



Volunteer Handbook

Presbyterian exists to improve the health of the patients, members and communities we serve.

(Updated October 2022)

 **PRESBYTERIAN**
Volunteer Services

Welcome to the Presbyterian Healthcare Services Family!

We would like to share our gratitude for your decision to volunteer with Presbyterian Healthcare Services (PHS).

We understand that you have many options for volunteering. Each of you bring a unique set of experiences, skills, and talents to our organization, and we value each individual for their contribution. As a PHS volunteer, your contribution enriches the lives of others and helps us to provide the finest medical care in the state. Volunteers promote a rich tradition of excellence. You give us the irreplaceable gift of your time, and for that, we are extremely appreciative.

Although motivations for volunteering differ for each person, we all share the common goals of providing outstanding patient service and meeting the needs of the people we serve. Through your volunteer service, you have the opportunity to touch the lives of individuals directly or indirectly across our state. We strive to match your preferences, experience, and skills with one of the many service positions we have available throughout the organization. Our volunteers are well trained to fulfill the requirements of their assignment so that they begin the volunteer duty with confidence. We trust that your volunteer experience will prove rewarding and fulfilling.

The purpose of this handbook is to provide you with a thorough knowledge of our philosophy, organizational structure, and expectations. We ask that you use the highest degree of care in performing your volunteer duties, and always respect the privacy of our patients.

As a volunteer, you understand and acknowledge that your service as a PHS volunteer is completely voluntary, and you will perform your role without any promise, expectation, or receipt of compensation.

You further understand and acknowledge that you may decline to perform any task you do not feel comfortable performing, and/or to end your volunteer service any time without penalty.

Thank you for joining our hospital family. We hope you find Presbyterian one of your most rewarding activities. Welcome aboard!

Presbyterian Healthcare Services Volunteer Services Department

Presbyterian Healthcare Services is firmly committed to Equal Employment Opportunity (EEO) and to compliance with all Federal, State and local laws that prohibit employment discrimination on the basis of age, race, ancestry, color, sex, gender identity or expression, sexual orientation, national origin, religion, physical or mental disability, marital status, genetics, protected veteran status or other protected classifications in accordance with applicable state and federal law.

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MISSION STATEMENT

The Presbyterian Healthcare Services (PHS) volunteers are unpaid workers providing professional and empathetic service to patients, staff, physicians, visitors, and the community in a manner consistent with the goals and objectives of PHS. In addition, these synergistic efforts provide substantial financial contributions to meet special capital and operating needs.

PRESBYTERIAN VOLUNTEER SERVICES MISSION AND GENERAL STATEMENT

Presbyterian Healthcare Services welcomes people, with all types of expertise, whose abilities and skills are utilized within established hospital policies.

It is to be remembered that volunteers do not receive financial remuneration for their efforts, but receive intangible pay in the form of satisfaction through service to others and through meaningful learning experiences that adds to one's personal growth.

PHS volunteers are members of a professional group who work toward a common goal – a nationally excellent healthcare organization with services efficiently and thoughtfully performed.

The purpose of each of these programs is to supplement and enhance the quality of the patient care of each facility. The goal is to make each stay at the facility a safe, secure and humane experience while providing very good care and service.

Wherever volunteers contribute their time, it is necessary to be regular in attendance and to maintain a spirit of cheerfulness. Ministering to the needs of others involves empathy and a sincere desire to help. With these ingredients, volunteers are of great service to patients, residents and their families, and to the staff. Volunteering at a PHS facility is a rewarding experience.

The Volunteer Department is committed to:

- Enhancement of patient care through effective management of volunteer programs designed to utilize human resources within the community.
- Services and volunteer programs that complement and are compatible with goals and objectives of Presbyterian Healthcare Services.
- Furthering its voluntary efforts by offering the added dimension of “people caring for people” in a friendly, professional manner while adapting to rapid advancement in technology, hospital growth, and escalating health care costs.
- Understanding those in the community who desire to volunteer; ensuring proper placement according to skills, knowledge and/or expertise.
- The awareness of the fact that human resources are the hospital's most valuable assets. Therefore, each volunteer committed to the proposition of caring and giving is a valued member of the hospital family.

Volunteers are welcomed for their dedication of time, talent and energy. Volunteers are essential members of the team and are expected to demonstrate the Presbyterian Healthcare Services Promise & CARES Commitments.

PRESBYTERIAN VOLUNTEER SERVICES EGG/THE PRESBYTERIAN PROMISE

OUR PURPOSE

Presbyterian exists to improve the health of the patients, members and communities we serve.

OUR VISION AND VALUES

Earning the Letter through the Presbyterian Promise:

Dear Presbyterian,
Thank you for knowing me, respecting me, listening to me and treating me with compassion. You ease the way to my best health and provide me with the highest quality care at the lowest possible cost. You communicate clearly and accurately, coordinate my care and involve me in decisions. I appreciate that you do what you say you will do.

– Patients and Members

As One Presbyterian, we Commit to:

Collaborate	Bring my best to support individual and team success.
be Accountable	Keep my commitments and earn trust.
Respect	Honor each other, listen and speak honestly.
Engage	Participate fully with a passion for excellence.
Serve	Be dedicated to patients, members and each other.

OUR STRATEGY

Lead the nation in improving health and healthcare by delivering the Presbyterian **Promise**, supporting our workforce to **Thrive**, and committing to **Grow** to serve more patients and members in New Mexico and in partnerships across the United States.



To set a new standard in healthcare – we are making a promise to patients and members.
Together, the promise is who we are on our best day...

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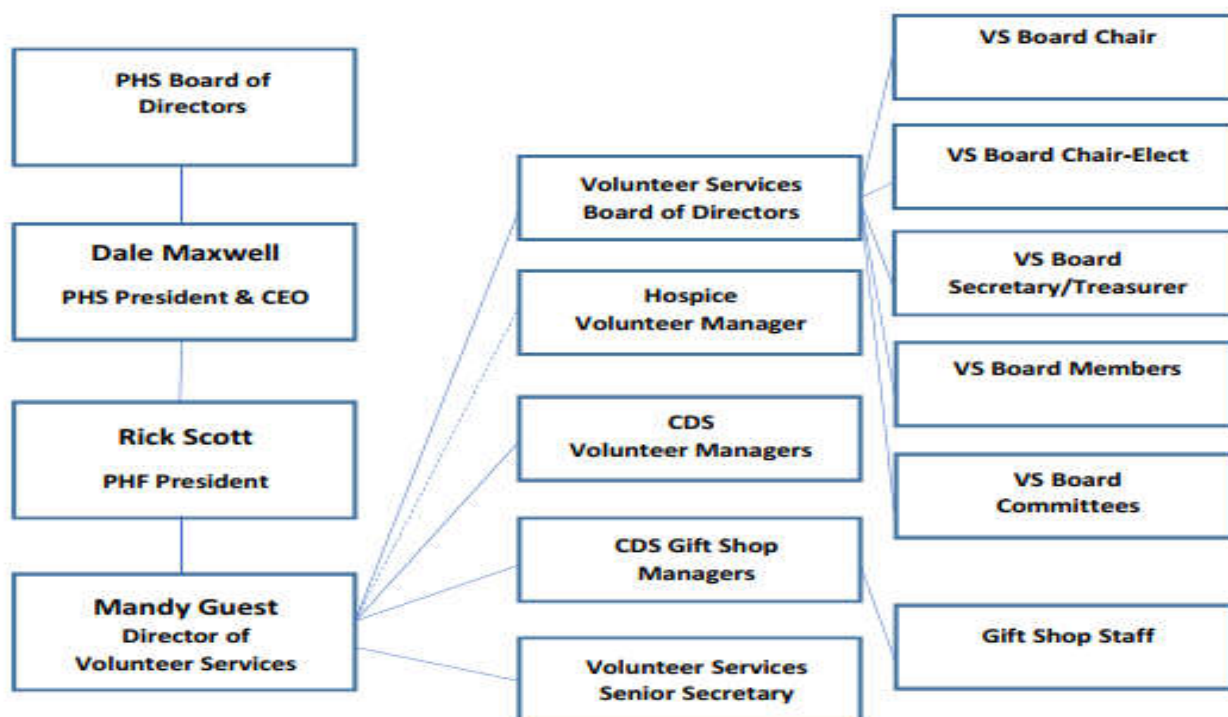
NATIONAL VOLUNTEER BILL OF RIGHTS

We, as volunteers, do give of our time, energy and such experiences we have gathered, freely and without financial reward, expecting only certain fundamental, reasonable and honorable prerogatives. These rights to be equitably given are:

2. The right to expect prompt, efficient and courteous response to our offer of personal service.
3. The right to expect that we will be fully briefed and informed on the organization.
4. The right to expect a full and candid discussion of our role.
5. The right to expect an assignment equal to our talents and experience.
6. The right to expect psychic income (reward/recognition) proportionate to our contributions.
7. The right to expect reasonable demands on our time.
8. The right to expect guidance and support.
9. The right to expect to be treated in a dignified manner and not as free help.
10. The right to expect freedom from bureaucracy.

*Source: John F. Budd, Jr., Chairman, The Omega Group,
32 East 38th Street, NY, NY 10016*

PRESBYTERIAN VOLUNTEER SERVICES ORGANIZATIONAL CHART Updated October 2022



PRESBYTERIAN HEALTHCARE SERVICES VOLUNTEER BOARD OF DIRECTORS

Meetings are open to all PHS volunteers. Meetings are held six (6) times per year – please see your volunteer manager or contact the volunteer office for schedule and location.

Meeting locations rotate to various PHS facilities. Please join us!

MISSION STATEMENT AND PURPOSE

The Presbyterian Healthcare Volunteer Services Board will be the brand ambassador and advocate to help grow Presbyterian Volunteer Services. The board will support the growth of volunteer services for the various PHS campus programs/departments and activities within PHS. The board will support allocations for various PHS projects and scholarships, as appropriate.

Volunteer Services Board Role Descriptions:

Chairperson: Shall preside at all meetings of the board of directors and committee(s). May conduct business through an electronic avenue when appropriate. Shall appoint committee members and establish ad hoc committees, as needed. Shall be the chief representative to Presbyterian Healthcare Foundation (PHF) board meetings, as an ex-officio member, and other events, providing reports on Volunteer Services activities as requested.

Chairperson-Elect: Shall serve as chair in the absence of the chair. Shall support the chair in all capacities, as needed.

Treasurer/Corresponding Secretary: Shall report on the overall finances and status of expenditure of funds. Shall be covered under acceptable insurance coverage through PHS. Shall assist the Director of Volunteer Services in preparing the annual budget for consideration and approval at the annual meeting and set the allocations to Presbyterian Healthcare Volunteer Services for board approval.

Board Members: Embrace the mission and vision of Presbyterian Healthcare Services. Help connect Volunteer Service staff with any individuals or resources that might help to grow the Volunteer Program. Represent Volunteer Services at select PHS and community events. Attend regularly scheduled meetings. Select and approve volunteer and staff scholarships annually. Oversee distribution of endowment, gift shop, and other revenue to PHS or PHF for priority initiatives approved by the board. May serve as a member(s) of any standing committee.

Appointed Members/Committees:

Scholarship: represents Volunteer Services on the Volunteer Scholarship Committee

Bylaws: represents Volunteer Services on the Bylaws Committee

PRESBYTERIAN CARES COMMITMENTS AND AIDET

C.A.R.E.S.

As a volunteer, you agree to abide by the Presbyterian CARES Commitments, the Presbyterian Promise, support the mission of PHS and are able to complete the agreed upon volunteer duties and responsibilities.

*The **CARES** Commitments are the basis for customer service at Presbyterian. It is a system to keep us all aware of how we are treating others and to keep us all focused upon our individual goals and the goals of Presbyterian Health Services.*

C.A.R.E.S. Commitments

Honoring our Mission-based Legacy - We Commit to:

Collaborate	Bring my best to support individual and team success.
be Accountable	Keep my commitments and earn trust.
Respect	Honor each other, listen and speak honestly.
Engage	Participate fully with a passion for excellence.
Serve	Be dedicated to patients, members and each other.

AIDET

Acknowledge, **I**ntroduce, **D**uration, **E**xplanation and **T**hank You are five behaviors to use in every patient/staff interaction to anticipate, meet and exceed expectations of patients, members and co-workers.

Why do we use AIDET? By using AIDET it decreases anxiety and increases patient satisfaction. It is important to remember that patients and visitors in the hospital are often feeling many emotions (i.e., fear, anxiety, anger, depression, etc.). We have the power to help ease their anxiety and to make them feel cared for and valued.

Acknowledge is as simple as “Good morning” or making eye contact and nodding your head.

Introduce is using your name and job title to establish a relationship. Build their confidence in you and Presbyterian by sharing with them your years of experience or why you volunteer with Presbyterian. For example, “My name is Melvin and I have been a volunteer with Presbyterian for 20 years.”

Duration is giving a timeframe that identifies how long this will take. For example, “I will escort you to Radiology now. It will take us a few minutes to get there.”

Explanation is providing information on what you will be doing for them and why. For example, “Mr. Doe, I am going to go to the operating room to check on your loved one, I will be back in 5 minutes.”

Thank you. Let them know you have enjoyed being with them. Remember to follow up on any concerns and make them feel valued. “Mr. Doe, thank you for waiting for me. Your wife is in recovery and has been assigned to room 704. Would you like me to escort you to her room?”

All Presbyterian volunteers and employees are part of the “wayfinding” team. Please familiarize yourself with the assigned facility to ensure you are giving accurate information.

