Volunteer Resources

EDUCATION GUIDE 2020

At Lee Health, one of our four core values is Education.

This education guide has been developed to help meet regulatory training required for all volunteers. It contains information on a variety of Lee Health regulatory and/or safety policies and procedures and other topics important to your work.

Module & Post-Test Completion Process:

1. Completing this module is required for all volunteers and satisfies the Mandatory Education requirement for the calendar year.

2. Read/Study the module until you feel prepared to complete the post-test.

3. Sign and Complete the post-test at the back of the booklet and return to the Volunteer Resources office.
<table>
<thead>
<tr>
<th>TABLE OF CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Section One</strong></td>
</tr>
<tr>
<td>Mission, Vision, Values</td>
</tr>
<tr>
<td>ExceptionalLee</td>
</tr>
<tr>
<td>The Promise</td>
</tr>
<tr>
<td><strong>Section Two</strong></td>
</tr>
<tr>
<td>DNV-GL Accreditation &amp; ISO Certification</td>
</tr>
<tr>
<td>HIPAA Regulations</td>
</tr>
<tr>
<td>Protected Health Information (PHI)</td>
</tr>
<tr>
<td>Protecting Patient Privacy</td>
</tr>
<tr>
<td>Camera Cell Phone Use</td>
</tr>
<tr>
<td>Compliance</td>
</tr>
<tr>
<td>Compliance Hotline</td>
</tr>
<tr>
<td>Conflict of Interest</td>
</tr>
<tr>
<td>Gifts</td>
</tr>
<tr>
<td><strong>Section Three</strong></td>
</tr>
<tr>
<td>Risk Management</td>
</tr>
<tr>
<td>Patient Safety Report</td>
</tr>
<tr>
<td>Notice of Injury Report</td>
</tr>
<tr>
<td>Volunteers Protection Act</td>
</tr>
<tr>
<td>Sexual Abuse and Reporting</td>
</tr>
<tr>
<td>Patient Rights &amp; Responsibilities</td>
</tr>
<tr>
<td>EMTALA</td>
</tr>
<tr>
<td>Fair &amp; Just Culture</td>
</tr>
<tr>
<td>Error Prevention Tools</td>
</tr>
<tr>
<td>Safety Absolute – Red Rule</td>
</tr>
</tbody>
</table>
SECTION ONE

Mission Statement
Our mission is to be a trusted partner, empowering healthier lives through care and compassion.

Vision Statement
Our vision is to inspire hope and be a national leader for the advancement of health and healing.

Lee Health’s Mission, Vision & Values reflect who Lee Health is today, and where we are headed.

These statements guide us as we think about and prepare for serving our community’s needs well into the future.

Your Role in Lee Health System’s Mission and Vision
We will generate the resources needed to fulfill our mission, now and into the future. We will use ISO 9001-2015 guidelines help ensure that all staff understand how their role supports Lee Health goals.

Lee Health Values:
1. Respect: We respect you, your life and your healthcare choices. We respect one another as colleagues, caregivers and people.
2. Excellence: We strive for excellence in everything we do. We uphold the highest standards of safety and quality, deliver an exceptional experience to our patients and manage our resources responsibly.
3. Compassion: We care for your family like our own. We truly embody, “caring people, inspiring health.”
4. Education: We support education as a means to continuously improve ourselves and to empower healthier lifestyles throughout our community.

ExceptionalLee is our collective commitment to personal and organizational excellence, and to achieving our vision of inspiring hope and advancing health and healing. It is not a program or initiative – it is a new standard of excellence, rooted in timeless principles, conveyed in a promise and lived out by every member of the Lee Health family. ExceptionalLee is about being more – for our patients, their families and each other.

We Promise

to listen and communicate effectively, embrace empathy, act with compassion and continually improve care – creating a safe, comforting and healing environment for our patients, their families and each other.

SECTION TWO

DNV-GL Accreditation & ISO Certification
Lee Health participates in an annual DNV-GL accreditation survey to determine our compliance with Medicare’s regulations. Passing an accreditation survey helps ensure we provide safe, quality care and is a requirement for reimbursement from Medicare.
Health Insurance Portability & Accountability Act (HIPAA)
HIPAA is a federal law that protects the privacy of patients and all information about them. It gives patients the right to have their information kept private and secure. Violating these laws may result in civil and criminal penalties and result in termination. All Lee Health entities must comply with the HIPAA rules.

