



PATIENT AND FAMILY-CENTERED CARE ADVISOR VOLUNTEER MANUAL



**Patient Family-
Centered Care**

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WELCOME

We're so glad you've found your place in the Patient Family-Centered Care (PFCC) program at St. Jude Children's Research Hospital. By joining the program as a parent or former patient, you are also a St. Jude volunteer and a very important member of our team. Your generous support, given by the sharing of your time and experiences, helps us to provide the best care for all St. Jude patients and families.

The purpose of this manual is to serve as a guide during your volunteer service as an advisor. Throughout the reading, "volunteer" and "advisor" will be used interchangeably and can be seen as one in the same. If you should ever have any questions, feel free to contact a member of the Volunteer Services department by calling **901-595-3328** or the Patient Family-Centered Care department at **901-595-6041**.

Thanks again for giving of your time and your energies to St. Jude. We hope your experience here is extremely rewarding!

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HISTORY OF ST. JUDE

St. Jude Children's Research Hospital is the result of a promise made by our late founder Danny Thomas. Almost 60 years ago, Thomas, then a struggling young entertainer with only seven dollars in his pocket, knelt in a Detroit Church before a statue of St. Jude Thaddeus, the patron saint of hopeless causes. Danny Thomas prayed, "Show me my way in life," and soon his prayer was answered. He moved his family to Chicago to pursue new career offers. A few years later, at another turning point in his life, Thomas again prayed to St. Jude Thaddeus and pledged to someday build a shrine to the saint. He did not forget his promise. As his career prospered through films and television, Thomas, together with his mentor, the late Cardinal Samuel Stritch of Chicago, decided that his shrine to St. Jude Thaddeus should be a hospital in Memphis where children would be cared for regardless of their race, religion, or ability to pay.

Along with local business leaders and friends in the entertainment industry, Thomas raised the money to build the hospital by the mid-1950s. But where would the money come from to fund the hospital's annual operation? Thomas turned to this fellow Americans of Arabic-speaking heritage. He believed deeply this group should thank the United States for the gifts of freedom given to their parents. Thomas also felt that supporting the hospital would be a noble way of honoring their immigrant forefathers.

In 1957, 100 representatives of the Arab-American community met in Chicago to form ALSAC with a sole purpose of raising funds to support St. Jude Children's Research Hospital. ALSAC/St. Jude continues to fund Danny Thomas' dream today by raising more than \$500 million a year. It is America's third largest health care charity. At St. Jude, no family ever pays for treatments not covered by insurance, and families without insurance are never asked to pay.

St. Jude is one of the world's premier centers for the research, treatment and prevention of catastrophic diseases in children. Working together, St. Jude physicians have rewritten the medical textbooks that once categorized Acute Lymphoblastic Leukemia, certain tumors, bone cancers and other diseases as virtually incurable. Because of the dramatic progress made at St. Jude, thousands of children are living today who could not have survived their diseases a generation ago. And because the treatment protocols developed at St. Jude are freely shared with the medical community everywhere, one child saved at St. Jude represents thousands of children saved around the world.

MISSION STATEMENT

The mission of St. Jude Children's Research Hospital is to advance cures, and means of prevention, for pediatric catastrophic diseases through research and treatment. Consistent with the vision of our founder, Danny Thomas, no child is denied treatment based on race, religion, or a family's ability to pay.

ROLE

A PFCC advisor is a valued St. Jude volunteer serves without salary in partnership with staff to provide insight and perspective. PFCC advisors serve in a variety of roles or placements such as members of the Patient Family Advisory Council (PFAC), parent representatives on St. Jude councils, educators, and mentors to families. As an advisor, you have the opportunity to represent patients and families as you share your unique experiences with staff in a partnership to provide the best care possible. Most importantly, you help make families' experiences at St. Jude the best they can be!

