



VOLUNTEER

UAMS Medical Center
Volunteer Manual

Director, Erin Gray
Volunteer Coordinator, Jennifer Huie

Welcome to the UAMS Medical Center Volunteer Team!

It is with great respect and admiration that we welcome you to serve in the UAMS Volunteer Services Department. Our office has a rich history of committed and exciting volunteers who have given their compassion and care and, in turn, have enriched the lives of numerous patients, families, visitors and staff of the UAMS community.

We encourage you to take the time to read carefully the Volunteer Manual you have been given. It is for the benefit of your safety and the safety of those with whom you will work.

Once again, we welcome you aboard and look forward to working with you in the Volunteer Services Department. We hope that your decision to serve will see you coming back year after year. If there is ever anything we can do to assist you, please do not hesitate to call our office 8:00am – 4:30pm, Monday-Friday at (501) 686-5657.

Sincerely,

Erin Gray

Erin Gray
Director, Volunteer and Auxiliary Services

And

Jennifer Huie

Jennifer Huie
Volunteer Coordinator

The UAMS Mission Statement

The mission of the University of Arkansas for Medical Sciences is to provide excellent education opportunities for students of the health care professions in a stimulating environment of basic and clinical research, integrated with the diversity of superb, comprehensive health care services.

“To teach,

The University of Arkansas for Medical Sciences is Arkansas’ only institution of professional and graduate education devoted to the health and biological sciences. Maintaining high education standards has afforded UAMS the opportunity to offer world-class care.

to search,

In research programs, UAMS provides an environment which encourages and supports a scholarly sense of inquiry by volunteers, faculty and students. Through the exploration of new knowledge regarding the health needs of patients and the issues of health throughout the world, UAMS aids in the important weld between education and services.

to serve...”

UAMS provides exemplary comprehensive patient care services required for its education and training programs, as well as services that meet the referral needs of the State. Our services are provided for all Arkansans regardless of their economic level.

Additionally, UAMS has gained a reputation of first-class care throughout the state of Arkansas due to the various health care milestones it has accomplished such as:

- First open-heart surgery
- First heart bypass surgery
- First bone marrow transplant
 - First high-risk nursery
 - First kidney transplant
- First to treat sickle cell disease
 - First to treat hemophilia
 - First ophthalmic laser
 - First eye bank
 - First corneal transplant
- First breast reconstruction surgery
- First cryosurgery for liver tumors
- First to perform balloon dilatation of coronary arteries
 - First outpatient chemotherapy
- First unicompartmental knee replacement surgery
 - First articular knee cartilage transplant
 - First and only skull-base surgery
- First gene therapy for multiple myeloma in the United States
 - First fetal blood transfusion in the womb
 - First in vitro fertilization (IVF) program
- First and only combined kidney/pancreas transplant
 - First and only high-risk pregnancy program
 - First pallidotomy for Parkinson’s disease

Volunteering at the UAMS Medical Center

Volunteers play an important and intricate role in the life of the UAMS campus. In all capacities, volunteers have made the commitment to give of their time and care in order to make the hospital community seem more inviting and friendly. This important commitment helps to enrich patients, their families and the UAMS experience.

Additionally, volunteers are rewarded by the relationships they are able to foster with patients, faculty, staff and fellow volunteers. Thus, in giving of their time, volunteers receive valuable leadership skills, patient care skills and various other abilities paramount in the life of health care.

As UAMS continues to expand its volunteer community, the Volunteer Services Department is committed to the following characteristics of its volunteers:

- ❖ UAMS volunteers have the necessary competencies and professionalism to play an intricate role in the field of health care.
- ❖ UAMS volunteers are committed to upholding the rights of the patient while being a vital asset to the staff and faculty of UAMS.
- ❖ UAMS volunteers maintain privacy and safety standards for the benefit of the University Hospital campus.
- ❖ UAMS volunteers feel a calling or are drawn to serve with compassion, kindness, sincerity and friendliness, and without necessity of compensation, pay or other physical benefit.
- ❖ UAMS volunteers stay abreast of hospital policies, changes or informative notices, while continuing to be a voice for positive change and offering invaluable ideas for the UAMS of tomorrow.

