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The commitment of KHSC volunteers is an inspiration to us all. Their contributions make a meaningful impact every single day.

Lynda Laird
Volunteer Services manager



VOLUNTEER HANDBOOK



Kingston Health
Sciences Centre

Centre des sciences de
la santé de Kingston



Hôpital
Hotel Dieu
Hospital



Hôpital Général de
Kingston General
Hospital

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Volunteers are essential to the success of Kingston Health Sciences Centre. Well-trained, well-supervised, and well-recognized volunteers are one of our most valued resources!

This Handbook is intended to compliment the Volunteer Orientation Module you reviewed upon starting to volunteer at KHSC, the Assignment Guide and the training you received for your assigned role(s).

If you would like to review the Orientation Module again please [click here](#).

If you would like to review your Assignment Guide again please [click here](#) and staff will be happy to forward it to you. Site specific Assignment Guides are also available in binders in the Volunteer Services offices, at HDH and KGH sites.

If you would like some additional training in your role, please speak to any staff member and we will be happy to make those arrangements.



WHO WE ARE

Kingston Health Sciences Centre is southeastern Ontario's complex, acute and specialty care, research and teaching hospital. Consisting of the Hotel Dieu Hospital, Kingston General Hospital, the Cancer Centre of Southeastern Ontario, satellite sites, and our research institute, we care for more than 500,000 patients and their families from across our region.

As one of the region's largest employers, we are home to almost 6,000 staff, more than 2,000 health-care learners and hundreds of volunteers who are committed to partnering with patients and families to ensure that we continually provide high quality, compassionate care. Fully affiliated with Queen's University, we are ranked as one of Canada's top research hospitals.

As a teaching hospital, we attract some of the nation's brightest learners to pursue their health care education, which helps to create the capacity to provide highly specialized services close to home. We train thousands of students every year and are home to hundreds of researchers whose curiosity drives them to make groundbreaking advancements in health care.

Patient care by the numbers

24,000+ admissions

115,000 emergency & urgent care visits

17,000 surgeries & procedures

2,000 babies delivered

234,000 imaging exams

318,000 clinic visits

3,000,000+ lab tests

2023

KHSC INDIGENOUS ACKNOWLEDGEMENT

We begin by acknowledging that Kingston Health Sciences Centre is located on the ancestral lands and waters of the Anishinaabeg [Ah-nish-ih-nah'-beg] and Haudenosaunee [Hoe-den-o-shown-ee]. We also serve a wider geographical area that encompasses many Indigenous communities including Tyendinaga, Katarokwi as well as communities within the Weeneebayko Area Health Authority. We acknowledge and welcome the presence of all Indigenous Peoples, including the Métis, Inuit, and other First Nations who also make this place home. The lands we are on today are recognized in the Two Row Wampum, Dish with One Spoon Wampum Belt Covenant, Treaty 27, and the Crawford Purchase.

To acknowledge this territory is to recognize its longer history, one predating the establishment of the earliest European colonies. It is also to acknowledge this territory's significance for the Indigenous Peoples who lived, and continue to live, upon it and whose practices and spiritualities were and are tied to the land and continue to develop.

We recognize the past and present systemic harms committed against Indigenous Peoples throughout Canada. These atrocities have resulted in continual intergenerational trauma and are enabled by racist attitudes and imperialist and colonial ideologies. They include the dispossession of Indigenous Peoples from their ancestral lands, and acts of cultural genocide by the Crown, the government, and the churches.

As we partner in care, discovery, and learning to achieve better health outcomes for our communities. KHSC is committed to actively advocating for, and acting upon, the Truth and Reconciliation Committee's Calls to Action on Health. We commit to moving forward together in the spirit of partnership, respect, compassion, excellence, and innovation. We will do this by learning about histories, Indigenous languages, customs, traditions, and working to integrate these into the care we provide. As a colonial-based institution, we are accountable to Indigenous peoples to make the promise of Truth and Reconciliation real in our communities.

ABOUT US...

Volunteer Services provides individuals and groups with the opportunity to support Kingston Health Sciences Centre in achieving our Mission, Vision and Values.

MISSION

We care for our patients, families and each other through everyday actions, significant moments and exciting breakthroughs.

VISION

Partnering in care, discovery and learning to achieve better health for our communities while transforming our health care system.

VALUES

At the heart of our values is **compassion**. We care for some of the sickest and most vulnerable people in our community.

We treat each person with **respect** and dignity. We do this by caring for the whole person, when and where they need it most.

Partnership is at the core of how we work. We empower patients, families and our teams to do great work together, and with our community.

The pursuit of **excellence** drives everything we do. We will be good stewards of resources while continually enhancing the quality of care, research and education we provide.

Research and **innovation** reflect our courage to try new things, challenge what we know, create new knowledge and transform health care.



