Welcome from the President

Welcome and thank you for volunteering. You are joining a talented and generous group of 1,600 men, women and students who share their time and talents to improve the Patient experience at Sparrow.

Volunteers help us keep our promise of delivering quality, compassionate care to everyone, every time...with no exceptions and no excuses. The work of our volunteers has an enormously positive impact on safety, quality and Patient satisfaction.

You are becoming a key part of a unique group which is committed to making sure that the needs of our Patients always come first. Your service as a Sparrow volunteer will help provide the personal touch appreciated by Patients, visitors, guests and staff.

The strength of Sparrow is based upon a tradition of excellence and “radical loving care” not only for our Patients, but for their loved ones, and your colleagues as well. You will find being a Sparrow volunteer a profoundly rewarding and satisfying experience.

On behalf of our Physicians, Nurses, Caregivers and Board members, thank you for your dedication and loyalty to Sparrow. You are an important addition to the Sparrow family, and we are grateful for your willingness to share your time, energy and enthusiasm.

Sincerely,
Dennis A. Swan
President & CEO
Sparrow’s Mission
The mission of Sparrow is to improve the health of the people in our communities by providing quality, compassionate care to everyone, every time.
Sparrow’s Vision
Sparrow’s vision is to be recognized as a national leader in quality and patient experience.
Sparrow’s ICARE Values
ICARE

• I – Innovation
• C – Compassion
• A – Accountability
• R – Respect
• E – Excellence
ICARE Values

Throughout Sparrow’s history, our values have always been guidelines for how we should treat our patients and each other.

All caregivers at Sparrow are expected to model the ICARE Values and adhere to the following Standards of Behavior to provide the best experience possible.
ICARE Values

**INNOVATION** - finding new ways to improve the quality of health services.

- Routinely explore groups’ procedures to determine if processes are effective and efficient. Does this best meet the needs of our patients?
ICARE Values

**COMPASSION** - providing loving care to everyone.

- As we encounter patients, we should feel empathy for them and demonstrate our feelings through compassionate care.
ICARE Values

ACCOUNTABILITY – accepting responsibility for our actions.

Volunteers should always:

• Maintain confidentiality about the organization and those served.
• Demonstrate truthfulness by acknowledging limitations, uncertainty or mistakes – If you are not comfortable with your position, please tell us.
ICARE Values

RESPECT – Value diversity, inclusion and working well together

Volunteers should:

- Treat all people with respect, and empathy in word and action.
- Understand how our behaviors and actions affect everyone we come in contact with.
- Demonstrate a spirit of accomplishment, enthusiasm, and cooperation with all partners.
ICARE Values

**Excellence** – Achieving the best results in all we do.

- Demonstrate the vision of being a national leader in our daily performance.
- Take the initiative to continuously enhance skills and expertise.
- Demonstrate professionalism in appearance and action.
The 5 Fundamentals of Communication

• A - Acknowledge
• I - Introduce
• D - Duration
• E - Explanation
• T - Thank you
Acknowledge – Impacts Safety

- Be alert – make eye contact.
- Knock, ask permission to enter.
- Verify you have the right patient by asking his/her name.
- Focus on the individual so they know they have your full attention.
Introduce – Decreases Anxiety

• Share your experience, expertise and skill set
  – Manage up yourself
  – Manage up your co-workers
  – Manage up other departments

Managing up reduces anxiety and affects clinical outcomes

For example:

“. .My name is Jane, I’ve been a volunteer at Sparrow for over a year now and will be working in the lounge today until 1 pm. I am here to make sure you are comfortable and well informed while you wait for your loved one.”
Duration – Increases Compliance

How long …
• until I get my tray?
• will I be sitting here?
• does registration take?
• until I can go home?

You Should:
• Under-promise and over-deliver.
• Give a time expectation that will surely be met.
Explanation – Improves Outcomes

• Anticipate and answer questions for the patient/family member before they are asked.

• What will you be doing and why?

• What should they expect?

