please respect privacy. An unhappy disposition may be a mask for fear, worry or loneliness.

If the door is partially closed or the curtain is drawn, the volunteer should address the patient softly and listen for an answer. If an answer is not heard, do not disturb the patient. Volunteers should never disturb a sleeping patient or enter a room with a “Do Not Disturb” sign on the door. See nursing staff for assistance.
TELEPHONE PROCEDURE

Whether making or taking telephone calls, the volunteer represents the medical center and the department to which they are assigned. Good telephone technique and etiquette are very important.

It is medical center policy that volunteers identify themselves and the department whenever taking a call: e.g., “Information desk, Miss Jones, volunteer”.

Taking Accurate Messages
It is important when taking a telephone message that all the information is written accurately. The following guidelines are the correct procedure for taking messages:

- Date and time all messages
- Record the caller’s name and verify spelling
- Record telephone number and extension
- Record any message
- Print legibly

Using the Phone
Dial “9” to obtain an outside line for a local call. Dial “0” for long distance. All departments within the medical center may be dialed directly. Check for number on the Torrance Memorial Medical Center In-house Telephone Directory. To call a patient’s room in the Central Tower or North Wing, dial 3+ room number + #1. To call a patient in the Lundquist Tower, dial 3+ the floor number followed by the room number.

Volunteers wishing to make personal calls while volunteering should not use medical center phones. A phone in the Volunteer Office or public pay telephones may be used.

Transferring A Call
To transfer a call press the transfer button and dial the number to which the call is being transferred. Wait for the call to be answered, announce that you are transferring a call and press “complete” to transfer the call. If the line is busy, press button the call originated from and inform the caller.

Telephone “Do’s” and “Don’ts”

<table>
<thead>
<tr>
<th>DO</th>
<th>DON’T</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Smile before you answer.</td>
<td>- Take out your frustrations</td>
</tr>
<tr>
<td>- Breathe!</td>
<td>- Omit a greeting or identifier</td>
</tr>
<tr>
<td>- Speak slowly and clearly</td>
<td>- Initiate “blind transfers” – always announce the caller to the transfer</td>
</tr>
<tr>
<td>- Identify your service area and yourself as a volunteer</td>
<td>- Lay down the phone (use Hold button)</td>
</tr>
<tr>
<td>- “Is there anything else I can do for you?”</td>
<td></td>
</tr>
<tr>
<td>- “Thank you for calling”</td>
<td></td>
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</tbody>
</table>
Volunteer Uniform / Badges and Pins

Standards of uniform appearance are based on professionalism, simplicity, cleanliness, neatness, safety and infection control. Blue uniform jacket must be buttoned at all times. A white blouse or shirt should be worn under jacket. The uniform jacket is worn with white straight-legged, cuff-less, ankle-length, long pants. Shoes must be white, closed toes, clean, polished and in good condition. White shoe laces only, no stripes or colorful laces.

No perfume/cologne may be worn while volunteering. Do not put on scented lotions or fragrances before coming to volunteer (patients are often sensitive to scents).

Jewelry should be understated and not detract from the professional appearance of the uniform. Small earrings, a watch, one bracelet and rings are acceptable to wear while volunteering. Long hair must be tied back. Nails are to be clean and neatly manicured. Artificial nails, extenders, or silk wraps are not to be worn by volunteers who are engaged in direct patient care such as Cuddlers.

A volunteer coming in for a meeting or errand related to volunteering not requiring him/her to wear a uniform must be dressed appropriately within the guidelines of the hospital dress code. *Inappropriate dress*: sweat shirts and/or sweat pants, stretch pants, shorts, short skirts, sheer clothing, tight clothing, low-cut or off the shoulder blouses, crop tops, sleeveless blouses/shirts, hats or visible undergarment lines.

**I.D. Badges** with large picture and your first name visible must be worn at all times during volunteer service in the medical center. Badges are to be worn for identification attached to the right-hand collar of the uniform jacket. The only approved fastener clips, badge holders and lanyards are available through the Volunteer Services Office or Human Resources.

**Service Hour Pins** are awarded in 100-hour increments to adult volunteers in April. Service hour pins are to be worn on the left side of the blue uniform jacket above the TMMC logo.

**Year Pins** are awarded to adult volunteers in April after the end of every five years of continuous active service. This pin may be placed in the hole of the service award pin.

**Golden Circle Pins** are awarded to volunteers after 20 years of service or 10,000 hours, whichever occurs first.

**High School Student Hours Certificate** is available upon request after completion of volunteer service.

No other buttons/pins may be worn on the volunteer uniform other than service award pins or those issued by Torrance Memorial Medical Center.
**General Guidelines**

Volunteers should perform only those duties to which they have been assigned and properly trained. When in doubt, ask questions about what to do. NEVER give out information concerning something about which you are not sure. If asked to do something you have been instructed not to do, simply say: “I'm sorry, I would like to help you, but volunteers are not permitted to do that.” Refer to staff who can assist.

