Revised 1.10

VOLUNTEER HANDBOOK

CARDINAL HILL REHABILITATION HOSPITAL

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Cardinal Hill Rehabilitation Hospital

INTRODUCTION

Owned and operated by the Kentucky Easter Seal Society, Inc., Cardinal Hill Rehabilitation Hospital is a non-profit, 238-bed (when all renovations and moves are completed), rehabilitation hospital for people of all ages.

MISSION

Defining excellence in physical rehabilitation-giving hope and enhancing outcomes for patients and families.

OBJECTIVES

1. To provide high quality, effective rehabilitation services,
2. To provide high quality, appropriate medical services,
3. To continue to expand its programs in order to serve more people with disabilities as the need for these programs grow,
4. To contribute to the body of knowledge for physical rehabilitation by supporting basic/clinical research in rehabilitation-related areas.

HISTORY

Cardinal Hill Rehabilitation Hospital opened in 1950 at the height of the polio epidemic as a 50-bed, convalescent home for children with polio and other orthopedic diagnoses. As the polio epidemic declined, the emphasis changed to include treatment of spinal cord injured children and young adults.

With census increasing it became apparent to the Kentucky Easter Seal Society, the Board of Trustees, and the Kentucky Bureau of Rehabilitation that there was a great need for a rehabilitation program for patients with spinal cord injury. These three groups joined together to plan an expanded program of 50 additional rehabilitation beds. In 1974, the South wing was opened with 50-bed capacity, plus education and training areas. At this time, the hospital began to treat adults as well as children and began to receive many referrals for patients with diagnoses of stroke and head injury. As a result in 1978, a new program began for the rehabilitation of these patients.

As time went on, patient rooms were no longer adequate due to crowding, etc.; there was a need for additional space. So in 1987 a new wing was added to house 70 patients; and all patients were moved into that wing.

In 1989 a Coma Stimulation Program was developed and in 1990 the South Wing was renovated and Extended Rehabilitation Unit for Head Injury survivors was opened. In 1991 the Extended Rehab Unit was moved into the new building and combined with the acute Head Injury Unit and a General Rehab Unit was opened on the South Wing.

While the inpatient programs were evolving and changing, an outpatient program was developing and now includes Outpatient Therapy Services for adults and children, a Developmental Stimulation program for preschool children, Outpatient Clinic, Medical Day Hospital and a Therapeutic Pool. In 1997 the Lyman V. Ginger Pediatric Center was opened on the Cardinal Hill Campus. This state of the art facility houses the Cardinal Hill Pre-school and also Pediatric Outpatient Therapy.

In April 2000, a new addition to the main hospital was opened. The new wing houses all hospital administration, educational and consulting services, and expanded radiology department, a patient recreation room and the University of Kentucky's Department of Physical Medicine and Rehabilitation. In September 2011, the new patient care wing was opened. The new wing houses all inpatient units. The new wing offers state-of-the-art therapy gyms, large patient rooms and centrally located nursing stations. The Skilled Rehabilitation Unit was relocated from UK Good Samaritan to the main Cardinal Hill campus in December of 2011.

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CORE VALUES

In the endeavor to provide excellence in patient-centered care, the staff of Cardinal Hill Rehabilitation Hospital has chosen these core values:

- To provide a **caring** and considerate attitude to foster a "sense of worth" in those we serve.
- To be **honest,** ethical, and open with patients, families, the community, and each other.
- To **respect** the dignity of the individual, which includes patients and fellow staff members.
- To strive for **perfection** in clinical skills for the benefit of all patients.

GOALS

Patient Care -Continually strive to deliver quality care in a manner, which is user-friendly to all patients and families.

Operations -Maintain and continually strengthen the team approach to patient-centered care.

Staff -Recruit, train, and retain qualified staff through an aggressive recruitment/retention plan.

Facilities -Develop and maintain state-of-the-art facilities and equipment.

Education -Meet the educational needs of the community in areas of prevention and rehabilitation.

Leadership -Take a leadership role in effective positive, political changes in health care at the local, state, regional, and national levels.

Fiscal Responsibility -Maintain the institution's financial security.

POLICIES AND PROCEDURES

DRESS CODE

The Hospital has a dress code for employees, volunteers, and observers in order to maintain a professional appearance. All volunteers are expected to adhere to this code.

Acceptable/Required	Unacceptable
Pants, skirts, or dresses	Shorts, jeans, denim of any color, wind suits
Shirts and blouses with sleeves	Shirts or dresses more than 2 inches above the knee
CHRH logo shirts	T-shirts, sleeveless blouses, dresses and shirts
Dress or non skid shoes	Low cut tops, tank tops, strapless tops
	Nose stud or rings
	Tops or pants cut low that may expose stomach

SMOKING

Smoking or the use of tobacco products is prohibited on Hospital property by patients, staff, volunteers, observers and visitors.

MEALS

One meal will be furnished for regularly scheduled volunteers who are actively volunteering for 3.5 or more hours in a single day. Volunteers must wear their nametag and sign the back of their receipt at the cash register. This meal is to be a normal size meal ($6.00) and may not be shared with or given to other individuals. Please eat in the staff dining room.