HEAT/FIRST TOUCH/EXCEPTIONAL PATIENT EXPERIENCE

HEAT

The concept of “***Taking the HEAT***” is a communication process for handling difficult customers and situations when a customer is voicing a complaint.

“HEAT” stands for:

H ear them out – Allow the person to vent without interruption

E mpathize – State the fact and the feelings being expressed

A pologize – Apologize for the situation, and the fact that we did not meet their expectations. Example: “I am so sorry this happened. We strive to offer excellent service here at Presbyterian. Please accept my sincere apology.”

T ake responsibility for action – Follow-up, Follow-through

Volunteers are asked to always carry and utilize the AIDET and HEAT tool card when on shift.

First Touch/The Exceptional Patient Experience

- Improve the initial personal contact we have with patients and their families before we start clinical or task-oriented activities.
- Build strong and meaningful connections and a trusting rapport between patients and their families, caregivers, and staff. This creates a safe place for patients and their families from the start, which reduces their fear and anxiety.

The First Touch Philosophy: Taking the best of who we are and connecting with the best in the people we serve.

KEY CONCEPTS

Be Present

Presence is the ability to

- Focus completely on what we are doing at that moment.
- Devote full attention to one person or task at a time.
- Put away all other thoughts and truly connect with someone.

Practice Touch (not physical – but compassion)

Touch is valuable because it:

- Helps us establish and maintain a nonclinical relationship.
- Demonstrates caring and kindness.
- Conveys warmth and presence.

Suspend Judgments and Assumptions

Our view of others – preconceptions or judgments based on what we think we know about them or what they are like – can color our feelings and lead us to decide whether we like or dislike them. Unless we are careful, this view can prevent us from making a connection with others.

Looking for the best in everyone – and acting on that positive insight – is a cornerstone of our work with patients, their families, and each other.

Customer Complaints

When a customer complains, offer your concern and do not take aggressive or hostile comments personally. Often an angry customer will display a lot of emotion. When this happens:

- * Refer to the customer by name
- * Do your best to remain calm
- * Avoid getting caught up in the emotion
- * Listen closely and
- * Clearly explain your next steps or contact the department manager onsite for assistance.

If the complaint cannot be resolved ***in the moment***, assure the customer that you will **follow-up, follow-through**. Inform your immediate department supervisor and/or the Manager of the situation.

I Am The Experience – “A Culture of Caring”

PURPOSE:

We commit to live a “Culture of Caring” by putting ***people first*** in all actions, interactions and decisions.

GUIDING PRINCIPLES:

As a member of Presbyterian, I will work with unrelenting commitment and passion to provide an ***Exceptional Experience*** and environment for all:

- | | |
|--------------|------------------------------|
| - Patients | - Members |
| - Families | - Employees |
| - Volunteers | - Business/Clinical Partners |

BEHAVIORS:

I live the principle and culture by committing to the following behaviors:

I commit to ***always***:

- Treat you with respect, dignity and compassion.
- Greet you with a smile and a warm hello.
- Introduce myself by name and title.
- Explain my actions, interaction and decisions before I act on them.
- Listen and provide you with my undivided attention.
- Ask and value your opinions and desires.
- Respond to questions and concerns and quickly resolve any issues to the best of my abilities.
- Use positive communication when speaking of others and the organization.
- Thank you for the opportunity and honor of working with you

VOLUNTEER REQUIREMENTS AND RESTRICTIONS

Updated 10/2022

POLICY

All PHS volunteers must adhere to the outlined requirements and restrictions to serve in a volunteer capacity.

PROCEDURE

The following are requirements for all volunteers:

- **Volunteer Compliance:** All volunteers must be compliant with background check, drug screen, immunizations, orientation, in-service, TB test and annual evaluation. Volunteers must also attend service meetings as scheduled. Fingerprint clearance is required for volunteers assigned to Hospice and the Behavioral Health Unit.
- **Signing In and Out:** You are **required** to sign in and out for every shift. Please include meetings, events or special projects that you attend as a PHS volunteer. It is your responsibility to report all your hours to your volunteer manager. Your signing in and out is important for accurate volunteer recognition, proof of hours, and most importantly, to ensure we have an accurate headcount of who is in the hospital in the event of an emergency.
- **PHS User ID and Password:** As a volunteer, you will receive a Presbyterian User ID and password as part of the onboarding process. This information will be used to access your profile in Galaxy (VS database program). This program is also how you will log/track volunteer hours.
- **Attendance and Tardiness:** It is your responsibility to notify your volunteer manager and department staff contact in your assigned area if you are going to be late or cannot make your scheduled shift. The departments of the hospital depend on your volunteer hours. You are not required to report to duty on days employees are not required to work (i.e., holidays). If you choose to volunteer during a designated holiday, the hours count for 1 ½ times the amount recorded. (Example: 4 hours volunteering on Labor Day = 6 total hours served).
- **In Case of Illness:** If you are ill, please do not come in for your scheduled volunteer shift. Notify your volunteer manager and department staff contact in your assigned area to inform them that you cannot come to the hospital due to illness and let them know when you think you will return.
- **COVID-19 Protocols:** Volunteers are subject to the same screening process and expectations of employees. Please be sure to wear your mask and hospital photo I.D. badge as you enter the building and complete the screening process when required.
- **Photo Identification Name Tags:** PHS provides you with a photo I.D. badge. The hospital photo I.D. badge must be worn in plain and obvious view (above the waist on your lapel or shirt) whenever you are volunteering in the hospital. Photo I.D. badge and uniform must be returned to the volunteer office upon becoming inactive.
- **Volunteer Status:** Please notify Volunteer Services if you are taking a vacation or if you need to take extended time off from volunteering. This will change your status to Leave of Absence (LOA) and will give you 90 days of inactivity without requiring you to update competencies. Thereafter, should volunteers wish to return, it is imperative that all volunteer competencies are updated. The

Volunteer Services Department reserves the right to reject a request to return from any volunteer who reaches Inactive status before meeting their volunteer commitment or failed to leave their assignment in good standing. A written doctor's clearance may be required for return from a medical leave of absence. A medical leave of absence is defined as an absence from volunteer duties for one month or more due to health circumstances.

RESTRICTIONS

(Exceptions may apply in the event of a local, state or national health emergency. Exceptions may also apply to the Hospice Volunteer program– please refer to the Hospice Volunteer Role Description)

- No volunteer is to be involved in direct patient treatment including performance of CPR. There may be exceptions for those CPR certified volunteers assigned to Emergency Departments. See your Volunteer Manager for details.
- Volunteers do not answer emergency lights.
- Volunteers do not transfer patients (i.e., from bed to wheelchair, from stretcher to bed, etc.)
- Volunteers do not work with isolation patients and those with “contact precaution” status unless trained to do so. Specific department training will be the responsibility of the assigned unit.
- Volunteers must check with nurse prior to giving food or drink to ~~patients~~
- Volunteer assist with ambulation of patients only under the direction of professional staff.
- Volunteers do not move occupied beds unless under the direction of staff members and/or assisting staff members.
- Never lower the bed rails and do not adjust the bed without nurse permission.
- Volunteers are to refrain from offering or accepting any gifts or benefits to/from employees, patients, customers, other representatives of Presbyterian or the public in general, unless these items are part of a PHS sponsored event/activity.
- Volunteers are never allowed to transport patients and/or patient families or visitors in a personal vehicle for any reason (on-duty or off-duty).
- No more than 20 hours per week (combined) are allowed for any volunteer. Any exceptions to this must be approved by the Director of Volunteer Services.

Electronics (Smartphones, iPad, iPod, E-readers, Gaming Devices, etc.):

Our commitment is to utmost Patient Safety and to continue to offer Excellent Customer Service through CARES Commitments. Such electronic devices are not appropriate in this professional setting.

- Phone calls and texting are required to be kept to an absolute minimum and only on official breaks and out of public sight.
- No studying/homework is to be performed during your assigned volunteer time, unless approved by volunteer manager and department supervisor.

Social Media Use by Workforce

Presbyterian expects you to reflect our CARES Commitments and comply with laws (e.g., HIPAA) when posting content about Presbyterian to any social media. This applies to all social media postings even those on personal sites or pages, such as Facebook, etc.

- Remember you can INTAKE as much information as people may want to give you – not a HIPAA violation. The issue comes when that information is GIVEN

OUT – be very, very careful that you are not releasing Protected Health Information for patients or members.

- You CANNOT post anything to social media in reference to what patients or families tell you or what you observe while you are on duty as a volunteer. This is also considered a type of patient abuse as well as a violation of HIPAA when it comes to patient information (PHI).
- Volunteers are NOT ALLOWED to take and/or post any pictures of PHS patients/staff/facilities, etc.
- Be prepared when PHS is in the media – if someone sees you wearing your volunteer uniform, they will ask you for information since you are associated with PHS. Do NOT release business information, Protected Health Information, etc. to anyone.
- You, as a volunteer, can share PHS approved posted pieces/content on social media. (Example, items approved/posted for PHF).

VOLUNTEER DRESS CODE

Updated 9/2022

PURPOSE/POLICY STATEMENT

To establish the expectations of professional appearance and dress of employees and volunteers with a commitment to One Presbyterian as we serve our patients and members.

Volunteers are expected to dress in a dignified, clean, and professional manner that projects an image of confidence and trust. It is important that the volunteer is aware of their dress and presentation.

To provide ready identification of volunteers for patient care and security purposes.

PROCEDURE

The site volunteer manager with the approval of the Director of Volunteer Services may waive wearing uniforms at various facilities or for certain services. Professional, business casual attire would be required for these specific services.

Hygiene/Fragrance: Working in a healthcare environment requires that employees and volunteers avoid excessive fragrances and odors that may cause reactions or discomfort to patients, members, visitors, or co-workers. AVOID body odors such as cigarette smoke, halitosis and perspiration and excessive or strong perfume.

PERSONAL APPEARANCE and PROFESSIONAL DRESS CODE

- **No open-toe shoes, shorts, jeans/denim (of any color) or hospital scrub tops;**
- Hats and caps are not allowed unless part of the required uniform or worn for religious purposes;
- Shoes must be maintained and have a clean and good condition appearance. Closed-toed, slip resistant shoes are required in all patient care areas and other areas in which open-toed or non-sturdy shoes could create a safety hazard.
- Hair must be clean and well-groomed as well as meet the professional image requirement of the PHS policy (HR.PHS.-E.301).
- Body Art (tattoos): Must not convey violence, profanity, discrimination, or sexually explicit content. PHS reserve the right to judge the appropriateness of any visible tattoo.
- Artificial nails or nail enhancements are **not allowed** for personnel who have hands-on

contact with patients, food, sterile patient care equipment, or medications.

- For safety reasons, no dangling earrings, tongue bars, nose rings, and necklaces or bracelets should be worn while performing patient care. Also, no sharp or jagged jewelry should be worn in any workplace.

Certain clothing and styles are not appropriate in a business setting and may cause injury to patients, customers, and staff or may reflect poorly on the professionalism of the staff.

The following are considered unacceptable clothing or attire:

- Skirt/skort/dress length shorter than the top of the knee;
- Tank tops, halter tops, or “spaghetti”-type straps;
- Excessively tight or revealing clothing (No leggings, stretch pants, jeggings or spandex) and no clothing that inappropriately exposes the body, chest, or cleavage;
- Baggy clothing which exposes undergarments;
- Clothing with holes and frayed areas;
- Sports clothing such as warm-ups, sweat suits, and wind suits,
- Flip-flops, thongs, and beachwear sandals

PROFESSIONAL DRESS FOR PHS VOLUNTEERS

1. All volunteers must wear the PHS name badge with their picture showing.
2. The volunteer uniform is:
 - Volunteer polo shirt, smock, or jacket.
 - Black or neutral color pants/skirt (some departments may require a specific color of pants/skirt). Neutral color capri pants are acceptable (length must be below the knee)
 - Closed-toe, rubber soled, comfortable shoes
 - Please ensure that you are easily identifiable as a volunteer

VOLUNTEER SERVICES – BENEFITS

Updated 05/2019

POLICY

PHS shall provide certain benefits to all volunteers.

PROCEDURE

The following benefits are available to all registered & active volunteers and are made available through the volunteer services department.

- Initial tuberculosis screening and immunizations (does not include COVID vaccinations).
- Appropriate insurance coverage during assigned shifts at a Presbyterian Healthcare facility or sponsored event.
- Parking stickers. (As applicable)
- A volunteer identification badge must be worn while on duty in assigned areas.
- Letters of verification of service dates and hours. *Staff would appreciate at least 7 days’ notice.*
- PHS volunteers shall be provided with appropriate space and information to function effectively and provide quality service.
- Formal recognition of all PHS active volunteers serving 50 hours or more in the previous calendar year at an awards & appreciation event.

- Free flu shots.
- Gift shop discounts of 20% on **gift item** purchases only.
- Free valet parking while on volunteer duty (PH and PKH).
- Electronic delivery of volunteer newsletter.

The following benefits ***require a minimum of 50 volunteer hours of service before eligibility:***

- The Healthplex is offering FREE membership to Presbyterian volunteers! Spouses will be required to pay \$9 per month and are eligible to exercise at the Healthplex at 6301 Forest Hills Dr NE **only** (does not include the Aquatics Center). Spouses are not eligible to use satellite locations, as these locations require badge access through PH Security. Please note: NO Healthplex staff is on-site at the satellite locations. Healthplex staff reserve the right to refuse satellite location access to any individual deemed to be at high risk. You are highly encouraged to exercise with a buddy if you plan on using satellite locations.
 - Only **active** Aquatics Center volunteers are eligible for a discounted membership for the Aquatics facilities (*please see your volunteer manager for more details*).
 - All Volunteers must contribute at least 50 hours per year to be eligible for this benefit.
- Eligibility for EAP (Employee Assistance Program) Services – for active volunteers only. No family members are eligible for these services.

