



Duke University Hospital



Duke Regional Hospital



Duke Raleigh Hospital

Duke University Health System  
**VOLUNTEER HANDBOOK**

Alone we can do so little;  
together we can do so much.

– Helen Keller

**This handbook belongs to:**

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**Volunteer Coordinator contact information:**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Site Supervisor contact information:**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_



**DukeHealth**

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# WELCOME

Dear Volunteer,

Welcome to Duke University Health System, and thank you for joining our team. We appreciate the commitment you have made to share your time and talents with the patients and families that we serve. Our volunteers are a vital part of the healthcare we provide to more than a million patients each year.

We are excited you have chosen to volunteer with us. We know that you will further enhance the high level of care and responsiveness so important to the experience of every patient who comes through our doors at any one of our hospitals and clinics.

Please keep this handbook with you as a resource. It outlines procedures and guidelines for Duke University Health System volunteers—specifically those serving at Duke University Hospital, Duke Raleigh Hospital, Duke Regional Hospital, and Duke HomeCare & Hospice.

Every day, volunteers like you make a difference in the lives of our patients, their loved ones, and the staff of our hospitals. We look forward to working with you.

## **Volunteer Services Office**

[www.dukehealth.org/volunteer-services](http://www.dukehealth.org/volunteer-services)

# AT A GLANCE



## DukeHealth

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Duke University, which encompasses **Duke University Health System**, is the largest employer in Durham County and the second-largest private employer in North Carolina.

- Duke University Health System has approximately 22,312 full-time employees. Duke University Medical Center employs 11,000 full time staff members.
- As the Southeast's preeminent health care provider, Duke University Health System attracted 66,561 inpatient stays and nearly 2.2 million outpatient visits in 2020.
- Duke University Hospital, Duke Raleigh Hospital and Duke Regional Hospital have all been recognized as a LGBTQ Healthcare Equality Leader by the Human Right Campaign Foundation, the educational arm of the country's largest lesbian, gay, bisexual, transgender and queer and/or questioning (LGBTQ) civil rights organization. Each hospital received **perfect scores** across areas of patient-centered care, support services, and inclusive health insurance policies for LGBTQ patients.

To learn more about the Duke University Health System, including our rich history, visit [corporate.dukehealth.org/who-we-are](https://corporate.dukehealth.org/who-we-are)

## Mission, Vision & Values for Duke Health

The Duke Health mission, vision and values statements are the fundamental building blocks for our success as a leading national academic health center committed to advancing health together. These statements concisely convey the purpose, direction, drivers and character of our institution.

Each of the major hospitals and other entities within Duke Health also maintain their own local values statements that are reflective of their individual work cultures and missions. The values statements may be stated differently by entity, but they all consistently align with our overarching Duke Health values.

### Mission

Advancing Health Together

### Vision

In advancing health together, we will:

- Deliver tomorrow's health care today
- Accelerate discovery and its translation
- Create education that is transforming
- Build healthy communities
- Connect with the world to improve health globally

### Values

- Excellence
- Integrity
- Teamwork
- Respect
- Innovation





## Duke University Hospital

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**Duke University Hospital** is consistently rated one of the best in the United States and is known around the world for its outstanding care and groundbreaking research. With more than 9,000 employees, Duke University Hospital is both a research hospital where medical advances are created and put into use, and a teaching hospital for students of medicine, nursing and related health sciences.

Duke University Hospital has 957 inpatient beds and offers comprehensive diagnostic and therapeutic facilities, including a regional emergency/trauma center; a major surgery suite containing 51 operating rooms; an endosurgery center; an Ambulatory Surgery Center with nine operating rooms and an extensive diagnostic and interventional radiology area.

Duke University Hospital is ranked nationally in 11 adult specialties by U.S News and World Report for 2020-2021. Duke University Hospital is also ranked first in North Carolina and first in the Raleigh-Durham area.

To learn more about Duke University Hospital's history, visit: [corporate.dukehealth.org/duke-university-hospital-history](https://corporate.dukehealth.org/duke-university-hospital-history)

# Mission, Vision & Values for Duke University Hospital

## Mission

We put the person who needs our care at the center of everything we do.

## Vision

To discover, develop and deliver a healthier tomorrow.

## Values

**Our Core Value:** Caring for Our Patients, Their Loved Ones and Each Other.

- Teamwork
- Integrity
- Diversity
- Excellence
- Safety



**VOLUNTEER SERVICES FOR**

## **Duke University Hospital**



[www.dukehealth.org/volunteer-services](http://www.dukehealth.org/volunteer-services)

[DUHS\\_Volunteer\\_Services@duke.edu](mailto:DUHS_Volunteer_Services@duke.edu)



**919.681.6088**



## Duke Raleigh Hospital

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**Duke Raleigh Hospital** provides a patient-friendly setting no matter where you visit us — in our hospital's North Pavilion, South Pavilion, or clinics. Duke Raleigh Hospital has been part of Duke Health since 1998 and has served Wake County for more than 35 years. It employs more than 2,000 people.

The hospital has 186 inpatient beds and offers a comprehensive array of services, including, cancer care, cardiovascular care, neuroscience, advanced gastrointestinal care, and wound healing. We also maintain laboratory and imaging services, a pain clinic, 24/7 emergency care, community outreach and education programs.

U.S. News & World Report has ranked Duke Raleigh Hospital as high performing in orthopaedics and two adult procedures/conditions: Chronic Obstructive Pulmonary Disease (COPD) and lung cancer surgery.

To learn more about Duke Raleigh Hospital's history, visit <https://www.dukehealth.org/hospitals/duke-raleigh-hospital/about>

## Mission, Vision & Values for Duke Raleigh Hospital

### Mission

To improve health, advance knowledge, and inspire hope.

### Vision

To be the trusted leader in healthcare through outstanding quality, an unparalleled patient experience, innovative care delivery, and our commitment to the community.