The UAMS Medical Center Volunteer Dept. Mission Statement

The mission of the University of Arkansas for Medical Sciences Volunteer Services Department is to uphold the greater UAMS mission and vision to teach, heal, search and serve through compassionate and informed volunteer services.

The UAMS Medical Center Volunteer Dept. Goal Statement

1. To achieve greater competencies in order to encourage knowledgeable and skilled volunteers.
2. To have greater visibility on the UAMS campus through volunteer contributions of their talents, time and compassion.
3. To better equip volunteers with security and safety training and to better orient volunteers to life as a health-care volunteer.

The Rights of the Patient

The UAMS Medical Center takes the task of patient care very seriously!

Thus, as a volunteer you should keep in mind that, at all times, the patient has the right to:

1. be treated with dignity and courtesy.
2. be given considerate and respectful care at all times and in all circumstances.
3. treatment for any emergent or urgent medical condition that is likely to deteriorate if such treatment is not given.
4. be treated and admitted without regard to race, color, creed, sexual orientation, religion, gender or national origin.
5. prompt and reasonable responses to questions and requests.
6. communicate with persons outside our facility.
7. receive visitors, mail, telephone call and other communication during his/her stay as long as they do not interfere with ongoing treatment or that of others.
8. have any restrictions on communication discussed with him/her.
9. contact an outside agency about his/her concerns.
10. privacy and to confidential handling of all communications and records regarding his/her healthcare.
11. have disclosure of his/her presence at this facility withheld in the event that his/her safety is in jeopardy by outside persons.
12. a full explanation of diagnosis, proposed treatment, and procedures in terms that are easily understood and that include benefits, risks involved, significant complications, the outcome and alternative treatments available.
13. an interpreter as necessary to understand all pertinent communication.
14. review, with his/her physician, records pertinent to his/her health care.
15. have medical information explained or interpreted as necessary.
16. know at all times the identity and professional status of all individuals providing any type of services and to know what physician is primarily in charge of his/her care.
17. know that UAMS is a teaching institution that participates in research protocols affiliated with the UAMS.
18. be informed and to give consent if our facility proposes to engage in or perform research associated with his/her care or treatment.
19. expect reasonable continuity of care when appropriate and to be informed of available and realistic patient care options when care at our facility is no longer appropriate.
20. be informed of our facility's policies and practices that relate to patient care, treatment, and responsibilities, including financial information.
21. obtain a full explanation of the bills related to his/her health care services.
22. request an itemized explanation of the total bill for health services rendered.
23. have access to protective services.
24. be involved in decisions about his/her medical care.
25. participate in assessment and management of pain.
26. to make decisions about the plan or care prior to and during the course of treatment (to the extent permitted by law) and to be informed of the medical consequences of your actions.
27. refuse treatment.
28. exclude any or all family members from participating in his/her care decisions.
29. have an advanced directive, such as a living will, a health care proxy, or a durable power of attorney for health care.
30. be involved, with family and other decision-makers, in resolving dilemmas about care decisions.
31. pastoral counseling.
32. express any concerns or grievances orally or in writing without fear of reprisal.

General Information

Accidents

All accidents that occur are important no matter how minute they may seem. Refer or report all accidents or unsafe working conditions to departmental staff or supervisors, security (501.686.7777), or the Volunteer Services Department immediately. The attention you give to accidents may save someone else from experiencing the same problem in the future.

Attendance

You play a vital role in the life of the UAMS Medical Center. Staff and faculty will come to depend on you as they do their work. Thus, your punctual attendance is extraordinarily important. If you know you will be unable to attend your shift, please contact the Volunteer Services Department (501.686.5657) and the contact person for your assigned volunteer area. You and the Volunteer Services Department can work together to find a replacement for your shift and, if necessary, to find a more suitable time to fit your volunteering schedule.