Protected Health Information (PHI)
Defined as any information that can be used to identify a patient. It relates to the patient’s past, present or future health condition including healthcare services provided and the payment for those services. Sensitive information exists in various forms:

1. Written  
2. Spoken/Heard  
3. Electronic

We are all responsible for protecting the privacy of sensitive information in ALL forms. If you access PHI without consent or without a job-related reason, you are violating HIPAA and Lee Health policy.

Steps to Protecting Patient Privacy:
1. View only what you need to know.  
2. Keep information away from prying eyes.  
3. Keep your username and password secure.  
4. Never leave your workstation unattended unless it has been locked or it is logged off. Change your password immediately if you suspect it has been compromised.  
5. Respect every patient’s privacy; do not disclose information without the patient’s permission.  
6. Avoid unintentional disclosure. Patient information discussions should only take place in appropriate work settings (not in elevators or cafeteria lines, e-mails, telephone conversations).  
7. Promptly report suspected HIPAA violations to your supervisor.  
8. Abide by all policies and procedures for safeguarding patient information.

Camera Cell Phones
Use of cameras or cell phones pose a threat to patient and workforce privacy, as well as the privacy and security of protected health information; their use is not permitted while on duty.

Compliance
The Lee Health Standards of Conduct establish expected behaviors while complying with appropriate ethical and regulatory standards, and are a part of the Compliance Program. The major sections of the Standards of Conduct are described next.

Hotline
Individuals at Lee Health can report compliance questions or concerns using the Compliance Hotline. The Hotline is available 24/7, and any caller can choose to remain anonymous. Following the chain of command first is encouraged.
Conflict of Interest
A conflict of interest may occur if a volunteer’s outside activities or personal interests influence or appear to influence their ability to make ethical decisions related to their relationship with Lee Health. Employees/volunteers are required to disclose potential conflicts of interests to their supervisor, manager or director. If you question whether a situation or activity creates a conflict of interest, reach out to the Compliance Department for guidance.

Gifts
Sometimes patients or patient’s family members want to express their appreciation for the good care they received by offering gifts. Gifts of merchandise (candy, baked goods, flowers, gift cards, etc.) can be accepted up to a value of $25. Gifts of cash or cash gift cards can never be accepted. Cash should be donated to the Lee Health Foundation or your hospital auxiliary.

SECTION THREE

The Purpose of Risk Management in Healthcare
Risks to patients, staff, volunteers and organizations are a real part of healthcare. Thus, it is necessary to have qualified Risk Managers to assess, develop, implement, and monitor risk management plans with the goal of preventing or minimizing risks.

For example: Risks may include: risk of injury to a patient, volunteer or staff, or risk of financial damage to the organization due to property losses, legal actions or damage to the System’s reputation. You can assist by always providing competent patient care, working in a safe manner, using error-prevention tools and demonstrating compassionate, caring behaviors.

Patient Safety Report
A Safety Report must be completed whenever an event occurs which causes (or could cause) harm to a patient.

Safety Reports are the primary communication link between you and the Risk Management team. **A Safety Report must be completed whenever an event occurs which causes (or could cause) harm to a patient or visitor.**

For example:
- Falls
- Equipment failure which causes (or could cause) injury

Please remember all information should be complete and factual; do not use the Safety Report to blame, complain or retaliate against others.

Notice of Injury
**A Notice of Injury** form must be completed if a volunteer or employee is injured.

These forms can be filled out in the Employee Health Office or the Emergency Department during off hours. Once the completed document is received it is sent to Workers’ Compensation for review and follow-up. If you are involved in an accident or injury, we also ask that you contact Volunteer Resources so we are aware. The employee/volunteer may be required to submit to drug and alcohol testing.

Risk and Volunteers
Volunteers should perform only duties within their assigned job description. Licensed professional (retired or active) may not perform licensed functions as a volunteer. Lee Health will cover volunteers under the liability policy when performing within the scope of the defined volunteer job description.
Volunteer Protection Act

*Florida Statute*

Florida Volunteer Protection Act provides volunteer liability protection.