Volunteers do not physically touch patients or perform nursing services such as handling bedpans, giving back rubs, raise or lower bed, or helping non-ambulatory patients in and out of bed or wheelchairs.

Volunteers may enter patient rooms by knocking on the door and announcing themselves. Wait for an answer. Do the same if curtain is closed. Volunteers may not enter patient rooms marked as Isolation, “Do Not Disturb” or with the blue butterfly symbol (indicating comfort care or end of life). Refer to staff for assistance. Use sensitivity for patients with leaf with teardrop sign indicating loss of a child.

Volunteers should not enter a patient’s room if a nurse or clinical staff is giving treatment or if a doctor is present. Exit the room if physician enters or clinical staff enters for treatment or medication. Do not disturb staff wearing red sash indicating safe medication administration.

Volunteers should never lend patients articles or give any item from one patient’s food tray to another patient. Volunteers should not be in contact with patients outside of their volunteer service.

Volunteers should not sit on or place anything on the patient’s bed. Volunteers should not give food or beverages to patients without approval of the nursing staff.

If the volunteer is asked to take money from a handbag or wallet of a patient the handbag or wallet should be brought to the bedside. This permits the patient to take out what is needed. If the patient is unable to perform this task the volunteer may do so at the bedside and in such a manner that the patient is fully aware of the action.

Acceptance of tips from patients or visitors is not in harmony with the standards of the medical center or with the tradition of rendering care to the sick and should be resisted politely. If a patient or visitor is insistent that you take a tip, you may state: “Your kind tip will be donated to our Volunteer Auxiliary”.

**Service Excellence**

At Torrance Memorial we strive to always provide excellent service to our patients, families and visitors. Volunteers play an important role in the patient experience by your helping hands, warm smiles and competent service. We use AIDET communication tool:

- A – Acknowledge
- I – Introduce
- D – Duration
- E – Explain
- T – Thank You
Visitors
Tacful and cheerful behavior with medical center visitors/family members is important. Volunteers should strive for a high level of service, politeness, and patience when dealing with visitors/family members, who are often stressed and worried when they are here. The patient’s family, concerned with the well-being of their family member, may ask questions about the patient; however, the family should be referred to unit/department staff for any information about the patient.

Suggestions, Complaints or Concerns
Direct all suggestions, complaints and concerns to unit/department staff or Volunteer Services office staff. (Note: Issues regarding direct patient care should be given to the bedside nurse or unit lead or manager.) If you perceive the possibility that the Volunteer Services office will receive a complaint, please advise the Director or Coordinator immediately.

If a patient or visitor complains about something, don’t argue or offer excuses but simply offer a blames apology and service recovery on behalf of the medical center such as: “I’m sorry and I will assist you with that or report it to the proper person for resolution.”

The success of the medical center team depends greatly on the supportive attitude of all participating members. A cooperative and friendly attitude toward fellow workers will help everyone to perform more effectively. If tempted to blurt out an untactful, unkind or angry remark, take a deep breath and use the proverbial “count to ten”.

Confidentiality Guidelines - HIPAA
Federal and state regulations require healthcare organizations to protect the privacy of patient information, referred to as protected health information (PHI). Most notable is the Health Insurance Portability and Accountability Act (HIPAA). HIPAA provides federal protections for health information and gives patients rights with respect to that information. HIPAA does permit disclosure of personal health information needed for patient care and other important purposes (treatment, payment or operations – or TPO). Patient information, including the fact that a patient is in the hospital, is protected by HIPAA and may not be discussed for purposes other than TPO. At orientation volunteers and staff receive HIPAA guidelines and are required to take a HIPAA Quiz initially and annually to demonstrate continued compliance with these regulations. Weekly HIPAA Tips are posted for ongoing education.

Patient Safety / Environment of Care
Volunteers and staff are trained on emergency codes and safety procedures at orientation and take a Safety Test at orientation and annually thereafter. Keep the white code card received at orientation as a reference (available in volunteer office).