For example:

“I see that your loved one will be in surgery for approximately two hours. I’m going to give you this pager, so that when they are done or should I need to update you on the progress, I will be able to reach you easily.”
Thank you
Patient Satisfaction and Loyalty

“Thank you for choosing Sparrow.”

“Thank you for allowing me to serve you today.”
Advantages of AIDET

• Provides a common language for caregivers so every patient experience is consistent.

• Helps decrease anxiety while improving patient compliance. This results in improved clinical outcomes and increased patient satisfaction.
Patient Satisfaction

Sparrow takes a proactive approach to ensure patient satisfaction by rounding on every patient every day while they are an inpatient to see how they are doing and to identify concerns and complaints early.

Patient satisfaction is measured in many ways including:

- Press Ganey survey – Emergency Department
- HCAHPS survey – Inpatient Units
- Discharge phone calls – All units
HCAHPS

Acronym stands for Hospital Consumer Assessment of HealthCare Providers and Systems

What is HCAHPS?

• Nationally standardized survey that captures patients’ perspectives.
• Allows consumers to compare hospitals based on how effectively they are satisfying patients’ needs and expectations.
• Sponsored by the Centers for Medicare and Medicaid Services.
What is covered in the survey?

The survey is 27 questions and looks beyond clinical outcomes and technical capabilities of hospitals and focuses instead on aspects of the care experience that are meaningful to patients, including:

- Communication with doctors & nurses
- Communication about medications
- Pain management
- Quality of discharge instructions
- Responsiveness of hospital staff
- Cleanliness of hospital
- Quietness of hospital environment
How questions are rated?

The responses are scored on a 4 point scale

• Always
• Usually
• Sometimes
• Never
HCAHPS – what’s the big deal?

• The score for HCAHPS is tied to reimbursement of Medicare funds.
• The hospital is currently in the “base year” in gathering HCAHPS data for reimbursement.
• Medicare Reimbursement is connected to how well our patients’ feel we cared for them.
• Reimbursement will be combined with quality core measures.
3 things to remember about HCAHPS

• The survey responses come from a limited number of patients and the survey is focused on how often the need was met from the patient’s perspective.

• Using best practices such as AIDET will ensure a consistent customer service experience for every patient, every time.

• Reimbursement funds are linked to quality measures, such as patient satisfaction. We need the profit to reinvest into improving services so our community has access to care.
Brand promise

How we want our customers to think of us
Brand promise

To make health care simpler for everyone patients, family members and the internal customers we serve.
Sparrow Safety
Objectives

• Understand how to ensure a safe work environment.

• Understand how to report and respond to codes that are paged in the hospital.
Environment of Care

• Sparrow is accredited by the Joint Commission and Health Care Facilities Program which means the organization complies with the highest national standards for safety and quality of care.

• Every person serves a role in achieving and maintaining a safe environment. This is accomplished by everyone’s vigilance and appropriate actions.

• Be alert for and report anything in need of repair, or other service, by calling the Service Response Center at x 43434.
Safety Codes
Safety Codes

- Volunteers working in the hospital may hear safety codes announced through the overhead paging system.

- Volunteers should familiarize themselves with their work area as it relates to the following codes.

- During a code, volunteers are expected to assist hospital staff as directed. However, if you encounter a situation that you need to address, please use the following guidelines.
CODE RED - FIRE

Volunteers who discover a fire should follow the acronym RACE to the extent that your own personal safety is not threatened.

- **R**escue any persons in the immediate area
- **A**ctivate the alarm by pulling the nearest fire alarm box. Call 123, or 9-911 in off-site locations.
- **C**ontain the fire and smoke to the smallest possible area by closing doors and turning on lights.
- **E**xtinguish the fire, if waste basket size or smaller
CODE RED

Follow the PASS acronym to operate the extinguisher

• **P**ull the fire extinguisher pin
• **A**im the extinguisher nozzle at the base of the fire
• **S**queeze the fire extinguisher handle while holding the extinguisher upright
• **S**weep the extinguisher nozzle from side to side
CODE TRIAGE - DISASTER
Internal or External

• Volunteer stations on the Sparrow and St. Lawrence campuses will be called by Volunteer Services staff to ensure that volunteers know their role.