PFCC ADVISOR GOALS:

- Serve as a vital ambassador among the hospital patients, visitors, employees and fellow volunteers as well as an ambassador to the community
- Share your knowledge and perceptions related to your personal experiences as a St. Jude patient family in an effort to improve the quality of the patient care and experience
- Share and apply one's own experience while also representing the global patient populations at St. Jude

BENEFITS

- Create connections with St. Jude staff and other St. Jude parents and families while you share your own experiences
- Meal provided in the hospital cafeteria while on campus serving in your role
- A 20% off discount in the ALSAC gift shop
- Free tuberculosis screening annually
- Free flu vaccine when available
- Honored throughout the year, but particularly during the hospital's Volunteer Appreciation Week
- Receive special recognition pins, certificates, and more depending on the number of volunteer hours contributed and years of service.

RIGHTS

You have the right to:

- Be treated as a co-worker
- Have a volunteer assignment suitable to your experiences, schedule, and needs
- Train for the role and receive continuing education in the position
- Receive sound guidance, direction and a written service description
- Have a safe place to work
- Be heard - feel free to make suggestions to appropriate people, and have a part in planning
- Be recognized through day-to-day expressions of appreciation and at formal events
- Be treated as a valued team member.

EXPECTATIONS

As a volunteer working with Patient Family-Centered Care, we expect you to:

- Honor your commitment and keep the Patient Family-Centered Care staff informed of your activities, staff interactions, and requests
- Maintain a satisfactory standard of performance including meeting attendance requirements
- Adhere to the policies and procedures of St. Jude, the Family, Guest & Volunteer Services Department, and Patient Family-Centered Care Department
- Communicate any successes, issues, or conflicts related to your assignment
- Behave in a professional manner, maintaining confidentiality at all times
- Cooperate with staff
- Maintain boundaries
- Record and submit PFCC hours worked after every volunteer opportunity and complete report forms after any interaction with staff in a meeting or workgroup setting

POLICIES AND PROCEDURES

The Family, Guest & Volunteer Services office is located on the plaza level of the Patient Care Center in Room BP012. Regular office hours are from 7:30 a.m. until 4:00 p.m. Monday through Friday. You may reach the Volunteer Services office by calling **901-595-3328**.

COMMITMENT AND EVALUATION

Each advisor's position description outlines the time commitment to serve in that role. Shortly after you begin, the PFCC department will contact you to evaluate and share feedback as well as make sure you are comfortable with your assigned placement. PFCC advisors are evaluated each year, but have the opportunity to receive and offer feedback at any time. Additionally, PFCC advisors will complete a volunteer competency test in even years.

SIGNING INTO THE VOLUNTEER DATABASE

The time you spend serving in your advisor role are your volunteer hours. Volunteer hours not only include the time you actually serve in the role, but also include:

- Preparation activities – reading an email, completing forms, making a phone call, etc.
- Follow-up activities – replying to emails, working on projects, completing readings, submitting report forms, etc.
- Virtual Participation – many volunteer roles can be done by phone or computer. Even though you are not on the St. Jude campus, you are still volunteering

Volunteer hours **do not** include:

- Travel time
- Meal time
- Volunteer hours volunteering for another institution ALSAC

A detailed explanation of how to record your volunteer hours, including a PFCC Volunteer Hours Record Form, can be found at www.stjude.org/pfcc-training. **Our record of volunteer hours is vital, as it provides an account of volunteer activity and assists in determining the level**

of recognition for individual services. Recording your hours allows us to show the important role you play in making St. Jude a better place!

HOLIDAYS

The Volunteer Services office will be closed during the holidays listed below. You are not expected to report for your volunteer duties should it fall on a holiday. When a holiday occurs on Saturday, the preceding Friday is observed; when a holiday occurs on Sunday, the following Monday is observed. Should a meeting or other event you usually attend fall on a holiday, please check to confirm rescheduling plans with either the PFCC department or a St. Jude staff member.