Benefits

There are many intangible benefits that volunteers receive, such as knowing she/he has impacted the life of UAMS patients, families and visitors. However, there are some tangible benefits from volunteer service:

- Volunteers learn the layout of the UAMS campus which could make health-care needs for themselves and family members easier in the future.
- Volunteers develop professional skills that could aid in personal career development.
- Volunteers are trained in up-to-date safety and privacy standards.
- Volunteers receive discounts on meals pursuant to the number of hours they volunteer.
- Volunteers receive free Tuberculosis screening yearly.
- Volunteers receive free annual flu shots.
- Volunteers learn of community and social functions as they relate to the hospital and are welcome to attend various presentations or training events.
- Volunteers have the opportunity to become involved with volunteer groups on campus such as the UAMS Medical Center Auxiliary.
- Volunteers receive recognition for the services they provide as appropriate.
- Volunteers receive a free Volunteer shirt uniform.

Cafeteria

As a volunteer, you will receive meal tickets while on duty. There are a variety of eatery options within the UAMS campus. The cafeteria is located in the lower level of the Medical Center. In addition, UAMS provides several alternative food types, including the Doc Java, Lobby Café, and the Gathering Place.

Change of Information

If during your time of volunteer service you experience a dramatic life event; a change of volunteer status; or a change of name, address, e-mail address or phone number, please contact the Volunteer Services Department (501.686.5657) immediately. Having volunteer files that are up-to-date are vitally important in the world of volunteerism so that you may continue to receive notices, updates or other pertinent information.

Competencies

Competencies, as defined by the Joint Commission on Accreditation of Healthcare Organization are a list of abilities, knowledge, traits and characteristics that you should either know or be trained in before taking on your specific volunteer duty. You will be evaluated in these competencies when you are first accepted as a volunteer, again annually, and at the discretion of the Volunteer Services Department or the area at which you are assigned to volunteer. If during your service you become aware of other competencies necessary to perform your task, please inform the Volunteer Service Department.

Complaints, Comments and Concerns

Understandably, in your position you will see the inner workings of the health care field at UAMS. Sometimes health care can be fast-paced, tricky, and stressful. Thus, you may at times recognize changes or concerns that should be addressed by the UAMS system. UAMS welcomes your carefully constructed comments and valuable insights. However, when working with patients, families or other visitors to UAMS, it is asked that you display a friendly, loyal connection to the UAMS family and refrain from airing your concerns. Instead, please make an appointment with the Volunteer Services Department (501-686-5657) to discuss your valued thoughts. They welcome your insights and will work hard to resolve any conflict and find a solution to your concerns.

Further, if patients, families or visitors make complaints or comments to you, immediately direct them to departmental or necessary staff and refrain from agreeing or disagreeing with their thoughts. Instead, show sympathy for their concerns and ensure them that you will quickly inform your supervisor or someone else on the UAMS staff who is ready and available to listen to their comments. As always, a quick response to all patient concerns is highly important.

Confidentiality

UAMS, in accordance with the Health Insurance Portability and Accountability Act, maintains a high level of confidentiality in all aspects of the hospital. To that extent, it is requested that you NEVER discuss the condition of patients, their location in the hospital, their family members or the persons treating their care at any point in time, with any person. Please remember the Rights of the Patients when asking yourself if something is confidential information and, especially, remember confidentiality while in public gathering places, hallways and elevators.

Conversing with Patients, Families, Visitors and Staff

Volunteers contribute to the hospital by maintaining a friendly and compassionate composure. At all times, it is hoped you will express a welcoming and helpful demeanor to those who may have questions and/or concerns, or to those who may simply need someone to talk to. However, it is important to remember that many patients, families and visitors are experiencing delicate life or death situations and, in so keeping, controversial or dreary subjects should be avoided. Further, because staff and employees are often working hard to keep the hospital running appropriately, it may be necessary for you to limit your conversation with them while on-duty to direct work-related issues so as not to distract them from their work.