VOLUNTEER SERVICES - SERVICE AWARDS

Presbyterian Volunteer Services will present a certificate of recognition when a volunteer reaches 50 hours and a certificate and pin for 150 hours of service. An hour pin will be presented to those active volunteers who have completed 300 and 500 hours of service. Pins are also awarded for 1000 hours and after completion of each one thousand hours thereafter.

Active volunteers who complete a minimum of 50 hours in the previous calendar year are eligible to attend the Annual Volunteer Appreciation & Awards Event. Special recognition will be given to those volunteers who have achieved a milestone of 5,000 or more hours at the end of the previous calendar year.

VOLUNTEER DISMISSAL

Updated 4/2018

PURPOSE/POLICY

Presbyterian Volunteer Services reserves the right to refuse volunteer service by any individual.

It is never pleasant to contemplate dismissing a volunteer, but there are times when it is necessary. This process is in place to deal fairly and firmly with volunteers in these situations. It is important that all volunteers clearly understand the ground rules for dismissal. Each individual can then make a conscious decision to abide by PHS standards or choose not to volunteer in a PHS facility.

Your first 90 days are considered an orientation period. We will evaluate your placement during this period. Dismissal may occur at any time during the first 90 days if PHS feels the working relationship is unsatisfactory.

Causes for Dismissal:

1. Three absences without notice within the calendar year.

2. Valid and documented complaint(s) from hospital staff
3. Valid and documented complaint(s) from patients
4. Documented breach of patient and hospital confidentiality
5. Criticisms of hospital administration, staff, policies, or programs
6. Chronic and documented inability to conform to rules and regulations as set forth by the volunteer department in the volunteer handbook
7. Failure to complete mandatory annual in-services/training by the end of the calendar year.

PROCEDURE

A compilation of two documented incidents is considered grounds for dismissal. As incidents occur, the following steps will be taken:

1. First documented incident: The volunteer is to be counseled by the Director of Volunteer Services or their volunteer manager. The volunteer is to be informed that this constitutes the **first step** in a serious process and another incident will result in dismissal. The director or site volunteer manager will document the counseling and keep it on file.
2. Second documented incident: The volunteer director or facility volunteer manager will meet with the volunteer. The volunteer will be asked to leave. A record of the dismissal will be kept on file in the volunteer office.

Immediate Dismissal

The volunteer director or site volunteer manager may act to dismiss the volunteer immediately if the gravity of such an incident would indicate that the best interests of PHS patients and staff and the volunteer department would be served by immediate dismissal.

Several examples include, but are not limited to:

1. Refusal to be tested for drugs or alcohol
2. Theft
3. Flagrant disregard for departmental safety procedures
4. Insubordination
5. Harassment
6. Poor judgment resulting in danger to patient, staff or volunteer
7. Severe breach of patient confidentiality
8. Multiple documented incidents
9. Disregard of previous redirection procedures

REPORTING VOLUNTEER INJURIES

Updated 6/2014

POLICY

All work-incurred injuries directly related to volunteer's duties shall be reported immediately by the volunteer to the Director of Volunteer Services, volunteer manager or the staff person in charge prior to leaving the facility.

Steps to Take if Injured at Work

- Seek medical care immediately, if necessary. Medical care may be obtained at an Emergency Department, Urgent Care Center or Employee Health.
- If you are injured at work, **report the incident** to your service area manager,

Director of Volunteer Services, volunteer manager, or the Volunteer Services staff person in charge **as soon as possible within 24 hours.**

- PHS volunteers, who sustain an injury related to performing volunteer duties at PHS, regardless of its extent, should report the injury immediately to the Director of Volunteers and/or volunteer manager. The incident must be entered in to Advocate on PresNet and Risk Management should be notified. The injured volunteer should go to Urgent Care or Employee Health Services. Volunteers outside of Albuquerque should report to their Hospital Emergency Department for treatment and notify the volunteer manager in the facility.
- The Emergency Department and/or Urgent Care is authorized to provide initial treatment for an injury sustained by a volunteer related to performing their volunteer duties at PHS.
- The volunteer manager will follow up with the injured volunteer. Any bills received should be brought to the Volunteer Office immediately so they can be forwarded to Risk Management. Please be advised that Risk Management may contact the injured volunteer to gather information in the investigation of the incident.
- Volunteer Services is responsible for notifying Risk Management of the volunteer injury. ***Volunteer Program Managers: Go to “Risk Event” on PresNet. Click “New Incident”. This is what you use to report a volunteer injury.*** Risk Management and Employee Health Service will coordinate on authorization of reasonable and necessary medical care related to the volunteer injury. In Out- of- Albuquerque facilities, Risk Management will authorize additional treatment.
- Prior authorization must be obtained before any additional treatment, consultation, therapy, diagnostic tests, pharmaceuticals or examination of any sort (for example a specialist) is sought if PHS is to pay for treatment. This authorization needs to be made by Employee Health Service in consultation with Risk Management. The volunteer will be responsible for payment of any additional medical care if this authorization is not obtained.
- If hospitalization is required for an injury sustained while performing volunteer work at PHS, the volunteer will be hospitalized in a PHS facility pre-authorized by Employee Health and Risk Management.
- PHS will pay only for authorized medical expenses relating to the injury sustained while performing volunteer work and will not pay for any pre-existing medical condition.

VOLUNTEER SERVICES - SELECTION AND PLACEMENT

Updated 4/2018

POLICY

The Director of Volunteer Services or his/her designee shall be responsible for setting up uniform volunteer selection and placement procedures for the department.

Presbyterian Volunteer Services reserves the right to disqualify any applicant.

PROCEDURES

- The recruitment and selection of volunteers shall adhere to applicable PHS policies and practices. Volunteers may be men or women who are at least (16) sixteen years

of age. No person shall be excluded from participation on the grounds of race, color, creed, national origin, age, sex, or disability. Persons with court mandated community service are not accepted into the Presbyterian volunteer program.

- The selection and placement of volunteers shall be determined by the established needs of PHS and the qualifications, ability and availability of the volunteer. As needs change for PHS or the volunteer, the position will be re-evaluated by the volunteer manager and/or director.
- All applicants for volunteer service shall be processed through the Volunteer Services department to assure that the applicant fulfills the basic requirements necessary to participate as a volunteer.

PROCEDURE (process for volunteer)

1. Volunteer Health
 - a. Volunteers will comply with pre-placement tuberculosis screening and immunizations.
 - b. Volunteers will not report for duty with any symptoms of communicable diseases.
 - c. Job related illness, injuries or exposures to infectious disease are to be reported to Employee Health Services immediately for evaluation and follow-up.

RETURN OF PREVIOUS PHS VOLUNTEERS

- Past Volunteers must have left their previous position in good standing. Reasons for leaving would include health issues, scheduling difficulties, resignation, etc.
- Volunteers can be listed as LOA (Leave of Absence) for up to 6 months – this does NOT mean we will hold your volunteer assignment. Once he/she returns from LOA, if the same shift is available then it can be assigned at that time. Otherwise, an alternate shift/opportunity will be discussed with the volunteer manager.
 - *Exceptions to the above may be made in the event of COVID/health issue.*
- Those who have not been active for 6 months or more (including volunteers on medical leave, which requires clearance from a primary care provider) may be required to:
 - attend a general volunteer orientation as a refresher to policies and procedures, etc.
 - complete the latest Compliance & Ethics training materials
 - complete any outstanding forms, requirements, immunizations (vaccination, TB, etc.)
 - attend the appropriate service area orientation, as necessary
 - *Exceptions may be granted pending a discussion between the Director of Volunteer Services and the volunteer manager.*
- Any applicant or returning volunteer who is unable to meet the minimum requirements has the option of directing their request to the Director of Volunteer Services. All exceptions will be handled on a case-by-case basis and are at the sole discretion of the Director of Volunteer Services. If an exception is granted, only the Director of Volunteer Services is authorized to sign the Badge Authorization Form.

- All volunteers shall be required to:
 1. Complete an application for volunteer services including the confidentiality statement.
 2. Undergo a criminal background check.
 3. Be interviewed and oriented by the site volunteer manager.
 4. Meet the established health requirements: TB clearance, seasonal flu shot, documentation of MMR, Tdap, Varicella (chicken pox), COVID, etc.
 5. Complete the necessary training for the assignment.
 6. Commit to a minimum 9 months of service (4 hours per week, minimum)

VOLUNTEER SERVICE BY CURRENT PHS EMPLOYEES/CONTRACTORS WITH PHS

Updated 8/2016

POLICY

- Acceptance of an employee for volunteer service at a Presbyterian Healthcare Services facility will be contingent upon the employee's ability to meet the requirements of the Volunteer Services department, as well as acknowledgement of eligibility through PHS Human Resources.
- Qualified employees may volunteer after working hours provided the volunteer positions they seek are not in the departments where they work.
- Employees who are retired from Presbyterian Healthcare Services for more than six months may volunteer for Presbyterian Healthcare Services provided acknowledgement of eligibility has been confirmed through PHS Human Resources.
- Assignments will be at the discretion of the Volunteer Services department and cannot be in the area from which he/she retired. *Example: Surgery Nurse cannot volunteer with the Surgery Department.*
- Relatives of PHS employees may not volunteer in the same area where the family member is currently employed.
- Exceptions to this policy can only be made by the Director of Volunteer Services when a clear action plan or boundary is in place.

Presbyterian Code of Conduct



Approved by the PHS Board of Directors
August 2020



A MESSAGE FROM OUR PRESIDENT & CEO

Every day members of the communities we serve come to Presbyterian for their healthcare, as either patients, members or visitors. This is often a very vulnerable time in their lives and they count on us to help ease the way to better health.

Presbyterian is committed to improving the health of the patients, members and communities we serve. The community trusts us to conduct our work in an ethical manner, to do what we say we will do and to uphold the standards necessary to meet the ever-changing requirements of healthcare.

This responsibility belongs to both the organization and to each of us as members of the workforce. Each individual's actions reflect our commitment to ethical behavior as well as treating others with fairness and respect. The Presbyterian Code of Conduct identifies the basic principles Presbyterian requires of its workforce in order to earn and maintain the trust of our patients, members, employees, communities and business partners.

This Code provides guidance, but does not address every situation in our complex and heavily regulated environment. We expect you to ask questions and use good judgement. If you have questions or concerns about a situation, please contact your manager, the Compliance Department or Human Resources.

Thank you for all you do for Presbyterian and for the communities we serve.



Dale Maxwell,
President & CEO

A handwritten signature in black ink that reads "Dale Maxwell".

PRESBYTERIAN'S PURPOSE

Presbyterian exists to improve the health of the patients, members and communities we serve.

VALUES

Our values are the commitments we make to each other as members of the Presbyterian team. We call these our CARES Commitments. In honoring our mission-based legacy, we commit to:

C ollaborate	Bring my best to support individual and team success.
be A ccountable	Keep my commitments and earn trust.
R espect	Honor each other, listen and speak honestly.
E ngage	Participate fully with a passion for excellence.
S erve	Be dedicated to patients, members and each other.

OUR PROMISE

The Presbyterian Promise is an expression of our commitment to provide an exceptional experience for our patients and members.

We Promise:

- To know you, respect you, listen to you and treat you with compassion.
- To ease the way to your best health.
- To provide you with the highest quality care at the lowest possible cost.
- To communicate clearly and accurately, coordinate your care and involve you in decisions.
- To do what we say we will do.

UNIFIED IN OUR PURPOSE, STRENGTHENED BY OUR DIFFERENCES

We commit to an inclusive and equitable environment where everyone is valued and empowered for success. Our environment reflects the diversity of our community, learns from all perspectives, provides affordable, accessible and culturally appropriate healthcare and champions health equity for our New Mexico communities.

CULTURE OF SAFETY & WELLNESS



- Promote a culture of safety through individual and organizational behavior based on shared beliefs and values.
 - Always seek to eliminate patient and member harm.
 - Strive for a safe work environment free of preventable infectious disease exposures, preventable lifting related injuries, workplace violence and staff harm.
 - Maintain a Just Culture to encourage the routine reporting of errors or concerns, without fear of retaliation and to facilitate organizational process improvements so we may better serve our workforce, patients, families, members and communities.
- Support the safety and wellness of our workforce through wellness programs, including support for a healthy life and work balance.

UPHOLD ETHICAL & REGULATORY STANDARDS

- Seek the best course of action in every situation and, when challenged with ethical dilemmas, obtain the advice and direction of supervisors, managers or senior leaders.
- Protect and uphold Presbyterian's reputation and legacy for integrity and community service in all personal and professional actions.
- Adhere to all laws and regulations. Uphold an atmosphere that promotes and supports Presbyterian's efforts to ensure compliance with laws and regulations.
- Know and abide by Presbyterian policies as they serve as guides to understanding how Presbyterian does business in a highly regulated industry.
- Be watchful in preventing fraud, waste and abuse of the resources entrusted to us by our patients and members.
- Complete annual training as required.
- Uphold our Code of Conduct as it applies to all members of the Presbyterian workforce.
- Understand that violations of our Code of Conduct or underlying federal or state laws, regulations, or Presbyterian policies could result in corrective action up to or including termination of employment, suspension of privileges, or termination of business relationships.
- Retain documents, email, data and other records for the appropriate and legally required length of time in accordance with [record management policies](#).