• Volunteers should help the hospital staff prepare their departments.

• During a disaster, volunteers should not come to the hospital to help unless called.

• Stay until an all clear is announced.
CODE TORNADO WATCH

All volunteers should:

• Continue regular duties

• Reassure patients/visitors

• Review tornado procedures and prepare to implement safety procedures as directed by staff.
CODE - TORNADO WARNING

- If serving in a nursing unit, assist with patients as directed by staff.
- If not in a patient care area, assist by personally seeking & directing visitors to the lower level of the hospital.
- Do not use the elevators.
- Close all window blinds.
- Turn on lights
- Stay until an all clear is announced.
CODE BLUE - CARDIAC & RESPIRATORY ARREST

Dial 1-2-3 and/or contact a nurse if you find:

• A non-responsive individual or
• Witness an individual collapse or lose consciousness

DO NOT call the Emergency Department
CODE PINK – INFANT or CHILD ABDUCTION

Sparrow has been very fortunate in that we have never had a child abducted from the hospital.

When an infant or child is missing a CODE PINK will be issued. Volunteers are asked to station themselves out in hallways and look for the following:
CODE PINK

- Pediatric patient: a child matching the description given in the broadcast.

- Infant: anyone who might be concealing a baby under a jacket, or in a tote bag, and seems to be in a hurry.

- Volunteers should immediately report suspicious persons to the Security Department at x 64911.
CODE YELLOW – BOMB THREAT

• When a Code Yellow is announced, volunteers should calmly walk through their work areas, noting anything that looks out of place.

• DO NOT touch, inspect, or move any suspicious items.

• Report suspicious items to Security at x 64911.
CODE YELLOW

- If you receive a bomb threat call, do not transfer the call

- Remain calm and listen carefully and keep the caller on the line as long as possible

- If possible, alert another person and have them contact Security

- Stay until an all clear is announced
CODE SILVER

Alerts volunteers to the presence of an active shooter within the Health System:

- Volunteers should evacuate the area if possible and seek shelter behind a locked door. Include patients and guests as time and circumstances permit.

- Volunteers in locations away from an active shooter scene shall not enter the building/floor/wing under any circumstances.
CODE ORANGE

Alerts Decon Team members to report for duty to the decon equipment area

• Volunteers are not required to take any action during this code.
Stop a Stroke
Health and Safety Education

Marylou Mitchell, RN, MSN
Sparrow Stroke Coordinator
Contact: 364-3167
Sparrow Comprehensive Stroke Center
Stroke Team
Overview

• Sparrow:
  – is a certified Stroke Center
  – has a trained Stroke Team to provide the very best care for complex stroke patients

• All Sparrow caregivers and volunteers should know what they can do to “stop a stroke”.

• To complete this activity you must:
  – review the materials provided
  – complete the post test with a 100% score
Objectives

After completing this program you should be able to:

• State one important fact about Stroke

• Identify one warning sign of a stroke using FAST

• State what you should do if you suspect a person is having a Stroke
Important Information about Stroke

Stroke is:
• also known as a “brain attack”.
• the 4th leading cause of death after heart disease, cancer, and COPD.
• the leading cause of long term disability
• usually caused when a blood vessel in the brain is blocked, leaks, or bursts.
What are the warning signs that a stroke may be in progress?

**Fast**

- Face: Does the face look uneven? Ask them to smile.
- Arm: Does one arm drift down? Ask them to raise both arms.
- Speech: Does their speech sound strange? Ask them to repeat a phrase.
- Time: Every second brain cells die. Call 9-1-1 at any sign of stroke.

Call 9-1-1 at any sign of stroke.
What should you do if you suspect a stroke?