1) “Any person who volunteers to perform any service for any nonprofit organization, including an officer or director of such organization, without compensation from the nonprofit organization, regardless of whether the person is receiving compensation from another source, except reimbursement for actual expenses, shall be considered an agent of such nonprofit organization when acting within the scope of any official duties performed under such volunteer services. Such person, and the source of any such compensation, if the volunteer is not acting as an agent of the source, shall incur no civil liability for any act or omission by such person which results in personal injury or property damage if:

a. Such person was acting in good faith within the scope of any official duties performed under such volunteer service and such person was acting as an ordinary reasonably prudent person would have acted under the same or similar circumstances; and

b. The injury or damage was not caused by any wanton or willful misconduct on the part of such person in the performance of such duties.”

**Sexual Abuse Prevention and Reporting**

To protect patients from sexual abuse and provide for reporting of sexual misconduct in accordance with Florida law, immediately report any allegation or suspicion of sexual misconduct made against any member of the facility’s staff to the Risk Management Department and the Security Department.

If after regular business hours (Monday – Friday 8am to 5pm), contact the operator to page the Risk Manager on call.

**Patient Rights and Responsibilities**

Lee Health wants patients to be well informed, participate in their treatment decisions and communicate openly with doctors and the health care team.

All patient-related customer practices will uphold a fundamental right to considerate care that includes personal dignity and respect for cultural, psychosocial and spiritual values. Patients and families have a right to be informed of their care responsibilities.

**The Emergency Medical Treatment and Labor Act (EMTALA)**

A federal law created in 1985 to ensure access to quality healthcare for everyone. The law was put into place to protect people who were being rejected by healthcare professionals.

**EMTALA** is easy to violate and stiff fines can be levied when a violation occurs. It is important for you to understand EMTALA and to help us ensure we do not violate the law unintentionally.

Your responsibilities include the following:

- Get help if needed
- Assist the patient to the ED. Simply giving directions is NOT sufficient.
- Call a NURSE STAT if the patient cannot be moved. The responding team will treat and move the patient to the ED for the medical screening to occur and transfer if necessary.

Never tell the person they might have a long wait and they can go to a walk-in clinic for faster treatment. An individual may decide they do not want to wait and that is acceptable as long as they make the decision on their own.
A Fair and Just Culture of Safety
An organization strengthens its safety culture when it acknowledges at-risk behaviors and errors in a non-punitive way. We must all commit to communicating effectively regarding safety concerns, being empathetic and compassionate when a mistake is made, and continually improve the care that we provide in order to reach our goal of Zero Harm.

At Lee Health, we exercise safe behaviors every day by using the SafeLee Error-Prevention Tools. These tools are used to prevent errors from occurring and prevent harm from reaching our patients and/or teammates.

**SafeLee Error-Prevention Tools:**
- Have a Questioning Attitude
- Use C.U.S. to Escalate Safety Concerns: I'm Concerned; I'm Uncomfortable; Stop! This is a safety issue!
- Our LEE HEALTH Safety Absolute – Red Rule: Two Patient Identifiers

In order to avoid errors and harm caused by misidentification, it is a system-wide expectation that every Lee Health team member will Match and Verify with 2 patient identifiers – every patient, every procedure, every time.

**The most commonly used patient identifiers are:**
- The patient’s FULL name and date of birth

**Remember: It ALWAYS Takes Two! (2 patient identifiers)**

**SECTION FOUR**

**Patient Experience**
The ExceptionalLee Promise is only as meaningful as the actions of every member of the Lee Health family. Therefore, we have developed the ICARE framework which provides us with four principles and associated behaviors that will empower each of us to live the ExceptionalLee Promise in our everyday interactions.

**I CARE Framework**

<table>
<thead>
<tr>
<th>Connect with Compassion</th>
<th>Acknowledge with Empathy</th>
<th>Respond with Respect</th>
<th>End with Excellence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make genuine connections.</td>
<td>Acknowledge others and anticipate their needs.</td>
<td>Respect all persons.</td>
<td>Go above and beyond in closing every interaction.</td>
</tr>
</tbody>
</table>

- **Connect with Compassion**
  - Listen generously and focus on what is important to the other person.
  - 10-5 Connect: Make eye contact and show a warm smile within 10 feet of others and greet them within 5 feet.
  - Introduce yourself and your role, and address others by their preferred name.
  - Care Out Loud: Talk through what you are doing.

- **Acknowledge with Empathy**
  - Acknowledge the presence of others and their feelings.
  - Anticipate and proactively address the needs of others.
  - Help others get to where they need to be.
  - Speak up to reduce harm.

- **Respond with Respect**
  - Ask questions to understand.
  - Value others’ perspective, time and space.
  - Be kind and considerate.
  - Express sincere appreciation.