HOW VOLUNTEER ROLES ARE ESTABLISHED

KHSC volunteer roles are created to offer:

- a positive impact on patients and families
- meaningfulness for volunteers
- sustainability of the volunteer role



When a department sees a need for a new volunteer role, requests are initiated by the Manager or Director of the department and received by the Manager of Volunteer Services. Once received the request follows a standard process:

- 1 Exploratory conversation occur between Managers and/or Directors to clarify needs, and goals of the program and resources available to support volunteers.
- 2 If the role appears beneficial to patients, and attractive to volunteers, an Assignment Guide is collaboratively created.
- 3 Labour Relations approval is sought for each Assignment Guide, to ensure that we are not violating Collective Agreements.
- 4 Subject matter experts are engaged to provide education and training to ensure that volunteers are confident and successful in the role.

CLASSIFICATIONS OF VOLUNTEERS

ACTIVE

These volunteers are assigned to a specific role which may be on-site or off-site, and they meet the time commitment of that role as defined in the role Assignment Guide.

They are eligible for benefits such as: parking or bus pass; HDH fitness centre membership; recognition pins + activities; receive the weekly newsletter and more.

LOA (Leave of Absence)

These volunteers are currently unable to meet the time commitment of a volunteer role, however, intend to be able to do so within the next 6 months. Volunteers placed on a LOA are often post-secondary students, snowbirds, or experiencing personal situations which require a break in service.

After 6 months on a LOA, if a volunteer does not return to active service, their status will be changed to Inactive.

When placed on a LOA, parking passes are deactivated.

However, volunteers are still able to participate in education or recognition activities and still receive the weekly newsletter.

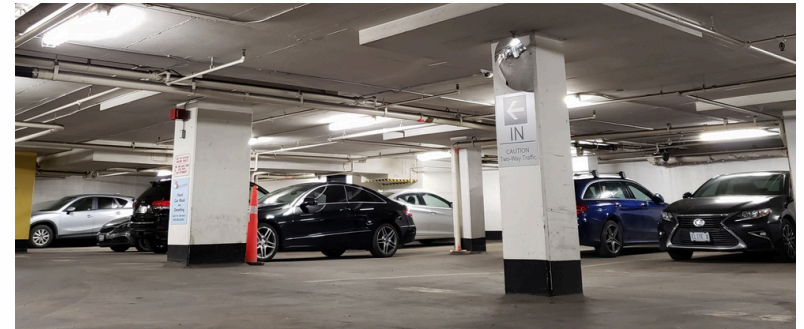
INACTIVE

When a volunteer is made Inactive, it is not anticipated they will return to volunteering at KHSC. They will be asked to return their parking pass if one was issued, their hospital identification and volunteer vest if applicable. They will no longer receive the newsletter or have access to Volgistics in order to see their service record. As per corporate policies, Volunteer Services will retain a record of their contributions for 7 years.

PARKING AT KHSC

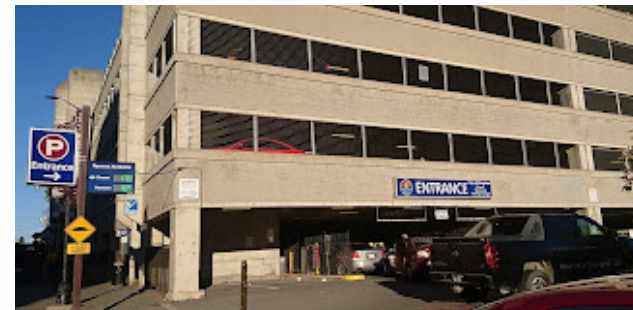
KINGSTON GENERAL HOSPITAL

The parking garage across from the KGH site is owned by Queens University. Queens has parking passes which Volunteer Services purchases. Volunteers at the KGH site can receive a pass from us to use for any volunteer shifts. Individuals can only use this pass when volunteering. If it is used for other activities you will be asked to reimburse the amount to Volunteer Services.



HOTEL DIEU HOSPITAL, DETOX & EATING DISORDERS CLINIC

The parking options near these sites are owned by the City of Kingston. The City does not have parking passes available. As a result, volunteers at these sites pay for their parking and retain their receipts. Then, every 3-4 months, they provide the receipts to Volunteer Services and we request that they be reimbursed through the finance department at KHSC.



Note - Finance cannot reimburse for parking expenses incurred to volunteers without a receipt. So make sure you keep them!

DRESS CODE & UNIFORMS

KHSC strives to achieve a workplace environment where everyone can work comfortably and safely while dressing appropriately for their working environment. In determining appropriate dress code standards, KHSC's policy takes into account the following factors:

- Safety and risk
- Infection prevention and control
- Professional image of KHSC
- Inclusion, diversity, and religious accommodation

The KHSC Dress Code policy applies to both staff and volunteers. Some of the key elements of that policy are:

- Garments are clean, neat, fit appropriately and in good repair (e.g. no ripped jeans)
- Dressing with exposed undergarments is not permitted
- Unless approved by KHSC in support of awareness or promotional activities, garments with messages and/or non-KHSC logo's should not be worn
- Clothing that may be revealing of chest, buttocks, mid-section, etc. should not be worn
- Closed-toe shoes must be worn in any role that involves pushing wheelchairs, handling hot items, etc. This will be identified in your training

VOLUNTEER VESTS



Volunteers always wear a KHSC vest when on shift. A clean vest can be obtained from the Volunteer Services office to wear.