### Values

**Our Core Value:** Caring for Our Patients, Their Loved Ones and Each Other.

- Teamwork
- Integrity
- Diversity
- Excellence
- Safety



**VOLUNTEER SERVICES FOR**

## **Duke Raleigh Hospital**



[www.dukehealth.org/volunteer-services](http://www.dukehealth.org/volunteer-services)

[DRAH\\_VolunteerServices@dm.duke.edu](mailto:DRAH_VolunteerServices@dm.duke.edu)



**919.954.3887**



## Duke Regional Hospital

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**Duke Regional Hospital** has served Durham, Orange, Person, Granville, Alamance counties and the surrounding communities for 45 years. With 1,935 employees, we provide outstanding medical care with compassionate, personalized service in a comfortable community hospital setting. Duke Regional Hospital has 369 inpatient beds and offers a comprehensive range of medical, surgical and diagnostic services, including orthopedics, weight loss surgery, women's services, and heart and vascular services. We also offer care at the Duke Behavioral Health Center North Durham, Duke Cancer Center North Durham, Duke Rehabilitation Institute, the Health Services Center, James E. Davis Ambulatory Surgical Center, Duke Ambulatory Surgical Center, Arrington Ambulatory Surgical Center and Watts College of Nursing.

U.S. News & World Report ranked Duke Regional Hospital #11 in North Carolina and #4 in the Raleigh-Durham area for 2020-21, and as high performing in gastroenterology, nephrology and orthopaedics. It is also ranked as high performing in four adult procedures/conditions: COPD, heart failure, hip replacement, and knee replacement.

To learn more about Duke Regional Hospital's history, visit [corporate.dukehealth.org/duke-regional-hospital-history](https://corporate.dukehealth.org/duke-regional-hospital-history).

## Mission, Vision & Values for Duke Raleigh Hospital

### Mission

To care for our patients and the health of our community.

### Vision

To be the best community hospital.

This means we provide our patients care on which they can depend, competent staff with up-to-date knowledge and skills, quality medical staff, and attention to what is important to patients and their loved ones.

### Values

**Our Core Value:** Caring for Our Patients, Their Loved Ones and Each Other.

- Teamwork
- Integrity
- Diversity
- Excellence
- Safety



**VOLUNTEER SERVICES FOR**

**Duke Regional Hospital**



[www.dukehealth.org/volunteer-services](http://www.dukehealth.org/volunteer-services)

[DRHVolunteerServices@dm.duke.edu](mailto:DRHVolunteerServices@dm.duke.edu)



**919.470.4150**

# Living Our Values

## *Caring for Our Patients, Their Loved ones, and Each Other*

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### **Teamwork:**

We have to depend on each other and work well together with mutual respect to achieve common goals.

- By modeling respectful behavior, we create an environment in which patients receive high quality care, and staff and volunteers enjoy a healthy, pleasant work place. Everyone has a role to play in modeling respectful behavior. This is a non-negotiable commitment.
- Do not blame others. “Manage others up” by introducing and praising your colleagues to patients and others at appropriate opportunities.
- Refrain from saying, “It’s not my job.” If you are unable to meet the request, find someone who can.
- Recognize that everyone’s time is valuable, and never be too busy to assist, or appropriately hand off to someone who can.

### **Integrity:**

Our decisions, actions, and behaviors are based on honesty, trust, fairness, and the highest ethical standards.

- Treat everyone as if he or she is the most important person in our facility.
- Speak well of others and our organization in the presence of patients, families, colleagues and members of our community.
- Keep private conversations private. Discuss sensitive issues or personal matters away from patients, families, staff and colleagues.
- Apologize and be empathetic for unavoidable inconveniences.

- Knock on patient's door and ask permission before entering.
- When leaving a patient's room, ask, "Is there anything else I can do for you while I'm here?"

### **Diversity:**

We embrace differences among people.

- Recognize the value of a diverse workforce and remain open to new viewpoints, ideas and talents.
- Be sensitive to the life experiences, circumstances and emotions of everyone and communicate with them with understanding and empathy.
- Embrace ideas, perspectives and thoughts that are not necessarily our own.

### **Excellence:**

We strive to achieve excellence in all that we do.

- Be optimistic, considerate and enthusiastic in all that you do.
- Make eye contact with people in the hallways, smile and say "hello."
- Acknowledge the needs of patients and visitors immediately. Ask if their needs have been met.
- Walk people to their destination as opposed to pointing them in the direction.
- Refrain from using electronic devices (phones, tablets, etc.) when you are in the hallways or other locations where patients and visitors may be.
- Before ending any encounter with a patient, family member or co-worker, ask the question: "Is there anything else I can do for you while I am here?"



## **Safety:**

We hold each other accountable to constantly improve a culture that ensures the safety and welfare of all patients, visitors, and staff.

- Use behavior that helps maintain a quiet and safe environment for our patients, their loved ones and each other.
- Adhere to all established safety procedures.
- Actively participate in all safety training.
- Ensure that all spills are cleaned immediately. If you see a spill, please call the appropriate number at your facility for clean up.

*Phone numbers for each hospital are located on pages 50–55.*

# COMPLIANCE



**Compliance is doing the right thing and following the rules.** It means we understand and comply with all the laws and policies that apply to our role in the organization. We ask questions, report compliance concerns and address issues.

Every person within Duke University Health System is responsible for compliance, including medical staff, employees, faculty, students, interns, volunteers, vendors and contractors.

If you think a law or policy is not being followed, you must report it. You can:

Contact your supervisor or the Volunteer Services office:

- Duke University Hospital 919.681.6088
- Duke Raleigh Hospital 919.954.3887
- Duke Regional Hospital 919.470.4150
- Contact the **Compliance Office** at 1.800.826.8106
- Call the **anonymous Integrity Line:** 1.800.826.8109

## Code of Conduct

The Code of Conduct is designed to provide you, a valued member of our organization, with a clear understanding of what is expected in the workplace. Our commitment to honest, ethical work is doing the right thing each and every time. The Code applies to the Duke University Health System workforce, medical staff, employees, faculty, students, interns, volunteers, vendors and contractors. As members of the Duke University Health System team, we have certain compliance responsibilities including:

- Following Duke Health policies and procedures.
- Following federal and state laws and regulations.
- Reporting compliance concerns.