Customer Service

As a UAMS volunteer, your role will affect the way our patients feel about their experience here. We all share a responsibility to be sensitive toward patients and their families. Courtesy, respect, and strict attention to confidentiality are expected of all UAMS volunteers.

Disaster Plan

In case of a tornado, flood, fire, electrical outage, or other disaster, a disaster plan has been designed for this campus to facilitate the treatment of a large number of injuries. Your department head or supervisor will explain your responsibilities and assignments in responding to the overall disaster plan quickly and efficiently.

Dress Code

While on campus, it is expected that volunteers maintain a groomed appearance of professionalism and neatness. Specific departments may require more detailed dress codes. However, generally it is expected that volunteers wear closed-toed shoes, refrain from wearing blue jeans and always wear their I.D. badges. For further questions, please contact the Volunteer Services Department.

Drug and Alcohol Use

UAMS supports the concept of a drug-free workplace. As a health care institution, volunteers who abuse drugs on the job pose an imminent danger to patients, visitors, and others we serve. It is the policy of the State of Arkansas, and UAMS, that the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance while on UAMS premises or during the course of any University assignment is prohibited.

Any volunteer who illegally uses, gives, sells, or in any way transfers a controlled substance to another person, or manufactures a controlled substance while volunteering on UAMS premises will be subject to disciplinary action including immediate dismissal as a volunteer and further action by campus police. This includes volunteers who report for volunteering under the influence of drugs, if they are not able to perform their jobs in an efficient and safe manner.

Emergency Codes

All volunteers must receive training in the various UAMS Emergency Codes. This may be done in a classroom setting or by self-directed study. Additionally, a test may be taken to ensure your knowledge of the Emergency codes. Additional information may be found at www.uams.edu/safety.

Employment Opportunities

Volunteering offers valuable skills that may encourage some to seek a career in the field of health care. Thus, sometimes volunteers may assume that volunteering at UAMS will directly lead to an employment opportunity at UAMS. However, such volunteerism cannot guarantee a job on campus. UAMS is an equal opportunity employer and all matters of hire and employment will be handled through the Human Resources Department.

Fire Safety

You should know your responsibilities during a fire. The word R.A.C.E. can be used as a reminder of the four primary steps to take in the event of a fire.

RESCUE: Help anyone in immediate danger from the fire. This should be carried out before sounding the alarm, closing doors, or attempting to extinguish a fire.

ALARM: Pull the nearest fire alarm pull station and report by phone to Central Control (501-686-5333). Time is critical. Always sound the alarm before attempting to extinguish a fire.

CONTAIN: Close doors where the fire/smoke is located to isolate and contain. Smoke is the biggest killer in the event of fire. Be sure no one is inside the area.

EXTINGUISH: Attempt to extinguish the fire. Use whatever means available: fire extinguisher, water, blankets, pillows. **Do not put yourself at risk.** Remember, help is on the way.

The fire plan for UAMS is referred to as CODE RED. CODE RED will be put into effect when fire and/or smoke are reported anywhere on the campus. The phrase CODE RED shall be used as the code for announcing a fire emergency or a fire drill. Under no circumstances should anyone shout "FIRE." Elevators should not be used during a fire emergency. Fire can affect the electrical power operating the elevators and trap you between floors. If a CODE RED has been activated, the hospital operator will announce three times over the public address system:

"ATTENTION ALL PERSONNEL-CODE RED" (giving the location of fire and/or smoke)

When the fire department determines that the fire and/or smoke situation no longer poses any danger, the Central Control operator will be notified, and the telephone operator will be instructed to make the following announcement three times over the public address system:

"ATTENTION ALL PERSONNEL-CODE RED-ALL CLEAR"

After the "ALL CLEAR" has been given, activities should return to normal.

Gratuities

It is requested that you please not accept gratuities and/or tips from any person.