- New Year's Day
- Martin Luther King Day
- Memorial Day
- Independence Day (4th of July)
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

VACATION, LEAVE OF ABSENCE AND RESIGNATION

We understand that you may not be able to make it to every meeting or may need a break from volunteering. Please notify the PFCC Department and St. Jude staff member you work with in your advisor role if you will have a planned absence. Attendance requirements vary based on the advisor role, but council and work group advisor placements require attendance for a minimum of 75% of scheduled meetings per calendar year. Advisors may be dismissed from their role when they have missed three (3) or more consecutive meetings. We understand that you may need to take a break from volunteering. If you need to take a leave of absence or resign as an advisor, notify the PFCC department. If resigning, you will need to turn in your ID badge and parking hangtag before leaving. If at any time you feel that you are unable to fulfill your scheduled commitment, contact the PFCC department or the staff member you are working with as soon as possible so that we can discuss. Know that your volunteer work is important; we depend on you so keeping us informed about your needs helps us all plan accordingly. We know that things happen and we will do our best to work with you.

TERMINATION

In some cases, PFCC advisors may be deemed unsuitable for continued volunteer service at St. Jude and will be terminated and prohibited from further volunteer activity at the hospital.

Reasons for termination may include:

- Breach of confidentiality
- Disregard of Hospital and Volunteer Services department policies
- Inability to work well with others
- A poor evaluation
- Repeatedly having an issue addressed without a change in behavior or improvement
- Any concern the hospital may have for the safety and comfort of our patients and their families

DRESS CODE

While volunteering as a PFCC advisor, we want you to be safe, comfortable and positively represent the St. Jude Patient Family-Centered Care program. We stress that your appearance should not attract more attention than the role you are performing.

- ID Badges are required and must be worn at all time while at St. Jude for PFCC advisor purposes. You can remove your badge if you are on campus as a patient parent, not an adviser.
- The expected dress code is clean, business casual.
- No sleeveless shirts, spaghetti straps, or tank tops are allowed.
- No low-cut tops and no sheer layers may be worn unless a solid layer is worn underneath. Midriffs and back should not be seen. No tight-fitting clothing; work out/ athletic or casual wear such as tight dresses, pants or skirts, spandex, running outfits, yoga pants, tennis skirts or sweat pants. No shorts, regardless of length, for both men and women. Skirts must come to the knee, with no high slits.
- Volunteers are not allowed to wear scrub sets, scrub tops, pants or jackets, so that patients/families and visitors do not confuse volunteers with clinical staff.
- Shoes should be clean, comfortable, and quiet. For your safety and the safety of others, please wear closed-toed shoes. Safety is an issue in all areas (including non-patient contact areas), so to protect your feet, do not wear sandals or flip-flops.
- Do not wear any clothing that advertises other health care organizations, alcoholic beverages, tobacco, drugs or contains political or religious messages.
- For your safety, jewelry should be tasteful and quiet. Facial jewelry other than earrings is not permitted, with a maximum of two piercings in each ear while volunteering. No gauges are permitted.
- Tattoos are acceptable as long as they are covered if they depict nudity or profanity, are inflammatory in nature, represent violence, drugs, sex, alcohol or tobacco products, or may otherwise be interpreted as offensive.
- Hair should be clean, neat and well-groomed. Hair color and style should not be of an extreme nature during volunteer shifts.
- Fingernails should be natural, short and clean. Fingernail polish should be well maintained and free from chips. Due to the risk of bacteria and/or infection, artificial fingernails, extenders, acrylic wraps or nail art is not allowed if you will have patient contact.
- Good personal hygiene is extremely important and is expected of all hospital staff and volunteers. Many patients and employees are extremely sensitive to scents, such as perfume, lotions, aftershave, strong detergents, etc. Such scents can cause nausea, vomiting, allergic reactions or other distress to patients as well as to some family members and staff. Therefore, we ask that you avoid using or wearing materials with scent while on the St. Jude campus. Due to the health risk of some patients, we ask that you do not smoke before or during your volunteer shift at St. Jude.

TECHNOLOGY

The use of cell phones while driving on campus is prohibited. We encourage you to use your phone, computer, and other devices to keep engaged through email, chat, and

LOGO

The St. Jude logo is trademarked and may not be used for any purpose without prior approval. You may not use it in any way outside of regular volunteer activities. The use of the logo is prohibited on personal social media or blog sites. All fundraising for St. Jude must be pre-approved and arranged with the permission of ALSAC, the fundraising organization for St. Jude.

NON-SECTARIAN INSTITUTION

The hospital's founder, Danny Thomas, opened the hospital to children of all religions. Sharing of personal beliefs and materials, performances, literature of a religious nature or proselytizing is not permitted.