You can help us keep the environment safe, neat and clean. Be aware of and report environmental safety concerns: nothing stored under sinks, trash cans in patient care areas should have lids, check expiration dates on Asepti-Wipes and hand gel bottles, pick up trash and/or report cleaning needs to EVS at xt.2119 or xt.74740. Beverages in patient refrigerators should be labeled and dated if open. When in patient rooms you can help prevent patient falls by offering to put items in reach of patient (bed table, TV remote, water, etc.)
Volunteers should be familiar with the following patient safety initiatives:

- **Medication Distribution**: In order to prevent medication errors, RNs are not to be disturbed while distributing medication. Usually occurring 7:30-9:30 am and 8:30-10:30 pm, RNs will wear a red sash when distributing medication to their patients. If you need assistance during this time please see the Lead RN or Unit Secretary.
- **Condition H**: A hotline for patients or family members who feel the patient needs help and is not getting the attention of the health care team. Dial "0" from any hospital phone and tell the Operator, "I have a Condition H." The Condition H team will arrive to the patient room and assess the situation. Condition H is a national movement initiated at Johns Hopkins University.
- **Patient Safety Reporting Hotline**: Anyone may dial ext. 7277 to report a situation that could cause harm to a patient and has not been resolved quickly using existing reporting chains.

**Patients’ Rights**
Volunteers should be aware of patients’ rights to involvement in their care and the rights of patients and staff (including volunteers) to express concerns about safety or quality of patient care. Concerns can be addressed through Torrance Memorial’s chain of command (supervisor, director, Administration), patient safety hotline (see above) or to The Joint Commission at www.jointcommission.org or 800-994-6610.

**Working With Patients**
Volunteers will not discharge or transport patients with foot or leg casts or patients using crutches unless the patient is considered ambulatory, nor discharge or transport patients with any type of tubing, bag, IV lines or oxygen tanks attached.

Volunteers will not transport patients designated “high risk for falls”. These designated patients will be wearing a yellow wrist band, yellow socks, have a yellow triangle sign on their door and have a yellow triangle sticker on the medical chart.

Volunteers may not help non-ambulatory patients get in and out of bed, in and out of wheelchairs or in and out of cars. A wheelchair is used for all discharges of ambulatory patients unless otherwise instructed by nursing staff.

When a patient comes to the medical center to be admitted or upon discharge and is too ill to leave the car, hospital staff should be contacted for assistance.

**Incidents**: Any incident involving a patient, a member of their family or a visitor must be reported to staff or the house supervisor and Volunteer Services office immediately. An Incident Report will be completed by staff. The volunteer who sees the incident should give all pertinent information to the person completing the form as well as to the Volunteer Services Director or staff.

**Newborn Surrender Policy**
By California law a person may surrender a newborn to Torrance Memorial’s Emergency Department (ED). If a volunteer encounters this request, immediately present the person to an Emergency Department (ED) staff member or to the House Supervisor or Nurse Manager.
INFECTION CONTROL POLICIES

Preventing the spread of infection within the medical center is extremely important. Correct procedures must be followed at all times. All volunteers with sore throats, colds, rashes, open lesions or sties should not report for duty until clear of any signs and symptoms.

Patients
Volunteers should not enter an isolation room and never cross red lines in restricted areas such as the Burn Unit or Labor and Delivery. Isolation rooms will be clearly labeled on the patient’s doorway with an isolation sign warning you not to enter. Ask staff for assistance if an errand is required for an isolation patient.

Hand Hygiene Procedures
When in doubt, always wash your hands with soap and water or use the Antimicrobial Hand Gel. “Foam in and foam out” of patient rooms or moving from bed A to B. TMMC uses hand gel that contains skin softeners and is available on wall-mounted units throughout the medical center as well as hand pump bottles. Rub hands until gel is dry or wash hands with soap and water for 15-20 seconds.

- Always wash or gel your hands
- Before and after putting on gloves
- Before and after contact with patient (e.g., transporting patient in a wheelchair)
- After pushing a wheelchair, cart or transporting a lab specimen tray
- Before and after entering/leaving a patient’s room
- Before and after eating a snack
- After using the restroom
- Before and after touching areas of your person (i.e. hair, nose, face, etc.)

Wiping Down Equipment
Wheelchairs and equipment (e.g., baby photos, cookie cart, lab trays) should be wiped down with Asepti-Wipes after each use. Wear a glove when wiping equipment and wipe down long enough that surface stays wet for 5 minutes before it dries.

Flu Season
In order to protect our patients from influenza, Torrance Memorial implements several precautions. All personnel are strongly encouraged to receive the flu vaccine, usually offered free of charge to volunteers, staff and physicians. Those who receive the vaccine elsewhere must provide documentation and complete a declaration form. Those who cannot or do not receive the vaccine must protect themselves with a hospital-provided mask at all times while volunteering during flu season and complete a declination form.
ELEVATOR PROCEDURE

Etiquette
Thoughtfulness, courtesy and general medical center regulations should govern conduct in and around any of the elevators. If an emergency occurs while in the elevator push the alarm button. Never leave a patient alone in an elevator EVEN FOR A MOMENT.

Elevator infection control policy dictates that when a patient (on bed or gurney) or food is being transported, no other personnel should be on the same elevator.