- **End with Excellence**
  - Always respond timely and appropriately.
  - Speak positively and set each other up for success.
  - Summarize what was discussed for understanding.
  - Clearly articulate what comes next.
I CARE STANDS FOR:

- **Connect with Compassion**
  Make genuine connections with our patients, their families and each other.

- **Acknowledge with Empathy**
  Acknowledge others and anticipate their needs.

- **Respond with Respect**
  Respect all persons.

- **End with Excellence**
  Go above and beyond in closing every interaction.

It is an expectation that every member of the Lee Health family demonstrates the ICARE principles and behaviors in every interaction, every time.

**Diversity -> DiverseLee**
Lee Health is a community that puts diversity and inclusion into practice. We are dedicated to providing a positive work environment of inclusion, where every individual that walks through our doors is welcomed, valued and treated with respect and dignity. For Diversity resources, you may call 239-424-3806.

**Discrimination, Harassment, Retaliation**
Discrimination, harassment or retaliation of any individual on the basis of any protected category will not be tolerated. If you have observed, or if you believe you are the victim of discrimination, harassment, or retaliation, speak to the harasser, and clearly request the offending behavior to stop. If the behavior does not stop, or if you are not comfortable speaking to the harasser, contact your leader, and/or Volunteer Resources. If you or a patient feels they have been discriminated against, please contact the Language Services Department or Guest Services at their location. In addition, the patient can also call the Diversity office hotline at (844) 616-0437 to submit a complaint.

**Patient Discriminatory Bias**
Any patient request or demand based on race, color, national origin, religion, sex, sexual orientation, gender identity, age or disability is an unlawful discriminatory bias. Accepting, consenting or complying with a patient’s discriminatory request violates federal law.

If you experience direct discriminatory bias from a patient, or a patient requests that you comply with a demand that appears to be based on discriminatory reasons, you should alert your supervisor and contact Lee Health’s Diversity and Patient Care Civil Rights department.

**Disability Awareness**
We are required by law to ensure that patients, visitors and guests with disabilities can fully and equally access services and facilities at Lee Health.

People who have vision, hearing or speech disabilities use different ways to communicate. Lee Health is required by law to communicate effectively with people who have disabilities.

**Language Interpreters**
Lee Health offers language assistance service to its customers at no cost. Lee Health must “assure the competence of interpreters” by providing “qualified” and trained interpreters.
Lee Health prohibits the use of family members, friends, children, or companions as interpreters. They are unreliable as interpreters because they tend to be too emotionally involved and usually lack medical training. In addition, using them as interpreters raises confidentiality and HIPAA concerns.

Interpretation services at Lee Health are provided in the following ways:
1. Staff Interpreters
2. Cyracom Telephonic Interpreter Service (blue phone)
3. Video Remote Interpreting (VRI)
4. Contracted Sign Language Interpreters

Service Animals
Every disabled person shall have the right to be accompanied by a service animal in Lee Health facilities, subject to infection control standards and other conditions and limitations established by law.

SECTION FIVE
Hand Hygiene
Hand hygiene is the single most important means of preventing the spread of infections to yourself or others.

Alcohol Gel (hand sanitizer)
- Use a full pump of gel - as that is the determined optimal amount for proper Hand Hygiene.
- Rub hands together, covering all surfaces of the hands and fingers.
- Continue rubbing until hands are completely dry. Don’t wipe on clothes.

Traditional Hand Washing
- Soap and warm water (proven to cause less irritation to the skin).
- Rub hands together with friction for a minimum of 15 seconds.
- Rinse hands thoroughly to remove all the soap.
- Gently pat hands to completely dry with paper towels.
- Use paper towels to turn off the faucet and open the bathroom door.

<table>
<thead>
<tr>
<th>Wash your hands with soap and water:</th>
<th>Use alcohol gel (hand sanitizer):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your hands are soiled</td>
<td>Before and after having contact with patients</td>
</tr>
<tr>
<td>Hands are visibly contaminated</td>
<td>Before putting on and after removing glove</td>
</tr>
<tr>
<td>Before and after eating</td>
<td>After touching equipment or furniture near the patient</td>
</tr>
<tr>
<td>After using the restroom</td>
<td></td>
</tr>
</tbody>
</table>

- Maintain safe/modest fingernail length and polish color.
- Use only mild or no perfumes, colognes, after-shave or scented lotions.
- Hand hygiene must be performed exactly where you are delivering health care to patients. Before entering and when leaving a patient’s room is the standard. “Gel In – Gel Out”.