VISITORS

For the protection of our patients, only parents and authorized visitors are allowed in the hospital. Your friends or relatives may not accompany you while you are serving as an advisor.

SMOKING POLICY

Smoking or the use of tobacco and electronic cigarettes is prohibited by volunteers in or on all St. Jude buildings, grounds, parking lots, vehicles (including personal vehicles) and near entrances/exits to St. Jude properties. Please be mindful of painted markers on the sidewalk at each entrance/exit that show the point at which smoking is not permitted. These markers are necessary to protect campus air quality and promote safety by keeping entrances and exits clear of obstructions.

SUBSTANCE ABUSE

St. Jude is committed to maintaining a workplace that is free from the influence of alcohol and drugs. Hospital policy prohibits the use, possession, manufacture, distribution or sale of drugs and alcohol on St. Jude property. In addition, the use of alcohol or possession, manufacture, distribution or sale of drugs off St. Jude premises that adversely affects performance, safety or the hospital's reputation is also prohibited.

WEAPONS FREE WORKPLACE

To help ensure a safe environment for patients, families, visitors, and staff, St. Jude Children's Research Hospital prohibits carrying or transporting a firearm or weapon of any kind. A weapon is any object or instrument with the potential to cause physical injury. All persons, except for licensed Memphis Police Officers who are on St. Jude property are barred from carrying or otherwise transporting a handgun, firearm, or prohibited weapon of any kind on the Hospital premises regardless of their permit status. Contact Volunteer Services with any questions regarding this policy. All weapons observed should be reported to Security as soon as possible at [901-595-4444](tel:901-595-4444).

HARASSMENT

St. Jude has adopted a “zero-tolerance” policy toward harassment. This means we have zero tolerance for workplace sexual harassment or workplace violence (spoken or written via email, text, smart device, etc.). Harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of their sex, race, color, religion, gender, national origin, age or disability. Any violation of this policy will result in disciplinary action up to and including immediate termination. Incidents must be reported to the director of Volunteer Services, your supervisor or by calling a confidential hotline: **901-595-5555**. All complaints will be investigated.

ERGONOMICS

St. Jude wants to help volunteers avoid work-related injuries. To avoid back injury, lift with your leg muscles and not your back. Pick items from a squatted position, instead of leaning over. When using a keyboard, try to use a wrist rest to avoid carpal tunnel syndrome. If a rest is not available, improve hand or wrist posture by lifting the wrists to a neutral position and by avoiding resting your wrists on the surface.

INJURIES

All injuries and incidents that occur while you are serving as an advisor must be reported to Volunteer Services or Security before you leave the St. Jude campus. If you are injured while volunteering, you must complete an Injury Report Form. A member of the Volunteer Services team or Security team may collect the injury report and complete the EERS form, located on the St. Jude intranet. The Injury Report form can be found in the Volunteer Services office and should be returned to a member of the Volunteer Services team.

INCLEMENT WEATHER

During severe weather, please use your judgment in deciding whether or not to come in. The department abides by the Shelby County Schools Closing policy. If the schools are closed, we do not expect you to come in.

MEDIA POLICY

All media requests must be pre-coordinated by a staff member. Before you speak to the media regarding St. Jude or your involvement, please be sure to contact the Volunteer Services department or the communications department. If you are contacted directly by a publication, broadcast, internet media, radio, or other type of media representative, please inform the representative that the St. Jude communications department must handle all media requests and approve any information given to the media.

VOLUNTEER RESPONSIBILITIES

- All Volunteers are responsible for complying with the spirit and letter of this policy, using proper channels to report abuse complaints, allegations, observations or concerns.
- As a volunteer you have an affirmative obligation to report actual, suspected or threatened physical or emotional neglect, or abuse of a patient at St. Jude to your volunteer supervisor or staff member.
- Cooperate fully with any ongoing investigation of abuse.

- All incidents of actual or potential abuse must be reported regardless of their seriousness.
- To report suspected patient neglect or abuse, call the hospital operator at **901-595-3300** and ask for the Patient Abuse Officer to be paged.