## HIPAA

**HIPAA stands for the Health Insurance Portability and Accountability Act.** Accountability requires health care institutions to protect patient information.

### What is Protected Health Information (PHI)?

**Protected Health Information (PHI)** is any information that is created, received, transmitted or stored by Duke University Health System, that relates to past, present or future provision of health care that identifies an individual. PHI may be spoken, written or electronic.

The information could be written on paper, displayed or stored in a computer, or it could be spoken. Examples include patient charts, reports, x-rays, billing systems, nursing notes and conversations about patients. Protected health information on paper should be shredded when it is no longer needed.

## Some Protected Health Information Identifiers:

- Name
- Street address, city, county, zip
- Age
- Telephone Number
- Fax Number
- Email Address
- Social Security Number
- Medical Record Number
- Health Plan Beneficiary Number
- Account Numbers
- Certificate/License Number
- Vehicle Identifiers & Serial Numbers
- Device Identifiers & Serial Numbers
- URL Address
- IP Address
- Biometric identifiers, e.g., fingerprints and voiceprints
- Full-face photos and any comparable images
- Any other unique identifying number, characteristic or code, e.g., tattoo, unique/rare diagnosis or procedure code

## Harassment Policy

In order to promote a respectful and productive work environment, harassment of any kind is not acceptable at Duke. Duke also prohibits harassment and discrimination based upon an individual's:

- Age
- Color
- Disability
- Gender
- Gender Expression
- Gender Identity
- Genetic Information
- National Origin
- Race
- Religion
- Sex
- Sexual Orientation
- Veteran Status

### Harassment occurs when:

- Unwelcome verbal or physical conduct, because of its severity and/or persistence, interferes significantly with an individual's work or education, or adversely affects an individual's living conditions.
- A person uses a position of authority to engage in unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature.

**Duke Health has a zero tolerance policy for all forms of aggression against staff, volunteers, and others.**

## Examples of aggressive behavior include:

- Physical assault
- Verbal harassment, threats or abusive language
- Gestures
- Sexual language directed at others
- Failure to respond to staff instructions

If you have concerns or questions, we encourage you to address them as soon as possible by speaking with your volunteer coordinator or the Volunteer Services Office. You may also contact the Office for Institutional Equity (OIE) directly at 919.684.8222 or [www.duke.edu/web/equity](http://www.duke.edu/web/equity).

Duke policies prohibit retaliation against anyone for coming forward with a concern or submitting a complaint in good faith.

## International Patient Services

If a patient requests language services, including American Sign Language, immediately alert your volunteer coordinator and contact Patient Visitor Relations (PVR):

- **Duke University Hospital:** 919.681.2020, option 3
- **Duke Regional Hospital:** 919.470.4747
- **Duke Raleigh Hospital:** 919.862.5848
- **Duke Primary Clinics (DPC):** 919.668.4476
- **Private Diagnostic Clinics (PDC):** 919.684.6298
- **Or email** [patientvisitorrelations@duke.edu](mailto:patientvisitorrelations@duke.edu)

Duke University Health System may not delay or deny language assistance services to individuals with limited English proficiency (LEP).

## Patient Complaints or Grievances

Employees, students and volunteers are responsible for accepting complaints and compliments. If someone has a complaint, you should listen to the complaint using the RELATE model. If you cannot resolve their concerns immediately, then refer the complaint to a staff member or your volunteer coordinator.

If a patient has a complaint of discrimination, immediately alert your volunteer coordinator and contact Patient Visitor Relations (PVR):

- **Duke University Hospital:** 919.681.2020, option 3
- **Duke Regional Hospital:** 919.470.4747
- **Duke Raleigh Hospital:** 919.862.5848
- **Duke Primary Care Clinics:** 919.668.4476
- **Private Diagnostic Clinics:** 919.684.6298
- **Or email** [patientvisitorrelations@duke.edu](mailto:patientvisitorrelations@duke.edu)

Duke University Health System may not segregate, delay or deny services or benefits based on an individual's race, color or national origin.

## Patient Access to Facilities

- Duke University Health System must comply with the Americans with Disabilities Act (ADA), which means ensuring individuals with disabilities have access with reasonable accommodations to the same excellent Duke facilities and the same community of healthcare providers as those individuals without disabilities.
- If you have any questions about "reasonable accommodations," please contact the Duke Disability Management System (DMS) at 919.668.6213 or [access.duke.edu](http://access.duke.edu).

## Reporting Compliance Concerns

When you observe something you believe to be improper, it is part of your compliance responsibilities to report your concerns immediately.

**Option 1:** Contact your Volunteer Coordinator.

**Option 2:** Contact the DUHS Compliance Office:  
919.668.2573.

**Option 3:** Call the Integrity Hotline 1.800.826.8109 for  
Confidential and Anonymous reporting.

**Option 4:** Online web form at:  
[bit.ly/MYCOMPLIANCEREPORT](https://bit.ly/MYCOMPLIANCEREPORT)



# INFECTION PREVENTION

It is the **policy of Duke University Health System (DUHS)** and all of its entities, to prevent and control infections through the use of hand hygiene, standard precautions and transmission-based precautions (isolation precautions).

## Hand Hygiene Procedures

Hand hygiene is the single most effective method of reducing the spread of bacteria, germs and infections in the healthcare setting. Hand hygiene is performed on ungloved hands with:

- Hospital-approved hand sanitizer located throughout the facilities.
- Water and hospital-approved soap at sinks located throughout the hospital and outpatient settings/facilities.
- Only hospital-approved lotion located in common work area should be used on caregivers' hands.