Use Of Elevators

Lundquist Tower
#33, 34 & 35 Staff Elevators
▪ For staff and volunteer use
▪ Used for all tasks except discharge

#28, 29, 30 & 31 Public Elevators
▪ For visitor usage
▪ Used for discharges from Lundquist Tower

CENTRAL TOWER

1 & 2 Patient Care Elevators
▪ For patient care tasks only, including flower deliveries

3 & 4
▪ Best choice for admitting or discharging Short Stay patients
▪ Used by Nutrition and Environmental Services

5 & 6 EAST WING—Silver Elevators
▪ Used for all purposes in the East Wing

7, 8, 9 NORTH WING—Main Elevators (Blue Elevators)
▪ Visitor and Employee usage
▪ Do not use for patient transport or other errands

10 & 11 NORTH WING—Elevators
▪ Used to admit/discharge patients to and from the North Wing
▪ Used to transport lab specimens and other patient care tasks
▪ Used for flower deliveries

Lab specimens should be transported in elevators #1 & #2 in central tower, #10 & #11 in north wing, or #33, 34, 35, & 36 in Lundquist Tower. Wear clean glove to place specimen in or out of tray but do not wear gloves while transporting through hospital.

Flowers may be transported in elevators #1 & #2 in central tower, #7, 8, 9, 10, 11 in north wing, or #33, 34, 35, & 36 in Lundquist Tower.
EMERGENCY PROCEDURES

Each volunteer should know emergency procedures. A code is activated by dialing 88 from any Torrance Memorial phone. Refer to the white code card or the back cover of this manual for a list of emergency codes. In the event of an emergency, volunteers shall remain in their assigned service areas unless otherwise instructed by Disaster Officials, Command Center, hospital staff or Volunteer Services director or staff member. Volunteers should know about R.A.C.E. (Rescue, Activate, Contain, Evacuate) and the location of the alarm box closest to their assigned service area.

NOTE: During a CODE RED many doors will automatically close.

Procedure for Volunteers During Codes

Escort Volunteers: During a code Pink, Purple or Yellow an attempt will be made to secure all exits by departments closes to the exits as soon as possible after a CODE PINK/PURPLE has been announced. During a disaster emergency, Escort volunteers should report to the Labor Pool if directed by Volunteer Services. The location of the Labor Pool is temporarily in the Central Tower, second floor, by elevators.

I & R Desk Volunteers (North Wing):
- For Code Pink, Purple, and Yellow one volunteer immediately goes to elevators #7, 8, 9 to keep visitors, employees and volunteers off elevators until ALL CLEAR has been paged.
- Second volunteer is to remain at the desk and conduct business. Volunteer must notify north wing gift shop volunteers that a CODE is in effect. Inform visitors that a CODE is in effect and ask them to remain in lobby as appropriate.

All Other Volunteers: Remain at respective assignment unless otherwise instructed. Any volunteer released from their regular assignment should contact Volunteer Services for further instructions. Volunteers called in during a disaster shall wear their uniform and I.D. badge and report to Volunteer Department. Go directly to the Labor Pool if the Volunteer Department is closed. Do not come to the medical center if not scheduled.

Code Pink/Purple.
The verbal page for a child abduction. (Pink: Infant abduction is newborn to 1 year old; Purple: Child abduction is 1 year to 13 years old). An attempt will be made to secure all exits by departments closes to the exits as soon as possible after a CODE PINK/PURPLE has been announced. All traffic should be redirected to the exit closest to the Grand Lobby. Security will be contacted and an investigation and search will take place.

Volunteers should report suspicious behaviors/persons (especially those without a reason to be in the area) spending a lot of time looking at the infants or persons asking a lot of questions regarding visiting hours and staffing, and persons who appear to be studying the layout of the medical center.

During a CODE PINK/PURPLE, volunteers should be prepared to take directions from their Supervisor or Command Center Officials. Directions may include assisting in watching a particular exit.

Procedure If On An Elevator with a Patient During Code
Proceed to your destination unless instructed to get off the elevator. Stay with patient until you receive directions as to how to proceed or until you hear an ALL CLEAR announced. If a medical emergency occurs while you are with a patient in the elevator use the emergency button in the elevator to report the emergency.
DEPARTMENT POLICIES FOR WORKING WITH PATIENTS

1. Volunteers shall not transport or discharge patients with foot or leg casts or patients using crutches unless the patient is considered ambulatory.

2. Volunteers shall not help patients get in and out of bed, in and out of wheelchairs or in and out of cars. A wheelchair is used for all discharges of ambulatory patients unless otherwise informed by nursing staff.

