
YOUR HEALTH AND SAFETY

SAFETY AND INFECTION CONTROL

A – ALWAYS

B – Be

C – Calm



That's more than healthcare. That's smartcare.

EMERGENCY PROCEDURES



- **As a Hospice Volunteer, you will most often be in a patient's private home or in a nursing home.**
- **When in a patient's private home, please call HOSPICE OF SUMMA at 330-379-5100 FIRST for any medical emergency with the patient (i.e., fall, difficulty breathing, bleeding)**
- **If you do not get a call back within 15 minutes, you may also call the Acute Palliative Care Unit at Akron City Hospital at 330-375-6333.**
- **For a fall or the patient cannot get up from the commode, you may call the non-emergency number for the city where they live; which is usually the fire department number.**
- **After calling any of these numbers, please contact the caregiver.**

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EMERGENCY PROCEDURES



- **For a patient within the nursing home, please ask the facility staff to assist with medications, moving the person in bed or to a chair/wheelchair.**
- **If patient is having persistent pain, discomfort or nausea and it is not relieved by the time you leave, please call the Hospice of Summa office at 330-379-5100 to report it.**
- **Since you are volunteering with a hospice program that is part of a hospital system, we are required to cover all the safety and infection control standards for the hospital system.**

EMERGENCY PROCEDURES



- **Within Summa St. Thomas and Akron City Hospitals, the emergency number is “757” and can be dialed from any extension within the hospital.**
- **When an emergency occurs, the operator will announce the code, floor number and area over the PA system three times. (Example: Code Red, 2 Center)**
- **When the emergency is over, the operator will announce, ALL CLEAR, three times.**

EMERGENCY CODES



- **Red** Fire
- **Black** Bomb
- **Yellow** Disaster
- **Blue** Medical Emergency
- **Violet** Violent Person
- **Adam** Infant Abduction
- **Brown** Missing/Walkaway Patients
- **Silver** Active Shooter/Hostage

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CODE RED: IN CASE OF FIRE



RACE

Rescue Remove persons in imminent danger, evacuate area

Alarm Activate fire alarm, and call extension “757”

Contain Close all doors, leave lights on

Extinguish Extinguish small fires only & only if you have been trained.

CODE BLACK=BOMB THREAT



- **SUSPICIOUS OBJECT**- anything not belonging to an area, or cannot be explained, (e.g. ceiling panel out of place; unattended packages, bags; envelopes with crude writing, no return address).
- **BOMB THREAT REPORT SHEET** – green form used to collect pertinent information that may be verbally supplied by a bomber; kept near all nurses' station or control or reception area phones.
- **SEARCH TEAM** - persons who perform a Bomb Search, usually 3 persons, one of which is an employee from the area under suspicion; also includes the Search Team Leader who coordinates the team and assigns responsibilities.
- **DISPATCHER** - Protective Services person; functions to notify all Protective Services personnel, Summit County Sheriff's Department Bomb Squad, Akron Police and Fire Departments.

CODE YELLOW=DISASTER



- HEICS – Hospital Emergency Incident Control System
- This is an organized community response to a disaster, which is known to all emergency responders.
- Weather Emergencies fall under this category, especially for Home Care and Hospice, since we are traveling to different parts of Summit County.

EMERGENCY MANAGEMENT PLAN



CATEGORIES FOR HOSPICE PATIENTS

- Level I** **Low risk. Patients who can safely forgo care**
- Level II** **Moderate risk. Patients who cannot forgo care due to dependency on supplies, medications, and/or nursing care despite competent caregiver**
- Level III** **High risk. Patients whose care and comfort is solely dependent on Hospice intervention.**

EMERGENCY MANAGEMENT PLAN



■ **Snow Emergencies**

- Hospice will coordinate with Summa's Protective Services to obtain approval from county Sheriff's Department to travel to patients classified as Level III or Level II.
- Volunteers will be notified by the Volunteer Coordinator to cancel visits scheduled.
- When there is a great deal of snow but not "officially" a snow emergency, please use discretion about making visits or coming in for your volunteer shift on our in-patient unit or in the office.
- For volunteers providing respite, please call the caregiver before going to the home to confirm if he/she still wishes to go out and/or that you will be able to get down the street or in their driveway.

- **“WATCH”**
 - Usually in effect 2 – 6 hours
 - Overhead page announcement when National Weather Service (NWS) or others have reported possible severe weather in this area or probability of tornado is high
- **“WARNING”**
 - Usually remains in effect for 1 hour
 - If warning condition is extended, Weather Service will tone alert weather radio
 - Overhead page announcement made when NWS or Summa Security observes a tornado or funnel cloud

■ Tornado Sighting

- Imminent danger of a tornado strike
- Announced on overhead page only when a tornado has been sighted in the proximity of Summa Akron City and/or St. Thomas, Summa Western Reserve
- For Hospice, a page goes out to all staff; volunteers are alerted via their cell phones or patient phone number.