Workforce includes leaders, employees, independent practitioners, contractors, volunteers, students, vendors & board members.

Approved by the PHS Board of Directors: August 2020

RESPECT EVERYONE

- Promote positive behaviors and work environments. Disruptive and/or harassing behaviors, intimidation or retaliation by individuals at any level of the organization will not be tolerated. Leadership will address such behaviors with all members of the workforce.
- Honor patients' and members' rights to participate in and make decisions about their care, including the right to refuse care when permitted by law.
- Inform patients and members about their illness, treatment plan, pain management, treatment alternatives and outcomes in a manner they can understand.
- Provide interpretation services when needed.
- Identify yourself to patients and members by providing your name, your role and your purpose for the interaction.
- Listen to and document patients' and members' concerns and complaints so they can be addressed.
- Respect and listen to colleague's perspectives, in order to provide the best care or service possible.
- Promote a framework of trust that enables teams to work well together and build mutual trust.

PROTECT PRIVACY & CONFIDENTIALITY

- Safeguard the privacy of patient and member information. Although Presbyterian collects information about our patients and members, we do not access, use or discuss this information with others unless it is allowed by privacy laws.
- Protect confidential customer and organizational information in accordance with [privacy](#) and [security policies](#).
- Safeguard patient and member information by not posting their information or pictures to a website, social media site or public forum, even if the patient is not identified.
- Protect patient, member and employee data by only accessing, using and sharing internally or externally in accordance with privacy and antitrust regulations.
- Safeguard our workforce's information and records in the same manner we would for patients and members.

Workforce includes leaders, employees, independent practitioners, contractors, volunteers, students, vendors & board members.

Approved by the PHS Board of Directors: August 2020

ABIDE BY THE LAW, PROFESSIONAL LICENSURE & PRIVILEGING

- Abide by all federal and state laws including those that relate to members, patient referrals and provider relationships.
- Report to work or volunteer free from alcohol, drugs or other controlled substances that affect job performance and/or safety.
- Comply with all federal and state laws, regulations and policies related to environmental health and safety, including fire, chemical, biological, ergonomic, radiation, and electrical safety and appropriately handle, transport and dispose of medical waste and other hazardous materials.
- Ensure all licensure and certification required to provide safe patient care are current and renewed in a timely manner.
 - Provide only those services within your licensure or scope of practice and for which you are privileged to perform at Presbyterian.
 - Ensure all reporting to the government is truthful and accurate and never give false or misleading information to a government employee, agent or person representing a government agency.
 - Comply with the Health Insurance Portability and Accountability Act (HIPAA).
 - Not employ or contract with ineligible parties in accordance with the [Excluded Individuals and Entities policy](#).



MAINTAIN FINANCIAL INTEGRITY

- Manage with integrity and prudence Presbyterian's financial and other resources. Hold other Presbyterian workforce members accountable for doing the same. Do not violate laws pertaining to fraud, waste and abuse of government funds.
- Ensure charges are submitted only for services or supplies provided to the patient or member, accurately represent the level of service provided to the patient or member and have proper documentation and coding.
- Support internal and external audits and recommendations and assist with any corrective actions.
- Conduct all negotiations and contracting in accordance with federal, state and local laws and regulations.

Workforce includes leaders, employees, independent practitioners, contractors, volunteers, students, vendors & board members.

Approved by the PHS Board of Directors: August 2020

ADDRESS CONFLICTS OF INTEREST

- Identify situations where your personal interests may appear conflict with Presbyterian's interests.
- Disclose the situation to your manager and complete the Conflict-of-Interest Disclosure form.
- Withdraw yourself from making decisions that may appear as a conflict.
- Refuse to accept or offer gifts or benefits or enter into relationships with individuals, competitors, vendors, suppliers or contractors (such as pharmaceutical and medical device companies) that may influence or be perceived to influence a decision or action taken on behalf of Presbyterian in accordance with [conflict-of-interest policies](#).

FURTHER, WE EXPECT LEADERS TO SET THE EXAMPLE BY COMMITTING TO:

- Act with unquestionable integrity.
- Investigate suspected legal and ethical violations in accordance with the [Compliance Reporting and Investigation policy](#). Take corrective action when violations occur in accordance with [corrective action policies](#).
- Create a culture of compliance, safety and quality. Implement changes for identified problems, as appropriate.
- Provide opportunities for workforce members to participate in compliance, safety and quality initiatives.
- Manage disruptive and inappropriate behaviors according to Presbyterian policies.
- Provide patients and members the means to report their concerns about compliance, safety and quality.
- Uphold Presbyterian's ethical work environment and never exempt any employee from state or federal laws.
- Provide education that focuses on compliance, safety and quality.
- Create an environment free of harassment and discrimination, supporting diversity and inclusion.
- Treat workforce with respect and listen to their ideas. When possible, involve workforce in decisions impacting their work.

Workforce includes leaders, employees, independent practitioners, contractors, volunteers, students, vendors & board members.

Approved by the PHS Board of Directors: August 2020

SEE SOMETHING, SAY SOMETHING

If you see something that does not seem right, we want to make sure it gets corrected. All workforce members have a duty to report compliance concerns. This includes the following behaviors:

- Unethical or prohibited behavior including actual or suspected unethical behavior, illegal activity or violation of Presbyterian policies and procedures;
- Disruptive or inappropriate behavior including disrespectful language, sexual comments, inappropriate touching, anger outbursts, name-calling, racial or ethnic jokes or slurs, intimidation, or the deliberate failure to follow policies, address safety concerns or patient care needs;
- Action or inaction that may pose a danger to patients or members, or result in substandard care;
- Any retaliation for raising or reporting ethical, compliance or other concerns. Retaliation is not allowed, no matter the status or tenure of the person responsible for the retaliation. Individuals who report concerns in good faith are protected from retaliation.

Presbyterian's Compliance Department takes all concerns seriously and will follow up and take appropriate actions on all reports. All reports are treated confidentially, as the law allows.

There are several ways to report. Contact:

- Your supervisor, manager, or senior leader;
- Presbyterian's Compliance Department;
- Compliance and Fraud, Waste and Abuse Hotline (888) 435-4361 (anonymous); or
- Human Resources through AskHR (505) 923-8750.

The Compliance and Fraud, Waste and Abuse Hotline is available 24 hours a day, 365 days a year. An independent company answers all Hotline calls and you may stay anonymous. Those who choose to give their names will have their identity protected to the extent allowed by law. If you call, please give enough details to investigate your concerns. For more information about Presbyterian's compliance program, visit the Compliance Department's PresNet page.

WORKFORCE COMMITMENT

As a member of the Presbyterian team, I acknowledge that I have read the Code of Conduct. I agree to support the values of Presbyterian and to abide by the standards above. I understand I will be held accountable if I fail to do so. I also understand that compliance with regulatory requirements is everyone's responsibility.

Signature

Date



Workforce includes leaders, employees, independent practitioners, contractors, volunteers, students, vendors & board members.

Approved by the PHS Board of Directors: August 2020

PRESBYTERIAN HEALTHCARE SERVICES STRATEGY - ELEVATE

CONFIDENTIALITY

Updated 9/2022

POLICY

The ability to maintain **utmost confidentiality** is a prerequisite to volunteer service at Presbyterian Healthcare Services. It is one of the most crucial standards of conduct on which the organization earns its reputation for integrity. Patients have a right to expect confidentiality with respect to their medical or personal information, and in the case of health care, there are state and federal laws to prohibit any unauthorized release of such data. **Information, whether personal or health related, regarding patients, clients, and members is not to be discussed in or out of the facility with anyone not directly concerned with care and/or treatment.**

In your role, you may have access to confidential information concerning patients, physicians, employees or others. Confidential information includes patient-related Protected Health Information (PHI), but also includes financial information, operating methods, marketing strategies and lists of patients, customers, members, or employees. Presbyterian prohibits discussion or distribution of this information except as a required for medical treatment and in keeping with privacy regulations.

You may NOT use your access to read, copy, or modify patient information regarding yourself or anyone for whom you are not officially providing care. Release of confidential information about others, or the business operations of Presbyterian, may result in immediate dismissal of those responsible.

Volunteers must understand that breaking confidentiality constitutes cause for immediate dismissal, not only because of the sensitivity of the issue for the patient, but also because such disclosures may expose the organization to liability actions. Each volunteer signs a commitment to confidentiality statement as part of the application process.

PROCEDURE

1. Confidentiality is discussed with each prospective volunteer as part of the interview and orientation.
2. Volunteers sign the following as part of a Volunteer Statement and Agreement when applying to the program: "I understand that all Presbyterian Healthcare Services medical records and patient records shall be treated as confidential information. I further understand that as a Presbyterian Healthcare Services volunteer, I am bound by Federal, State, and Local laws and regulations regarding medical records and governmental records. I also understand that any information regarding patients must not be discussed either in or out of the facility and any breach of patient confidentiality is cause for my immediate dismissal."
3. New volunteers are to complete applicable Compliance and Ethics training and in-services **prior to** beginning their volunteer assignment. **All existing volunteers are required to complete applicable Compliance and Ethics training and in-services on an annual basis.**

EXPECTATIONS

- Volunteers are to assure that their conversations are respectful to anyone who may hear or overhear them.

- **Volunteers are to protect the dignity and confidentiality of all patients, customers, and staff by discussing or sharing information for valid business reasons only.**
- Do Not discuss information regarding patients/visitors with your family and friends or in public areas, particularly hallways, restrooms, elevators, waiting areas, cafeterias/break areas, etc. *Think before you speak!*
- Make a commitment to always protect patient privacy. Do not leave paper records and files in public view, on fax machines or copiers; turn papers over, close files and put them away.
- Computer passwords must be safeguarded.
 - Do NOT share, post or leave passwords in an easily accessible location
 - Do NOT create your password in such a way that it is easily guessed
- Become familiar with the Patient's Rights Brochure
- Among other components, and in line with serving our diverse population and commitment to cultural competency, Presbyterian offers our customers free interpretation and translation services. These services are available in more than 100 languages and include American Sign Language (see page 60-65).

HIPAA: PRIVACY AND SECURITY POLICIES

HIPAA POLICIES AND RESOURCES:

Presbyterian Healthcare Services (PHS) has a comprehensive set of HIPAA (Health Insurance Portability and Accountability Act) Policies designed to interpret the HIPAA Privacy and Security regulations for the PHS workforce. These policies are available to workforce members through the Presbyterian Electronic Library (PEL) on the Presbyterian Intranet (PresNet) or from the Presbyterian Compliance Department. If you have questions about any of these policies, you may call the Presbyterian Compliance Department at (505)923-8544.

Individual Workforce Are at Risk:

Besides organizations, individual employees, contractors, volunteers, students and business associates are subject to potential criminal and monetary penalties for violating HIPAA privacy regulations.

Reporting Inappropriate Disclosures of Confidential Information

HIPAA "Breach Notification" regulations require the healthcare organization to notify patients and members if their protected health information is "breached". If you become aware that patient or member information in your possession, or in your company's possession, has been inappropriately or accidentally disclosed, you must report that disclosure to the Presbyterian Compliance Hotline immediately: **1-888-435-4361**.

- Presbyterian will conduct an investigation and risk assessment to determine whether the disclosure meets the definition of "breach" included in the HIPAA regulations.
- If the information disclosed was in an electronic format, please also contact the Presbyterian Information Service Desk immediately at 505-923-6825 and ask for the Information Security Engineer on call so that rapid action can be taken to safeguard information. You will be asked for any specific information about the disclosure that you may know, so that Presbyterian can follow-up in its investigation.

INFORMATION TECHNOLOGY ACCEPTABLE USE POLICY

All Presbyterian Healthcare Services (PHS) information technology and services are provided for the purpose of promoting and executing PHS business activities, are the property of PHS and/or specifically designated business partners and are governed by this policy.

Security and Monitoring

Use of PHS Information technology services is subject to monitoring, without consent or notice, within the parameters of this policy. PHS may monitor electronically transmitted messages and information. There is no guarantee of privacy for the individual user regarding electronically stored or transmitted content using PHS information technology services.

Individual users consent to such monitoring by their use of the services. Any user of PHS information technology services is advised that if monitoring reveals possible indications of unacceptable system use, the discovery will lead to corrective action, up to and including termination of a business or medical staff relationship. In addition, if such monitoring reveals possible indication of criminal activity, information systems personnel may provide the information from such monitoring to law enforcement officials.

If PHS management deems that a violation of the information technology policies and procedures has or might have occurred, then the privilege of using those systems may be withdrawn indefinitely, without notice. Use of PHS computer hardware and software is a privilege, which can be withdrawn by PHS without notice.

General Prohibitions

All users of the computer and internal or external communications systems are expected to use PHS information technology services in an appropriate manner. The following are examples of prohibited conduct and each may result in corrective action, up to and including termination of employment or contractual services:

- Disclosure of Confidential Information (including, but not limited to financial information or PHI) to any unauthorized individuals or entities.
- Use of another person's password, PIN, logon ID or access code, or disclosure of one's own passwords without IS or managerial approval.
- Use of social media, including accessing personal social media websites from a Presbyterian computer or posting images of or information about a Presbyterian patient or member.
- Disclosing/Storing PHI on an unencrypted mobile device. Avoid use of mobile devices to store or send PHI: if you work requires such use, then the device must be encrypted to avoid potential federal HIPAA sanctions.
- Unauthorized endorsement: Communicating material information that could be perceived as an official company position or endorsement without proper management approval.
- Harassment: The transmission or storage of any discriminatory, offensive, disruptive, or unprofessional message or language; derogatory statements about a person, product or organization, or any defamatory information. Prohibited material includes, but is not limited to, profanity, sexual comments or images, racial slurs, gender-based comments, or comments that would offend another person because of their age, gender, sexual orientation, religious or political beliefs, national origin or disability.
- Solicitation: Soliciting, except as provided for in the PHS Solicitation/Distribution/Posting Policy and as approved by management. Also includes the transmission or posting of any information or material that would violate the PHS Solicitation and Distribution Policy (HR.PHS-E.400).