You should perform hand hygiene:

- When arriving to work.
- Before entering a patient's room.
- After leaving a patient's room.
- Before applying any Personal Protective Equipment (PPE), including gloves/gowns/masks.
- After removing any PPE, including gloves/gowns/masks.

- After body fluid exposure risk.
- After touching patient surroundings.
- Before and after eating.
- After using the restroom.
- After handling any equipment.
- Before leaving the hospital.

## Using Soap and Water

- Apply hospital-approved soap to hands.
- Hands are rubbed together vigorously, paying particular attention to between fingers, under fingernails, and backs of hands, for 20 seconds.
- Rinse hands in a stream of water.
- Dry hands with paper towel.
- Use towel to turn off water.

## Using Alcohol Foams and Gels

- Apply the manufacturer's recommended amount of alcohol-based product to palm of one hand (for foam that's about the size of a golf ball; for gels or liquids that's one push on the dispenser lever) and rub hands together at least 20 seconds, covering all surfaces of hands, fingers, and wrist, until hands are dry.

## Standard Precautions *(appendix pg. 56)*

- Standard Precautions should be observed at all times.
- Standard Precautions is an approach to Infection Prevention that requires that blood, all body fluids, secretions and excretions, mucous membranes and non-intact skin of all patients be treated as potentially infectious.
- Standard Precautions means putting a barrier between the healthcare worker and the blood or body fluids of any patient (i.e., wearing gloves, gown, and fluid shield mask with eye protection when there is a potential for exposure).

## Transmission-based Precautions *(appendix pg. 57)*

These are put in place in addition to Standard Precautions for patients with suspected or documented infection with microorganisms that are highly transmissible/easily spread to other people, and these are indicated by signage on the patient's room or cubicle and in the medical record.

- Volunteers are only authorized to enter Contact and Droplet Precaution rooms if they have had specific Infection Prevention training which is documented in their volunteer file.
- If you have NOT been trained by Infection Prevention and need to deliver something to a patient on isolation precautions, please take the item to the nurses' station and a staff member will complete delivery to the patient for you.
- **Volunteers are never authorized to enter rooms with Airborne Isolation Precautions.**

## Reminders

- Do not clean up any unknown spills on hospital floors (notify the closest staff member or call Environmental Services to clean up and prevent any falls/slips).
- Do not pick up any unknown soiled objects, such as tissues, without hospital-issued gloves.
- Never pick up a needle or sharp instrument.
- Never reach into trash containers.
- Frequently perform hand hygiene to protect yourself as well as others.
- Eat and/or drink only in designated areas.
- Never perform a task which you feel uncomfortable doing or are not sure about.
- Check with the nurse prior to entering any patient room.

# POLICIES, PROCEDURES & GUIDELINES

## Attendance

- Every department prides itself on providing consistent, reliable service for our patients and their families.
- Please report for duty on time, stay for the period you are assigned, and in the area you are assigned.
- If you will be absent from your shift, please contact your supervisor in advance.
- If you plan to be away for an extended period of time, please let the volunteer coordinator know, so coverage can be arranged until your return.
- You should not perform services that take you away from the hospital during your shift.

## Alcohol/Drug/Tobacco Abuse

- Duke Health employees and volunteers may not possess, use, or distribute illegal drugs or alcohol on any Duke Health property, nor may they report to work under the influence of drugs or alcohol.
- Any such behavior will be handled with the appropriate disciplinary action through the Volunteer Services Office.
- DUHS is a tobacco-free health system.
- No tobacco products are allowed on hospital property.
- Smoking is also not allowed on Durham County property, which includes bus stops and sidewalks.

## Benefits of Volunteering

- Duke University Health System Volunteer Services hosts annual events to recognize volunteer service and to express appreciation.
- We plan additional departmental activities and trainings throughout the year.
- We offer various discounts to volunteers in the cafeteria(s) and café at each entity.
- Volunteers may take advantage of Duke Employee Discounts which are listed on [hr.duke.edu/discounts](http://hr.duke.edu/discounts).
- Free parking for eligible volunteers.

## Change of Address

- Please notify your volunteer coordinator or the Volunteer Services Office if you have a change in address, telephone number or e-mail address.

## Disciplinary Action

- It is the Volunteer Services' philosophy to have our volunteers assist in providing the highest quality of care to the patients who visit us.
- In order to maintain this level of care, the volunteer coordinators and the Volunteer Services manager will identify and correct inappropriate volunteer behavior or performance, including attendance and dress code, through the use of mentorship and progressive disciplinary actions, if necessary. However, when serious or multiple minor infractions occur, discharge is also an option.

## Volunteer Attire

Your uniform is determined by the program in which you are assigned. Since the dress code is a hospital mandated policy, we have been asked to send home any volunteers not in compliance with the dress code.

- Assigned uniform (vest, smock or polo shirt) must be worn at all times during scheduled volunteer hours.
- Duke identification badges will be worn at all times, positioned above the waist with name and photo clearly visible.
- Closed-toed shoes are required. Tennis shoes are permitted if they are clean and neat.

Examples of **unacceptable attire** include:

- Open-toed shoes.
- T-shirts, shorts, jogging and/or sweat suits or sweatpants, tops with hoods.
- Revealing clothing such as: shorts, short skirts, midriff shirts/blouses, halter tops, low necklines, tight-fitting, excessively loose or see-through fabrics.
- Denim “blue jeans,” ragged and/or damaged clothes.
- Caps, hats, bandanas or other head wraps unless required for safety, medical reasons or associated with religious beliefs. Clothing with inappropriate language/profanity printed on it or logos from other hospitals, vendors or companies are not acceptable.
- Avoid visible body piercings that may pose a safety risk (except ear lobes). For example, piercings that could be easily grabbed, pulled, caught on equipment, or contaminated/infected.