SEVERE WEATHER

- **Get yourself and the patient to a safe area for severe weather**
 - rooms with no windows
 - low to the ground
 - located within inside building perimeter

CODE VIOLET = Potential for Violence



- **When to Call** – A Code Violet should be called when a patient's/ visitor's behavior is physically threatening, uncontrollable or poses a real or potential threat to the safety of staff and others. It should be called before there is physical contact, as the person becomes increasingly angry or upset and routine interventions have failed to calm him/ her.
- **How to Call – 757 or Panic Button/Akron City & St. Thomas**
Primary phone at all nurse's stations and some other patient care areas have been equipped with a blue panic button. When pressed this button provides a direct link to Protective Services.

CODE ADAM=INFANT ABDUCTION



- To prevent and stop the unauthorized removal of an infant/child from Summa Health System Hospitals.
- Once the OB division suspects that an infant may have been abducted a “Code Adam” will be called. If a child abduction is suspected outside of the OB division any employee may initiate a Code Adam.
- All Summa staff are responsible for observing their areas for suspicious activity and to stop anyone with a duffle bag, etc., that an infant/child could be inside or anyone with an infant/child until an all clear is called. No one will be permitted to leave the area until an all clear is called.

CODE BROWN=MISSING/WALKAWAY PATIENT



- **Code Brown** is the coordinated effort between Patient Care Services and Protective Services Departments to safely locate and return missing or walk-away patients whose mental or physical status is unstable.
- **Phase I:** If unable to locate the patient, report the patient's name, gender, attire, age, hair color, height, and any other identifying information to the following: Nursing Supervisor, Protective Services and Telecommunications Operator.
- If you locate the missing patient, ask them to return to the unit with you. If uncooperative or combative, page Protective Services & Nursing Supervisor to where you are and keep an eye on the patient.

CODE BROWN=MISSING/WALKAWAY PATIENT



- **Phase 2:** If the missing patient has not been located within 30 minutes, the following should be done:
 - Nursing Supervisor completes an Unusual Occurrence Report and notifies the attending physician; nearest relative, guardian, or close friend of patient if they reside in the area; Protective Services officer in charge and Administrator-On-Call.
 - Protective Services officer in charge will notify appropriate police department requesting assistance in locating missing patient.
 - Code Brown, All Clear is announced.

PLEASE NOTE: Employees and volunteers are not to give interviews, information, or photos to the news media or other sources; direct news media to Corporate Communications or to Administration.

CODE SILVER=ACTIVE SHOOTER / HOSTAGE SITUATION



- **Initiation of Code Silver:**
 - Observing by sight or overhearing a person or persons has a weapon or is claiming they have a weapon you cannot see
 - Observing actual shots fired, knife wielded etc.
 - Someone taking a hostage(s) will also activate the Code Silver
- **If you are not directly involved try to remain calm and do the following;**
 - Dial “53277” and inform Protective Services of the details of the situation. Give as much information regarding the armed assailant or abductor as well as location and number of persons involved.

CODE SILVER=ACTIVE SHOOTER / HOSTAGE SITUATION



- **If you are directly involved and cannot get away safely, quietly signal for help from those not involved & follow:**
 - ***Don't risk harm to yourself or others.***
 - Maintain eye contact, and pay attention to what is being said by assailant.
 - Do not speak unless spoken to – follow instructions from the person who has the weapon.
 - Attempt to keep the assailant in the immediate area.
 - Never try to grab the weapon.
 - Await direction/assistance from Security or responding Law Enforcement Personnel.

HAZARD COMMUNICATION PROGRAM

- This symbol is universal and is used to warn that material inside may include infected blood or body fluids.
- This sign will be attached to containers of samples, sharp containers or other potential materials.
- The sign is usually red or fluorescent orange-red.
- Material Safety Data Sheets (MSDS)- are kept on every chemical/product used at the hospital in clinical and non-clinical areas.



