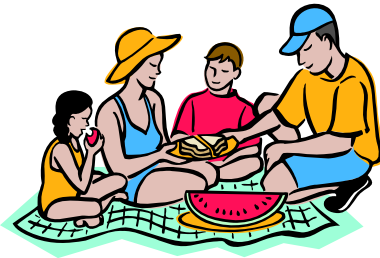


Welcome!

Tracy Feazel will join the Volunteer Services Department on August 27th as our Program Coordinator for the St. Lawrence Campus. Tracy comes to us from Highfields with a background in Human Resources.

Please join us in welcoming her to Sparrow Health System on Wednesday, September 5th at 2:00 p.m. in the Volunteer Board Room on the St. Lawrence campus.

A special thanks to our volunteers Sally Olszewski, James Tellner, Al Trierweiler, Marge Cook, Ann Looyenga and Jan Mace. These individuals served on the interview panels to fill this important position.



Sparrow Picnic

The Sparrow Family Picnic will be held on August 25th from noon to 4:30pm at Fitzgerald Park in Grand Ledge. If you have not replied, please register by calling Alicia at 364-7291.

You're Invited

On August 27th from 3:30 to 5:00 pm there will be a retirement tea for Joe Wald, President of the Foundation. Joe has served in many roles at Sparrow including overseeing and supporting the volunteers for the last 12 years. Please join us in wishing Joe a happy and busy retirement!

Parking

Parking is very limited on both campuses. At St. Lawrence, ramp repairs have been completed. At Sparrow, the ramp is very congested especially on Floors 4, 5, and 6.

At the main campus, if you know it is going to be difficult finding a parking place, we encourage you to park in the 703 building lot between Michigan and Shiawassee, just east of the railroad tracks. A shuttle will pick up and drop off at your car in the lot. At the hospital, the drop off/pick up spot for the shuttle is on the first floor of the ramp. The buses are available between 6am and 7pm and it runs every five minutes between both stops. You may also call 364-2000 to request the shuttle if there is ever a delay.

Smoking

As of 1-1-08, Sparrow Health System will become completely smoke-free. This will mean that visitors, associates, patients and volunteers will not be able to smoke on Sparrow property.

As a friendly reminder, there is no smoking near doorways, in front of the buildings or any other area not designated reserved for smoking. Please see the Volunteer Services staff if you do not know where the reserved areas are located.

Joint Commission Survey

Before the end of the year, Sparrow Health System will have an unannounced Joint Commission survey visit. Below is a list of possible checkpoints that each volunteer needs to review. It would be wise to review the handbook and make sure that you have the safety card attached to your ID badge. If you do not have the card, one can be obtained in Security.

Joint Commission, cont.

As a friendly reminder, Sparrow issued ID badges and appropriate uniform (smock/polo shirt and pants- not jeans) are required while on duty.

What training have you received to volunteer in this capacity?

I have attended volunteer orientation; I received on the job training; I also completed my unit's annual meetings for important training updates; I have completed my annual safety test; and I read the Volunteer Views newsletter for updates.

How often do you wash your hands during a shift?

I wash my hands thoroughly when I come on duty. I make sure to use the hand sanitizer when entering and exiting a patient's room. If I touched a patient or pick up an item from the floor, eat, touch my face, etc., I also wash my hands.

What basic steps do you follow to prevent the spread of infection when you volunteer?

General tips would be: wash hands as good judgment indicates; do not come to volunteer if you have a cold, rash or other infectious disease; cover open wounds; use protective barriers as needed (gloves, etc.). Be aware of specific guidelines regarding universal precautions in your area of service.

What would you do if there is a spill of bodily fluids in your area of service?

Report it immediately to your supervisor.

What do you do if a patient and/or family member registers a complaint with you regarding their care within the health system?

Listen calmly, get as much information as you can. Bring it to the attention of the appropriate department supervisor or contact the Service Excellence Department at ext. 43935 or 364-3935.

How would you describe our guidelines related to patient confidentiality?

No volunteer has the right to discuss, inside or outside of the hospital, the medical condition or treatment of a patient (see Handbook/Manual). Make sure you are aware of any specific guidelines regarding patient confidentiality in your area of service.

What is the safest location for you during a tornado warning?

Away from windows within the nearest internal hallway or basement.

If you become injured while volunteering, what must you do?

If needed seek treatment in the Emergency Room or Fast Track. Make sure the immediate supervisor and Volunteer Services is aware of the injury.

Where are the fire extinguishers and fire alarm boxes located in your area of service?

Volunteers should familiarize themselves with the locations of the nearest fire extinguishers, fire alarm boxes and exit routes in their service area.

What responsibilities do you have if a CODE RED is paged?

When a CODE RED is paged, indicating a fire, volunteers in the hospital will assist hospital staff as necessary. This may include closing doors, turning on lights and evacuating patients, families and visitors.

What steps do you follow if you discover a fire?

Rescue any affected persons in immediate area.

Activate the alarm by pulling the nearest fire alarm box. Call the switchboard by dialing 1-2-3 at the Sparrow and St. Lawrence Campuses, or 9-911 in the Sparrow Professional Building and offsite offices. Identify the location of the fire, what is burning and your name.