Alternately, there are 'crested' vests a volunteer can use as their personal vest, taking it home between shifts.

You must launder this vest after every shift.

If you would like one of these vests please ask any Volunteer Services staff member.

SCENT POLICY

KHSC is a scent free zone to respect the sensitivities of patients and staff! Please avoid using scented products before your shifts!



If you accidentally wear a scented product you will be asked to leave without completing your volunteer shift.

KHSC ID

You must always wear your hospital issued volunteer identification at chest level on your vest. If you lose your KHSC ID, there is a \$10 replacement fee. Your ID is KHSC property and must be returned to us when you stop volunteering.

Please note: If you have hospital issued identification for different roles (e.g. you are also a KHSC staff, resident, etc) you cannot wear that identification when volunteering.



When you are on shift you are representing Volunteer Services and Kingston Health Sciences Centre. As such, a professional appearance and professional behaviour is expected. You are the face of our organization.

VOLGISTICS



If you are a current volunteer and would like to:

- Add or remove yourself from shifts
- Update your contact or profile information
- Confirm how many hours you have volunteered with KHSC
- Enter the offsite volunteer hours that you contribute (if applicable)
- Re-set your password

[Click here](#) to access your Volgistics account.

It will ask for your email (the one Volunteer Services communicates with you through) and your password.

If you have never signed into Volgistics remotely before or you cannot remember your password, you can choose “Password Reset”. Follow the instructions sent to your email to reset your password.

If you have difficulty accessing your schedule online and you need to report a one-time or short term absence, contact Volunteer Services at 613-548-2359 #1 or [click here](#) to send an email.

If you would like more information on how to use all of the features, please [click here](#).



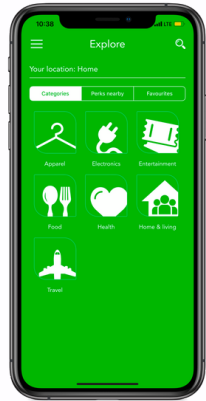
PERKS FOR VOLUNTEERS



As a valued member of the KHSC staff team, you are encouraged to participate in the staff discount program, years of service recognition events, and other events offered throughout the year.

[Click here to see a list of discounts, wellness initiatives, and other recognition and perks for KHSC volunteers.](#)

We encourage you to participate whether you are new to KHSC or a longstanding volunteer.



VOLUNTEER EXPECTATIONS

As a KHSC volunteer you can expect:

- To be treated with dignity and respect
- To be asked to do useful and meaningful tasks, as defined by Volunteer Services
- To complete tasks that are of value to the program where you are volunteering, as defined in the Assignment Guide
- To be provided with sufficient training to perform your assigned role
- To receive ongoing support, supervision and evaluation
- To be trusted with the information and tools needed to effectively perform in your role
- To provide input into the planning and evaluation of the role and program/service in which you participate
- To affect change by being a role model, by contributing ideas and feedback, and by serving as a community resource
- Volunteer Services to take reasonable measures to accommodate accessibility needs

VOLUNTEER RESPONSIBILITIES

As a KHSC volunteer you have the responsibility to:

- Identify yourself as a volunteer and represent KHSC in a professional manner, consistent with corporate values
- Treat others with dignity and respect
- Follow the Assignment Guide for the position you are in
- Say 'No' to tasks outside your Assignment Guide or which you are not comfortable with or trained to complete
- Participate in ongoing training and education opportunities pertinent to your volunteer role
- Provide advance notice if unable to complete a scheduled shift
- Provide at least two weeks notice of an intention to stop volunteering in a role
- Uphold all corporate policies and procedures
- Prioritize the needs of patients, families and visitors over personal needs
- Recognize if you are physically and emotionally able to volunteer for each shift

SCOPE & BOUNDARIES

As a KHSC volunteer:

You are an agent of KHSC, and thus required to adhere to all corporate policies, including keeping all patient information confidential.

If interacting directly with patients, the scope of your role is to provide comfort and social diversion, not use professional skills from a previous or current career (i.e., if you are/were a health care provider, lawyer, etc)

It is not your place to challenge medical decisions or offer therapeutic advice.

You are not allowed to take patients off hospital property.

The nature of your relationship with patients and family members is professional, not personal. You are here to help the hospital help the patient.

It is your responsibility to request help or clarification from the Volunteer Services staff should you have a concern or are unsure if a task or duty is outside of what volunteers can do.

