



Texas Tech Physicians™
VOLUNTEER SERVICES

Volunteer Handbook

Texas Tech University Health Sciences Center and Texas Tech Physicians.



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER™

Dear Volunteer,

Welcome to Texas Tech University Health Sciences Center School of Medicine and Texas Tech Physicians of Lubbock! We are especially proud to welcome you as a member of our team at this outstanding institution.

By choosing to learn, experience, and develop yourself in this field, you are contributing to our mission to enrich the lives of others by educating students to become collaborative health care professionals and providing excellent patient care. We strive to serve the greater West Texas community by providing quality healthcare to the many patients and families who rely on our physicians and staff to meet their healthcare needs.

As a volunteer, you are a valued contributor to our team. Your work supports our efforts to strive for excellence in achieving our goals. Interacting with and assisting our staff promotes synergy to increase productivity and efficiency in providing quality healthcare as well as enhancing patient and staff satisfaction. You are a part of the team and contribute to our overall success.

We hope that you develop your knowledge as well as gain experience in the many different aspects of the medical field. Your dedication professionalism, cheerful attitude, eagerness to learn, and a bright smile are the keys to making your volunteer experience successful.

We thank you for your commitment to contribute valuable time and effort to support our patients and staff. Together we can help provide quality patient care, satisfaction, and value to create a stronger and healthier community.

Sincerely,

Mikaela Stiles

Volunteer Services Manager



Texas Tech Physicians.
VOLUNTEER SERVICES

Policies and Procedures for Participation in TTUHSC Volunteer Services Program

Phone: 806-743-2959 | volunteerservices@ttuhsc.edu

Welcome to the Volunteer Program at Texas Tech University Health Sciences Center (TTUHSC) School of Medicine. As a volunteer or observer, you are joining a team of staff and faculty that are concerned with delivering quality patient care, research, and education. Please comply with the following policies and procedures as you are an ambassador and representative of TTUHSC and Texas Tech Physicians (TTP) of Lubbock.

1. Complete before volunteering:

- a. Volunteer Services along with all supporting documentation. Full Immunization Clearance will need to be obtained before you will be permitted to volunteer. Complete the Volunteer Application and Immunization Worksheet, then email them back to
- b. Safety Training – must be completed before you can begin volunteering or observing.
- c. Background Check – must have clearance from Human Resources before you can begin (if applicable)
- d. Must read and sign all Volunteer Agreements and complete HIPAA Training.

2. Upon being cleared to volunteer through Volunteer Services:

- a. You will be placed in a department based on their availability, your schedule, and your preference if possible.
- b. Volunteer Handbook – you will receive a packet which includes Policies and Procedures for Participation, Code of Conduct, Guidelines for Observing (if applicable), Emergency Procedures, and Volunteer Placement Description.
- c. Parking Permit and ID Badge – Parking Information will be provided to you as well as a request for a parking pass. You will need to request an TTU ID Badge as well if you do not already have one, a request will be sent for this as well with instructions included. Your ID Badge **MUST** be worn each time you volunteer or observe. TTU Students not included.
- d. Volunteer Hours – you will be provided with instructions on how and where to log your volunteer hours in the Volgistics website.

3. Uniforms and Dress Code:

- a. Volunteers
 - i. All volunteers need to be dressed appropriately for a clinical setting, a Texas Tech polo or t-shirt is preferable.
 - ii. Women – khaki pants are required (no rips, holes, or tears). Skirts, shorts, scrubs, yoga pants, tights, white coats, and open toed shoes are not appropriate for volunteering.
 - iii. Men – khaki pants are required (no rips, holes, or tears). Shorts, scrubs, white coats, and open toed shoes are not appropriate for volunteering.
4. Using the instructions provided, make sure to log into the Volgistics website and log your volunteer hours for every shift, a report of your hours can be provided to you if needed in the future.

5. Attendance: If you have more than 2 absences over the course of a 3-month period, you may be removed from the program. Email the Volunteer Coordinator and Volunteer Services if you are unable to volunteer for your scheduled shift.
6. Volunteers are prohibited from engaging in direct patient care. This does not mean that volunteers and should not engage with our patients. We encourage you to excel in patient service by being polite and as helpful as you can be to our patients.
7. Confidentiality is critical and imperative. As a volunteer, you are involved in confidential patient care, research, and education. We insist that you maintain the highest level of confidentiality with respect to patients, students, staff, records, and activities in all areas that we require of our faculty and staff. Please direct questions concerning confidentiality or other issues to your coordinator or the Volunteer Services Manager.
8. Follow the directions of your Volunteer Coordinator. Do not eat, drink, or chew gum while working. Please do not wear perfume or cologne as some of the patients or fellow staff members may be allergic to it. Use of cell phones is not permitted while you are volunteering or observing. While you may have your phone with you on vibrate or silent, it is not recommended.
9. If you, a patient, or a visitor have an accident, report it immediately to your Volunteer Coordinator. We must complete an occurrence report as well as being sure you are taken care of. Be familiar with the emergency codes and evacuation routes, a document has been provided to you with this information.
10. When terminating volunteering at TTUHSC, please return your Volunteer ID Badge and Parking Pass. A report of volunteer service hours is available upon request.

We hope you enjoy your experience as a TTUHSC Volunteer or Observer.