ELECTRICAL SAFETY

- ***Report, tag, and do not use equipment with:***
 - Frayed wires or cracked insulation
 - Damaged plugs or missing ground prong

- ***Report, tag, and do not use electrical outlets with:***
 - Missing cover plates
 - Loose mountings
 - Weak gripping force

- ***Avoid:***
 - Extension cords (only use extension cords approved by Facilities Engineering)

ELECTRICAL SAFETY

- ***Do not:***
 - **Use Cheaters (three-prong adapters)**
 - **Place liquids on electrical equipment**
 - **Pull plugs out of receptacle by the cord**
 - **Roll equipment over power cords**
 - **Use defective equipment or electrical outlets**
 - **Use equipment that sparks, smokes, or shocks**
 - **Use space heaters without approval of safety officer**

ELECTRICAL SAFETY

- ***Be sure:***
 - **Line-powered patient care equipment has three-wire grounding cords**
 - **You know how to use equipment properly**
 - **To ask for help and instruction when needed**
 - **To report defective equipment and receptacles**

SLIPS, TRIPS & FALLS

- Be aware of surroundings.
- Keep aisles clear.
- Use the handrail on stairs.
- Use approved step stools and ladders only.
- Wear “sensible shoes.”
- Walk, don’t run.
- Wipe up spills.
- As a volunteer, if you see a fall hazard, please report to a staff person.

BODY MECHANICS/BACK SAFETY



- **Correct standing posture includes:**
 - Chin tucked so ears over shoulders
 - Shoulders down and back and in line with hips
 - Abdominal muscles tight (lower abdominals)
 - Hips over the feet
 - Knees soft
 - Weight distributed across the foot (not the heels or balls of feet)
- This standing posture encourages the normal curves of the spine and is considered the power position of the spine.

BODY MECHANICS/BACK SAFETY



■ **Sitting**

- Sit with a balanced, upright posture.
- Tuck your chin.
- Rest your feet flat on the ground.
- Position your knees level with or slightly higher/lower than your hips.
- Point your feet/knees in the direction you are reaching/working.
- Maintain a neutral low back position (do not rely on the back rest of the chair).
- Have working knowledge of your chair's adjustability.
- Adjust the chair to fit your needs, if possible.

BODY MECHANICS/BACK SAFETY



■ Walking

- Walking is a good time to “straighten up” and correct the forward head posture and rounded shoulders that occur during many job tasks.
- Remember to look up when walking instead of focusing on the floor.
- Wear good supportive shoes.
- Tighten your abdominal muscles

BODY MECHANICS/BACK SAFETY



■ Carrying

- Maintain a balanced upright posture.
- Tighten your abdominals.
- Keep the load close to you.
- Carry the load with your elbows bent.

■ Pushing/Pulling

- Stagger your feet (front to back) and bend your knees to maximize the power from your legs.
- Keep your head up and shoulders down and back as you push/pull.
- Your arms should be locked at your sides as “stationary handles” and should not move during the pushing/pulling activity.
- Shift your weight on your legs back to front to push the object.
- Shift your weight on your legs front to back to pull an object. Your hips should lead as you pull.

BODY MECHANICS/BACK SAFETY



▪ Lifting

- Know your abilities and limitations prior to moving an item.
- Test the load before lifting.
- Plan your lift and clear the path.
- Face the object to be moved.
- Use a wide, staggered base of support.
- Tighten your abdominals.
- Maintain a balanced, stable position throughout the lift.
- Keep the load close to you.
- Breathe out as you lift. Do not hold your breath as you lift.
- Use your powerful leg muscles to lift instead of your smaller upper back and arm muscles.
- Move your feet instead of twisting your back.
- Lift the load smoothly-do not jerk the load.
- Adjust work heights to a level which requires the least amount of lifting.
- Minimize lifting by using mechanical devices as much as possible.

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STANDARD PRECAUTIONS



- At Summa Health System, the infection control method (precautions taken to prevent exposure to disease-causing organisms) used is **Standard Precautions**.
- It is a broad terms that includes all techniques for preventing the spread of disease-causing organisms (germs) from simple hand-washing to complicated sterilization of medical equipment.
- Under Standard Precautions, all body fluids and substances are to be considered infectious.
- Neither medical history nor examination can reliably identify all patients with disease-causing organisms; therefore, precautions should be used consistently for all patients when you may come in contact with blood and other potentially contaminated materials.

- **Single most effective way of controlling the spread of disease.**
- Hand washing must be performed with antimicrobial soap and/or a waterless product (e.g. Purell):
 - Upon entering and leaving a patient's home/room
 - Before and after any patient contact
 - Before food preparation or serving food
 - After outside activities
 - After using toilet facilities
 - After blowing or wiping your nose
 - After removal of gloves (or other protective equipment)

PERSONAL PROTECTIVE EQUIPMENT (PPE)



- **Gloves**
- **Masks**
- **Goggles**
- **Gowns**
- **Shoe covers**

What PPE you use depends on the situation. If you will have any blood or body fluid contact, gloves must be worn.
(Example: patient vomiting, dumping a urinal)

Please note: Hospice of Summa Volunteers provide no direct patient care and therefore have very limited exposure to blood/body fluid.