Failure to adhere to KHSC policies, and stay within the scope, boundaries, and responsibilities of volunteers, can result in ending your volunteer relationship with Kingston Health Sciences Centre.



WHAT IF I HAVE TO STOP VOLUNTEERING?

KHSC values the gift of time that every volunteer gives to us, and we never like having to say goodbye. But, we know that life is ever changing, filled with competing demands, and sometimes individuals have to stop volunteering with us.

If you need to resign as a volunteer, please give us **at least** two weeks written notice by email to Volunteer@Kingstonhsc.ca. It is helpful if you share your reasons for leaving as well as the last date you intend to complete a volunteer shift on.

On your last shift, we require you to return any KHSC property you may have been using, as well as items provided by Volunteer Services including:

- your KHSC identification badge
- parking or bus passes
- a volunteer vest

If you are unable to leave these items with us on your final shift, you can mail them back at any time.

We encourage students or job seekers who are leaving us to sign into Volgistics for a final time to save their service record (roles, dates, and total hours contributed) in case that information is needed for applications.

VERIFICATION OF VOLUNTEER HOURS

We are happy to verify hours contributed for any volunteer. There is no need to ask! We will use our Volgistics records, so please be accurate in your representation of service.

Please simply use the contact information below:

- Name of Verifier: Julie Silver
- Title: Secretary - Volunteer Services
- Phone: 613.548.2359 #1
- Email: Volunteer@KingstonHSC.ca
- Address: 76 Stuart St, Kingston, ON. K7L 2V7

LETTERS OF REFERENCE

Letters of reference are often difficult for staff in Volunteer Services to provide, as we generally do not observe individuals in their volunteer role(s). Thus, it is rare that we can attest to individuals displaying competence in traits such as problem-solving ability, verbal communication skills, or ability to engage patients.

If you know that you will be requesting a reference at some point, we encourage you to inquire about leadership or committee roles which will allow Volunteer Services staff to have more direct contact with you.

Our minimum requirements to provide a letter of reference include:

- over 100 hours of volunteer service at KHSC and/or volunteering in a leadership or committee role
- at least 85% attendance of scheduled shifts (rescheduling oneself within the same month counts towards this 85%)

displaying professionalism, consistency, and adherence to role duties as outlined in the Assignment Guide



If you meet these minimum requirements, please let us know exactly what you are looking for at least 10 days in advance. A Volunteer Services staff member will confirm if we are able to provide it.

Please respect that we can only attest to things we observe firsthand and as a result references may not be possible.



SANITIZING WHEELCHAIRS

If you are volunteering in an area such as an Information Desk, where wheelchairs come and go all day long, any help with sanitizing them is appreciated. It is not part of a volunteers duties but it is helpful from an infection control perspective, given the high number of patients and staff touching these chairs throughout a day.

If you decide to help sanitize chairs, please start with putting on gloves and then work from the highest or cleanest surfaces down to the lowest or dirtiest surfaces. Please review this brief 'how to' video, and thank you!

Video on cleaning wheelchairs



Cleaning wheelchairs

• How to clean a wheelchair

- Put on gloves
- IV pole (if any)
- Wheelchair handles
- Patient armrests
- Backrest
- Seat
- Footrests



BURR 0 VOLUNTEER OFFICE

If you are volunteering in the Burr Wing at the KGH site, or simply prefer coming in that entrance, please do take advantage of our small satellite office where you can sign in/out, get a vest, and secure your valuables.

For more information about this office space, please speak with any of the Volunteer Services staff members.



CAN I USE MY CELL PHONE?

We ask that you only use your cell phone for personal use during breaks, or in the case of an emergency. Being on a cell phone while volunteering looks unprofessional. It can be a distraction to your duties and a barrier to a patient, family or visitor seeking your help.

If you have to carry your cell phone due to a personal situation, make sure the ringer is turned off and that you step away from your 'work area' in order to use it.

The exception to this is if you are in a volunteer role where using a cell phone is required. If that is the case, it will be explained in the Assignment Guide and during your training.

Please note that KHSC is not responsible for loss or damage of your personal items. It is recommended that while you are on shift, you leave your cell phone in a secured locker provided by Volunteer Services.

EXPENSE REIMBURSEMENT

Volunteers **may** be eligible for reimbursement of expenses incurred while fulfilling assigned duties. However, this is rare as KHSC tries to avoid situation where volunteers incur out-of-pocket expenses related to volunteering.

As per corporate policy, in order for a volunteer or staff to be reimbursed for an expense:

- **Advance approval** of the expense must be given by the Manager responsible for the cost centre (e.g. after 3 months of service volunteers can be reimbursed for a police check)
- A **receipt and proof of payment** must be received along with the request for reimbursement

PATIENT RELATIONS



KHSC is committed to encouraging and promoting respectful and open communication between patients, their families, and the hospital. KHSC strives to be accountable by listening, reviewing, and responding to patient experience feedback within a reasonable timeframe to achieve satisfactory resolution and restore trust with our patients and families. Valuable insights gained through patient engagement help to identify common failure points, capture service excellence, and identify opportunities for education and improvement.