Contain the fire and smoke by closing all doors and windows. Lights should be left on.

Extinguish the fire. Bring a fire extinguisher to the scene.

Pull the first extinguisher pin.

Aim the fire extinguisher nozzle at the base of the fire.

Squeeze the fire extinguisher handle while holding the extinguisher upright.

Sweep the extinguisher nozzle from side to side covering the area of the fire.

What would you do if you found a non-responsive individual (patient, associate, volunteer, etc.)?

Immediately contact a nurse if you are in a patient care area and or dial 1-2-3 and give location and request the appropriate code be called.

Do not call emergency to request help – the staff cannot leave the department and the patients they are caring for to respond. When you dial 1-2-3 the operator will ask the location, nature of the incident and a response team will respond immediately.

If you are near the location paged through a CODE ATTENDING, what should you do?

Move carts/portable equipment out of the hallway to allow clear passage for the Code Team.

If you witness a violent, abusive or potentially dangerous situation, what do you do?

Call Security, ext. 64911

If a patient requests information on their diagnosis or for test results, what is your response?

"I do not have access to the information you need, but I would be happy to let the staff know that you have some questions." Never comment on a diagnosis or treatment with a patient or family member. Always refer the questions to the appropriate hospital staff.

Evacuation plans

In case of an evacuation, there are five key items a volunteer must know in advance.

1. On either campus, make sure you know location of stair routes as well as fire pull stations and fire extinguishers.
2. Volunteers at the Sparrow Main Campus are to gather in the parking lot in front of the Sparrow Professional Building directly across the street from the hospital.
3. Volunteers on the St. Lawrence Campus in Building 1 are to meet in the Northwest corner of the Building 1 Parking lot. Volunteers in Building 2 are to gather at the main entrance of Ele's Place.
4. All Volunteers must stay in those gathering areas until accounted for by staff.
5. At all times be on the look out for potential fire hazards such as beds lining both sides of the hall – items can only be on one side of the hall. Beds, wheelchairs or other equipment cannot block doors, elevators or halls. Look for potential fall hazards such as wet floors without signs. If help is needed to fix the problem, call the Service Response Center at 43434.

Customer Service Training

As volunteers and associates, we encounter many "moments of truth" that convey to patients and family members that Sparrow will provide professional, loving and compassionate care for all their health needs. These "moments of truth" may be as simple as seeing a lost person in the hall and walking them to their destination.

During your group's fall meeting, we would like to share the patient satisfaction scores and comments with your group as well as talk about ways to keep doing more of the good things that our patients are saying about us.

We are also trying to improve service through the use of scripting for particular situations. This effort has been nicknamed named "Sparrow Speak" or "key words for key times." At the fall meetings, we'll share a short video to convey the ideas behind Sparrow Speak. Here are a few of the phrases that associates and volunteers are saying to patients:

- I have the time
May, I help you... I have the time
- Privacy
Let me close the door for your privacy
- Very Best
Thanks for sharing your comments; we want to provide the very best care for you.

Fall prevention

Fall related deaths in the U.S. increased by more than 55% between 1993 and 2003. Sparrow's fall injury rate is above average and we need your help to change improve. You can identify patients at risk for a fall because they have a yellow falling star placed on their door.

What can you do to prevent a fall?

- Make sure the patient's room is cleared of clutter and the call light is near them.
- Ask the patient if there is anything is needed before you leave- refer needs to the staff
- Set plants, flowers and cards near the patient
- Make sure that we maintain clear hallways

Special Needs

The Volunteer Office always accepts donations of material and yarn to make items for our patients. We also accept donations of personal care products for behavioral health patients. If you wish to donate items, please bring them to our offices.

McAuley League operates the resale shop and is in need of good quality clothing, household items and small appliances. The group could also use the help of some dedicated volunteers to lend a hand. Please drop the items at either Volunteer Office and call us at 364-3606 if you are interested in helping.

Volunteer Help Is Needed

The Volunteer Recruitment Blitz will begin 9/1/07 to 11/13/07. To win some great prizes, tell friends and family about these opportunities. Everyone that recruits a volunteer will be entered to win!

Here's where help is really needed...

Patient Ambassadors needs substitute volunteers
Main lobby at Sparrow needs lobby greeters
Escort/Information Services at St. Lawrence
Escorts at Sparrow
McAuley League resale shop volunteers
Sparrows needs volunteers to stuff toys
Information Services needs flower/mail delivery
Heart Center needs lounge volunteers
Surgical Lounge day and evening shifts open
Auxiliary needs volunteers to sew baby blankets
Service Auxiliary and Mary Magdalen are open
TLC Critical Care lounge

Dates to Remember

Aug 27 – Retirement Tea for Joe Wald,
SPB Atrium, 3rd Floor, 3:30-5 pm

Sep 1-Oct 9th Volunteer Blitz

Oct 1-Nov MHA Harvest Gathering Food
Drive

Sep 18 – President/President Elect Meeting,
9am, Auditorium

Oct 17-18 – Fine Jewelry Sale, SPB Atrium,
7am-4pm

Oct 19 – Fine Jewelry Sale, Lobby by Gift
Shop at SL Campus, 7am-4pm

Nov 8th- New Volunteer and Mentor reception
5:30pm at Clark Conference Center