Sparrow caregivers and volunteers should recognize stroke warning signs and time of onset and immediately call for help

- **If not in hospital**
  - Call 9-1-1
  - Report that the person shows signs of a possible stroke

- **If patient in patient care area of hospital**
  - Call 1-2-3 for the Code Stroke Team

- **For persons in public areas in hospital**
  - Call 1-2-3 for the Emergency Code Blue Team
Personal Safety
Maintaining a Safe, Secure Environment

Volunteers can enhance safety and security by:

- Reporting unidentified persons in restricted access areas
- Securing personal belongings in locked drawers and/or lockers
- Never loan out an ID Badge, key or access code to anyone
- Reporting suspicious persons

When volunteering, be alert to patients or visitors who:

- Over-react to uncertainty/delay related to health
- Threaten other customers, staff, volunteers
- Demonstrate excessive anger
- Use abusive language
- Appear to be under the influence of alcohol or drugs
- Show or claim to have a weapon

Should any of the above occur, remain calm, and contact the Security department at x 64911.
Volunteers and safety

Volunteers have a key role in ensuring the environment is safe. Below are just a few areas that you can help.

- When delivering flowers, volunteers can help reduce falls by bringing the flowers to the bedside table.
- Volunteers who transport patients using a wheelchair always should adhere to wheelchair safety (backing into an elevator, locking the wheels.)
- Volunteers can help maintain egress within a room by making sure it is free of clutter.
- When carrying liquids/food through the hospital make sure items are covered.
- When delivering flowers, ensure you correctly identify a patient by asking “can you tell me your name”.

Sparrow
EGRESS

Volunteers can help with this effort at Sparrow by adhering to these guidelines and/or making these adjustments to the environment while traveling in the hospital. Ideally, hallways will be clear as shown below.

- Equipment “in use”: must be on wheels and set to a single side of the corridor.
- No equipment may ever block fire extinguishers, alarms or medical gas shut offs.
- Walleroos must be closed when not in use.
Right to Know

Michigan Occupational Safety and Health Act requires all organizations to establish and maintain a program to inform affected workers about potentially harmful materials that may adversely affect health or the environment.

At Sparrow:
- All chemicals come with a Material Safety Data Sheet (MSDS) that lists all physical and health hazards and emergency first aid procedures if there is an over-exposure
- Material Safety Data Sheets can be found on the Sparrow Intranet homepage, by selecting the MSDS Icon. If you are interested in reviewing a MSDS, please see Security or the Volunteer Department
- Contact the Safety Department with any questions regarding hazardous materials at 364-5219
Security Services Available for Volunteers

- 24-hour escort to vehicle
- 24-hour assistance if car needs to be unlocked or jump started
- Monitoring of all campus parking lots
- Lost and found service
- 24-hour emergency response to trouble calls and panic alarms
Sparrow

HIPAA
Objectives

• The purpose of this training is to teach you about your responsibilities and role in protecting information and information systems

• Understand the importance of safeguards and how and when to apply them

• Understand that everyone is responsible for protecting privacy and security
Who’s Job is it?

It is the job of each associate, physician and volunteer to ensure:

Privacy
And
Security

Winner of the “Not My Job” award
Privacy and Security Defined

**Privacy**: ensuring information is viewed and used only according to Sparrow’s policies; protecting individuals’ right to confidentiality

**Information Security**: putting safeguards in place to protect information

**Confidential Data examples**:
- Identifiable patient information such as patient name, address, medical record numbers and any other information that can by itself, identify an individual or be linked with other information sources to identify an individual
- Personal identifiable information such as Sparrow Associate, Physician or Volunteer social security numbers, dates of birth and driver’s license number
Why is it Important to Protect Information?

We need patients to trust Sparrow so they will give us complete information.

The more information that a patient gives, the easier it is for clinicians to deliver the right type of medical treatment. If we do not protect information, patients will no longer trust Sparrow.