Patient experience feedback is received at various entry points across the organization, including through volunteers. Feedback is formally managed by our Patient Experience Specialists.

If you receive negative feedback from a patient or family member about care received at KHSC, encourage them to reach out to the department that they received care from first. Often concerns can be addressed satisfactorily at this point.

When addressing feedback at the point of care is not possible, patients or family members with concerns can reach out to the Patient Experience Specialists to help facilitate resolution.

Never direct someone to the offices of Patient Relations. Generally, individuals will need to leave a message for Patient Relations as they are not able to respond in the moment.



PATIENT & FAMILY CENTRED CARE



Patient- and family-centered care is working "with" patients and families, rather than just doing "to" or "for" them.

Patient- and family-centered care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families.

It redefines the relationships in health care by placing an emphasis on collaborating with people of all ages, at all levels of care, and in all health care settings.

In patient- and family-centered care, patients and families define their "family" and determine how they will participate in care and decision-making. A key goal is to promote the health and well-being of individuals and families and to maintain their control.

Regardless of our role at KHSC we can all demonstrate patient and family centred care by warmly offering to assist people.



True person-centred care is key to ensure that people can live the lives they want. It is about ensuring that people, their families and advocates are listened to and involved in planning their care and support. It is about treating them with respect and as equal citizens.

FEELING OVERWHELMED?

Volunteers play a supportive role at KHSC, but they are never to assume the duties or responsibilities of staff members. Occasionally a volunteer is exposed to a situation while on duty at KHSC that is confusing, overwhelming, or distressing.

Volunteer Services staff are always available to listen.

Please never hesitate to reach out. 613-548-2359 #1 We are happy to set up a time to talk, and if helpful, will arrange additional support and resources.


Volunteers are also able to reach out directly to:

Orlana Bourgoin,
Workplace Mental Wellness Practitioner,
Occupational Health, Safety & Wellness
613-549-6666 ext 6784
orlana.bourgoin@kingstonhsc.ca

David Campbell,
Ethicist for KHSC
613-549-6666 ext 8146
david.campbell@kingstonhsc.ca

Additional resources can also be accessed online through <https://cmha.ca/>




Don't hesitate to reach out if you need to talk about an experience volunteering with us

FEELING UNWELL?

If you are feeling unwell, err on the side of caution and remove yourself from your volunteer shift:

- log into Volgistics (instructions on the Volgistics page)
- remove yourself from the shift
- if your symptoms have not resolved by your next shift remove yourself again until you are symptom free

If you follow the above process then Volunteer Services, and the area you volunteer in, will be notified by an automatic email that you will not be in. By removing yourself, other volunteers trained in your role are also then able to pick up the shift, allowing for continuity of service.

You do not need to contact Volunteer Services to report your symptoms or query if you should come in.

Volunteer Services staff are not medical professionals and thus cannot assess if you are 'too sick' to volunteer. The only times we request you do inform us directly about your symptoms or absence is if:

- you have been on a unit/area with an outbreak. You will be kept informed by Volunteer Services of outbreak locations.
- there is a chance you have infected others when on shift volunteering. e.g. you volunteered in close proximity to others within days of testing COVID-19 positive.
- you will be off duty for 3 weeks or longer.

If you are uncertain if you should come in, you probably should not.

If you think you may have infected others please contact Occupational Health, Safety & Wellness to discuss your symptoms.

613-549-6666 x7425. Leave your name, phone number and indicate that you are a volunteer. An OHSW nurse will return your call and if needed they will initiate contact tracing with patients, staff, and fellow volunteers you were in contact with while volunteering.



THERAPEUTIC RELATIONSHIPS

Therapeutic relations are beneficial and should do no harm. Respect for the dignity of the patients is fundamental in all therapeutic relationships. All volunteers, by virtue of their position in the health care system, are in a potential position of power over patients.

Vulnerable people must be able to trust those with whom they interact.

Professional boundaries are limits that determine how far volunteers and staff may personally go to accommodate patients and families. Boundaries are important for volunteers in order to maintain a healthy emotional balance

Warning signs that as a volunteer you are involved in a non-therapeutic relationship include if you:

- Spend extra time with one specific person, beyond therapeutic needs. Volunteers need to provide consistent care from patient to patient
- Share or ask for personal information beyond 'need to know'
- Change an assignment to visit with one specific person
- Dress differently when seeing a specific person
- Bring in personalized gifts or food
- Give out your phone number and/or email address. Avoid disclosing personal information regarding contact information, beliefs, medical and life experiences
- Visit with the patient/family outside the hospital/clinic setting
- Make exceptions to your 'Assignment Guide' to serve the patient's needs
- Get involved in parental or family conflicts. Family issues are to be brought to the attention of appropriate staff
- Feel like you are the only one who understands or can help a particular patient

THERAPEUTIC RELATIONSHIPS

Warning signs that a patient or family member may be trying to engage you in a non-therapeutic relationship:

- They request that you be 'the volunteer' that interacts with them. Stating or implying that you are the only one that understands them or can meet their needs
- They refuse interactions with other volunteers
- They offer you gifts or money
- They share information that they then request you do not share with the health care team. NEVER agree to keep secrets

If you need help navigating this, please don't hesitate to reach out to Volunteer Services and we will be happy to assist you.