- Avoid faddish hair coloring that can be distracting (i.e. blue, green, purple, orange, etc.).
- Any distracting tattoos must be covered.
- Avoid body fragrances, such as sprays, perfumes, and colognes, as they can cause patients discomfort, allergic reactions, and nausea.
- Fingernails should be in clean condition (no chipped nail polish) and well-groomed with a length not to exceed ¼ inch beyond tip of finger.
- Refrain from wearing personal electronic devices such as Bluetooth devices and cell phones for personal use or entertainment upon entering the building or in public spaces (i.e. cafeteria, hallways, concourse) while on duty or reporting to your volunteer session. This includes ear buds and head phones. Hearing aid devices are allowed.

## Emergencies

- If you enter a patient's room and the patient doesn't look right, isn't speaking coherently, or you feel something isn't as it should be, do not hesitate to speak to the first nurse you see and explain.
- Don't ever be afraid to ask in a situation like this. Patient safety and well-being are our first priorities.
- Perhaps the patient's condition is normal, but it is better to be sure.



## Employees Who Volunteer

There are many opportunities for employees to volunteer. However, due to labor laws, there are a few restrictions that apply.

- Employees may not volunteer to do the same work they are paid to do or volunteer in the same department where they work as paid staff.
- Volunteers are not assigned to areas where a family member is employed.

## Gifts, Gratuities and Donations

- Volunteers are not allowed to accept gift or tips from patients. These should be graciously declined. If it is not possible to politely decline the gift or gratuity, notify your volunteer coordinator. Donations can be directed to the hospital.
- Duke University Health System workforce members, including volunteers shall not offer to, or accept gifts or courtesies from actual or potential patients or other consumers of Duke University Health System services, healthcare providers or vendors of goods or services.
- Any food in Duke University Health System locations paid by vendors is prohibited, including food provided during educational sessions.
- Exceptions to Gift/Courtesy Prohibition:
  - *Patient/family gift reasonable in value*, provided it is:
    - Not related to preferential treatment; and
    - NOT more than once per year.

- *Perishable gift* (e.g., flowers, food from patient/family) when it is shared with ALL other staff on unit.
- *Model medical product* for purpose of patient education or informed consent of a procedure/ service.
- *Sample medications* may be stocked in clinics in accordance with applicable Duke University Health System policy.

## Holidays

- Duke University Health System observes the following holidays each year and most clinics and offices close, including the Volunteer Services office.
- If you are scheduled to volunteer one of these days, please discuss your schedule with your coordinator.
  - New Year's Day
  - Martin Luther King Day
  - Memorial Day
  - Independence Day
  - Labor Day
  - Thanksgiving Day
  - Christmas Day

## Incidents/Accidents

- If you observe an accident or safety concern, please contact your volunteer coordinator or a staff member who can assist you with submitting a report into the Safety Reporting System.
- Reports will be reviewed so that potential future accidents can be prevented.

- If you are hurt during your shift, immediately notify your volunteer coordinator so that your injury can be addressed. If you need immediate attention, you will be assisted to the Emergency Department.
- If your injury does not require a visit to the ED, your volunteer coordinator can assist you in making arrangements to be seen at a Duke urgent care or other appropriate clinic.
- After medical care, or as soon as possible, complete a report in the Safety Reporting System.
- If you cannot get in touch with your volunteer coordinator, any employee should be able to assist you.
- Volunteers currently are not covered under the Workers Compensation Policy and would not be eligible for coverage. Please note that you are responsible for any expenses that incur as a result of an injury.

## Infection Free

- Volunteers should be free of any contagious disease or infections.
- Please do not report to duty if you are ill—with a fever or with diarrhea or vomiting.
- Call your volunteer coordinator as far in advance as possible when you are ill and cannot come in.
- You must be symptom free for at least 24 hours before returning to volunteer.

## Location of Volgistics Centers

### Duke University Hospital:

- **Duke North (Main Hospital)**  
1st floor lobby, across from the patient elevators.
- **Duke Clinic**  
Inside the main entrance, right of the Information desk.
- **Children’s Health Center**  
Inside the main entrance by the staff elevators.
- **Duke Medicine Pavilion (DMP)**  
In the Resource Center behind the Information Desk.
- **Cancer Center**  
Level One behind the elevators.

### Duke Raleigh Hospital:

- **Cancer Center**  
At the Information Desk.
- **Duke Raleigh Hospital**  
In the staff corridor that connects the North and South Pavilions.

### Duke Regional Hospital:

- **Employee Entrance**  
2nd Floor.
- **Giftique**  
3rd Floor.
- **Volunteer Services Office**  
1st Floor.

## No Solicitation

- DUHS does not permit any solicitations on the hospital property or in the hospital itself.
- Direct selling is not allowed.

## Patient Information

- Direct all inquiries from visitors regarding patients to the Information Desk in the main lobby of the hospital or to other Information Desks placed throughout the facility.
- If someone is lost, please walk them to their destination.
- All news media inquiries should be referred to the hospital communications department. To give out unauthorized patient information might involve you, and the hospital, in legal action.

## Parking

- A parking permit may be available based on the hospital and volunteer program.
- It is to be utilized only during scheduled volunteer hours. Handicapped parking spaces are available.

## Reporting of Arrests and Convictions

- It is your responsibility to report any arrest or conviction of a misdemeanor or felony to your volunteer coordinator no later than seven calendar days after the incident.
- The situation will be reviewed and could result in dismissal from volunteering.
- Failure to inform your volunteer coordinator within the required period will result in dismissal from volunteering.

## Resignation

- If it is necessary for you to resign your position, please notify your volunteer coordinator at least two weeks prior to leaving the program.
- It is required that you return the following items on your last day: Duke ID badge, volunteer vest or smock (polos do not need to be returned) and your parking permit, if applicable.

## Security/Public Safety

- If you would like an escort to your vehicle, or if you need assistance with your vehicle (dead battery, locked keys in car, etc.), call the security office specific to your location. See pages 42-47 for security contact information at each location.