REPORT CONCERNS

We are expected to report any issue or practice that we believe, in good faith, may be a violation of law, regulatory requirement, the Code of Conduct, or St. Jude policies. All reports are treated as confidential.

Reports may be submitted to:

- Supervisor or manager
- EthicsPoint Hotline (**800-433-1847**)
- Online reporting via the Compliance intranet page
- Compliance Office (**901-595-5563**)

St. Jude policies prohibit any negative consequences or retaliation for good-faith reporting of potential misconduct.

PATIENT NEGLIGENCE & ABUSE

- St. Jude will not tolerate the mistreatment, neglect or abuse of patients and the misappropriation of patient's property. Each patient is to be treated at all times with courtesy and respect and full recognition of their dignity and individuality.
- Every patient has a right to be free from verbal, sexual, physical, or emotional abuse, corporal punishment and involuntary seclusion. Patients must not be subjected to abuse by anyone, including, but not limited to: staff, other patients, consultants, volunteers, staff of other agencies serving the individual, family members or legal guardians, friends or other individuals.
- It is a crime to physically or emotionally neglect, abuse or threaten to neglect or abuse any patient under the care or custody of St. Jude. Any conviction for this offense carries the consequences identified by the Laws of Tennessee.
- All St. Jude employees, physicians, volunteers and agency staff have an affirmed obligation to report actual, suspected or threatened physical or emotional neglect, or abuse of a patient at St. Jude pursuant to the Laws of Tennessee.
- Failure to report actual, suspected or threatened abuse of any kind may result in disciplinary action up to and including termination. Any volunteer convicted of failing to report patient neglect or abuse is also subjected to the consequences identified by the Laws of Tennessee.
- The internal activities of investigation and reporting to the Sentinel Event Committee by the Patient Abuse Officer and/or his or her designee will not be in lieu of state mandated and legislated reporting investigation procedures but will be in conjunction with the above.

ST. JUDE CODE OF ETHICS

Our Code of Conduct is not intended to define every aspect of our daily behavior; rather, it provides broad guidance for how we provide care to our patients, conduct research and carry

out business transactions. Ultimately, it is the responsibility of everyone working at St. Jude and our business partners to abide by the highest ethical standards, while performing our work in compliance with all applicable laws, rules and regulations. This is essential if we are to further elevate our role as a national resource with a global mission of finding cures and saving children.

YOUR COMMITMENT

St. Jude espouses a culture of strong ethics and compliance, which must be supported by all employees and volunteers. Our commitment to uphold this culture in our daily work is an essential characteristic for a world leader in combating childhood catastrophic diseases. Above all, we value the trust placed in us by our patients and our community. We realize that this trust will disappear if it is not continuously earned.

OUR VALUES

Ethical behavior is essential in achieving the mission of St. Jude. We believe that we are only as strong as our reputations, both as individuals and an institution. We abide by the values listed below:

- A commitment to provide our patients with the highest quality of medical and supportive care, and their families with the level of information and support necessary for them to make informed decisions and become active participants in the care of their children.
- A commitment to respect the ethnic, cultural, religious and lifestyle differences of patients, their families, our colleagues, and our supporters.
- A commitment to our donors that every dollar donated will be wisely spent toward achieving our mission.
- A commitment to a culture of excellence, innovation and creativity, not only in our research, but in everything we do.
- A drive and a sense of urgency to succeed.
- Honesty, integrity and accountability in our actions and decisions.
- A culture of trust and teamwork.
- Respect for the employees under our supervision.
- A commitment to the continual development of our employees.
- A commitment to diversity.
- A commitment to social responsibility and institutional citizenship on a local, state, national and global level.

CARE FOR PATIENTS

We treat our patients and their families with respect, ensuring dignity and providing each patient with quality care. Patients and their families are involved in decisions regarding their care. We inform patients about therapeutic alternatives and the risks associated with the recommended interventions. We make no distinctions in the admission, transfer or discharge of patients or in the care we provide based on race, color, national origin, ancestry, religion, sex, sexual orientation, marital status or actual or perceived disability.