*Understand that relationships become unacceptable when they are abusive or are used to meet the volunteer's personal needs. Patient contact is not to be maintained outside of the facility. Patients and families are to be supported to make independent decisions.

Non-therapeutic relationships will be reported to and investigated by the Director of Volunteer Services.



CONTACT PRECAUTION SIGNS

If you are volunteering in a role which involves direct contact with patients in Emergency or on Inpatient Units, you will see contact precaution signs. They can appear overwhelming initially, but if you read them carefully it quickly becomes apparent if, as a volunteer, you can enter the patients space. If you ever have a question about what a sign means, do not enter the room and ask a staff member for clarification. Always err on the side of caution.

Volunteers are not obligated to visit any patient. If you are uncomfortable entering a room due to contact precautions, BCAs or other signage, you can choose not to enter.

What we are sharing here are some of the most common signs that you will see at KHSC.

CONTACT & DROPLET PRECAUTIONS

VISITORS	Please report to Nursing Station before entering room
HAND HYGIENE	Clean hands before entering room and upon exiting
PPE	For all activities in room + Gown + Procedure mask with clear + Goggles
ROOM SELECTION	Private room or curtain pulled Door may remain open
EQUIPMENT	Dedicate to patient Disinfect or decontaminate all items before leaving the room
PATIENT TRANSPORT	Patient to perform hand hygiene before leaving room Patient will wear procedure mask, if tolerated, when outside room Patient transportable equipment will be cleaned before leaving room PPE is not routinely required by those who transporting patient unless direct patient care is required in route

Contact & Droplet Precautions

This sign indicates that the patient has an infection which has an increased risk of spreading when in close contact with the patient, their environment, or large particulates in the air, generated by coughing, sneezing etc.

Volunteers CAN visit these patients when appropriate PPE is worn
Therapy dogs CANNOT visit these patients

CONTACT & AEROSOL PRECAUTIONS

* For direct respiratory protection

VISITORS	Visitor: Restriction in effect If exception granted - gown, gloves, procedure mask and face shield must be worn and indication provided.
HAND HYGIENE	Clean hands before entering room and upon exiting
PPE	For activities in room + Gown + Respirator (fit tested, seal checked) + Eye Protection (face shield when respirator is used) + Goggles
ROOM SELECTION	Private room - where available Door Closed / Curtains Pulled
EQUIPMENT	Dedicate to patient Must remain in room until discharge clean has been performed, or patient has been cleaned
PATIENT TRANSPORT	Patient to perform hand hygiene before leaving room Patient will wear procedure mask, when suitable room Patient transportable equipment will be cleaned before leaving room

Contact & Aerosol Precautions

This sign indicates that the patient has an infection which has an increased risk of spreading when in contact with the patient, their environment or via airborne particulates.

Volunteers CANNOT visit these patients as they do not have respirators
Therapy dogs CANNOT visit these patients

If you see the word "respirator", it refers to a special mask that is fit-tested to staff by Occupational Health Safety and Wellness. Volunteers do not get fit tested, and therefore cannot wear a respirator. Thus, you can never enter a room where that is on the PPE list.

CONTACT PRECAUTIONS

VISITORS	Please report to Nursing Station before entering room
HAND HYGIENE	Clean hands before entering room and upon exiting
PPE	For all activities in room + Gown + Goggles
ROOM SELECTION	Private room or curtain pulled Door may remain open
EQUIPMENT	Dedicate to patient Disinfect or decontaminate all items before leaving the room
PATIENT TRANSPORT	Patient to perform hand hygiene before leaving room Patient transportable equipment will be cleaned before leaving room PPE is not routinely required by those who transporting patient unless direct patient care is required in route

Contact Precautions

This sign indicates the patient has an infection with an increased risk of spreading when in close contact with them or their environment.