We need to make sure that information is accurate and available when needed for treatment.
Protected Health Information

Protected Health Information (PHI) is individually identified health information that is transmitted by or maintained in any form – oral, written and electronic. At Sparrow, this could pertain to patient census reports, surgery schedules, patient charts, and electronic directories (such as EPIC).

Patient Identifiers

The HIPAA Privacy Rule and Sparrow Privacy Policy define all of the following as patient identifiers whether they are used alone or in combination with one another:

1. Names
2. Street address, city, county, precinct and zip code
3. Birth date, admission date, discharge date and date of death
4. Telephone & fax numbers
5. Social Security numbers
6. Email addresses
7. Full face photographic images and any comparable images

**Under HIPAA, a volunteer may not share any PHI with anyone that does not have a NEED TO KNOW.**
Need to Know

HIPAA allows patient information to be disclosed for the following purposes:

- **Treatment** – providing care
- **Payment** – for services
- **Operations** – normal business activities

Before disclosing information ask yourself “Does this person meet the TPO test?”
Minimum Necessary

Access only the PHI you need to do your job
AND

Any time you share PHI, provide only the information the person needs to accomplish the purpose of the request

Three Key HIPAA Privacy Questions:
1. Is the patient information I am about to access necessary for me to complete my job?
2. Am I accessing only the minimum amount of information necessary to complete my job? No more and no less?
3. Am I accessing or using this information for Sparrow treatment, payment or health care operations reasons?
Examples of using PHI

Appropriate use of PHI: A Patient Ambassador communicates a patient’s concern or complaint to the Nurse Manager for follow-up.

Inappropriate use of PHI: A volunteer informs the Volunteer Services Department that another volunteer is a patient in the hospital (without their permission). Under HIPAA guidelines, the Volunteer Services staff would not meet the TPO test!
Examples of Protecting PHI

• Never leave a patient list or schedule on a desk unattended. Keep the list with you or turn the list face down.
• When delivering items such as flowers or gifts, make sure the gift card with name and/or address is not visible to others.
• Census sheets or surgery schedules should be disposed of through shredding instead of using a public trash bin.
Technology Concerns

If you are a volunteer with access to a Computer, please use the following guidelines:

• Do not share your password or write your passwords on reminder notes.
• Choose passwords that are difficult to guess and add a meaningful number.
  Example: ECHASL99 (Every Cloud Has A Silver Lining!)
• Log-off before leaving your workstation unattended – even for just a few minutes. The hospital logs all inquiries into patient records. You are responsible for the activity that occurs under your password.
Technology issues

Cellular phones with picture features create a potential risk to PHI and to both patient and associate privacy. Sparrow strictly prohibits the use of the camera feature in any Sparrow facility.

Cell phone use is limited to hallways, lounges, lobby, break rooms and conference rooms. Restricted areas have notification posted.

As a courtesy to patients and others, please set cell phones to vibrate mode, or turn off while on duty.
Other Privacy Issues

- “Identity Theft” means fraud or attempted fraud using the identifying information of another person without authority. Sparrow takes this very seriously and has protocols in place to help prevent this from occurring.

- Medical advice – Never provide medical advice or opinions. Always refer them back to appropriate caregiver.

- Laws regarding confidentiality of mental health and substance abuse patients are particularly restrictive, the presence of these patients in the hospital is never acknowledged.

- Never ask an acquaintance why they are at the hospital, no matter how well you know them.
Standard Precautions
Objectives

• The purpose of this training is to learn your role in infection prevention

• Understand what standard precautions are and how to properly apply them
Standard Precautions

Definition: Steps taken to reduce the risk of exposure to blood and other potentially infectious materials.

Exposure Risk for Volunteers:

• **Category A**: Positions that require tasks that involve exposure or reasonably anticipated exposure to blood or other potentially infectious material.

• **Category B**: Positions that do not require tasks that involve exposure to blood or other potentially infectious material.