PARKING

Volunteers may park in the lot on the Versailles Road side of the building. In order to ensure your safety, please remember to lock your car while it is in the parking lot.

VOLUNTEER BADGE

For security purposes, volunteers must wear their badge while in the Hospital. Volunteers should only wear their name badges while they are volunteering.

SIGN IN/OUT

It is important that you sign in and out so that we have an accurate record of your time and attendance. You will be responsible for signing in/out at one of the Volunteer kiosks (touch screen monitors) located at the Information Desk or in the Pediatric Building near the Registration Desk.

CONFIDENTIALITY & HIPAA

You have signed an agreement to assure confidentiality on your volunteer application. This is to make you aware that it is against state law for you or anyone working at this facility to reveal personal health information about patients or former patients to anyone outside the hospital without their permission.

THEFT/ABUSE

Any volunteer discovered stealing or abusing hospital property will be terminated. If you suspect or discover theft or abuse, please report the incident to the Volunteer Coordinator. In order to prevent the theft of your personal property, you will be provided with a safe and secure place to keep your belongings. Cardinal Hill Rehabilitation Hospital cannot guarantee the complete security of personal belongings left unattended, so we encourage you to not bring valuables to the hospital.

ABUSE/NEGLECTED PERSON
Any suspected or witnessed case of abuse, neglect, self neglect, or exploitation shall be reported to the Volunteer Coordinator. "Abuse or neglect" means the infliction of physical pain, injury, or mental injury; or the deprivation of services by a caretaker, which are necessary to maintain the health and welfare of an adult or child.

OCCURRENCE REPORT
An occurrence report is filled out for any unusual incident involving a patient, visitor, staff or volunteer. An occurrence may be defined as any action that may possibly lead to serious consequences. This includes injuries sustained by patients, visitors, staff and volunteers. Please report any occurrences to your volunteer supervisor.

PATIENTS' RIGHTS
Please be courteous to patients and respect their individual rights. When entering a patient's room please knock and identify yourself before entering. Do not enter a patient's room when he or she is receiving medical treatment.

FIRST AID
If you have a volunteer related injury please contact the Volunteer Coordinator at 254-5701, ext. 5368.

ILLNESS
If you are sick, have a cold, fever or sore throat, please do not report for volunteer duty. Give your supervisor as much notice as possible. You must provide a physician's release to return to volunteer service after an extensive/chronic illness, which lasts longer than 9 days.

LIABILITY
You are covered under the Hospital's insurance while volunteering in the Hospital. **Please refrain from performing unauthorized service for patients, example: lowering bed rails, unhooking traction, assisting patients with dressing, bathing, getting out of bed, etc.**

ADDITIONAL INFORMATION
- Please refrain from eating, drinking and chewing gum in the presence of patients or visitors.
- Please do not express an opinion or give advice on a patient's medical condition or treatment.
- Please refrain from soliciting merchandise for any club or organization while volunteering in the hospital.
- Please do not buy cigarettes, tobacco of any kind, soft drinks, candy or any food for patients.

HOLIDAYS
The following are designated Holidays that the Hospital recognizes. You are not expected to volunteer on these days: New Year's Day, Memorial Day, Thanksgiving, Independence Day, Labor Day, & Christmas

VACATIONS
Please notify the Volunteer Coordinator and your supervisor when you are planning a vacation.

EMERGENCY CODES

TORNADO WATCH……..…TORNADO WATCH

TORNADO WARNING……TORNADO WARNING

CODE BLACK……..BOMB THREAT

CODE YELLOW……....EXTERNAL DISASTER

ALARM……..….FIRE IN BUILDING

CODE RED ZONES……FIRE LOCATION

CODE BLUE……MEDICAL EMERGENCY/ CARDIAC ARREST

CODE S…….SHOW OF FORCE

CODE E…….ELOPEMENT

TO NOTIFY SWITCHBOARD OPERATOR OF AN EMERGENCY:

DIAL 5500

Monday – Friday from 7:00 a.m. to 8:30 p.m.

Saturday – Sunday from 8:00 a.m. to 8:30 p.m.

TO CALL FIRE DEPARTMENT/PARAMEDICS:

DIAL 9-911 **GIVE TYPE OF EMERGENCY AND LOCATION**

SAFETY PROCEDURES

Tornado Disaster Procedures

Cardinal Hill staff will implement all emergency procedures. However, it is absolutely essential that all volunteers understand the following if in an area of the hospital outside the volunteer assignments. The "condition" that is announced will automatically dictate the safety precautions that will be implemented. Staff is responsible for relocating patients, but may ask volunteers for assistance in an emergency.

Watch: When climatic conditions are such that a tornado or severe storm is a possibility. Be on alert.

Warning: When a tornado has been sighted in the near vicinity. An immediate emergency does exist.