3. Volunteers will not discharge or transport patients with any type of tubing, IV line or oxygen tank attached.

4. Medications may only be transported by trained volunteers in Inpatient Pharmacy and Day Surgery Recovery.

5. Volunteers will not transport patients classified “High Risk for falls”. These patients are identified as follows: Yellow wrist band, yellow socks, yellow triangle sign on door and yellow triangle sticker on their medical chart. (Note: “Standard and Moderate Risk” patients will only have a yellow wrist band and can be transported by volunteers.)

6. Two (2) Patient Identifiers are needed as verification of the patient on the following volunteer errands:
   a) Before transporting a patient from the unit for treatment or procedure.
   b) Delivering a meal tray directly to a patient. (Note: Meal trays normally should be delivered to a staff member.)

   Ask the patient, “What is your name and date of birth?” and compare to the information provided by the requesting staff to your Escort Chairperson.

7. When bringing patients to Short Stay Unit, deliver patient to lounge in room 409 and advise staff.

8. Any accident or injury involving a patient, member of their family, or visitor must be reported immediately to a staff member, Nursing Staff Administrative Supervisor (House Sup) at ext. 74659/46805, or Volunteer Services Office at ext. 74752. An Incident Report will be completed by staff.

9. Newspapers for patients: While the hospital does not supply newspapers for patients, this is a courtesy we provide when possible. A few daily newspapers are available in Escort Services. When needed, change is available in Escort to purchase a newspaper at the vending machines located outside the West Entrance. If a patient offers to pay, you may accept their change for payment and turn it into the Escort Chairperson.
WHEELCHAIRS

Operating Instructions

- **HAND BRAKES:** These are located on both sides of the wheelchair. BOTH brakes must be locked before a patient is placed in or exits the chair.
- **FOOT RESTS:** Must be in the raised position before patient is seated in the wheelchair or permitted to leave the chair.
- When transporting the patient in wheelchair, back-up into the elevators or doorway. The volunteer should be the first one through the elevator doorway, not the patient in the wheelchair.
- When leaving the elevator with the patient in the wheelchair, the volunteer should make sure there is no cross traffic as they are pushing the wheelchair out the elevator doorway.
- Close the empty wheelchair when in an elevator.
- Wipe down wheelchair with Asepti-Wipes after each use. Wear a glove and wipe down using 5 minute wet contact time (i.e., long enough that surface stays wet for 2 minutes before it dries).

USE OF ELEVATORS

**Lundquist Tower**

#33, 34 & 35 Staff Elevators
- For staff and volunteer use
- Used for all tasks except discharge

#28, 29, 30 & 31 Public Elevators
- For visitor usage
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**CENTRAL TOWER**

1 & 2 Patient Care Elevators
- For patient care tasks only, including flower deliveries

3 & 4
- Best choice for admitting or discharging Short Stay patients
- Used by Nutrition and Environmental Services

5 & 6 **EAST WING—Silver Elevators**
- Used for all purposes in the East Wing

7, 8, 9 **NORTH WING—Main Elevators (Blue Elevators)**
- Visitor and Employee usage
- Do not use for patient transport or other errands

10 & 11 **NORTH WING—Elevators**
- Used to admit/discharge patients to and from the North Wing
- Used to transport lab specimens and other patient care tasks
- Used for flower deliveries.
Reminders:
LAB SPECIMENS should be transported in elevators #1 & #2 or #10 and #11 in the Central Tower. LAB SPECIMENS should be transported in the Lundquist Tower Staff elevators #33, 34, 35, and 36. Gloves shall not be worn while transporting a lab specimen through the hospital.

FLOWERS may be transported to patient room using North Wing elevators #7, 8, 9, 10, 11, Central Tower elevators #1 & #2 or Lundquist Tower elevators #33, 34, 35, or 36.

**PATIENT DISCHARGES**

**Patients who are ambulatory**
Obtain white PHI label from nursing station (except Short Stay Unit, Pediatrics, TCU). Verify by name that you have the correct patient. Check room for all patients' belongings possibly left behind before you leave the room.

Discharge patient to the **Lundquist Tower Discharge Area** (all LT discharges) or **West Discharge Area** (all other discharges). You may push patient to the curbside but may not assist into the car. If vehicle was parked at valet, the family member should retrieve the vehicle and meet you and the patient at West Discharge Area or Lundquist Tower Discharge Area. Carry campus maps to assist driver if necessary. Note: A volunteer is not expected to wait more than 20-30 minutes for the patient’s ride. If this occurs, please contact the Volunteer Services office or discharging unit.

Place the PHI label into any Secure Bin on campus or the one located in Escort Services. When you return to Escort wipe down the wheel chair with Asepti-wipes wearing glove.