See pages 20 & 21 in the Volunteer Handbook for Risk Categories in specific volunteer areas.
Standard Precautions

Treat all blood and body fluids as if they are infectious

Applies to everyone, all the time

• Whenever possible avoid contact with body fluids

• Assess the situation and protect yourself:
  – Use Personal Protective Equipment (PPE) – gloves, gowns, masks
  – Wear gloves when there is contact with body fluids, linens or belongings
  – Wear a mask if the patient is coughing
  – Wear eye protection and a gown if splashes are likely to occur

Always dispose of PPE properly before exiting a room
Hand Hygiene

Hand hygiene is the single most effective way to reduce the risk of spreading infection.

Disinfect your hands:

- **Before and after entering a patient’s room:**
  - Always “Wash in and Wash out!” when entering a patient room regardless of patient contact
  - Before and after removal of PPE
  - After contact or potential contact with body fluids
  - Before and after using the restroom
  - After handling soiled equipment or linens
  - Before handling food

Hand Hygiene Techniques:

- You may use the hospital approved alcohol hand disinfectant to disinfect your hands when they are **not visibly soiled**
- When hands are **visibly soiled**, or after using the restroom, be sure to wash with soap and water
Hand Hygiene

• Take home message:

WASH IN AND WASH OUT!
Before Hand Hygiene

Your hands might *look* clean, but...

- Millions of bacteria are on your hands.
- Photo: Bacteria colonies that grew on a Petri dish after a nurse touched this plate.
What’s on your hands after hand hygiene?

Not much

- Proper hand hygiene kills most of the harmful organisms that can be carried on caregivers’ hands
Hand Hygiene, continued

- Wet hands first
- Dime-size amount of soap
- Rub for **15-20 seconds**!
- Cover all the surfaces of your hands and wrists
- Rinse well
- Dry completely with disposable towel
- Use towel to turn faucet off and open door
Hand Hygiene

For those that have “hands on” patient contact:

• Artificial and jeweled nails are not allowed because of the risk of trapping germs under or on top of the nails, despite good hand washing.

• Natural nails must be kept short and clean.

• Nail polish is okay, but cannot have any chips.
Preventing Influenza

• Get your flu shot every year
• Don’t come to volunteer if you are ill
• Cover coughs and sneezes
• Avoid sick contacts – stay at least 3 feet away
• Hand shakes, hugs, kisses…at your own risk
• Hand hygiene
• Get enough rest
• Eat well-balanced meals
Respiratory Etiquette

• Cover cough/sneeze with tissue or your upper sleeve/elbow
• Use the nearest trash can to throw tissue away
• Perform hand hygiene
• Offer tissue, masks and hand sanitizer to coughing patients or visitors
Food and Beverages

- Food is never allowed in patient care areas. Food is only to be eaten in staff lounges, break rooms or cafeterias.
- Beverages with a lid are allowed in certain areas. Please check with your supervisor for information on these areas.
Post-Exposure Follow up

Blood or body fluid exposure

• Wash exposed area immediately
• Report to the clinical supervisor in your assigned area
• Follow-up evaluation to exposure by the Emergency Department shall occur within two hours of the incident
Isolation Rooms

• Isolation rooms will have a sign in a variety of colors (i.e., yellow, orange, pink and red) outside the door of the patients room. It will have a sign on it.

• Volunteers are **not allowed** to enter isolation rooms without the permission and training provided by Infection Prevention and Epidemiology.
Spills

Spills can lead to slips and falls. Please take the following precautions:

• Be sure to put a lid on beverages carried through the hospital.

• Wipe up spills of a known, non-hazardous substance or call the Service Response Center X 43434.

• Do not wipe up anything when you don’t know what it is.
Other Reminders

- Cover wounds or scrapes with a bandage before coming to volunteer
  - You must be able to perform hand hygiene
- Make sure you are up-to-date on other immunizations:
  - Tdap
  - Measles, Mumps, Rubella
  - Chickenpox
  - Hepatitis B
- Don’t sit on a patient’s bed or a chair covered with their items. These areas will have a lot of germs on them.
Objectives

• The purpose of this section is to understand Sparrow’s policies and procedures.