## Severe Weather

During severe weather, Duke Health will implement the Severe Weather Plan. Notices will be on

- **DukeAlert** at <http://emergency.duke.edu>
- **Duke Information Line** 919.684.4636 or 919.470.SNOW (7669) [www.duke.edu](http://www.duke.edu)
- While the severe weather plan is in effect, volunteers will not be expected to report to the hospital.

## Shadowing/Observations

- Duke University Health System volunteer policy prohibits volunteers from job shadowing/observation OR requesting job shadowing/observation opportunities from clinical staff.
- Shadowing/observations must be arranged only through your academic advisor.
- Violation of this policy can result in dismissal from the volunteer program.

## Sign-In/Out *(appendix pg. 60)*

- For most assignments, you will be able to sign in and out on Volgistics, our volunteer software on a computer kiosk or tablet computer in your area.
- You will use your Unique ID number to do this. Check with your volunteer coordinator for the most convenient sign-in location to your volunteer assignment.
- It is important that you remember to sign in and out for security and to comply with hospital policy. We are only able to give you credit for the hours documented in Volgistics.

## Social Media Policy

- Personal use of social media sites during volunteer service hours is prohibited.
- Never share information on social media about yourself, patients or events that happen in your workplace unit, even in general/vague terms.
- Do not “friend” or contact patients or former patients on social media unless acquainted with them before becoming a patient.
- Do not take photos of patients or family members.
- Never discuss details of your volunteer assignment at Duke University Health System on social media.

### Examples of Social Media:

- Facebook
- Instagram
- Twitter
- LinkedIn
- Youtube
- TikTok

## Telephones

- Volunteers and staff are asked not to make personal calls in public or patient areas at any time while here, and to limit cell phone usage to breaks in private (non-patient) areas.

## Volunteer Guests

- Volunteers are not allowed to bring friends to the hospital during their shift or have guests visit while they are on duty.



# PATIENT CARE GUIDELINES

## Beds

- A volunteer never places anything on a patient's bed, nor sits or leans on it. Do not change the position of patients or change the position of a patient's bed.
- When moving around the patient room, be mindful not to bump into the bed as an unexpected bump can be very painful for a patient.

## Boundaries

Volunteers often develop strong connections to patients and families in the course of volunteering. It is important to remember and respect patient boundaries while volunteering.

- Do not be responsible for any patient or visitor's purse or other personal belongings. If personal belongings are found, please turn them into either Lost & Found or your volunteer coordinator.
- Do not become personally involved with a patient's family unless it is a part of the program's objective.
- Do not provide your personal telephone number or any other personal contact information to a patient or family member, even if the patient requests it.
- Do not request any contact information for a patient, including (but not limited to) phone numbers, home address, email, etc.
- Do not contact the patient in any way once the patient has left the hospital.

- Do not transport a patient or family member in your personal vehicle.
- Do not assist any patients (children or adults) or visitors to the restroom. A nurse should be notified.

## Entering Patient Rooms

- Before knocking on the patient's door, please wash your hands or use hand foam.
- Knock on the patient's door, announce yourself and wait to be acknowledged before entering.
- Always begin your conversations with the patient or visitor by first identifying yourself and then stating the purpose of your visit.
- Let the patients decide if they want to talk, and what they want to talk about.
- Respond, but do not probe for personal information.
- When leaving a patient's room, ask the patient if he or she would like the door to remain open or closed and if there is anything you can do for them before you leave.

## Feeding Patients

- Volunteers cannot feed patients, but if needed with approval of the patient's nurse, they may assist patients with the opening of items on their tray (such as plastic wear, pudding containers, coffee lids etc.).
- You may deliver drink and food items to the patient's room upon request, but must ask a nurse for permission to do this first.
- Never give liquids to patients where the N.P.O. sign is on the door (this means patients cannot have any liquids or foods).

## Patient Care

- Volunteers may not assist with patient hygiene or activities of daily living, such as walking in the halls or getting up to use the restroom.
- Volunteers are not authorized to perform any type of medical care (such as taking blood pressure, adjusting patient traction or helping a patient get from the bed to the chair).
- If asked, please tell the patient you will be glad to get a nurse for them.
- Falls are a major concern at every hospital. If you see someone has fallen, please do not help them up because they may have medical issues. Instead, immediately call for a qualified staff person to properly assist them.

## Patient Rights and Responsibilities

- We view health care as a partnership between patients, their caregivers and Duke University Health System.
- We are dedicated to respecting patients' rights, values and dignity and to facilitating patients' understanding of their responsibilities as partners in the treatment process.
- Patients will receive safe, high quality medical care regardless of an individual's race, color, national origin, religion, gender, age, sexual orientation, gender identity or expression, genetic information, veteran status, or disability.
- A Patient Bill of Rights and Responsibilities is given to every patient at registration and is located in the patient guide in each inpatient room, posted throughout the hospitals, and online.

## Visiting Patients

- While visits with patients are encouraged to make a patient's hospital experience a better one, a visit may be more effective if it is brief, depending on the goals of your visit.
- When conversing with a patient, please be encouraging, helpful and understanding without showing curiosity about the patient's condition.
- Please do not visit patients you are not authorized to visit.
- Do not visit relatives or friends who are hospitalized while you are in your assigned area. Please plan to visit them before or after your shift.

## Wheelchair Safety

- Volunteers at Duke University Hospital are not authorized to assist patients in or out of wheelchairs, nor are they allowed to push patients in wheelchairs.
- Some entities have specific programs with exceptions, which includes documented training. Check with your volunteer coordinator for this information.

A **regulatory body** is an authorized government agency that is responsible to oversee and ensure that Duke University Health System is following the laws and regulations pertinent to our license or line of business. It holds us accountable to state and national laws that are required to operate in the State of North Carolina.