**Patients who are non-ambulatory or too heavy to push**
If the volunteer feels the patient is unable to enter the wheelchair, is over 400 pounds, or the volunteer cannot safely push although less than 400 pounds, the volunteer should return to the Nurse’s Station to privately and politely notify a staff person of the situation while remaining sensitive to the patient. The Nursing Staff will then be responsible for the discharge. Larger wheelchairs and patients are generically referred to as “bariatric”. Staff should notify Escort of the need for a bariatric wheelchair when the errand is requested or should be asked by the Escort Chairperson to clarify size of wheelchair needed.

**Ambulatory patient driving self home**
When discharging ambulatory patients who are driving themselves home, take patient by wheelchair into the parking structure no farther than the elevator or valet stand. Lock the brakes and lift up the footrest flaps to allow the discharged patient to stand up. The patient will walk to the vehicle and drive him/herself home.
**Mother-Baby Discharges** – Parents may secure the newborn into a car seat carrier for a discharge. Significant other may carry the carrier out or the carrier can be placed on Mother’s lap while she is sitting in the wheelchair. Upon leaving the patient room the volunteer must stop at the Nurse’s Station to have the baby’s security band removed. Failure to do so will trigger alarms and security measures. The volunteer must also call Security from the phone located outside of the nursery window as the volunteer exits the Mother-Baby Unit. Security will open the doors that will allow the volunteer access to the back elevators.

Upon arriving at the car, caution the mother not to rise until the significant other takes the baby. Allow the significant other to place the infant and car seat securely into the back seat of the car. Volunteers are not authorized to install the car seat and should refer the parents to instructions provided by the manufacturer.

Torrance Memorial provides information regarding the Car Seat Safety law and proper use of car seats at the time of admission and again at the time of discharge according to applicable law. Hospitals are not required to attempt to prevent a parent from taking their baby home without a car seat.

**Neonatal Intensive Care Unit (NICU) Discharges** – Same as above procedure except that NICU staff will secure and fit the NICU baby into the car seat carrier.

**Short Stay (4T) Discharges**
Patients being discharged from Short Stay Unit may be discharged in a wheelchair unless the attending nurse allows the patient to walk out. Elevators #3 and #4 are convenient for transporting Short Stay patients when available. Short Stay Unit discharges do not use White PHI labels.

**Lundquist Tower Discharges**
Patients discharging from any location in Lundquist Tower are discharged at the north (Lomita Blvd.) Discharge Area using the public elevators #28, 29, 30 or 31.

**Central Tower, East Wing, and North Wing Discharges**
Patients discharging from any location other than Lundquist Tower are discharged at the West Discharge Area on Medical Center Drive using elevators #1, 2, 10, or 11.
TRANSPORTING PATIENTS

Risk for Falls
Patients at risk for a fall will be classified as Standard Risk, Moderate Risk or High Risk. **Volunteers cannot transport “High Risk for Fall” patients.** Volunteers are only allowed to transport Moderate Risk and Standard Risk patients.

High Risk for Falls patients are identified by:
- Sign with yellow triangle posted at the door.
- Yellow socks on patient’s feet.
- Sticker with yellow triangle on patient chart.
- Yellow band on wrist (also worn by Moderate Risk patients)
- Alarm strapped to patient’s bed which detects patient getting out of bed. (Not all High Risk patients will be assigned an alarm).

Wheelchair Transports
Escort volunteers are permitted to transport ambulatory inpatients in a wheelchair within the hospital for a test or procedure except patients classified as “High Risk for Falls”, attached to tubing or tanks, isolation patients, or on a telemetry monitor.

Restrictions on Patient Care Units

Quiet Time 2:00-4:00 p.m. – No deliveries or errands to rooms on Mother-Baby Unit (postpartum) during quiet time unless requested by patient or staff. All other units may observe quiet time but there are no restrictions on deliveries and errands.

Medication Administration – Nurses wearing red sash are safely distributing medication to patients and are not to be disturbed. See Lead RN or Unit Secretary.

Lab Specimen Deliveries

Procedure for Laboratory Specimens
Pathology specimens and 24-hour collection urine specimens (in large containers) MAY be transported by the volunteers if they so choose; otherwise, they are transported by nursing personnel. For all other lab specimens, take a tray and two (2) clean disposable gloves with you. Volunteers do not transport units of blood.