Standard Precautions & Transmission Based Precautions

Standard Precautions are infection control procedures used in the care of ALL patients to prevent contact with blood, mucous membranes or any infectious material.

It does not include sweat or tears. Standard Precautions practices include good hand hygiene, cough etiquette, wound coverage, and the use of appropriate personal protective equipment (PPE) for any contact with soiled or contaminated matter.
Transmission-Based Precautions will be clearly marked for your protection: A “STOP” sign should hang from the top of the door frame, in the middle, and should hang at eye level. When you see a stop sign at the room entrance, DO NOT ENTER THE ROOM. Ask a nurse for assistance.

Influenza Prevention & Control
Influenza is a contagious respiratory disease that can become serious enough to require hospitalization, and in some instances, death. Vaccination is the primary strategy to prevent infection, or development of illness from flu. Flu symptoms include fever, muscle aches, and extreme fatigue.

Volunteers suffering from these symptoms must not return to work until free of symptoms for 24 hours. This protects the patients, volunteers and staff members from exposure. To be effective everyone must be vaccinated each year, as there are many flu viruses and each year’s vaccine is developed to target the viruses that are most likely to cause disease in the coming flu season.

ALL Volunteers are required to get a flu vaccine or qualify for an exemption annually by the designated deadline. A Volunteer may apply for an exemption for medical reasons or for religious/strongly held personal beliefs or convictions.

Anyone granted an exemption will receive a “MASK sticker which indicates they are required to wear a surgical mask when within 6 feet of a patient during flu season.

Employee Health will affix a “FLUPROOF” sticker to ID badge of anyone receiving vaccine.

Compliance
Volunteers who fail to comply will be placed on a Leave of Absence during the Flu Season (approximately Dec – May)

Tuberculosis
Tuberculosis (TB) is an infectious disease that usually affects the lungs. TB germs may be spread when a person who has the active disease coughs, sneezes, laughs, sings or even talks. The bacterium becomes airborne and is inhaled by a person nearby. Some symptoms of TB include: fever, night sweats, weight loss, chest pain, coughing up blood.

A PPD (skin) test is used to screen for TB. If the PPD is positive, further testing is done to determine whether the person has an inactive TB infection, or has active TB disease.

The test will be conducted annually on your birthday month for those working in direct patient care areas

Sharps Safety
VOLUNTEERS SHOULD NOT HANDLE SHARPS OR NEEDLES. Should a stick or blood exposure occur, it should be reported to your Supervisor immediately.

SECTION SIX
Hazardous Materials
Volunteers need to be aware of and have a right to know about the hazardous chemicals stored or used in their work place.

Safety Data Sheets (SDS) can be obtained from the manufacturer or our online resource - MSDS Online, accessible from IntraLee home page under “LMHS Favorites” by clicking on MSDS and SDS.

Volunteers should familiarize themselves with the materials found in their area by reading the label and SDS.

Hazardous Material Waste Disposal

Radiation Safety Guidelines
To protect yourself from radiation exposure, respect the yellow and purple or yellow and black, radiation/radioactive material signs posted prominently on doors and containers. Volunteers should not enter these areas.

Work Environment and a Positive First Impression
Lee Health’s environment is designed and maintained to preserve the dignity of our patients, provide
comfort, ensure privacy and facilitate medical treatment. This includes providing appropriate recreation and social interaction, comfortable indoor conditions and a clean, attractive and functional environment. Your participation and support in maintaining an appropriate environment is very important our patients and their families.

Emergency/Disaster Management

Badge Backer – Safety Resource One resource located with your employee ID badge is on the “badge backer” card (the card below the photo id badge).

Everyone has this information with their badge to reference during emergencies and as a helpful reminder during surveys.

Overhead/Intercom Emergency Pages/Announcements
Emergency overhead pages/announcements are used at hospital locations to alert staff to potential emergency situations and to summon staff who are responsible for responding to specific emergency situations.