We safeguard the privacy of our patients and protect the confidentiality of their health information and confidential information from inappropriate use or disclosure. We maintain appropriate professional boundaries with our patients, understanding that they trust us for their care. We are guided by policy and the codes of ethics of our professional discipline.

RESEARCH

St. Jude research makes vital contributions to the development of new and better therapies for the treatment of children with cancer and other catastrophic diseases, and informs the global research community of our findings. We follow the highest professional standards for conduction research, whether basic science, translational research or clinical investigations.

We comply with all relevant statues and regulations. Consistent with St. Jude policies, we pursue research with uncompromising honesty and persistence and publish our findings for the benefit of others. We are committed to protecting the rights of research participants who take part in our research. Our research is monitored by St. Jude committees to ensure safety and protection of research participants. The medical and scientific communities depend on the reputation and integrity of our investigators. Everyone involved in research must comply with guidelines on responsible conduct of research.

INTELLECTUAL PROPERTY

St. Jude is not-for-profit organization and does not undertake research for development work with profit as a motive; however, sometimes patentable inventions may result from our work. In these cases, we comply with the laws and regulations that govern our own and others' copyrights, trademarks, patents, trade secrets and other forms of intellectual property.

WORKPLACE CONDUCT

As members of the St. Jude team, we behave in a professional and cooperative manner while at work or when involved in St. Jude business. We observe and follow the ethical standards of our profession, exemplifying compassion, collaboration, ethical behavior and a sense of urgency to advance cure rates.

SAFETY

Volunteers are expected to become familiar with hospital policies regarding general safety, fire safety, emergency procedures and much more. Please take time to become knowledgeable regarding these issues. Even as parent advisors, you may come in contact with the Hazard Surveillance Team which periodically quizzes hospital employees and volunteers on these issues, so please be prepared. For each of the following sections below, always maintain awareness of your surroundings and report anything suspicious to the Volunteer office, your supervisor or the Security department at [901-595-4444](tel:901-595-4444).

SECURITY AND PARKING

St. Jude offers free parking to all volunteers. The Security department issues specific colored volunteer parking hangtags which are hung from the rear-view mirror and must be clearly visible. Physically disabled volunteers may obtain a special parking placard or distinguishing license plate from the Shelby County Clerk's office that will authorize parking in specially

marked spaces near the campus entrances or near the elevators in the parking garage. Because security is so important, electronically controlled entrance gates or doors should not be opened for people who do not have St. Jude ID badges. Visitors should be directed to the St. Jude front entrance.

CHEMICAL SAFETY

When information is needed on certain chemical substances, Safety Data Sheets (SDS) can provide the information. These sheets contain information on how to handle different substances. They are located in the Biomedical Library and are accessible through the St. Jude intranet. Other sources of information regarding chemical safety are the Chemical Hygiene Plan; the General Safety Manual; your departmental Chemical Hygiene Officer; or personnel from the Preventive Medicine Department.

ELECTRICAL SAFETY

Inspect all electronic equipment before using, do not use if you notice an unusual smell coming from the item and do not handle electrical cords that look frayed or damaged. Report damaged equipment to Biomedical Engineering at ext. 3392.

RADIATION SAFETY

Radiation safety personnel monitor the receipt, use and disposal of all radiation supplies to ensure a safe working environment and compliance with federal and state regulations. Signs are posted on laboratories using radioactive materials. Do not enter any such area without permission and knowledge of the area's supervisor. Advisors working in areas using radioactive materials must work under the direct supervision of a trained St. Jude employee. Questions about radiation safety and/or radioactive materials should be directed to the Radiation Safety office at **901-595-2314**.

INFECTION CONTROL

Volunteers should not report when ill because of the risk of transmitting the infection to patients. Volunteer should not volunteer with a fever, shingles, boils, infected lesions of the hands, or conjunctivitis ("pink eye"). Hand washing is the most effective method of preventing the spread of infection. The palms, backs of the hands, in between the fingers and the fingernails should be washed with antimicrobial soap used for at least 10 seconds while vigorously rubbing them under water.