- Volunteers should not transport anything in a red biohazardous bag.
- When you arrive to the unit, wash or gel your hands, put on a glove and retrieve the lab specimen, placing the specimen inside your tray carrier.
- Pull the glove down and over your hand and discard in trashcan.
- Wash your hands before leaving the unit with your tray carrier.
- Do not wear gloves while transporting a lab specimen from the unit to the Lab.
- Once arriving to the Lab, wash or gel your hands, then put on the remaining glove.
- Retrieve the specimen from your gloved hand and set specimen down in assigned area of the Lab.
- Pull the glove down and over your hand and discard in trashcan.
- Wash or gel your hands again; wipe down the tray carrier with an antiseptic wipe.
- Conclude by washing your hands (or gel) one last time when you return to Escort.
DO NOT wear gloves while transporting the specimen tray through the hospital. Use the back elevators Central Tower (#1, #2), north wing (#10, 11) or Lundquist Tower (#33, 34, 35, & 36) when transporting a lab specimen to the Lab.

All STAT lab specimens must get to the lab as quickly as possible. If you have an identified STAT lab specimen, after delivering to the Lab pick up the telephone on the counter and follow the instructions on the large yellow sign. Dial the given extension to alert Lab staff to pick up this urgent specimen.

**DELIVERIES TO PATIENTS**

**Delivering Cards and E-mail to patients**

Volunteers shall deliver mail DIRECTLY to the patient. DO NOT leave the mail at the Nurse’s Station. If the patient is not in the room, do not leave mail unless you can obtain verification from the nursing station that the patient is still in that room.

Undeliverable mail should be returned to the I & R Desk in the North Wing Lobby if the patient has been discharged or has expired. If the patient has been transferred; deliver the mail to the patient’s new room after obtaining the new room number.

Mail for patients in the Critical Care Units may be left with the ICU volunteer on the 3rd or 4th floor of the Lundquist Tower or given to the Nursing Station accordingly.

Patients may receive e-mail messages through the Torrance Memorial website. These are processed, printed and placed in envelopes by Grand Lobby volunteers who may request delivery by Escort Services. Follow above procedure.

For all patient deliveries follow usual procedures regarding closed doors, patients asleep, and signs on doors including isolation patients, Do Not Disturb and blue butterfly (comfort care/end of life).

**Delivery Procedure**

The I&R Information/Reception desk volunteers or our Gift Shop volunteers will call the Escort Service Chairperson when they need an escort volunteer to deliver flowers weekdays 8 a.m. – 4 p.m. After 4 p.m. and on weekends flowers are accepted at the Grand Lobby desk who will call Escort to deliver the flowers. After 6 p.m., flowers are delivered by Gift Shop or Grand Lobby volunteers. A blue card must be completed for all deliveries and recorded in the Flower Log Book by information desk volunteers. Signed blue cards should be kept in the Flower Log Book.

1. Place all flower arrangements on the flower cart.

2. Check all arrangements to be sure they have a Delivery Confirmation Card (“blue card”) attached with the patient’s name and room number.
3. All deliveries are entered in the Flower Log Book by I & R or Grand Lobby desk volunteers. Escort volunteer must sign his/her name in book at the time of delivery.

4. The Escort volunteer must obtain the signature of the patient on the blue card at time of delivery or a family member if patient unable to sign. If patient is not in the room at the time of delivery, flowers may not be left unless a family member is available to sign and should not be left at the Nurse’s Station. To guarantee delivery, flowers should only be left with patient or family member who signs for them. Flowers that cannot be delivered must be returned to the I & R desk for a later delivery any time between 8 a.m.—4 p.m. Volunteer must also sign the blue card before returning it to the I & R desk, sign the log book and enter time of delivery.

*After 4 p.m. and on weekends flower deliveries are coordinated at the Grand Lobby Information Desk. Flower Log Book and Flower cart will be taken from the I&R Desk to the Grand Lobby when the I & R Desk closes for the day.

Note: Flowers, plants and balloons are not permitted in the Burn Unit or ICU.
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Ortho (Orthopedics)  Diseases and injuries of the bone
OT  Occupational Therapy (Rehab Services)
Outpatient  Treating a patient without staying overnight

PAU  Pediatric Acute Observation Unit
PACU  Post Anesthesia Care Unit
Patient Safety Hotline  Report patient safety concerns to x7277
PBX  Private Branch Exchange (telephone system)
PCU  Progressive Care Unit
Peds (Pediatrics)  Children’s Unit
Post Partum (PP)  After childbirth
PT  Physical Therapy (Rehab Services)
Red Sash  Worn by R.N.’s distributing medication uninterrupted
RN  Registered Nurse
RR  Recovery Room
SBAR  Situation, Background, Assessment, Recommendation – a patient safety tool for hand-off communication.
Specialty Center (TMSC)  Torrance Memorial Specialty Center
STAT  Immediately (Statim)
Telemetry  PCU (Progressive Care Unit) - Heart monitor bed or device on patient.
TMHA  Torrance Memorial Hospitalist Associates
V.S.  Vital Signs

Initial Effective Date(s):  01/74
Revised Effective Date(s):  10/89, 02/91, 07/92, 04/94, 02/95, 07/95, 08/96, 06/01, 12/02, 04/05, 01/07, 8/07, 0/07, 2/08, 4/08, 6/08, 7/08, 11/08, 5/10, 8/11, 11/11, 08/12, 11/12, 3/13, 5/13
Reviewed Date(s):  01/01, 10/06, 01/07, 2/13, 2/15, 6/15, 7/15, 8/15
## What Does That Code Mean – And What Am I Supposed To Do?