You may hear the following emergency codes called while you are working:

<table>
<thead>
<tr>
<th>EMERGENCY CODES</th>
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<tbody>
<tr>
<td>Code Black</td>
</tr>
<tr>
<td>Code Blue</td>
</tr>
<tr>
<td>Code Brown</td>
</tr>
<tr>
<td>Code Green</td>
</tr>
<tr>
<td>Code Orange</td>
</tr>
<tr>
<td>Code Red</td>
</tr>
<tr>
<td>Code Yellow</td>
</tr>
<tr>
<td>Manpower STAT</td>
</tr>
<tr>
<td>Nurse STAT</td>
</tr>
<tr>
<td>MET</td>
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</tbody>
</table>

Our number one priority is the safety of our employees, patients, and visitors.

Based on recent recommendations of the Florida Hospital Association (FHA), Lee Health has adopted “plain language” codes for four security alerts in our hospitals.

The use of “plain language” emergency codes helps ensure transparency and patient and public safety in our facilities. People understand the information received without further extensive explanation, and know what actions are required based on the information received.

Listed below are the “4” plain language overhead alerts:

1. Hostage Situation
Overhead alert: “Attention - Attention + Description” (i.e., there is a hostage situation, Room 304, 3rd Floor North, Stay Away).

2. Child Abduction:
Overhead alert: “Attention – Attention + Description” (i.e. there is a newborn baby who has been abducted from the CCH 2nd Floor by a middle aged female wearing blue scrubs, carrying a green bag)

3. Warning Stay Away:
Overhead alert: “Attention - Attention + Description” (i.e., there is a hazardous material spill (code orange) Dialysis Department, First Floor, Stay Away)”

4. Active Shooter:
Overhead alert: “Attention – Attention + Description” (i.e., there is a life threatening situation in the lobby, white male with a gun, Take Cover).

*NOTE* While an Active Shooter situation is in effect there will be NO OTHER overhead pages or any other code or emergency calls made.

In each situation the overhead page system will repeat the message 3 times. As updates are received, the overhead page will again repeat 3 times.

If no updates are received, the announcement will continue every 5 minutes until cancelled by the Incident Commander. Once cancelled the PBX Telephone Operator will make an announcement that the issue (insert emergency here) has been resolved – resume normal activity or that the issue (insert emergency here) has been cancelled.

Emergency Reporting Process
To report an emergency from a Lee Health phone, dial the following numbers:

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Hospital Locations</td>
<td>444</td>
</tr>
<tr>
<td>Other Facilities</td>
<td>911</td>
</tr>
</tbody>
</table>

What do you need to do and say?
- Dial the emergency number
- State your name and job title
- State the type of emergency
- State your exact location

Do not hang up the phone until the Operator or Dispatcher tells you to do so.

Hurricane Safety
**Hospitals are not Shelters.** Volunteers are not to come to the hospital during a Hurricane. However, your assistance may be needed following the Hurricane. Contact your department or Volunteer Resources when there is an all clear and/or you are ready to volunteer.

Fire Safety Management
Lee Health has fire-response procedures that all staff and volunteers must know and be prepared to implement in order to protect patients, themselves and property from fires.

In patient-care areas within a hospital location, it is preferable to “**defend in place**” by closing doors, unless the fire or smoke is directly threatening patients. Main doors will close automatically when a fire alarm or drill is active.

Fire Response Plan
The basic fire response plan for our system utilizes the **acronym RACE**:
**RESCUE**  
Remove endangered people from the involved

**ALARM**  
Sound the alarm; “CODE RED,” the best method is to use of the pull station.

**CONTAIN**  
Contain the fire by closing the doors and windows and leave the area.

**EXTINGUISH/EVACUATE**  
Extinguish with fire extinguisher OR evacuate

To use a Fire Extinguisher, utilize the **acronym PASS** - While holding the fire extinguisher upright:

<table>
<thead>
<tr>
<th>P</th>
<th>Pull</th>
<th>Pull the pin (located at handle)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Aim</td>
<td>Aim the nozzle at the base of fire</td>
</tr>
<tr>
<td>S</td>
<td>Squeeze</td>
<td>Squeeze handles together</td>
</tr>
<tr>
<td>S</td>
<td>Sweep</td>
<td>Sweep from side to side</td>
</tr>
</tbody>
</table>

**What can every Lee Health Team Member do to help with Fire Safety Management?**

- Keep corridors free of obstructions.
- Never block exit doors, smoke doors or fire extinguisher cabinets.
- Store **NOTHING** in stairways.
- Report broken or malfunctioning Exit lights.
- Maintain at least 18 inches free space below all fire sprinkler heads.
- Know the location of fire-safety equipment in your work area.
- If you are not at the fire’s point of origin, continue to listen to overhead pages to obtain updates.