BLOOD BORNE DISEASE

- **Three conditions that must be present for transmission of blood borne disease:**
 - (1) Virus must be present in the blood**
 - (2) Virus must be present in sufficient quantity**
 - (3) Contaminated fluid must have a port of entry into the bloodstream of another person.**

ACCIDENTAL EXPOSURE



- Remain calm
- Immediately wash the affected area with soap and water or flush mucous membrane with water.
- Call Hospice of Summa if you are in patient's home.
- If in an inpatient or nursing facility, report to the nurse supervisor first – then call Hospice ASAP.
- Complete an incident report.

TUBERCULOSIS

- TB is an infectious disease caused by a bacteria
- When a person has been exposed to TB, may develop a Positive PPD test – this is not necessarily an indication of Active TB.
- TB is airborne -- spread by droplets in the air when an infected person coughs, sneezes, laughs, sings or otherwise forcefully exhales.
- Infected individuals with active TB
 - placed in respiratory isolation
 - employees must wear specially-fitted masks
 - Stop sign is placed on the door and chart to alert

VACCINATIONS

- **Terminally ill patients immunocompromised and may easily catch illnesses.**
- **Hospice of Summa requires proof of your current immunizations/vaccinations such as MMR, DPT, or Hepatitis B.**
- **If you do not have proof, they do a blood draw to determine your immunity status.**
- **All pre-screening tests are performed free of charge.**

TB TESTING



- **Required before employee or volunteer may start visiting patients and every year thereafter.**
- **Provided free of charge to employees and volunteers at our Corporate Health facility located at Summa St. Thomas Hospital.**
- **Test may be done two ways; blood draw (Quantiferon) or 2-step Mantoux. Corporate Health decides which would be best for you.**

OXYGEN PRECAUTIONS

- Most Hospice of Summa patients have oxygen in the home and will be using it at some course in their illness.
- For Hospice of Summa patients and/or caregivers who smoke, an agreement is signed, which includes safety standards to which the patient and caregiver must adhere; i.e., turn off oxygen before smoking, keeping cigarettes out of patient reach, etc.
- Hospice Volunteers are not permitted to turn on or off or change settings on the oxygen machine. Please do watch for kinks in oxygen tubing and assist to “unkink” the tubing.

OXYGEN PRECAUTIONS

- **To avoid the chance of fire and other possible hazards associated with oxygen, follow these rules:**
 - **DO NOT** permit open flames or smoking in the room where oxygen is being used or stored.
 - **DO NOT** use friction toys or other devices that may create a spark.
 - **DO NOT** use electrical equipment such as electric shavers or blankets closer than 5 feet from any oxygen source.
 - **DO NOT** use any petroleum products such as oils, lotions, creams, or vasoline.
 - **DO NOT** use aerosol sprays in the vicinity of oxygen.
 - **DO NOT** store oxygen in a confined area, near heaters or stoves or handle containers roughly or cover tubing by bedding or any other objects.

OXYGEN PRECAUTIONS

- **To avoid the chance of fire and other possible hazards associated with oxygen, follow these rules:**
 - **DO** turn oxygen off when not in use.
 - **DO** use all cotton clothing and cotton bedding and avoid use of nylon and other synthetic fabrics, as well as wool.
 - **DO** keep oxygen equipment out of reach of children.
 - **DO** keep containers upright, secured with belts or ropes and free from dust.
 - **DO** follow directions supplied by equipment company regarding humidifier bottles and cleaning equipment.
 - **DO** be careful not to trip over oxygen tubing or allowing tubing to become kinked under bed frames.

HOS VOLUNTEER BLUE BAG



- **Must be brought to every visit**
- **Never place on floor**
- **Within car, needs to be kept inside a box in the trunk.**
- **If you run out of items, replaced for FREE.**
- **Must check expiration dates of items every May.**

ABUSE & NEGLECT

- Abuse can be verbal, emotional, financial or physical or sexual
- Hospice of Summa personnel/volunteers are required to report any suspected case of patient abuse or neglect.
- This includes:
 - Any knowledge of abuse and/or neglect
 - Any knowledge of patient self-abuse and/or self-neglect
 - Reasonable cause to suspect self-abuse and/or self-neglect

SELF-STUDY COMPETENCY TEST



- **Please complete the Hospice Volunteer Safety Education & Infection Control Competency Test**
- **Bring completed test to the first orientation session.**