HIPAA

As a volunteer at UAMS, you may encounter Protected Health Information (PHI) or other confidential information. There are laws protecting such information, and UAMS and other hospital/physicians are required by law to keep the information from being disclosed to unauthorized persons. One of the laws in place is a federal law called HIPAA, which is a short name for the Health Insurance Portability and Accountability Act. HIPAA is designed to ensure the security and privacy of all information about a patient, also called "Protected Health

Information” or “PHI.” **This federal law has criminal penalties, as well as civil penalties-imposing fines and possible jail time for violations.**

Health information should be protected from:

- People who aren’t involved in the patient’s direct treatment
- Employers using it in hiring/firing decisions
- Reporters, nosy neighbors, family members or coworkers.

Protected Health Information (**PHI**) is any health information that may identify the patient and that relates to:

- Past, present or future physical or mental health condition
- Health care services provided
- Payment for health care.

All patient information that is used or disclosed is included whether written on paper, spoken out loud, or store electronically.

Examples of PHI include:

- Conversations about a patient at the nurses’ station
- Financial records, fax sheets, test results
- Data stored on internet/intranet
- Information used for research purposes
- A patient’s identification bracelet
- An insurance card or patient label
- A detailed appointment reminder left on an answering machine

Volunteers are required to undergo HIPAA training. The HIPAA training material is designed to help educate you about HIPAA. There will also be an overview of the proper safeguards for confidential information including electronic protected health information (ePHI) and highlights from UAMS HIPAA Policies and Procedures during orientation.

I.D. Badges

The UAMS volunteer office provides all volunteers with an identification badge at no cost. You are expected to wear your ID badge at all times on the UAMS campus, so that you can be easily identified in restricted areas and provide assistance to visitors. Please notify the Volunteer Services Department (501-686-5657) if you lose or forget your badge. If and when your time as a volunteer comes to an end, please return your badge to the Volunteer Services Department.

Infection Control

Prevention and/or controlling the spread of healthcare-associated infections (HAI’s) are important to everybody.

HAI's are potentially life-threatening and ALWAYS costly. Patients, visitors, and health care workers are at risk because:

- Patients may be infected on admission and expose others
- Seriously ill or injured patients are more susceptible to infection than healthy people
- Hospital environments as a whole sustain the growth of bacteria which leads to infection.

HAI's can be prevented by washing your hands:

- Before and after work
- Before and after any patient contact
- Before and after handling food
- After handling contaminated items
- After personal care

To help stop the spread of germs:

- Cover your mouth and nose with a tissue when you cough or sneeze
- If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands
- Put your used tissue in the waste basket
- Wash your hands or use alcohol gel after coughing or sneezing

No matter where you work in the hospital, you'll find potential infection hazards.

- Be Alert! Protect yourself and our patients
- Observe ALL isolation precautions!
- Dispose of contaminated materials properly.
- Perform ALL sterile techniques per hospital policy.

Volunteers are required to undergo infection control training and have a yearly tuberculin skin. In addition, if you feel ill and know you will not be able to cover your shift, please inform the Volunteer Services Department (501-686-5657).

JCAHO

“Established in 1952, the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) is a private, not-for-profit organization dedicated to improving the quality of care provided to the public. While initially established to accredit hospitals, in 1987 the Joint Commission began accrediting health systems and networks, home care agencies, ambulatory surgery centers, behavioral health organizations and long-term care facilities. Currently, JCAHO accredits 5,400 hospitals and more than 3,600 other organizations.

The mission of the Joint Commission is “to improve the quality of care provided to the public through the provision of health care accreditation and related services that support performance improvement in health care organization.” A Joint Commission accreditation survey provides an assessment of a hospital's compliance with standards developed by JCAHO. The Joint Commission evaluates a hospital's compliance based on: 1) verbal information provided to the Joint Commission; 2) on-site observations by Joint Commission surveyors; and 3) documents provided by the hospital.

Hospitals are surveyed by the Joint Commission every three years. Achieving accreditation means that an organization complies with JCAHO standards and continuously makes efforts to improve the care and services it provides.