Volunteers CAN visit these patients when appropriate PPE is worn
Therapy dogs CANNOT visit these patients

AIRBORNE PRECAUTIONS

VISITORS	Please report to Nursing Station before entering room
HAND HYGIENE	Clean hands before entering room and upon exiting
PPE	Fit tested N95 respirator and eye protection required for all entry to the room Staff who have not been fit tested or are not clean shaven shall not enter
ROOM SELECTION	Airborne infection isolation room Room should be set for negative pressure, unless tested by bioaerosol, and alarm tested on prior to use If alarm present - Close door to curtain before entering, close to patient room Door must remain closed at all times
EQUIPMENT	Dedicate to patient
PATIENT TRANSPORT	Patient must wear a yellow procedure room when exiting the room Transport staff will wear fit tested N95 respirator with eye protection while transporting patient

Airborne Precautions

This sign indicates that the patient has a highly contagious infection which has an increased risk of spreading via very small airborne particulates.

Volunteers CANNOT visit these patients as they do not have respirators
Therapy dogs CANNOT visit these patients

Respirator Required for AGMP

Please remove sign when AGMP is stopped

Aerosol Generating Medical Procedure - AGMP

This sign indicates that the patient is undergoing a procedure or has a medical device that could generate airborne particulates.

Volunteers CANNOT visit these patients as they do not have respirators
Therapy dogs CANNOT visit these patients



Shooting star

This sign indicates that the patient has been deemed a fall risk and that Staff and Volunteers should be aware of this.

Volunteers and Therapy Dogs CAN visit these patients.



Behavior Crisis Alert - BCA

This sign indicates that the patient has had at least one incident of aggressive or inappropriate behavior in the past. BCAs can vary from one incident a long time ago, to frequent incidents. Patients with BCA's often have a trigger, that may or may not affect a Volunteer. I.e. A patient may become aggressive when receiving an IV; this will not impact the Volunteer. Always check in with nursing staff before entering a patient's room with a BCA and ask if there are triggers that you should be aware of.

VOLUNTEER ORIENTATION

LEARNING MODULE SUMMARY

The following few pages will provide you with a brief summary of the mandatory e-learning orientation module that you completed when you started volunteering with KHSC. If you require more detail on any of the below topics, please [click here](#) to be redirected to the module. Once you open the module, you can find the section that you are looking for by using the menu on the left and clicking on the title. There is no need to complete the module over again to reach your desired section. If you require assistance with this, please contact Volunteer Services (volunteer@kingstonhsc.ca), and somebody would be happy to assist you!

THE ROLE OF THE VOLUNTEER MODULE

- Volunteers are important members of the healthcare team, who provide support to KHSC patients and families at every step of their health care journey.
- At KHSC, the platinum rule is to treat others how they wish to be treated. Acknowledging that what is important to you, may not be what is important to the other person and respecting this difference and the person's needs and decisions.

A number of do's and don'ts that are important to remember when volunteering were reviewed in this module. Those lists can be found in this handbook under Volunteer Expectations, Volunteer Responsibilities, and Scope and Boundaries.



ACCESSIBILITY AT KHSC MODULE

As a volunteer at KHSC, you may interact with staff, patients, and visitors who have disabilities, and it is important to know what to do and how to support them.

- Persons with disabilities encounter many barriers that impact their ability to access goods, services, and support, and removing those barriers or ensuring available accommodations can have benefits for everyone.
- The person with a disability is usually the expert in their own needs and will understand the impact of their disability and the support that they need.
- When supporting people with disabilities, remember the following 4 key principles: dignity, independence, integration and equal opportunity!
- If you are ever unsure of what to do to support someone with a disability, ask them directly if and how you can help.

If you need further assistance please contact: Volunteer Services if you are in need of accommodation or support in order to be able to volunteer effectively and safely.

Accessibility Services if you have additional questions or are looking for specific support regarding accessibility (i.e., looking for information in different accessible formats, looking for information about what kinds of support KHSC can provide, etc.) please contact accessibility@kingstonhsc.ca.



PRIVACY MODULE

As a healthcare organization, KHSC is legally and ethically bound to ensure the privacy of those who receive care at its facilities. This means that all physicians, employees, and volunteers must do their part to protect a patient's right to privacy.

As a volunteer, you may have access to sensitive information about a patient, including the fact that they are receiving care at KHSC. This means that privacy is important for you, no matter what your specific volunteer role is. However, there are some general guidelines that you can follow to ensure that you are respecting patient privacy and keeping information safe:

- Keep up-to-date on all role-specific training and ensure that you understand and follow KHSC policies
- Do not make assumptions about what a patient wants or if something should be kept private - ask the individual directly
- Double check that you are speaking to/sharing information with the right person before doing so (i.e., if sending an email or making a phone call, make sure that it is the right email address or phone number before sharing private information)
- Do not leave information unattended (i.e., if you walk away from your workstation, log out and take all lists, files, or charts containing patient information with you)
- Dispose of all confidential information using the shredding bins, not the regular garbage
- If you see a person you know at KHSC or receiving care, do not share this information with others (even mutual friends or acquaintances) and do not probe for the reason for their visit
- A Privacy Breach is any unauthorized access, collection, use, disclosure, retention, or destruction of personal health information, including loss or theft. This means that if someone views, handles, or otherwise deals with personal health information inappropriately, there has been a breach of privacy
- To report a privacy breach, please contact the Privacy Office and Volunteer Services
- Privacy Office Phone: (613) 549-6666 ext 2567
- Privacy Office Email: Privacy@KingstonHSC.ca

HEALTH AND SAFETY AT KHSC MODULE

The following policies apply to all volunteers. Please return to the Health and Safety section of the e-learning module, or consult the binder kept in Volunteer Services at KGH or HDH, to review any of these policies.