**Safety**  
Safety Management strives to reduce hazards and prevent accidents and injuries.  
Lee Health Environmental Safety Officer is Rocky Rhoads (phone: 424-3536).

Every Lee Health team member plays an important part in Safety Management. Volunteers are encouraged to report hazards to the Supervisor.

**Security**  
Personal security for oneself and one’s work environment is influenced by knowledge of surroundings and available resources. All Lee Health volunteers are required to wear a Lee Health ID badge at all times while in any of the Lee Health facilities. Patients, visitors, clergy, students, vendors and others are required to have the appropriate identification.

Any unauthorized or suspicious person or activity should be reported to Lee Health Public Safety immediately. If you work at a non-hospital location call 9-1-1 for assistance and then report the incident to Lee Health Public Safety at 343-2350.
Violence in the Workplace

Healthcare workers are 5 times more likely to experience violence in the workplace than other industries. Workplace violence can be any incident in which a co-worker, patient or visitor is verbally abused, threatened or physically assaulted by any other individual.

Lee Health is committed to providing a safe environment. If you experience or witness violence or disruptive behavior, contact Lee Health Public Safety Department and a Supervisor.

Active Shooter Situation

What would you do if there was an active shoot in your vicinity?

Quickly determine the most reasonable way to protect your own life and remember: patients, and visitors are likely to follow the lead of staff and volunteers.

Follow these steps:

**RUN / ESCAPE** – If there is an accessible escape path, attempt to evacuate the premises.
- Have an escape route and plan in mind
- Leave your belongings behind except cell phone (if you already have it with you)
- Help others escape, if possible
- Call 911 when you are safe

**HIDE** – If escape is not possible, find a place to hide where the shooter is less likely to find you.

<table>
<thead>
<tr>
<th>You should:</th>
<th>Be sure to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Be out of the active shooter’s view.</td>
<td>Turn off lights.</td>
</tr>
<tr>
<td>Be where there is protection if shots are fired in your direction (for example, an office with a closed locked door).</td>
<td>Blockade the door with heavy furniture.</td>
</tr>
<tr>
<td>Not trap or restrict your options.</td>
<td>Silence your cell phone.</td>
</tr>
</tbody>
</table>

**FIGHT** – As a last resort, and only when your life is in imminent danger, you may choose to attempt to disrupt and / or incapacitate the active shooter by:
- Acting as aggressively as possible against him / her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions and follow through

**When Law Enforcement Arrives:**
- Follow the instructions of police officers
- Drop any object
- Keep hands visible
SECTION SEVEN

Disruptive Behavior
Disruptive behavior is a threat to patient safety, quality of care and the patient experience.

Dealing with Disruptive Behavior
Do not engage in disruptive behaviors yourself; instead, try to resolve the issue directly with the person displaying the disruptive behaviors. Often, work related complaints, concerns or similar issues are resolved more quickly by speaking directly with the involved co-worker or following the chain of command process.

Strategies to address disruptive behaviors include:

• **Speak Up** - “If you see it, you own it!” means that you must speak up and address the situation, even if the behavior is not directed toward you.

• **Address the behavior to resolve conflict directly**, in real time or as soon as possible after the behavior occurs.

• **Work with your Chain of Command** if you are unable to resolve the situation yourself, discuss with supervisor or Volunteer Resources.

• **Keep detailed records** if it becomes a pattern – include: date, who was involved, what was said or done and how you felt.

• **Make a formal, written complaint to** Volunteer Resources if your Chain of Command is unable to resolve the issue.

Lee Health is committed to the safety and health of all patients, volunteers and staff – physical, mental and emotional. By dealing effectively with disruptive behaviors, Lee Health strives to provide a healthy work environment.

Tobacco FREE LEE
All forms of tobacco, including cigarettes, E-cigs, vaping and smokeless tobacco like chewing tobacco or dip, are prohibited from use on Lee Health properties.

DRUG FREE Workplace
Lee Health is committed to providing quality health care and a safe environment. We consider the use of alcohol or drugs on the job to be an unsafe and counterproductive work practice.

Because safety is very important, all employees, volunteers and students, have a responsibility to report suspected use of illegal drugs or the abuse of alcohol and may use the confidential reporting process.

CONGRATULATIONS!
You have reached the end of the Volunteer Education Guide and are ready to take the Test. Please complete the attached test and return to Volunteer Resources.