The JCAHO process seeks to help organizations identify and correct problems and to improve the quality of care and services provided. In addition to evaluating standards and compliance, the Joint Commission survey team spends significant time in consultation and education.

The Joint Commission survey process offers an opportunity for the Volunteer Department to evaluate its standards and compliance with JCAHO guidelines, as well as to stimulate continuous improvement in the quality of services provided by volunteer/auxiliary members. It also provides a means for volunteer leaders to participate in their health care organization's improvement teams."¹

Lost and Found

The UAMS Hospital Lost & Found Office is located in the Center for Patients and Families on the first floor, near the Hospital Gift Shop and the Discharge area. The office is open from 8 a.m. to 4:30 p.m. Monday through Friday. To report a missing item or to turn in a found item, please call 501-526-4504 or email LostandFound@uams.edu.

Meal Tickets

Meal tickets will be distributed to you, as a volunteer, as gratitude for your work and for use while you are on duty. These meal tickets may be used in the cafeteria, Doc Java, Lobby Café or the Gathering Place (see **"Cafeteria," p. 7**). Please hold on to your meal tickets tightly and contact the Volunteer Office when you are in need of more.

Orientation

All volunteers must undergo orientation. This may include reading manuals, taking self-directed study tests and having a working knowledge of the Volunteer Manual. In addition, it is at the discretion of the Volunteer Services Department when you must receive additional training when information changes or according to JCAHO standards.

Parking

Volunteers receive free parking in the UAMS parking decks 1, 2 & 3 during their shifts. In the event the deck is full, free and accessible parking is always available at War Memorial Stadium. A shuttle bus will take you from the parking lot to the Medical Center and back every 10-15 minutes from three shuttle locations in the War Memorial lot.

Photography

All volunteers who intend to have their picture taken must sign the Photography Release Agreement. Per HIPAA, no patients, families or visitors may have their picture taken or distributed without proper documentation of a release.

¹ JCAHO Standards for Volunteer Departments: Director's Manual. California Association of Hospitals and Health Systems, Volunteer Services Division, 1998.

Religion

Volunteers should not initiate discussions of religion with patients or their family members and friends. If the patient or family members wish to discuss matters of faith or religious issues, here are some tips to remember:

- Be a good listener and demonstrate sensitivity to the patient's perspective.
- Never argue.
- Show respect for the patient's point of view.
- You must refrain from overt proselytizing, evangelism, and solicitation in any form.
- Affirm the patient or family in their concern about religion or faith.
- Recognize that our patients have their own family traditions, come from different cultural backgrounds, and have their own unique ways of expressing what gives their life meaning.
- Refer matters of faith and religion to our chaplains who respect these differences and seek to provide the kind of religious support each patient needs on an individual basis.
- The on-call chaplain can be reached at pager # 501-688-2060 and the Staff Chaplain can be reached at pager # 501-688-6222.

Police and Security

The UAMS Police Department provides public safety services 24 hours a day, 7 days a week to the campus community. All UAMS Police Officers and Investigators are sworn, commissioned police officers, and as such, have full police authority in the state of Arkansas. For security concerns or questions, please contact the UAMS Police Department at 501-686-7777. Volunteers should always report: any suspicious/criminal activity; workplace violence; thefts of UAMS and/or personal property; bomb threats; and harassing communication.

Volunteer Recognition

Excellent skills and service provided by volunteers like you have been a central factor to UAMS' success. To recognize volunteers for their service, UAMS celebrates with a Volunteer Service luncheon during National Volunteer Week. The Connie Ratcliff Memorial Volunteer of the Year Award will be presented at the luncheon.

Sexual Harassment

All volunteers have a right to work in an environment free of discrimination, which includes freedom from harassment. It is the policy of the UA System to prohibit sexual harassment of its staff and volunteers in any form. Such conduct may result in disciplinary action up to and including termination.