- Safe Footwear
- Scent Free
- Food and Drink
- Chemical Exposure
- Slips, Trips and Falls



- If you encounter a safety risk, or if an incident occurs, always remember to report it to the Volunteer Services Manager so that they can document and follow-up appropriately
- Avoid coming to the hospital if you are unwell. If you are unsure if you have symptoms, you can contact the nurses in KHSC's Occupational Health, Safety and Wellness department to consult at khscoccupationalhealthsafety@kingstonhsc.ca
- No matter what role you find yourself in as a volunteer, remembering to wash your hands when you enter/exit a space, when you come into contact with others, or if they are visibly dirty is very important
- For a refresher on handwashing, [click here](#)
- For a refresher on using Alcohol Based Hand Rub, [click here](#)
- Wear appropriate PPE as required
- For a refresher on wearing a mask, [click here](#)
- For a refresher on donning PPE, [click here](#)
- For a refresher on doffing PPE, [click here](#)
- If you feel like you are unsafe while Volunteering for any reason, or you feel that you are being bullied or subjected to harassment of any kind, please speak with a member of the Volunteer Services team

EMERGENCY CODES MODULE

Emergency codes are a series of announcements that are made throughout KHSC facilities. They are designed to ensure that KHSC staff, physicians, and volunteers are aware of emergency situations and to trigger the appropriate response, while also ensuring that patients and families do not experience any unnecessary panic while visiting KHSC.

If you are in a situation where you need to communicate an emergency to staff, you can call a code by dialing **4444** on a hospital phone. This will connect you with a switchboard operator without needing to wait on hold. Once connected, provide the operator with details about the situation including the following:

- The nature of the emergency (if you know the name of the code, that is great, but if you have forgotten, you can explain the situation and they will ensure that the appropriate announcement is made)
- Your location/ the location of the emergency, if you have moved since seeing it
- Any additional information to support the code (i.e., time, descriptions, or persons/objects, etc.)

CODE RED – SMOKE OR FIRE

In the event that you see smoke or a fire, follow the R.E.A.C.T. acronym. This stands for: Remove any persons from immediate danger, Ensure containment by closing doors and windows if possible, Activate the fire alarm, Call a code and Try to extinguish the fire.

It is important to remember that R.E.A.C.T is not a "Step 1, Step 2, Step 3, etc." process. It works best if all the steps are being done at the same time, and this means getting help from others in the area and delegating the steps.

If a medical code is called in the area where you are volunteering, there is going to be fast moving traffic and intensity. Be alert, stay out of the way of the Code response team, and assist with crowd control only when requested.

The most important thing to remember during a code is to follow the directions of KHSC staff, and do not put yourself at any further risk!



AS A KHSC VOLUNTEER, WHO DO I CONTACT FOR WHAT?



SECRETARY
JULIE SILVER

613-549-6666 ext 2359 #1
Julie.Silver@Kingstonhsc.ca

- Getting a parking or bus pass or new KHSC identification badge
- Help connecting with any Volunteer Services staff member
- Reimbursement for police check, health screening forms, or parking
- Recording your hours
- Getting needed supplies



COORDINATOR
KIM KELLY

613-549-6666 ext 2293
Kim.Kelly@Kingstonhsc.ca

- Setting or changing your schedule
- A permanent change of shift
- A leave of absence or vacation more than a couple weeks
- Exploring current roles available
- Volgistics questions



PROGRAM SPECIALIST
SYDNEY BARTLETT

613-549-6666 ext 4463
Sydney.Bartlett@Kingstonhsc.ca

- Clarity around your responsibilities or duties
- Receiving additional training or support in your assigned role
- Problem solving challenges experience on a shift
- Assuming more responsibility such as training other volunteers



MANAGER
LYNDA LAIRD

613-549-6666 ext 2359 #1
Lynda.Laird@Kingstonhsc.ca

- Questions about corporate activities, policies, or processes
- If you are involved in a code or are injured volunteering
- New role development
- Auxiliary activities
- Anything you've been unable to solve other ways

DIRECTOR OF VOLUNTEER SERVICES,
ALAN ARCHER

Alan can be contacted for anything Lynda is unable to assist you with.
Alan.Archer@Kingstonhsc.ca



STILL UNSURE WHO TO CONTACT?

No problem!
Leave ua a message and we will get back to you asap.
613-548-2359 #1 or Volunteer@Kingstonhsc.ca