• Understand Sparrow’s Diversity policy.
Orientation & Training

• All volunteers must complete volunteer orientation

• Volunteers must complete unit specific training

• Volunteers are required to complete the annual safety test
Standards of Dress

Volunteers must maintain a neat and acceptable appearance. Please follow these guidelines:

- Wear a RED polo shirt and dress pants (khaki, black, grey) while on duty – volunteers are required to purchase their own uniforms and keep them clean and pressed at all times.
- Jeans, shorts, tank tops, scrubs and sweat pants are not permitted
- Hose or socks must be worn as well as closed-toe, comfortable shoes with rubber or crepe soles. No sandals or high heels.
- Sparrow Photo ID badge is required and must be worn above the waist at all times while on duty.
- Only minimal amounts of light cologne or after shave may be worn. Heavy scents can be irritating to patients and co-workers.
Standards of Behavior

• All volunteers at Sparrow are expected to model the ICARE Values (Section 1).
• Volunteers shall not consume alcoholic beverages, use illegal drugs prior to coming on duty. Volunteers may not chew gum or tobacco while on duty.
• Volunteers must understand and abide by the department’s expectation for behavior and boundaries for patient care and privacy
Smoking Policy

Sparrow prohibits smoking by associates, volunteers, and visitors in and on all Sparrow owned or leased property.

If a patient or visitor asks where they can smoke, the standard reply should be:

“I’m sorry, Sparrow is a tobacco free facility and you may not smoke on Sparrow property.”
Tips and Gifts

• Volunteers should not accept tips or gifts from visitors or patients. If someone tries to offer you a tip or gift your standard response should be:

“Thank you for the offer, but as a volunteer, I cannot accept tips (gifts, etc.). If you would like to make a monetary gift to the hospital, the Sparrow Foundation would welcome your generosity. “
Discrimination and Harassment

Sparrow is committed to providing a work environment that is free from discrimination and harassment.

- Actions, words, jokes, or comments based on an individual’s race, sex, sexual orientation, disability, physical characteristics, age, religion, culture, or any other legally protected characteristic will not be tolerated.
- If it is determined that a Volunteer has engaged in harassment s/he may be subject to disciplinary action, up to, and including, termination.
- Any volunteer who feels that he or she is a victim of harassment by any associate, volunteer, customer, or agent of the hospital, should bring the matter to the immediate attention of the Volunteer Services Department director or program coordinator.
Diversity & Inclusion
Position Statement

Sparrow’s culture of Inclusion leverages diversity to support our Vision of being a national Leader in quality and the patient experience.

“A mind that is stretched by a new experience can never go back to its old dimensions.”

- Oliver Wendell Holmes
Diversity & Inclusion

• Defined: Diversity is a rich collective mixture of differences and similarities among all people.

• Factors to consider: Culture, ethnicity, age, lifestyle, education, health, religion, skills and perception.
Diversity & Inclusion

- Personal Experiences help shape our behaviors, beliefs and attitudes.
- Diversity and inclusion drive creativity and diversity of thought, which can encourage each of us to believe in our self and contribute our ideas to benefit the whole of the group.
- Value and respect those we work with and those to whom we provide service.
Benefits and Privileges
Benefits include

• Free Parking on floors 4-6 of the Sparrow parking deck – Please use your parking permit/badge
• No charge for flu shots – A fall flu clinic will be held
• Volunteers are welcome to attend educational seminars at the hospital
Frequently asked questions

• What do I do if I have a problem in my job?
  – If you are having problems in your job or don’t understand something, please ask your department manager, student coordinator or someone from the Volunteer Department.
FAQs

• What do I do if I can no longer volunteer?
  – Please contact the volunteer office to let them know you will no longer be able to volunteer.
The End!

Congratulations you have completed step 4 to become a Sparrow Volunteer!

Please go here to complete the quiz: https://www.surveymonkey.com/s/BVTBYZ2

Thank you!