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<th>Code</th>
<th>Description</th>
<th>Instructions</th>
</tr>
</thead>
</table>
| **RED** | Fire                                             | Remember fire is red. RACE:
1. Rescue - Remove all people from fire area.
2. Alarm - Activate the fire alarm and dial "88".
3. Contain - The fire & smoke by closing doors.
4. Evacuate – Move away from the fire. |
| **BLUE** | Cardiac/Respiratory Arrest                       | Remember if you have respiratory/cardiac arrest you turn blue
1. 1<sup>st</sup> person:
   * call "88"
   * start CPR
   Do not leave the patient
2. 2<sup>nd</sup> and 3<sup>rd</sup> person:
   * get crash cart
   * attach patient to monitor
3. Patient’s nurse is a member of the code team and stays for the entire code. |
| **WHITE** | Pediatric Cardiopulmonary Arrest (Child)         | Remember that a child is like the color white – pure and innocent
1. 1<sup>st</sup> person: "call "88"
   * start CPR
   Do not leave the patient
2. 2<sup>nd</sup> and 3<sup>rd</sup> person:
   * get pediatric crash cart
   * attach patient to monitor
3. Code White team will respond |
| **PINK** | Infant Abduction (Newborn to 1 year of age)      | Remember a pink baby being abducted
Departmental Personnel:
1. When suspected infant abduction occurs dial "88" and report.
2. Search the area.
3. Close off the last known location of baby (crime scene).
4. Get description of last person seen with baby.
Hospital Personnel:
1. When "Code Pink" is paged go to assigned doors and redirect everyone who is leaving to the main exit.
2. Search department, observing for suspicious person carrying a package. |
| **PURPLE** | Child Abduction (Over 1 year of age & under 14 years) | Remember that Barney is purple.
Departmental Personnel:
1. When suspected child abduction occurs dial "88" and report.
2. Search the area.
3. Close off the last known location of the child (crime scene).
4. Get description of last person seen with the child.
Hospital Personnel:
When "Code Purple" is paged go assign doors and redirect everyone who is leaving to the main exit. |
| ORANGE | Hazardous Spill | Remember an orange chemical spill | 1. Isolate/contain area.  
2. Dial “88”.  
3. Notify supervisor.  
4. Access SDS online through Focal Point for treatment/clean up/chemical information.  
5. Document all spills on notification report. |
| --- | --- | --- | --- |
| YELLOW | Bomb Threat | Remember a bomb produces a bright yellow light | 1. Do not hang up – remain calm.  
2. Prolong conversation & get information.  
3. Note background noises.  
4. Dial “88” immediately after call. |
| GRAY | Assaulitive Behavior | Someone is not acting correctly and in a gray zone | 1. When assaultive behavior or the threat of assaultive behavior occurs, protect yourself and your patient from injury.  
2. Dial “88” and report.  
3. Only hospital staff trained in assault response will be in physical contact with the patient. |
| SILVER (Active Shooter) | Weapon (Threatening or Actively Shooting) | Remember silver is shiny like a knife or gun | 1. Seek cover & warn others.  
2. Dial “88”. (Active Shooter)  
1. Get Out; Hide Out; Keep Out; Call Out; Fight It Out! |
| TRIAGE | Internal or External Disaster | 1. Any staff may call Administration (# 4612) or the Administrative Supervisor (# 1265) based on information they have.  
2. A decision to activate our Emergency Operations Plan (EOP) will be made by the Chief Executive Officer or designee. The senior-most administrative official on site at the time of the incident or their designee shall assume the position of Incident Commander.  
1. Hospital Command Center (HCC) activated at discretion of the Incident Commander. |
| GREEN | Evacuation | Remember green means go so evacuate | 1. Only administration can call a "Code Green".  
2. Sequence of evacuation:  
   * those in immediate danger  
   * ambulatory patients  
   * semi-ambulatory patients  
   * bed patients |
| TOXIC CLOUD | Toxic Cloud | 1. Outside  
   a. Close all internal and external doors.  
   b. Close all curtains/blinds on windows and ask visitors to stay away from windows.  
2. Inside  
   a. Evacuate patients, visitors, and themselves from area minimizing cross contamination.  
   b. Close all internal and external doors. |