- Leaving confidential information unattended: Failure at any time to clear from view, after use, sensitive or confidential information on PC or terminal screens that are unattended.
- Modifying the configuration or setup of any PC without information services direction. A user may not install unauthorized software.
- Participating or engaging in activities that violate PHS policies or standards.
- Involvement in scams, phishing, schemes, unlawful and/or illegal activities.
- Intentional disruption of information technology services.
- Playing games via the network or internet.
- Violation of copyright: Failure to obtain written permission from the author or artist prior to using copyrighted material, including unauthorized posting, transmission, or downloading of copyrighted material, trademarks, and service marks.
- Unauthorized access. This includes, but is not limited to:
 - Accessing patient or employee information without a legitimate business need and authorized access;
 - Misrepresenting an individual's identity of the source of communications or data;
 - Accessing or attempting to break into any confidential or private information without authorization, including servers, e-mail or voice-mail accounts, PC files or mainframe applications;
 - Import or export of any government-controlled information to or from unauthorized locations or persons, without appropriate licenses or permits;
 - Modifications of files without owner's permission;
 - Cracking of passwords. The existence of a file and access thereto does not grant permission or authorization to read it.

This is not an exhaustive list and is intended only to exemplify the kinds of abuses that are prohibited by this policy.

FALSE CLAIMS ACT EDUCATIONAL INFORMATION

Specific Information Regarding False Claims Liability, Whistle-Blower Protections and Related PHS Policies

Presbyterian Position: PHS will not submit or cause to be submitted false or fraudulent claims. Furthermore, employees, contractors and subcontractors of PHS can be held liable for filing or causing to be filed false or fraudulent claims. PHS strictly prohibits the submission or participation in the submission of any false claims.

The Federal False Claims Act (FCA) provides for liability for individuals who file or cause to be filed false or fraudulent claims. Examples of false or fraudulent claims include but are not limited to billing for services not rendered; billing for undocumented services; double billing for items or services; making false statements in connection with the provision of services; participating in kickback schemes; including improper entries on cost reports; billing for medically unnecessary services; and assigning incorrect codes to secure higher reimbursement. The government may impose fines or bring a lawsuit to recover fraudulently obtained monies. In addition, individuals may bring such a lawsuit on behalf of the government and, if successful, may share in a portion of the recovery.

The New Mexico Medicaid False Claims Act is very similar to the FCA. Like the FCA, it allows individuals with knowledge of fraudulent activities to bring a lawsuit on behalf of the government to recover fraudulently obtained monies and to share in the recovery, if successful.

Whistle-Blower Protection: The FCA and the New Mexico Medicaid False Claims Act also provide statutory protections for whistleblowers. Under the Acts, an employer is prohibited from retaliating against an employee who reports fraudulent activities.

Related Policies and Training: PHS has implemented policies aimed at preventing the filing of false claims. Those policies include the False Claims Act Education policy (COM.PHS-E.105), the Required Training policy (HR.PHS-E.335), and the Compliance/Ethics Program (COM.PHSE.103). In addition, PHS will require that all members of the PHS workforce receive training information on these issues upon entry into a business relationship with PHS.

Duty to Report: PHS requires that any workforce member having knowledge of or suspecting the existence of fraudulent activities immediately contact an immediate supervisor, the facility human resources manager, or another member of the facility management staff. Workforce members may also report fraudulent activities to Andrea Kinsley, Vice President Corporate Compliance, via telephone (505)923-8547, the Compliance Hotline (888)435-4361, or the PHS Compliance Officer e-mail (akinsley@phs.org). Reports made to the Compliance Hotline may be made anonymously.

DRUG FREE/TOBACCO FREE WORKPLACE

Updated 9/2022

Presbyterian is strongly committed to the health, safety and welfare of its workforce and the customers we serve. We have a strict drug and alcohol policy to prevent the use and abuse of alcohol, drugs and controlled substances that affect job performance. The policy complies with the Drug Free Workplace Act of 1988 and follows Department of Transportation Alcohol and Drug Testing Standards.
(PHS Policy HR.PHS-E.312)

- **Alcohol testing:** A positive screening for alcohol at any detectable level will result in a corrective action up to, and including, termination.
- **Arrests for driving under the influence or criminal drug offenses:** Any workforce member who is arrested for driving under the influence or criminal drug offenses must notify Human Resources within five days of the offense.
- **Medical marijuana:** This policy confirms that Presbyterian does not recognize medical marijuana registration as a valid explanation for a positive drug screen.

If you have a substance abuse problem, there is help available for you. First, you must take responsibility and acknowledge your problem and then accept counseling or rehabilitation before the problem impairs your performance.

Volunteers found to be in violation of any part of the referenced policy will be subject to the corrective action process up to and including dismissal.

TESTING FOR ALCOHOL OR DRUGS

Testing for alcohol or drugs may occur in the following situations:

1. Following an occurrence in which a patient, employee, volunteer or visitor is injured and human error is suspected.
2. In situations where management has reasonable suspicion that any portion of this policy is being violated.
3. In situations outside the workplace where a volunteer is involved in possession, use, sale or distribution of controlled or illegal substances.

TOBACCO-FREE ENVIRONMENT

Updated 9/2022

We're proud to be a tobacco-free organization because it supports our mission to improve the health of individuals, families and communities.

Presbyterian cares about the health and wellness of employees and expects them to protect themselves, each other, patients and visitors by not smoking or using any type of tobacco products on Presbyterian property.

Smoking and the use of any type of tobacco product by employees, visitors and patients is not permitted in any Presbyterian property or campus, Presbyterian vehicle, or in the immediate areas surrounding any Presbyterian facility entrance. Presbyterian also expects employees to respect the Presbyterian brand name by not smoking or using smokeless tobacco products in the proximity of Presbyterian property, signage, name or logo. **(PHS Policy HR.PHS-E.403)**

SAFETY PROCEDURES

Updated 9/2022

POLICY

We maintain a safe environment for patients, employees and the general public which complies with the Occupational Safety and Health Act (OSHA). To help maintain safety in our facilities, you are responsible for following Presbyterian safety procedures.

If you see hazardous conditions or activities (e.g., equipment malfunctions, spills, broken glass, slippery walking conditions), please report the hazard to a department director/supervisor promptly and correct the hazard or render it non-hazardous if possible.

We have created a fire, disaster and hazardous chemical plan for each department in every facility. You should be familiar with these plans and your responsibilities in the event of an emergency. Your department supervisor will inform you of your duties during an emergency.
(PHS Policy HR.PHS-E.141)

SAFETY IS EVERYONE'S JOB!!

Suicide Ideation

When approached by a person that asks, "Where do I go if I am suicidal?" Walk them to the ER window and wait with them in the check in process. If approached by someone saying, "I was told, 'I or my family member need to have a psych evaluation, where do we go?'" Point them to the ER *only*.

FIRE RESPONSE/EMERGENCY MANAGEMENT

Updated 4/2014

Fire Safety is an important part of your role at Presbyterian in all facilities whether you are employed, contractor or volunteer.

You must know the locations of the following:

- Fire and Disaster policies (ask your supervisor. Red & Fire Disaster plan books available in all facilities and online).
- Fire alarm pull stations

- Exits
- Evacuation routes
- Oxygen shut off valves (in hospitals)
- Fire Extinguishers

Upon activation or notification of the fire alarm and the overhead announcement of “Fire Alarm” volunteers should adhere to the “shelter in place” procedure. It is extremely important that people are not moving throughout the facility during an incident; doing so may put you or others in danger.

- **Shelter in Place** – If there is a Fire Alarm announcement (or any other announcement); volunteers are to stay where they are unless they are in immediate danger. *If you are in an enclosed office area or patient room, please exit the location and wait in the hallway area for further instructions from PHS staff or the “ALL CLEAR” announcement has been made.*
- **Rescue or Remove** – If a volunteer is in the incident area, they should help rescue or remove those in immediate danger first. That includes evacuating themselves. Use the RACE acronym for fire/smoke situations.

RACE

- **R escue** or relocate all persons in immediate danger
- **A nounce**: Notify any co-workers in the area by yelling out “Fire Alarm”; activate the nearest fire alarm pull station. At hospital facilities, notify the hospital operator (PBX) by dialing “55”; all other facilities, dial 9-911 and give the nature or type of fire, the facility address and the exact location of the fire in the facility – then dial “55” and report the same information to the Presbyterian operators.
- **C ontain**: Close all doors and ensure a positive latch; clear hallways placing portable equipment in appropriate locations.
- **E xtinguish or Evacuate**: Extinguish the fire if you are trained to use a fire extinguisher; Ensure that all persons are evacuated as necessary in the following order:

Evacuation Priority. **During a fire emergency, the evacuation priority is (be sure to check the public restrooms):**

1. Evacuate persons in **immediate danger**.
2. Evacuate **those who can walk** with little or no assistance.
3. Evacuate those who **cannot walk or who need assistance walking**.

NEVER evacuate unless your supervisor or charge nurse orders an evacuation. At non-hospital locations, follow your facility evacuation procedure.

Do Not:

- Disregard the alarms
- Call the Hospital Operator and ask, “Are the alarms real...what should I do?”
- Request that the operator stop the alarm.
- **Report to the nearest unit charge person** - If volunteers is not in immediate danger, they should report to the person in charge of the nearest unit. If in transit (in a hallway, etc.) proceed to the *nearest* unit to report in and wait for directions. Once volunteers report to a charge person/supervisor/manager, they may assist with simple things such as closing doors, informing people, etc.

***PMG & POB occupants must evacuate the building during a Fire Alarm.** Whenever you

evacuate the building, please make sure to stay a safe distance away until the “all clear” is announced.

FIRE ALARMS and DRILLS

1. When you hear a Fire Alarm – RESPOND as though there is an actual fire! Use the RACE procedure and seek out your supervisor.
2. DO NOT disregard the alarm, ask if you should respond or call the hospital operator and ask, “Are the alarms real...what should I do?”

If any volunteer is the first or only person to notice fire and/or smoke in any area:

- a. Immediately announce “Fire Alarm” and the exact location of the fire and/or smoke.
- b. Activate the nearest pull station. *Please familiarize yourself with the location of the nearest pull station and fire extinguisher in your assigned area.*
- c. Close all doors in the immediate area.
- d. Dial “55” (“911” for PMGs, Healthplex, Aquatics and Cooper Center) and report the exact location of the fire and/or smoke to the Hospital Operator; give as many details as possible.
- e. Attempt to extinguish the fire with a fire extinguisher **only if you have been trained to do so** and are comfortable using a fire extinguisher:
 - Pull the pin**
 - Aim the nozzle at the base of the fire**
 - Squeeze the handle**
 - Sweep the base of the fire**
- f. The volunteer who noticed the fire and/or smoke shall remain in the immediate area in a safe location, until debriefed by Security and/or Maintenance.
- g. Call the Information Desk or designated area to report your location.
- h. Upon completion of the Security and/or Maintenance debrief, immediately report to the Information Desk or designated area. **Note:** If the “All Clear” has been given, the volunteer may return to his/her volunteer area.
- i. Be aware that all doors will close automatically. Avoid getting yourself or a patient caught in them. They will not lock, just close.

REMEMBER, IF THERE ARE ELEVATORS IN YOUR FACILITY, THEY CANNOT BE USED DURING A “FIRE ALARM”.

Evacuation Priority

During a fire emergency, the evacuation priority is (be sure to check the public restrooms):

- Evacuate persons in **immediate danger**.
- Evacuate **those who can walk** with little or no assistance.
- Evacuate those who **cannot walk or who need assistance walking**.
- Volunteers must sign-in with and wait for further instruction from the volunteer manager or designee.
- If any volunteer cannot be accounted for, the information will immediately be reported to the Security Department who will in turn relay the information to the Incident Commander and/or the Fire Department.
- All volunteers will remain in the specified meeting area until they are given the “All Clear” to return to work.
- All volunteers will be instructed to go home and not return to the facility unless otherwise notified. **Note:** Should any volunteer express a desire to remain at the facility to provide assistance during the disaster, report to the volunteer manager or designee.

NEVER evacuate unless a supervisor or charge nurse orders an evacuation.

Other Emergency/Disaster phrases include:

Active Shooter – ALWAYS dial 911 FIRST

Utility Outage/Disruption

Violent Person

Bomb Threat (will NOT be announced, key personnel will be notified directly)

Chemical Spill

External Disaster

Hospital Capacity

Code Pink (PH and RMC only) = infant emergency

Code Blue = Medical Emergency

Kidnapping/Missing Person

Severe Weather

Dr. Gerber – infant security alarm

Evacuation

Staging Area

EMERGENCY MANAGEMENT

Emergency Management comprises all the ways Presbyterian manages its resources and responsibilities to deal with a major emergency incident, either external or internal.