UAMS defines sexual harassment as any unwelcome sexual advance, request for sexual favors, or any physical or verbal behavior of a sexual nature, either in or out of the workplace, when submission to or rejection of the conduct is either explicitly or implicitly a term or condition of volunteer service; submission to or rejection of a behavior that will influence any personnel decision regarding that volunteer's service; and/or a behavior interfering with an individual's work performance, creating and intimidating, hostile, or offensive environment for volunteer service.

Volunteers who have complaints of harassment should report such conduct to their supervisors, the Volunteer Services Department, the Office of Human Resources or the Office of Human Relations. Where investigators confirm the allegations, appropriate corrective action will be taken.

Sign In/Out

Please sign-in to the online volunteer management system on the volunteer computer at the start of each shift. The computer can be found in the Volunteer Services Department, on other computers located in specific service areas, or through the Volgistics website. Additionally, you should sign out at the end of each shift. Volunteers are given 30-minutes of travel time each way, adding a general hour to each shift you work. If you are working after-hours or off-campus, it is important you submit your volunteer hours as instructed by the Volunteer Services Department. If you have any questions regarding Sign In/Out procedure, please contact the Volunteer Services Department immediately (501-686-5657).

Smoking

For the health of our employees, patients, visitors and volunteers, smoking is restricted on the UAMS campus except in areas designated as smoking areas.

Solicitation and Distribution of Literature

The Volunteers Services Department frequently distributes approved, donated magazines or books to waiting room floors. However, to ensure the efficient operation of UAMS, and to control any disturbance to your work, it is necessary to restrict private solicitations. Volunteers are prohibited from soliciting and distributing materials when on an assigned shift. Solicitation of materials by volunteers for the purpose of political, organizational, commercial, social or religious activities not directly related to approved UAMS functions are restricted to public areas and during non-work hours.

Students

The Volunteer Services Department enjoys a mutually beneficial relationship with many students in the community. This includes our teen summer programs and medical students who volunteer throughout the year. If you are a student and have a question regarding volunteering, please contact the Volunteer Services Office (501-686-5657).

Vaccinations & Tuberculin Test

All volunteers are required to have an annual series of Tuberculin Tests. Our student/employee health satellite clinic or the Family Practice Clinic are glad to administer it free, with no appointment necessary. The procedure is as follows:

- 1) have the test placed
- 2) have the results “read” (the nurse will tell you when to come back); and
- 3) bring one copy of the results to the volunteer office.

You will need two placements and two readings.

All volunteers are required to receive the flu shot. UAMS will hold mass clinics for employees, students and volunteers to receive the flu vaccine at no charge. You may also provide proof of

the flu vaccination from any other clinic. For information regarding religious and medical exemptions, please contact the Volunteer Services office at 501-686-5657.

Some areas of service may require documentation of additional vaccinations. If proof of the vaccinations cannot be located, UAMS will provide the vaccinations at no cost to the volunteer.

A clinic schedule will be provided during orientation. The clinic can also be reached by phone at 501-686-8810.

Emergency Quick Reference Guide

Code Purple (Utility Failure)

For failures of any of the following utilities, call the Campus Operations Call Center at (501) 526-0000

- Electrical
- Water
- Elevators
- Sewer
- Fire Alarms
- Medical Gases
- Natural Gas
- Medical Vacuum/Steam
- Heating/Cooling
- Telecommunications

When "CODE PURPLE" is announced overhead, all employees and staff should report to their assigned areas if and when safe to do so. They should take note of processes and/or systems that are out of order or inoperable. Any of these systems that do not restore to normal operating modes (within a reasonable time frame) after resumption of service should immediately be reported to a supervisor to advise the Campus Operations Call Center at (501) 526-0000.

Code Blue (Medical Emergency)

Any UAMS employee finding an unconscious, partially conscious or possibly seriously injured person should initiate emergency response assistance by calling a CODE BLUE.

The UAMS 333 Code Team will respond to all emergencies and/or codes in the Main Hospital and Ward Tower, Shorey Building, and MRI Building. To initiate a Code Blue, call 686-7333 and give the operator the correct information.