Code of Conduct for TTUHSC Volunteers

When volunteering, I will:

1. Arrive promptly.
2. Always wear my ID badge.
3. Accurately represent my position and role.
4. Communicate with the physician and clinic staff my career aspirations and why I am interested and/or grateful for the opportunity to observe them in their work or work with them in their clinics.
5. Treat all patients and staff with respect and dignity, regardless of age, gender, race, ethnicity, religion, disability, or sexual orientation.
6. Maintain strict confidentiality and privacy about patient information.
7. Maintain honesty and integrity by being forthright in my interactions with patients, peer, physicians, supervisors, and staff.
8. Ensure patient safety by remaining at home if I am ill; I will notify the Volunteer Services Manager and my Volunteer Coordinator of my absence.
9. Report concerns about patient safety to the Volunteer Services Manager or my Volunteer Coordinator.
10. Behave in an appropriate, professional, courteous manner at all times.
11. Not initiate or accept patients' invitations to engage in social or social media relationships.
12. Dress and act professionally.
13. Not abuse drugs or alcohol.
14. Be aware of and follow the guidelines of my sponsoring and of the setting in which I am a volunteer or observer.
15. Seek assistance if I have questions about any volunteer guidelines, including the Code of Conduct, by contacting Volunteer Services at 806-743-2959 or volunteerservices@ttuhsc.edu.

Key to Infection Control

HANDWASHING:

Careful hand washing is necessary to minimize the risk of the transmission of infections from patient to patient and between patient and staff.

Hand washing is mandatory:

- Upon arriving for volunteer duties
- After the use of the toilet
- Before and after working with individual patients
- Before leaving clinic areas and upon returning
- When Hands are soiled
- Before eating and drinking
- Upon completing duty

Before washing your hands, you should remove all rings with setting. All jewelry and watches should be carefully pinned in your pocket to avoid loss. Rings with settings harbor infectious agents and they are extremely difficult to clean. If you wear colored nail polish you cannot see under your nails and will not know if they are clean.

PROCEDURE:

1. Roll up your sleeves to just the elbow.
2. Stand well away from the lavatory, turn on water and adjust to the desired temperature. At electric sinks, the water is activated by breaking the light beam when one's hands have passed under the faucet.
3. Wet your hands completely before adding the approved hand washing agent. (This will dilute the hand washing agent and prevent drying and chapping)
4. Apply a small amount of skin cleanser.
5. Spread the hand washing agent over the entire area of your hands and wrists. Spread the soap or detergent under your nails and between your fingers.
6. Use a rotating and rubbing (friction) motion for 30 seconds.
 - a. Rub vigorously
 - b. Scrub each hand with the other; creating as much friction as possible by interlacing the fingers and moving the hands back and forth. Use copious amounts of water.
 - c. In washing your fingers, approach each one as if it has four sides. Scrub each side of each finger. Give particular attention to the area under your nails.
 - d. Wash at least 2 inches above your wrist.
 - e. Rinse well at least twice. Rinse from above your wrists to your fingertips. Hold your hands lower than your elbows and wrists while rinsing. Use copious amounts of water.
7. Pat your hands dry with a paper towel. Do not rub. Rubbing your hands dry causes irritation
8. Discard this towel
9. With another towel turn off the water. Do not touch the faucets. Discard this towel.



Texas Tech Physicians™

STANDARD POLICY AND/OR PROCEDURE

TITLE: EMERGENCY PROCEDURES

FORMULATED BY: The Department of Volunteer Services

STATEMENT OF PURPOSE: Orientation

To help Texas Tech University Health Sciences Center volunteers understand the emergency procedures in the facility and in the clinics.

TEXT:

Volunteers need to be familiar with Emergency Procedures and Codes, Emergency Evacuation routes and reassembling points. Each volunteer will be under the supervision of the area in which they volunteer and need to talk to the supervisor to know the correct procedures for area.

EMERGENCY PROCEDURES:

- Dial **911** from any TTUHSC phone, **806-743-2000** for the TTU Police Dept. or **806-743-1300** for TTUHSC Security.
- Ask for Dr. Armstrong if security is needed and you want to be discreet.

Know the **EMERGENCY EVACUATION ROUTES** and **REASSEMBLY POINTS** from each department where you volunteer. They are posted in each department.

Know the **LOCATION** of **EMERGENCY EQUIPMENT** such as fire extinguishers, fire alarm pull stations, panic buttons, first aid kits, eye wash stations, and emergency showers in your area.

EMERGENCY PAGING CODES – TTUHSC LUBBOCK

- **CODE RED:** Fire Emergency – Evacuate away from the area of fire to the designated reassembly area.
- **CODE BROWN:** Severe Weather – Go to your designated shelter/refuge area.
- **CODE YELLOW:** External Disaster – UMC ER expects to receive numerous patients. Assigned personnel respond.
- **CODE GREEN:** Internal Disaster – If in your area, evacuate to designated reassembly area. If not in your area, return to your work area and wait for additional instructions.
- **CODE BLACK:** Bomb Threat – An explosive device has been located in the building. Evacuate to designated reassembly area.
- **CODE WHITE:** Building Evacuation – Evacuate immediately to designated reassembly area.
- **CODE BLUE:** Cardio-Respiratory Arrest – Involved medical personnel respond immediately.
- **CODE PINK:** Infant/Child Abduction – Clear the corridors and report suspicious persons/activity to TTU.
- **CODE ORANGE:** Aggressive Situation – Call Police 9-911 or 3-2000 to avoid further disruption. Ask for Dr. Armstrong if you want to be discreet.