An **Internal Disaster** is an emergency incident that causes injury to persons within a PHS facility or damage to a PHS facility, which can result in relocation of patients, visitors, members and/or personnel within a PHS facility or an evacuation of one facility to another. Examples of internal disasters include Fire, Hazardous Materials Spill, Missing Persons, Violent Person and Utility Outage.

In the event of an Internal Disaster, you should:










- Secure the area of danger, if you feel it is unsafe, so that patients, visitors and unauthorized staff cannot enter.
- Evacuate the area of danger if you do not feel safe.
- Report to your manager or supervisor for additional instructions.

An **External Disaster** is an emergency incident that may not cause injury to persons within a PHS facility but requires a Presbyterian hospital facility to receive and treat a large influx of external disaster victims. Examples of External Disasters include Natural disasters like floods, wildfires, a fire at another facility, a hazardous materials spill on the highway, an airplane crash...

IMPORTANT PHONE NUMBERS (in an emergency)

- At Presbyterian Downtown, Kaseman, Northside, PresNow & Rust Medical Center)
 - **Dial 55** if incident occurs within PHS property (inside building, right outside ER entrance, helipad).
 - **Call 911** when the incident occurs outside PHS property (outside building, parking lots, etc.)
- At PMG, Healthplex, Hospice House & Aquatics Center - **Dial 911, Then Dial 55**
- At Cooper Center, Administrative facilities - **Dial 911, then HELP (4537) or 505-724-7755**
- Non-Presbyterian Phone: **EMERGENCY 505-724-7755**
- CDS Security Emergency Dispatch: **505-841-1200**

Please notify Security in the event of **any** incidents on or off property.

Health Hazard  <ul style="list-style-type: none"> • Carcinogen • Mutagenicity • Reproductive Toxicity • Respiratory Sensitizer • Target Organ Toxicity • Aspiration Toxicity 	Flame  <ul style="list-style-type: none"> • Flammables • Pyrophorics • Self-Heating • Emits Flammable Gas • Self-Reactives • Organic Peroxides 	Exclamation Mark  <ul style="list-style-type: none"> • Irritant (skin and eye) • Skin Sensitizer • Acute Toxicity (harmful) • Narcotic Effects • Respiratory Tract Irritant • Hazardous to Ozone Layer (Non-Mandatory)
Gas Cylinder  <ul style="list-style-type: none"> • Gases Under Pressure 	Corrosion  <ul style="list-style-type: none"> • Skin Corrosion/ Burns • Eye Damage • Corrosive to Metals 	Exploding Bomb  <ul style="list-style-type: none"> • Explosives • Self-Reactives • Organic Peroxides
Flame Over Circle  <ul style="list-style-type: none"> • Oxidizers 	Environment (Non-Mandatory)  <ul style="list-style-type: none"> • Aquatic Toxicity 	Skull and Crossbones  <ul style="list-style-type: none"> • Acute Toxicity (fatal or toxic)

“OSHA BRIEF - Hazard Communication Standard: Labels and Pictograms”

ACTIVE SHOOTER RESPONSE

(January 2015)

What is an ACTIVE SHOOTER? Active shooter refers to a person or persons who enter PHS property with a firearm with the intention of harming specific or random persons.

Turn off your cell phone.

If an Active Shooter is known to be on property, “Active Shooter” will be announced on the overhead paging system and a general location of the Active Shooter will be identified by floor or general area. (Example: “Active Shooter – PreOp” or “Active Shooter – 7th Floor”) Notify any co-workers in the area by yelling out “Active Shooter”.

If you are the first to see/hear a person with a weapon – RUN. If it is safe to do so - dial 9-911. Give them as much complete information as possible including the address and EXACT location in facility – do this from a safe location. *If the facility does not have the ability to announce overhead, activate the facility internal call tree or direct staff to verbally notify other staff of the Active Shooter. This should be done from a safe location.*

An Active Shooter announcement should NEVER be ignored. **ALL** workforce members should take immediate action according to whether they are located in an Affected Department/Unit (i.e., the immediate location of the active shooter) or in a Non-Affected Department/Unit.

Regardless of whether you are in an affected area or non-affected area when an Active Shooter is announced, the general rule of thumb is, ***if it is safe to do so***, exit the building immediately. Active Shooters can change locations quickly and many of our facilities have several stairs, elevators, entrances/exits which an Active Shooter can use to change locations. If you are unable to exit the building safely, you should remain where you are and/or hide to the best of your ability (lock doors, turn off lights, barricade the doors).

Run, Hide, Fight (Fight, only as a last resort).

WEAPONS

Presbyterian prohibits weapons, including firearms, on Presbyterian property or in Presbyterian owned, leased or managed vehicles/facilities.

On occasion, law enforcement officers will come onto Presbyterian property or enter the facilities and be carrying their service weapon. They may be in or out of uniform. Certified Police Officers are authorized to carry their service weapon at all times. Presbyterian may still ask the officer to put the weapon in their vehicle.

Presbyterian Security or the facility Administrator should be notified immediately when individuals come onto Presbyterian property or enter facilities with weapons.

In hostile situations or situations of imminent danger, call local law enforcement immediately.

INFECTION CONTROL – Applies to all Non-Employee Workforce Members

Updated 4/2018

The purpose of the infection control program is to prevent Hospital Acquired Infections or healthcare-associated infections to the extent possible and monitor and/or manager outbreaks after they occur

- Prevention (hand hygiene, cleaning and disinfecting)
- Monitoring (surveillance, outbreak investigation)
- Management (outbreak planning/interruption)

Presbyterian's Infection Control Team

- Every Presbyterian facility has an infection control practitioner available by calling the hospital operator.

All Presbyterian healthcare workers (including volunteers) have the responsibility to be aware of the risks and follow infection prevention procedures to minimize the transmission of infections. In addition, they should be able to identify infection risks and refer potential infection control issues to their manager.

Basic Principles – How Infections are Spread:

- All people (patients, healthcare workers and visitors) are potentially infectious even if they do not have a known recognized infection.
- Most infections are spread by body fluids or by contact with moist tissues.
- The most common way to spread germs is on contaminated hands.
- Many germs may be spread through coughing and sneezing, especially during flu season. Germs spread through the air but they can also collect on your hands when coughing or sneezing.

Respiratory Etiquette to Prevent Transmission:

- Cover coughs or sneezes with tissue or the sleeve of your clothing
- Clean your hands after coughing or sneezing
- Keep a 3-foot distance from others around you if possible

Transmission of Germs on Surfaces

- Pathogens (germs) can live on many surfaces.
- Clean surfaces with alcohol-based or antibacterial cleansers to reduce pathogens.

GLOBAL RED RULES

1. Positive Patient Identification
2. Proper Hand Hygiene – “Gel in and gel out”

Before and after rendering ANY patient care and/or entering a patient's room, appropriate hand hygiene will be adhered to. When hands are visibly soiled, they must be washed thoroughly with soap and water for at least 20 seconds. In between hand washing, alcohol-based hand gel should be used.

Hand Hygiene: CLEAN HANDS are the single most important factor in preventing the spread of germs. Keep your hands clean to protect yourself, other healthcare workers, patients and visitors from infection.

Hand Hygiene is a “Global Red Rule” at Presbyterian – that means we ask EVERYONE to observe this rule, in every circumstance where it applies. Protect yourself, other healthcare workers, patients, members and visitors from infection!

Hand Hygiene is the act of cleaning your hands either by traditional hand washing with soap and water or an alcohol-based waterless hand rub (ABHR).

Traditional Handwashing is required:

- When hands are visibly dirty or otherwise contaminated/soiled;
- After using the restroom;
- Before and after eating or preparing foods;
- After using a handkerchief or tissue;

Recommended Hand Washing Technique:

- Wet hands with water and apply soap.
- Rub hands together for at least 20 seconds.
- Rinse and dry with disposable towel.
- Use towel to turn off faucet

Advantages of Waterless Hand Rub (WHR):

- Waterless hand rub is available throughout Presbyterian.
- Quicker to use.
- **Kills more germs** than soap and water.
- Less drying to the skin than soap, water and paper towels.

How to use Waterless Hand Rub (WHR):

- Apply enough product to wet hands thoroughly.
- Rub hands together covering all surfaces until dry.

Liberal use of hand lotion is to prevent dry cracked skin. Only use the approved lotion supplied by Presbyterian because:

- Some lotions make medicated soaps less effective.
- Some lotions cause the breakdown of gloves.
- Lotions can become contaminated with bacteria. It is less likely that lotion in dispensers will become contaminated.

Education

At the time of volunteer orientation, all volunteers shall be educated on the importance of infection control, body substance precautions and their responsibility in the program.

Education through annual in-service meetings and memos to all volunteers will be used to provide continuing education on the universal/standard precautions and tuberculosis procedures in place at PHS. Wipe down wheelchairs/other equipment (with approved cleaning materials) between patients.

Patient Precautions

Volunteers do not assist with or provide services to patients who are designated as being under airborne droplet contact precautions (unless stipulated specifically by the department and the volunteer has completed the required Infection Control training).

Seasonal Influenza (Flu)

- All workforce are strongly encouraged to get their seasonal flu vaccine each season.
- Information regarding flu shot clinics, schedules, and forms can be found on PresNet – please ask your volunteer manager to assist you with accessing PresNet.

- Anyone who has not received their flu vaccination and has ***direct patient contact*** will be required to wear a mask during flu season. Please refer any questions to Infection Control staff.

Healthcare Worker Illness

To prevent the spread of infection in the workplace:

- **Employees and volunteers should stay at home when they are sick.**
- For some infections and for exposure to certain infections (even if the exposure occurs outside the hospital), employees and volunteers are obligated to follow the work restriction policy.
- Employees/volunteers who are excluded or restricted in their job duties must be cleared through Employee Health Services before returning to work/volunteering.
- Keep immunizations up to date!
- If exposure occurs, notify your manager immediately.

HANDWASHING PROCEDURES

Repeat steps until hands are clean. Wash hands for at least 20 seconds.

- Standing away from sink, turn on faucet and adjust water temperature. Keep your clothes dry – moisture breeds bacteria.
- Wet hands and wrists with lukewarm water. Apply soap.
- Place one palm over the other working the soap into a lather.
- Rub your hands palm to palm, fingers interlaced.
- Rub back fingers to opposing fingers interlocked. Be sure to get underneath the fingernails and nail bed.
- Rotate the right thumb in a rotational manner clasped in the left palm and viceversa.
- Rub backwards and forwards while rotating the tops of fingers and thumb of right hand in left and vice versa.

Liberal use of hand lotion is encouraged to prevent dry cracked skin.

Only use the approved lotion supplied by Presbyterian because:

- some lotions make medicated soaps less effective
- some lotions cause the breakdown of gloves
- lotions can become contaminated with bacteria. It is less likely that lotion in dispensers will become contaminated.

FACTS ABOUT COVID-19



Know about COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.



Prevent the spread of COVID-19 if you are sick

- Stay home if you are sick, except to get medical care.
- Avoid public transportation, ride-sharing, or taxis.
- Separate yourself from other people and pets in your home.
- There is no specific treatment for COVID-19, but you can seek medical care to help relieve your symptoms.
- If you need medical attention, call ahead.



Know your risk for severe illness

- Everyone is at risk of getting COVID-19.
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.



Know how COVID-19 is spread

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.



Protect yourself and others from COVID-19

- There is currently no vaccine to protect against COVID-19. The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19.
- Stay home as much as possible and avoid close contact with others.
- Wear a cloth face covering that covers your nose and mouth in public settings.
- Clean and disinfect frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.

Facts About COVID-19

Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.



What if I'm Not Feeling Well?

If you are experiencing any of the listed symptoms of COVID-19, or any flu- like symptoms, it is critically important that you call off for your shift.

Please contact the following if you develop any symptoms (call or email):

- Your volunteer manager
- Service area supervisor



ACKNOWLEDGEMENT OF VOLUNTEER RESPONSIBILITIES DURING COVID-19

COVID-19 presents special challenges to you during your volunteer service assignment with Presbyterian Healthcare Services (PHS). In order to provide the best opportunity for a successful volunteer experience during COVID-19, the following rules and responsibilities apply to all PHS volunteers.

Understanding Your Risk

COVID-19 presents additional risks for volunteers assigned to both inpatient and outpatient settings. The facility where you volunteer may be treating COVID-19 patients. While we use stringent infection control procedures, there is nonetheless a risk that you may be exposed to the SARS-CoV-2 virus that causes COVID-19 during your volunteer service.

Requirements of all Volunteers

Prior to reporting for each shift, we require the following:

- You alert your volunteer manager if you do not feel well the day before your return, even if you have tested negative for COVID-19.
- You alert your volunteer manager if you live with or spend time with anyone who is feeling unwell or who has tested positive for COVID-19.
- Upon entry of all Presbyterian facilities, your temperature will be taken, and you will complete a COVID-19 symptom screening. Your volunteer service may be postponed if you have a fever, whether due to COVID-19 or any other infection, or if you have symptoms consistent with COVID-19.

Physical Distancing

It is important that you practice physical distancing, both in the community and during your volunteer service. Physical distancing means keeping at least 6 feet from other people, not gathering in groups of more than 5 individuals, and avoiding crowded places.