For emergencies that occur outdoors and in all other buildings not listed above, call the community "911" number to obtain emergency assistance and notify UAMS Police at 686-7777.

Code Exodus (Evacuation)

CODE EXODUS ACTIVATION

- Any hospital employee who becomes aware of a situation in which continued operations in a location are immediately dangerous to life or health of patients, staff or visitors shall immediately contact the hospital administrator on duty.
- The administrator shall determine if an immediate evacuation of the unit/location is required. If immediate evacuation/rescue is required, the UAMS Police at 501-686-7777 will be called for assistance.
- After those in immediate danger are safe, the administrator shall activate the UAMS Emergency Incident Command System by calling the hospital operator at 501-686-7333 and instructing her to activate the CODE EXODUS plan.
- When CODE EXODUS is heard overhead, volunteers should report to their departments and await specific instructions from their supervisors.

Code Gray (Severe Weather)

When a CODE GRAY is called:

1. Volunteers shall report to their departments.
2. Close windows, doors and drapes in patient care and visitor areas.
3. Direct visitors and patients away from windows to protected internal hallways.
4. Stand by to assist patients and visitors to safe areas.
5. Patients who cannot be moved to safe areas should be
 - a. Moved as far away from the windows as possible.
 - b. Covered with blankets and pillows.
6. When the "CODE GRAY ALL CLEAR" is called, assist patients and visitors to return to normal.

Code Green (Mass Casualty)

CODE GREEN STANDBY alerts administrative and clinical personnel of an impending disaster alert within the next 48 hours.

CODE GREEN provides necessary personnel and support when the volume of patients requiring emergency treatment exceeds the capacity of the Emergency Department.

When a CODE GREEN is called, the following announcement will be made:

“ATTENTION ALL PERSONNEL: CODE GREEN”

On-duty staff are to:

1. Report to their assigned units unless they are designated to go to a specific disaster work area.

2. Begin implementation of specific unit responsibilities.

Off-duty staff are to:

1. Report for scheduled shifts only.
2. Remain at home, if not scheduled. Be prepared for subsequent notification by telephone or a media (radio, TV) announcement “Recalling UAMS Medical Center employees, staff and students.” Then report to normal work areas.

Code Pathogen (Bioterrorism)

CODE PATHOGEN is activated when there is a suspected bioterrorism event. Those people with direct responsibility will be notified by the hospital operator.

Depending upon the nature of the contaminating agent, the number of victims and the patient acuity, other disaster codes may be called simultaneously (Code Yellow, Code Green or Code Exodus).

Code Pathogen is not announced overhead. If you become aware of a Code Pathogen in progress, do not report to the Emergency Department. Report to your department and await specific instructions.

Code Pink (Infant or Child Abduction)

Information regarding and access to infants and children is controlled. An electronic security system is used in conjunction with the campus security system. In the event that an infant or child cannot be located, the Code Pink plan is activated.

1. To activate Code Pink, the nursing supervisor calls the hospital operator and instructs her to page “Code Pink.”
2. At the same time, UAMS Police are notified at 501-686-7777.
3. All staff should abandon non-urgent tasks and place themselves in hallways, stairwells, exits and entrances to watch for a potential abductor.
4. Staff should also check containers, empty rooms or any other spots where an infant or child could be hidden or abandoned.
5. If a potential abductor is observed, staff should attempt to delay or detain the person in a non-threatening manner, such as asking if she needs help, informing her that a code is in effect and asking her to remain until it is cleared.
6. UAMS police should be informed of the description of the individual and her location. If possible, a staff member should follow at a safe distance to determine where the person is going, should she continue to leave.
7. Do not attempt to physically hold or stop the person. The abductor may panic and harm the infant or child if she feels cornered.
8. UAMS Police will coordinate the notification of outside agencies and other area hospitals.

The profile of an abductor, based on national statistics:

- Female
- Usually mid-30s in age
- Often appears heavysset
- Same race as the baby taken
- May use a duffel bag, baggy clothes or a coat to hide the baby Often poses as an employee to gain access