When working on inpatient floors, advisors must follow proper hand hygiene procedures on the digital signage next to the patient room door before entering and exiting each patient room. Hand hygiene procedures may vary from room to room so it is important to read the digital signage listed next to the door. Signs will provide instructions for the type of hand cleaning needed (alcohol hand rub versus soap and water). Some bacteria are killed better by soap and water while a few are killed best by alcohol hand sanitizers. If there has been a spill or a patient has vomited, do not touch it. Call Environmental Services, **901-595-3393**.

If it becomes necessary for an advisor to enter a patient room, the advisor should always check with a nurse before entering the room and follow isolation precautions as directed. No volunteers should enter any room labeled special airborne precautions.

Special Airborne Precautions
See a nurse for special instructions first.

1. Negative pressure room is required.
2. **Clean your hands** before entering room.
3. **Special masks** are required for all who enter room.
4. **Clean your hands** after leaving room.
5. **Remove** mask after leaving room.





Note: Unless soiled or damaged, N95 masks may be used for one (1) week and PAPR hoods may be used for the entire isolation time.



BMC-0113 (0400.04)

As an advisor, it is your responsibility to read all signage outside of a patient's room before entering and to put on the protective equipment indicated. Please ask your supervisor or a Volunteer Services staff member if you have any questions about signage or the following isolation information.

Patients wear color-coded arm bands to match their type of isolation. Patients who are not in isolation will wear white armbands. Patients in isolation are restricted to their rooms and all areas of the hospital unless transported by a hospital staff member. Patient Isolation categories and armbands:

<p style="text-align: center;">Droplet Precautions Staff and Visitors</p> <ol style="list-style-type: none"> 1. Clean your hands before entering room. 2. Gowns, masks, and gloves are required to enter room. 3. Remove protective clothing and place in waste container before leaving the room. 4. Clean your hands after leaving room. <p>Note: Refer to the Procedure Manual for Infection Prevention and Control for a list of infectious diseases requiring droplet precautions.</p>  <p style="text-align: right;"><small>BMC-0113 (0400.01)</small></p>	<p style="text-align: center;">Airborne Precautions</p> <ol style="list-style-type: none"> 1. Negative pressure room is required. 2. Clean your hands before entering room. 3. Gowns, masks, and gloves are required for all who enter room unless otherwise noted by Infectious Diseases or Infection Prevention and Control. 4. Remove protective clothing and place in waste container before leaving room. 5. Clean your hands after leaving room. <p>Note: Refer to the Procedure Manual for Infection Prevention and Control for a list of infectious diseases requiring airborne precautions.</p>  <p style="text-align: right;"><small>BMC-0113 (0400.02)</small></p>
<p style="text-align: center;">Contact Precautions Staff and Visitors</p> <ol style="list-style-type: none"> 1. Clean your hands before entering room. 2. Gowns and gloves are required to enter room. 3. Remove protective clothing and place in waste container before leaving room. 4. Clean your hands after leaving room. <p>Note: Refer to the Procedure Manual for Infection Prevention and Control for a list of infectious diseases requiring contact precautions.</p>  <p style="text-align: right;"><small>BMC-0113 (0400.03)</small></p>	<p style="text-align: center;">Protective Isolation See a nurse for special instructions first.</p> <ol style="list-style-type: none"> 1. Clean your hands before entering room. 3. Gowns, masks, and gloves are required for all who enter room. 4. Remove protective clothing after leaving room. 5. Clean your hands after leaving room.  <p style="text-align: right;"><small>BMC-0113 (0400.05)</small></p>

As part of infection control, we use particular cleaning processes for toys and other materials. It is important when using disinfectant for cleaning to carefully follow product instructions as well as departmental policies such as the use of gloves, rinsing, and hand washing.