Acknowledgement:

In an effort to minimize the risk of COVID-19 transmission to patients, healthcare workers and others, the following requirements and expectations must be acknowledged. **Please read and initial that you understand and agree to each requirement.**

1. I understand that my volunteer service may be suspended at any time due to the pandemic.	
2. I understand that I will be required to wear a mask when entering and while inside the facility. I further understand that the facility requires everyone to cover their mouth when coughing or sneezing (when not wearing a mask – e.g., eating, drinking), use tissue and dispose of tissue in trash cans as required by the NM Department of Health.	
3. I understand that upon entry to the facility, I may be screened for COVID-19 symptoms and have my temperature checked.	
4. I understand that if I am unable to tolerate wearing a personal mask, I may not be able to serve in a volunteer capacity at a healthcare facility.	
5. I will engage in physical distancing during my volunteer service.	
6. I will immediately contact my supervisor if I develop symptoms of any illness and follow supervisory direction to depart the facility as a result, if instructed to do so.	

By signing below, I agree to follow all the requirements outlined above. I understand that failure to follow the requirements above may result in my volunteer service being suspended.

VOLUNTEER SIGNATURE

DATE

PRINTED NAME

FALL PREVENTION

How to Prevent Falls Caused by Slips and Trips

Housekeeping:

- Contact Housekeeping to make sure all spills are cleaned immediately.
- Keep walkways clutter free
- Close file cabinet or storage drawers
- Cover cables that cross walkways
- Keep work areas and walkways well-lit

Floor:

- Report uneven, defective flooring, worn spots in carpets, chipped tiles, and worn stair treads to management.

Footwear:

- Select proper footwear for the job you are doing and the environment in which you work.
- Avoid shoes with uneven or slick soles, as they do not provide good traction.
- Use footwear that fits properly.

Appropriate Pace:

- Take your time. Slow down when turning corners.
- Adjust your stride to a pace that is suitable for the walking surface and the tasks you are doing.
- Watch for existing and potential hazards
- Be aware of others

Steps to Take if a Patient, Visitor or Non-Employee is Injured

- If possible, notify your supervisor immediately.
- If the person needs medical assistance, encourage them to visit the Emergency Department.
- Stay with the person until the situation has been satisfactorily resolved and treatment has been provided, if necessary.
- Be sure to check with your supervisor to ensure a "Risk Report" was filed.

No injury, but an important event has occurred with a patient, visitor or non-employee (lost belongings, no transportation, etc.) What do you do? Notify your supervisor.

DOMESTIC VIOLENCE AWARENESS

Updated 6/2014

PURPOSE/POLICY

Domestic violence is a serious, life-threatening matter and should be treated like one. It has the potential of affecting not only the victim or abuser, but also the individuals who live and work with this person.

PHS is committed to the following:

- Promoting a safe and healthful environment for patients and employees
- Identifying and taking appropriate action when abuse is affecting patients or employees
- Providing referrals resources to patients and employees who are, or may be the victims of domestic violence

Definition: Domestic violence is a pattern of assaults and controlling behavior that restricts the

activity and independence of another person. It can include physical, sexual, verbal, emotional and economic abuse. Domestic violence affects people of all cultures, religions, ages, sexual orientation, educational and income levels.

Warning Signs

Any one behavior is not a sign of trouble, but several of the following could be warning signs that a person might be abusive:

- | | | |
|----------------------------|------------------------------|-------------------------|
| -Isolation from co-workers | -Isolation from family | -Isolation from friends |
| -Controlling behavior | -Cruelty to animals | -Cruelty to children |
| -Force during arguments | -Threats of violence | -Psychological abuse |
| -Verbal abuse | -Breaking & throwing objects | -Blaming others |

The following signs may indicate that a person is a victim of abuse:

- | | |
|--|--|
| -Guilt or fear over living conditions | -Poor self-esteem |
| -Feels helpless/powerless | -Feels angry, embarrassed, and ashamed |
| -Unexplained injuries that go untreated | -Fearful of being insane |
| -History of abuse in the home as a child | |

Employee Responsibility: All Presbyterian employees and volunteers have a ***duty to warn*** supervisors, security personnel or human resources of any activity, situation or incident that they observe or know of that appears to be a ***credible threat to safety***. This would include the following:

- | | |
|--|---------------------------------|
| -Threats of aggression | -Acts of violence or aggression |
| -Aggressive or erratic behavior | -Fighting and verbal aggression |
| -Possession of a firearm or weapon on PHS premises | -Harassment |
| -Inappropriate and intense outbursts of anger | -Stalking |

**Report any suspected domestic violence to your
volunteer director/manager (or service area manager).**

WORKPLACE VIOLENCE

Updated 9/2022

What is workplace violence?

Workplace Violence (WPV) is defined as any acts or threats of physical violence, harassment, stalking, intimidation, abusive/threatening language or gestures and any other threatening or disruptive behavior that occurs in or is related to the workplace.

Presbyterian does not tolerate acts or threats of violence by any individual on Presbyterian owned, leased, or managed property at any time or while such individual is engaged in business with or on behalf of Presbyterian, on or off Presbyterians' premises.

Presbyterian expressly prohibits any form of harassment based on race, color, religion, sex, sexual orientation, gender identity, genetics, ancestry, national origin, age, marital status, disability or status as a protected Veteran.

Presbyterian prohibits weapons, including, but not limited to firearms, on Presbyterian property or in Presbyterian owned, leased, or managed facilities. Employees who violate this prohibition are subject to corrective action, which may include, but is not limited to, immediate termination of employment.

Employees should report a Credible Threat of violence or incident of workplace violence to Presbyterian's Security Department, Human Resources Department or your supervisor/manager.

Immediately report any matter to:

- In the presence of imminent danger, or in the absence of onsite security services, you should call 911.
- Albuquerque Security at 505-841-1200 or the number posted at your facility.
- Regional facilities should contact your facilities' Security Department, if applicable, or your supervisor or Human Resources Department.

The Security officer will assess the situation and respond appropriately.

(PHS Policy HR. PHS-E.322)

PATIENT RIGHTS AND RESPONSIBILITIES

Updated 4/2018

Complaints and Grievances

The Patient Rights and Responsibilities brochures are given to all patients at the registration/admitting desks. The brochure outlines patient rights and responsibilities and describes how Presbyterian can respond to needs and concerns. All volunteers need to know where the nearest admitting or registration desk is and be able to direct patients to this resource if needed. The brochure includes information on how a patient can report a complaint or grievance.

Patient Complaint Intake Protocol

When a patient/member/customer approaches you and expresses a desire to make a complaint, what do you do?

If there is a potential for any violence, call Security immediately.

If you are a volunteer not assigned to the Information Desk, walk the person to the Information Desk or to a unit supervisor and let the staff/volunteer know that this person would like to express a complaint.

If you are assigned to the Information Desk, please note the following procedures:

PH or SFMC

- "May I ask what this is regarding?"
- If not a patient issue, please call necessary parties (Maintenance, Security, etc.) to report the issue.
- If this is a patient care issue, please contact Patient Advocate (follow procedures outlined in the Information Desk procedure binder).
- SFMC – please fill out a patient concern card with all necessary information. The card is then delivered to SFMC Administration.
- If the complaint escalates or person demands to speak with someone IMMEDIATELY – please contact PH or SFMC Administration and explain the issue. Do **NOT** send anyone to Administration without notifying the staff of that department first.

PKH

- "May I ask what this is regarding?"
- If not a patient care issue, please call necessary parties (Maintenance, Security, etc.) to report the issue.
- If this is a patient care issue, please fill out the patient concern card with all necessary information. The card is then delivered to PKH Administration.

- If complaint escalates or person demands to speak to someone IMMEDIATELY – please contact PKH Department Manager/Administration and explain the issue. Do **NOT** send anyone to Administration without notifying the staff of that department.

RMC

- “May I ask what this is regarding?”
- If not a patient care issue, please call necessary parties (Maintenance, Security, etc.) to report the issue.
- If this is a patient care issue, please fill out the patient concern card with all necessary information. The card is then delivered to RMC Administration.
- If complaint escalates or person demands to speak to someone IMMEDIATELY – please contact RMC Administration and explain the issue. Do **NOT** send anyone to Administration without notifying the staff of that department.

Please note: Some facilities may have additional directions for patient complaint intake. Please speak with your volunteer manager for details.

Presbyterian Healthcare Services Cultural intelligence



Cultural Intelligence

The Presbyterian Promise: Presbyterian makes a promise to all our customers:

We Promise.....

1. To know you, respect you, listen to you and treat you with compassion.
2. To ease the way to your best health.
3. To provide you with the highest quality care at the lowest possible cost.
4. To communicate clearly and accurately, coordinate your care and involve you in decisions.
5. To do what we say we will do.

Cultural Intelligence

Cultural Intelligence is the capability to relate and work effectively across cultures. Cultural Intelligence principles allow us to better deliver our Presbyterian Promise to patients and members. Increasing our individual and collective cultural intelligence directly supports sections 1, 3 and 5 of our Promise.

Key elements of Cultural Intelligence:

Drive: *Your interest, drive and confidence to adapt to multicultural situations.* At Presbyterian, our Promise is our “drive” to be culturally sensitive by knowing, respecting, listening to, and treating our customers with compassion. Our Promise to know, respect and listen can be hindered by the tasks you must complete, but remember to give our patients, members and other visitors your undivided attention.

Knowledge: *Your understanding about how cultures are similar and different.* To “know” a patient or member includes understanding how that individual’s culture and perspective may be different or similar to our own. In our Promise we must remain open to what is unique

about the individual. We do this by suspending judgements and assumptions. As a result, you'll increase your knowledge in the current situation and add insight to future culturally diverse situations.

Strategy: *Your awareness and ability to plan for multicultural interactions.* As part of our Promise, our “strategy” is to partner with our patients and members, and to be more alert to cues and differences so that you can plan ways to conduct yourself and assess how you are doing in different situations. As we execute on the Presbyterian Promise, we are learning to engage in ways that become more of a partnership that works in conjunction with the individual’s cultural beliefs.

Action: *Your ability to adapt when relating and working interculturally.* Taking “action” under the Presbyterian Promise starts with being fully present with the person you encounter. When you take the opportunity to connect with them as a person first, it becomes easier for them to partner with us in their healthcare journey. Trust can be built when you repeat back what you heard and allow them to validate that you understand their concerns and have incorporated any appropriate adjustments.

EQUAL TREATMENT

Federal Nondiscrimination Requirements

The Department of Health and Human Services issued regulations implementing the non-discrimination provisions under Section 1557 of the Affordable Care Act (ACA). These regulations built on prior civil rights laws that prohibit discrimination. The regulations describe individual rights in various areas including sex, disability and limited English proficiency, in all health programs and activities receiving federal financial assistance. They are aimed at advancing equity and reducing health disparities by protecting some of the populations that have been most vulnerable to discrimination in healthcare.

The Affordable Care Act law is straightforward – it says:

“Individuals shall not:

- Be excluded from participation in healthcare,
- Be denied health benefits, or
- Be subjected to discrimination based on:
 - o Race,
 - o Color,
 - o National origin,
 - o Sex.
 - o Age, or
 - o Disability”

Presbyterian has an *Equal Treatment Policy* that addresses these ACA requirements as well as non-discrimination based on religion, ancestry, gender identity, sexual orientation, marital status or spousal affiliation, genetics, health status or protected veteran status. The policy makes clear that Presbyterian is committed to compliance with these requirements. It includes the following provisions:

Patient Access and Treatment: We do not discriminate, but consider all patients entitled to be treated respectfully and considerately.

Health Insurance Coverage: PHS will not deny, cancel, limit or refuse to issue or renew health insurance coverage based on race, color, religion, national origin, age, disability or sex. Also, PHS will not limit coverage of a claim or impose additional cost- sharing

restrictions on coverage.

Complaint Process: We have a process to file a complaint if an individual believes they have been discriminated against.

Notification of Rights: Presbyterian notifies patients, members and the public about their rights in regard to nondiscrimination through posters, letters and website notifications.

Language Access: Interpretation and translation services are available free of charge. Customers are notified of this in multiple languages.

Overcoming barriers to healthcare based on Limited English Proficiency

A key intent of these regulations is removing barriers to healthcare relating to disability or limited- English proficiency:

- Presbyterian doesn't limit access to healthcare or "significant" healthcare communications based on Limited English Proficiency (LEP) or disability.
- Presbyterian workforce members are expected to provide assistance in obtaining interpretation, translation and auxiliary aids as needed for members, patients and patient caregivers.

Interpretation and Translation Policy

This policy makes clear that Presbyterian will provide free qualified interpretation/translation services to those who need it while seeking healthcare. We will communicate this to our customers in various ways.

- When interacting with individuals seeking care or assistance at Presbyterian who have Limited English Proficiency, or who are hard of hearing or deaf, you should *always use qualified interpreters and/or qualified bilingual staff*.
- You should document the use of such qualified interpretation in the medical record. (NOTE: Interpreters who are simply bilingual do not meet the federal requirements – qualified status is required.) Written translation of key healthcare documents must also be completed by a *qualified* translator.
- Contact information for all PHS approved qualified interpreter modalities available can be found on the Interpreter Services web page on PresNet. If you need a form translated, please submit your request on the Language Access webpage on PresNet.

Gender-based discrimination

The Equal Treatment Policy also addresses nondiscrimination based on gender identity and/or transgender status. Presbyterian will treat individuals consistent with their gender identities, including access to bathrooms and patient rooms, gym locker rooms, etc. Individuals may use the restroom that matches their gender identity.

- Regarding room assignments, Presbyterian will establish guidelines for safe, ethical and appropriate assignment of rooms for all, including transgender patients. During bed assignment, every effort will be made to accommodate patients' needs and requests,

including requests for a private room.