An **accreditation body** is a quality organization that ensures organizations have acceptable quality practices based on evidence based guidelines accepted throughout the country or internationally.

## Examples of Regulatory and Accreditation Bodies

- American College of Radiology (ACR)
- Centers for Medicare and Medicaid Services (CMS)
- Clinical Laboratory Improvement Amendments (CLIA)
- Department of Public Health
- Department of Health Service Regulation
- The Joint Commission
  - Magnet
  - Occupational Safety and Health Administration (OSHA)

Regulatory and accreditation agencies are authorized to visit our hospital at any time. If you meet an agency representative while volunteering, remember that they are here to help us provide the best care for our patients, their loved ones and each other. Always:

- Keep conversations professional.
- Be truthful.
- Keep your answers focused and specific to the question.
- Support hospital employees and co-volunteers.
- Know examples of patient safety and performance improvement initiatives for the organization.
- Keep the Volunteer Handbook in your pocket and refer to your badge as handy reference tools.
- Never say to a surveyor “I don’t know.” Instead, tell them you will investigate that question and get back to them.

## Acronyms, Abbreviations & Other Useful Terminology

ACU	Ambulatory Care Unit
ACNO	Associate Chief Nursing Officer
Admin	Administration
CCU/ICU	Critical Care Unit/Intensive Care Unit Clinical
CDU	Clinical Decision Unit
CT	CAT scan
D&PT	Diagnostic and Pre-testing
ED	Emergency Department (Emergency Room)
Endo	Endoscopy
EVS	Environmental Services/Housekeeping

HIM	Health Information Management (Medical Records)
HR	Human Resources
HUC	Health Unit Coordinator
IT	Information Technology (Computer Services)
Materials	Central Storeroom (Supply Room)
MRI	Magnetic Resonance Imaging
NPO	Nil Per Os (Latin) nothing to eat or drink
OP	Outpatient
OR	Operating Room
OT	Occupational Therapy
PACU	Post Anesthesia Care Unit (Recovery Room)
PHI	Protected Health Information
PPE	Personal Protective Equipment – glove, masks, gowns
PT	Physical Therapy
PVR	Patient & Visitor Relations
SDA	Same Day Admission
SDS	Same Day Surgery
Telemetry	Cardiac Monitoring

# EMERGENCY PROCEDURES



**It is crucial that all staff, students and volunteers know the following information:**

**In the case of fire (Code RED):**

- R**emove all persons from danger
- A**ctivate the alarm/dial 911
- C**lose all doors and windows
- E**xtinguish the fire (if you feel comfortable doing so)

**When using the fire extinguisher remember:**

- P**ull the pin
- A**im at the base of the fire
- S**queeze the handle
- S**weep from side to side

## Annual Safety Requirements

- Every year, all hospital staff and volunteers are required to complete and update annual compliance training and mandatory safety requirements to remain an active volunteer.
- Annual flu vaccination compliance is mandatory for all volunteers with the exception of medical or religious exemptions. Other vaccinations may also be designated as mandatory by the health system.



## Cart Transport

- Carts, regardless of size, should be slowly and carefully moved through the hallways.
- They should be pushed on one side of the hallway rather than the middle.
- Items on push carts cannot inhibit full sight of surroundings.

## Chemical Hazards

- There are hazardous chemicals used in many hospital locations.
- You have a “Right to Know” about the chemicals.
- All areas have a MSDS (Material Safety Data Sheet) on line which contains information about all chemicals used in the hospital.

## Emergency Codes You Must Know

- Pediatric Security Alert
- Utility Disruption
- Security Threat Area-Specific
- Security Threat Campus-wide
- Combative or Disruptive Patient
- Code Gray – Condition Adam
- Mass Casualty Incident Victim Decontamination
- Mass Casualty Incident Standby
- Mass Casualty Incident
- Code Blue – CPR
- Code Red – Fire
- Severe Weather Tornado Warning

## **For fire, medical or security emergencies while on premises:**

- Duke University Hospital                      Dial 911
- Duke Raleigh Hospital                         Dial 3111
- Duke Regional Hospital                        Dial 222

## **Medical Waste**

- Medical waste contains body fluids that may be infectious.
- Treat all unknown items as contaminated, including spills on the floor.
- Never reach into any container, as there may be something sharp inside that could stick or cut you.

## **Signs and Symptoms of a Stroke**

- Stroke is the #1 cause of disability and 5th leading cause of death in the United States.
- 2 million brain cells die each minute during an acute stroke.
- Early recognition and rapid activation of emergency response is critical when minutes count.

# B E F A S T

## Balance



Does the person have a sudden loss of balance?

## Eyes



Has the person lost vision in one or both eyes?

## Face



Does the person's face look uneven?

## Arms



Is one arm weak or numb?

## Speech



Is the person's speech slurred? Does the person have trouble speaking or seem confused?

## Time



Call 9-1-1 now!



**DukeHealth**

Stroke Center

# IMPORTANT PHONE NUMBERS



## Duke University Hospital

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### Emergency Phone Numbers to Know

- Fire/Police 911
- Biological Safety 919.684.8822
- Compliance 1.800.826-8106
- Environmental Services 919.681.9700
- Medical Center Safety 919.684.5967
- Infection Prevention 919.684.5457
- Exposure Hotline (Inside Duke) 115
- Exposure Hotline (Outside Duke) 919.684.8115
- Radiation Safety 919.684.2194
- Security 919.684.2444
- Spills Hotline (Clean-Up) 919.681.2727

**Emergency Call from Duke installed phone**  
911 or 684.2444

**Emergency Call from a cellular phone**  
911 or 919.684.2444

## Other Helpful Numbers

- Arts & Health/Request the Arts 919.684.6124
- Chaplain 919.970.8215
- Duke Homecare & Hospice 919.620.3853
- Employee Occupational Health & Wellness (EOHW) 919.684-3136
- Gift Shop – Duke Medical Pavilion 919.385-0261
- Gift Shop – Duke North 919.681-6186
- Gift Shop – Duke South Clinics 919.684-6165
- Hospital Operator 919.684-8111
- Information Desk 919.681-4947
- Integrity Line (Anonymous) 1.800.826.8109
- Interpreter Services 919.681.2020 option 3
- Patient and Visitor Relations 919.681.2020 option 3
- Duke Student Health 919.681.9355
- Volunteer Services 919.681.6088