EMERGENCY PROCEDURES:

A. WATCH - Code A Watch

1. All patients not involved in a therapy session shall return to their room.
2. Visitors with patients shall remain with the patient.
3. Recreation Department shall check exterior of the building for patients, visitors or volunteers.
4. Activities shall proceed in a normal manner. Managers shall keep everyone informed.
5. Close all windows and curtains.
6. When the "watch alert" is lifted, the Switchboard operator will announce "all clear".

B. WARNING - Code A Warning

1. Direct all ambulatory patients to the corridor areas adjacent to their rooms. Patients shall be kept away from skylights.
2. Patients not capable of being moved from rooms shall be protected with mattresses or blankets. As soon as possible, roll beds into corridors.
3. Close all doors and windows.
4. Patients with visitors in the lounge shall remain in the lounge.
5. Visitors in patient's room shall be directed to assist patients to corridor. Blankets shall be used for protection.
6. Do not use elevators.

Fire Emergency Procedures

Cardinal Hill staff will implement all fire emergency procedures. However, it is absolutely essential that all volunteers understand the following if in an area of the hospital outside the volunteer assignments.

A. Person discovering the fire shall: **R A C E**

1. **R**escue any person in immediate danger.
2. **A**larm - report the fire.
    a. pull the fire alarm
    b. dial 911
3. **C**onfine the fire/close all doors.
4. **E**valuate if the fire emergency is minimal in your judgment and if the condition does not present hazards to your personal safety, the appropriate fire extinguisher should be used.

B. Upon activation of the fire alarm:

1. Close all stairway doors, room doors, corridor fire doors, and windows.
2. Remove all corridor obstructions.
3. Report to assigned area. (See next page)
    First Floor Room
    South Wing Basement
    Outpatient Rehab Waiting Area
4. Visitors with a particular patient within a patient's room shall remain with that patient.
5. Visitors with a patient in the lounge shall return a patient to his/her room.

General Information

Occurrence Reporting - Completed by volunteer for all adverse or potentially adverse occurrences within 72 hours.

Emergency Supplies - Emergency boxes with flashlights, extension cords, rope, etc., are at each nursing station and at the switchboard.

Patient Evacuation:
An order to evacuate an area must be issued by the ranking Emergency Control Personnel. Only the Lexington Fire Department can order a total evacuation of the building. Patients are evacuated in the following order: (1) ambulatory (2) those in wheelchairs, (3) those in bed.

Personal Safety:

- Do not tempt thieves -- store valuables securely and out of sight (in car trunk or in your locker).
- Before leaving the hospital, always carry your keys in hand, ready to enter your car quickly.
- After dark (1) use a buddy system going to the parking lot or call 9-232-0665 for Security to escort you to your car (2) park your car closer to the hospital (you may need to move your car after 3:30pm to a safer location.
- Notify Security of anyone you feel might be a threat to your safety (panhandlers, suspicious acting or inebriated visitors). The best tactic for panhandlers who might be in the parking lot is to keep walking and say, "I'm sorry, I can't help you."

INFECTION CONTROL PRACTICES

The CHRH Blood borne Pathogen/Exposure Control Plan and the Infection Control Policy Manual explain all of the practices that we use here at Cardinal Hill

Hand washing is the cornerstone of infection control if done for 10-15 seconds before meals, after using the bathroom, whenever soiled, or after contact with any body substance or items contaminated with body substances.

Universal Precautions helps prevent exposure to blood borne pathogens (germs in the blood).

Body Substance Isolation considers ALL body substances (fluid, excretions and secretions) potentially infectious and requires barriers when contact with any body substance or non-intact skin is a risk. To protect yourself, never eat, drink, smoke, apply make-up, or handle contact lenses in areas where you might come in contact with blood or body substances.

Patient Care: Use resuscitation masks for CPR and avoid direct patient contact if you have cuts, lesions, or dermatitis which cannot be kept covered and protected by barriers.

Special Isolation is used if a patient is thought to have TB, chicken pox, measles, etc. or has a germ that is difficult to treat. Sometimes a patient who has a hard time fighting infections is put in special isolation for his own protection. **Do NOT enter a patient's room if one of these isolation categories is indicated on the door. Check with a staff person!**

Proper Sharps and Waster Disposal is important. Needles, razors, lancets, etc. must be put in sharps containers. If you see a sharp that has not been disposed of properly, **DO NOT TOUCH, ASK A NURSE FOR HELP.** Remember that anything that comes in contact with body substances is considered potentially infectious and must be disposed of properly.

WHAT IS THE ROLE OF VOLUNTEERS IN INFECTION CONTROL?

Tracking of Infections is done to protect you, our patients, volunteers and staff. It is important to complete an Infection Report when you are absent from volunteering due to an infection or when several people in your area become ill with similar symptoms at the same time. Anyone who has an infection may have work restrictions, especially if you work with patients or in food service.

TB Screening and Assessment is done on all staff and volunteers annually as required by law.

Care After An Exposure is important. If you are exposed to blood and body fluids (such as through needle stick, bite, or a splash on non-intact skin or mucous membranes, etc.), wash the area thoroughly then go to Employee Health immediately for evaluation and treatment. Do not forget to notify your supervisor and complete an Occurrence Report.