- Gender Identity is an individual's internal sense and experience of their own gender. They may know themselves to be a man, woman, both, neither, or have another experience of gender. A person's gender identity may or may not align with their designated sex at birth and/or their gender expression.

Complaint Policy

Presbyterian's Complaint policy states that any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, sexual orientation or gender identity, age or disability may file a written grievance.

- It is against the law for Presbyterian to retaliate against anyone who opposes discrimination, files a grievance or participates in a grievance investigation.
- At Presbyterian, the mechanism for handling discrimination complaints is through the Complaint Management System accessed through PresNet (the Presbyterian intranet site.)
- All Presbyterian workforce members are expected to know how to file a discrimination complaint using the Complaint Management System. Patients or members have the option of mailing in complaints or asking for your assistance submitting them into Advocate. As non-employee member of our workforce, if you are asked to assist with a discrimination complaint, ask for help from your Presbyterian manager or contact person.
- Discrimination grievances must be submitted in writing within 60 days of the date when the person filing the grievance becomes aware of alleged discriminatory action.

Summary

Using the elements of Cultural Intelligence (Drive, Knowledge, Strategy and Action), you've learned how you can partner effectively with our patients and members across cultures.

You have learned that **every patient is entitled to free interpretation services** by a qualified (trained) medical interpreter, 24 hours per day/365 days per year regardless of native language, or ability to speak or understand the English language.

You've also learned how Presbyterian is complying with federal nondiscrimination regulations (ACA Section 1557) and your role in partnering with and protecting those we serve.

The Presbyterian Promise is our commitment to provide an exceptional experience for **ALL** our patients and members, no matter their culture.

MEDICAL INTERPRETATION

1. A **medical interpreter** should be involved for any patient, legal guardian, or family members who has “Limited English Proficiency” (any person who cannot speak, read, write or use the English language at a level that allows them to interact efficiently with health care providers) or other communication needs (hard of hearing, deaf and/or blind).
2. Reasons to use a **qualified (trained) medical interpreter**:
 - o Improve quality of care
 - o Better health outcomes
 - o Legal compliance
 - o Reduces health care costs
3. There is **NO COST** to the patient for this service which is available 24 hours/day, 7 days/week.

Services for the Deaf: Sign language interpretation services are available 24x7 on demand by dialing ext. 923-7772

Limited English Proficient: Telephonic Interpreter services are available 24x7 in 200+ languages on demand by dialing 923-7770.

When prompted provide access code: **PRES**

Access to Telephonic Interpreters can be provided through Vocera

- **Use the voice command “call Interpreter”**

Video Remote Interpreter services are also available 24x7 through a network of conveniently located computers on wheels for immediate access to Sign Language interpreters, Spanish and a number of other spoken languages.

For more information about Interpreter Services, look for the “Interpreter Services” quick link on PresNet Homepage) – please ask your Volunteer Program Manager to assist you with accessing PresNet.

PHS trained staff – list of staff members can be accessed through PresNet, under “Interpreter Services”

4. Family members can be interpreters only if the patient declines the offer to have the assistance of a trained medical interpreter. This decision must be documented in the patient chart. Minor children cannot serve as medical interpreters except in life-threatening or emergency situations.
5. Any discussion of vital medical information requires a hospital qualified (trained) medical interpreter to be used for patients with limited English language skills.

Your Role in Medical Interpretation and Cultural Competence:

You acknowledge that every patient is entitled to free interpretation services by a qualified (trained) medical interpreter, 24 hours per day/365 days per year regardless of native language, or ability to speak or understand the English language.

You acknowledge that a patient has the choice to use a family member instead of a trained

interpreter, if the following is true:

The family member is not a child (under the age of 18) unless emergency circumstances apply;

The patient has been informed that he or she is entitled to free medical interpretation services;

The patient's choice has been documented in the medical record.

You agree to abide by the policies and procedures described in this training and to treat all patients, members, and co-workers with respect and dignity regardless of nationality, race, ethnicity, or ability to speak or understand the English language.

Reporting of Patient Abuse, Neglect and Misappropriation of Property Updated 4/2018

Zero Tolerance for Abuse

Presbyterian has a Zero Tolerance policy for any type of abusive behavior by members of the Presbyterian workforce toward patients. The following behaviors are grounds for immediate suspension and/or termination of employment or other business relationships:

- Abuse of patients;
- Improper treatment of patients;
- Harassment (including sexual harassment) of patients, employees or customers;
- Theft or attempted theft of property belonging to patients, visitors, employees or Presbyterian.

What Must be Reported?

The following types of abuse must be reported to the appropriate authorities:

- All suspected abuse, neglect or misappropriation of property of a patient, if the suspected abuser is part of the Presbyterian workforce.
- All suspected abuse or neglect of a child, no matter who the abuser is.
- All suspected abuse, neglect or exploitation of a vulnerable adult, no matter who the abuser is.

What About Domestic Violence or Adult Sexual Assault?

There is no **legal mandate** to report the following types of abuse (unless this abuse is against a child or an elderly/vulnerable adult):

- Domestic or dating violence
- Adult sexual abuse or assault

Clinicians are required to screen for and document signs of these types of abuse in the patients that they see (see Abuse, Neglect and Misappropriate of Property Recognition, Identification, Reporting and Follow-up Policy).

In addition, referrals to support services are to be offered when a patient says that they have been abused or show signs of having been abused.

Reporting of these types of suspected abuse, however, generally requires the written authorization of the person who is a suspected victim. **You should not report these types of abuse (domestic/date violence or adult sexual assault/abuse) without a written patient authorization or permission from the Legal Services Department.**

Time Frame to Report is 24 HOURS

Suspected abuse, neglect, or misappropriation of property must be reported **immediately** (as soon as practical and not later than 24 hours from knowledge of the incident). The incident must be reported within 24 hours, even if the facility has begun its own investigation into the matter and has not yet completed that investigation.

Who Must Report?

You must report if you are:

- An employee of Presbyterian
- A contractor of Presbyterian
- A volunteer for Presbyterian
- A student at Presbyterian

Your Responsibilities

How to Report?

If you become aware of a possible situation of patient abuse, neglect or theft of property:

1. Ensure that the patient is safe.
2. Notify the operations person in charge (such as the charge nurse, Administrator on call, medical social worker, clinical lead, house supervisor, etc.) and the Risk Management Department (505-923-8801).
3. Complete the Report Form: Work with the supervisor and Presbyterian Risk Management Department to complete a report to the State Department of Health.

NOTE: All the categories above include, but are not limited to:

- Licensed physicians, residents or interns
- Registered nurses, visiting nurses, or social workers acting in an official capacity
- Members of the clergy who have information that is not privileged as a matter of law

New Mexico state law is very specific that the individual who has a **direct knowledge** of an incident of or signs of abuse, neglect or exploitation **must** be the one to fill out **the first page** of the Incident Report Form. If you are the one who becomes aware of abuse, neglect, or exploitation, then you will be required to fill out the first page of the form. You will have help and assistance available to you to answer questions from the notified medical social worker, house supervisor, clinical lead, practice administrator or the on-call administrator, but the law is specific that you must complete the first section of the form.

Report will be Made to Two Different Agencies

The medical social worker, house supervisor, clinical lead, practice administrator or on-call administrator must ensure that the Incident Report Form is filed with the New Mexico Department of Health Improvement **and** one of the following agencies: Child Protective Services OR Adult Protective Services.

In Emergencies

In an emergency, the first things that you should do are:

- Notify your facility's security department or area.
- Make sure the patient or other threatened individual is safe.
- Discuss with your supervisor or volunteer manager immediately and follow their direction.
- Cooperate in reporting to appropriate law enforcement and regulatory agencies.

Abuse By a Member of the Workforce

If a member of Presbyterian's workforce (an employee, contractor, volunteer, student or other workforce member) is suspected of patient abuse, it is especially concerning. Steps outlined above

for Emergency situations should be followed in these cases (notify Security, make sure the patient is safe, and tell your supervisor immediately). The same process for reporting the suspected abuse should be followed in these cases as in any others.

Protection from Retaliation Against Those Who Report

Anyone who reports actual or suspected abuse, neglect or exploitation in good faith may not be retaliated against; this is a requirement in both New Mexico state law and in Presbyterian policy.

NOTE: Intentionally making a false report of abuse, neglect or exploitation is prohibited.

AGE SPECIFIC TRAINING

Geriatric

As a natural product of aging, several changes occur. People have slower reactions, wounds take longer to heal, muscle strength is lost or diminished, vision becomes fuzzy, there is increased sensitivity to glare, and people have problems with balance. However, confusion is not a natural part of aging. It is a sign of other problems. Aging is a complex event that varies by individual. Aging can be defined as the sum of all changes that occur in an individual over time. Aging is different for everyone. Life expectancy is the average observed years of life from birth. In the United States, the average life expectancy is 71.5 years for men and 78.4 years for women.

Key points about the elderly:

- Confusion is not normal
- There is an increased risk of falling
- There is greater sensitivity to glare (use regular light bulbs rather than fluorescent light)
- There may be difficulty when adjusting from dark to light
- Low tones are more difficult to hear than high pitched tones (drop your pitch – do not raise your volume)

Pediatrics

Children in the hospital are frequently scared. They may think they are being punished and do not understand why they are there. To keep children comfortable and happy, keep families together when possible. If this is not possible, be certain children have a favorite toy or a familiar object. Let them help to make decisions about themselves if possible. By making them a part of the process, it will ease their fears.

Things to remember:

- Do not use sudden or quick movements. Move slowly and quietly.
- Speak to children at eye level when possible. Speak in a quiet, unhurried voice.
- Avoid long eye contact and very large, toothy smiles.
- Speak clearly, using simple words and short sentences. Always be honest.
- Give choices only when you can follow through. Give directions and suggestions in a positive manner.
- Let the child know you are pleased when he/she cooperates.
- Be aware that small children may answer to any name or to a nickname only.
- Be aware that children are confused by medical terms and may imagine many things. For example, they may think that going to Radiology for a CAT scan is a place where there are cats; or they may think going to PICU means “We’re going to pick you.”

Standardized PHS telephone greeting:

Thank you for calling Presbyterian (location: Information Desk, Child Life, etc.), this is (state your first name). How may I help you?

GENERAL PHONE LIST

In case of absence (due to illness, travel, etc.),
please contact your facility Volunteer Office and your department staff contact.

Presbyterian General Directory	505-841-1234
Fire (<i>within the hospital</i>)	<i>Dial 55</i>
Fire (<i>outside the hospital</i>)	<i>Dial 911</i>
Emergency (<i>within the hospital</i>)	<i>Dial 55</i>
Ethics/Compliance Hotline	1-888-4355-4361
Safety & Infection Control	505-841-1814
Child Protective Services (under 18 yrs.)	1-855-333-7233
Adult Protective Services (18 yrs. or older)	1-866-654-3219

PRESBYTERIAN HOSPITAL

Volunteer Manager (POB Suite 507)	505-563-8102
Gift Shop	505-841-1178
Information Desk	505-841-1121/505-841-1122
Security (Radio Patch)	505-841-1200

PRESBYTERIAN KASEMAN HOSPITAL

Volunteer Manager	505-291-2890
Volunteer Office FAX	505-291-2848
Gift Shop	505-291-2169
Information Desk	505-291-2191
POB Greeter's Desk	505-291-2008
Security	505-291-2278

PRESBYTERIAN COOPER CENTER

Volunteer Office, Secretary	505-841-1501
Director of Volunteer Services	505-841-1503

PMG HARPER (previously Presbyterian Northside)

Volunteer Office (PMG/HPX/PresNow/Cooper)	505-823-8821
Gift Shop	505-823-8550
Gift Shop FAX	505-823-8254
Security	505-823-8281

PRESBYTERIAN HEALTHPLEX

Main Phone Line	505-823-8300
Security	505-841-1200
Aquatics Center	

PRESBYTERIAN HOSPICE (located at Presbyterian Kaseman)

Volunteer Office	505-291-2098
Volunteer Office FAX	505-291-2834
Robert Wertheim Hospice House – 6000 Forest Hills Dr NE	87109

PRESBYTERIAN RUST MEDICAL CENTER

Volunteer Office	505-253-1507
Volunteer Office FAX	505-253-1504
Emergency Room	505-253-1539
Gift Shop	505-253-1174
Information Desk	505-253-1401
Security (Radio Patch)	505-253-1000

PRESBYTERIAN SANTA FE MEDICAL CENTER

Volunteer Office	505-772-1540
Emergency Room	505-772-1007
Gift Shop	505-772-1051
Information Desk	505-772-1501
Security	505-772-6208

PRESBYTERIAN MEDICAL GROUPS

PMG Atrisco	505-462-7575
PMG Las Estancias	505-462-7777
PMG Los Lunas	505-866-2700
PMG Montgomery	505-462-6400
PMG Rio Rancho – 4005 High Resort	505-462-8849
PMG Rio Rancho – 3715 Southern Blvd	505-462-6051
PMG Rio Rancho – 4100 High Resort	505-462-8809
PMG San Mateo	505-462-7333
PMG Wyoming	505-462-6600
PresNow – Coors Blvd	505-596-2200
PresNow – Isleta Blvd	505-596-2300
PresNow – Paseo Del Norte	505-596-2100
PMG St Michael's – Santa Fe	505-303-5000

PHS Policies referenced in this document are available on PresNet or you may ask your volunteer manager or any Volunteer Services staff member for assistance.

PRESBYTERIAN VOLUNTEER SERVICES STAFF

Mandy Guest, Director of Volunteer Services aguest@phs.org	505-841-1503
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