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## Emergency Phone Numbers to Know

- Fire/Police/Spill Response 911 (off premises)
- Chemical and Fire Safety 3111 (on premises)
- Environmental Safety 919.954.3111
- Exposure Hotline (Inside Duke) 3111
- Exposure Hotline (Outside Duke) 919.684.8115
- Infection Prevention 919.684.5457
- Medical Center Safety 919.684.5967
- Radiation Safety 919.684.2194
- Security 919.954.3911 or 919.684.2444
- Spills Hotline 919.681.2727

**Emergency Call from Duke installed phone**

**3111 or 954.3111**

**Emergency Call from a cellular phone**

**919.954.3111**

## Other Helpful Numbers

- Chaplain 919.812.7972
- Employee Occupational Health & Wellness (EOHW) 919.954.3952
- Financial Counselor 919.954.3488
- Gift Shop 919.954.3115
- Hospital Operator 919.954.3000
- Information Desk 919.954.3126
- Integrity Line (Anonymous) 1.800-826.8109
- Interpreter Services 919.862.5848
- Nursing Administration 919.954.3292
- Patient and Visitor Relations 919.862.5848
- Patient Rooms 919.954.3126
- Registration 919.954.3488
- Volunteer Services Main Number 919.954.3887
- Volunteer Services Manager 919.862.5303



## Emergency Phone Numbers to Know

- Fire/Police/Spill Response 911 (off premises)
- Chemical and Fire Safety 222 (on premises)
- Corporate Compliance 1.800.826.8106
- Environmental Safety 919.470.7233
- Exposure Hotline  
(Blood & Bodily Fluids) 919.470.5350 or  
919.684.8115
- Infection Prevention 919.470.7171 or  
919.684.5457
- Medical Center Safety Office 919.684.5967
- Patient Safety 919.470.6295 or  
919.470.6379
- Radiation Safety 919.684.2194
- Security 919.470.4262

**Emergency call from Duke-installed phone**

**222**

**Emergency call from a cellular phone**

**911**



## Other Helpful Numbers

- Accreditation and Regulatory Affairs 919.470.7676
- Chaplain 919.470.5363
- Duke Homecare & Hospice 919.620.3853
- Employee Occupational Health & Wellness (EOHW) 919.470.5350
- Gift Shop 919.470.4149
- Hospital Operator 919.470.4000
- Information Desk 919.470.4277
- Integrity Line (Anonymous) 1.800.826.8109
- Interpreter Services 919.470.8102
- Patient and Visitor Relations 919.470.4747
- Patient Information 919.470.4277
- Volunteer Services Main Number 919.470.4150
- Volunteer Services Manager 919.470.6527

All staff and visitors entering this room **MUST:**



**Clean your hands**

(before entering and after exiting the room)



**Wear a gown**



**Wear gloves**

*If you have questions, please speak with a nurse or other health care worker.*

## Contact Precautions

### Precauciones de contacto

Todo empleado o visitante que entre a este cuarto DEBE: Lavarse las manos (antes de entrar y después de salir del cuarto), ponerse bata, y ponerse guantes. Si tiene preguntas, hable con un enfermero(a) o empleado de salud.

## All staff and visitors entering this room **MUST:**



**Clean your hands**

(before entering)



**Wear a gown**



**Wear gloves**



**Clean your hands**

(wash with **soap and water** after exiting the room)

*If you have questions, please speak with a nurse or other health care worker.*

## Contact Special Enteric

Precauciones especiales de contacto entérico

Todo empleado o visitante que entre a este cuarto DEBE: Lavarse las manos (antes de entrar al cuarto), ponerse bata, ponerse guantes, lavarse las manos (con agua y jabón después de salir del cuarto). Si tiene preguntas, hable con un enfermero(a) o empleado de salud.



DukeHealth

All staff and visitors  
entering this room **MUST:**



**Clean your hands**

(before entering and after exiting the room)



**Wear a mask**

*If you have questions, please speak  
with a nurse or other health care worker.*

## Droplet Precautions

Precauciones especiales de contacto entérico

Todo empleado o visitante que entre a este cuarto DEBE: Lavarse las manos (antes de entrar y después de salir del cuarto), y ponerse la mascarilla. Si tiene preguntas, hable con un enfermero(a) o empleado de salud.



# Volunteers Are NEVER Authorized to Enter Rooms with Airborne Isolation Precautions

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All staff and visitors entering this room **MUST:**



**Clean your hands**

(before entering and after exiting the room)



**Wear a mask**

(N95 or PAPR)



**Keep door closed**

(Food Services may not enter)

*If you have questions, please speak with a nurse or other health care worker.*

## Airborne Precautions

### Precauciones especiales de contacto entérico

Todo empleado o visitante que entre a este cuarto DEBE: Lavarse las manos (antes de entrar y después de salir del cuarto), ponerse la mascarilla especial. (N95 o PAPR), y mantener la puerta cerrada (servicios de comida no deben entrar). Si tiene preguntas, hable con un enfermero(a) o empleado de salud.



### Welcome Duke University Health System Volunteers



Welcome. The Volunteer Information Center is where volunteers check-in and out. If you are ready to check-in or out, please enter your Duke Unique ID number (located on the back of your Duke ID badge) to get started.

**Enter your Duke Unique ID Number (located on the back of your Duke ID badge)**

Enter your Duke Unique ID number using the keypad buttons, and then touch the Continue button.

1	2	3	
4	5	6	Cancel
7	8	9	< Backspace
*	0	#	Continue