It is important to limit the number of persons to whom patients with a weakened immune system are exposed. Staff and volunteers should not ride an elevator with:

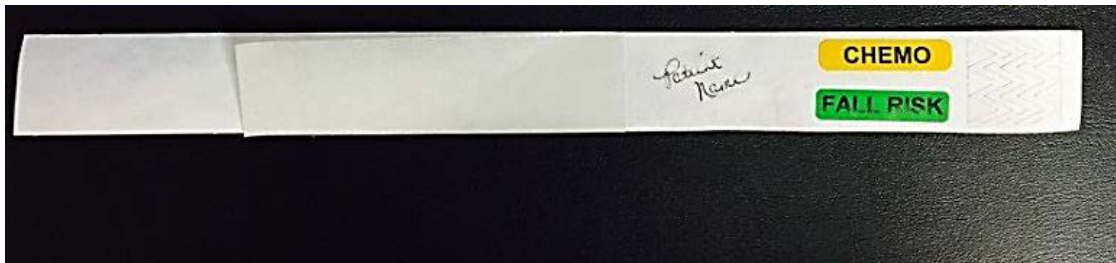
- Inpatients in wheelchairs being transported by a staff member.
- Patients who are in isolation, wearing personal protective equipment such as gowns and masks, and being transported to other appointments by a staff member.

Patient Wristbands

Patients wear a wristband for identification and to identify special circumstances surrounding their care. Below is a key to help you understand the meaning of the wristband worn by patients.

- **White:** General wristband; all patients wear this wristband which gives information to correctly identify the patient.
- **Yellow Sticker:** Chemotherapy precautions; patients will wear an additional yellow wristband in addition to the white one if under chemotherapy precautions. Inpatients on chemotherapy will have a small yellow sticker with “CHEMO” on their general white wristband. Use chemotherapy precautions when working with patients wearing these wristbands or stickers.
- **Green Sticker:** Falls Protection; all patients are considered to be at risk for falling. However, some patients are a greater risk of falls or have fallen that day and care should be taken to help prevent them from falling. Patients will wear an additional green sticker if under falls protection.

Example:



FIRE SAFETY

For all emergencies the PBX operator may be reached at **901-595-3499**. Report the type of emergency and the location. The phone number for Security is **901-595-4444**. Report any suspicious persons or crimes immediately. Use the R.A.C.E. and P.A.S.S. procedures described below for fire emergencies.

Dr. Red: If you discover fire or smoke, follow the R.A.C.E. formula:

R RESCUE anyone in immediate danger.

A ACTIVATE the nearest fire alarm and if time allows, call the PBX operator at ext. 3499. Identify the fire's location in a calm voice.

C CONTAIN the fire by closing the door to the room where the fire is located.

E EXTINGUISH or evacuate.

The operator will announce three times over the hospital PA system: "Dr. Red", and report the fire's exact location, e.g. "Research Tower, 4th floor, Rm. 4004." Always familiarize yourself with your surroundings and know where the nearest fire alarm box and fire extinguisher is located.

FIRE EXTINGUISHERS

How to use the fire extinguisher: follow the P.A.S.S. plan:

- P** PULL the pin out.
- A** AIM the nozzle at the base of the fire.
- S** SQUEEZE the handle.
- S** SWEEP from side to side.

OVER-HEAD SPEAKERS

EVACUATION: DR. RED

The decision to evacuate any area(s) or any building(s) is a very serious one. This decision will be made by the most competent hospital authority or the city fire chief at the scene of the fire. If evacuation is required, the PBX operator will be notified. The order to evacuate will be announced several times over the PA system as, "Dr. Red, Major," and will report exact location, e.g., "Ambulatory Care Unit." The fire bells will sound. The Fire Response Team controls the evacuation process, and you should follow the evacuation plan where you are located. If an entire building is ordered to evacuate, volunteers should walk to the first floor and exit to the outdoors. Use of elevators during a fire or evacuation is dangerous and is not allowed. Please follow the instructions of the Fire Response Team at all times.

In Areas Not Affected By The Fire

- Keep calm and listen carefully to the PA system for further instructions.
- Keep off the telephones except for emergency calls. Unnecessary use may hamper communications and movement to the fire area.
- Know your fire duties, as well as your fire evacuation route.
- Unless absolutely necessary, do not travel from one area to the next. Do not open fire doors unnecessarily.

EVACUATION COMPLETE: DR. GREEN

When the situation is clear, and upon notification from the senior fire warden (Director of Facilities Management) or his/her assistant, the operator will announce over the PA system, "Dr. Green, All Clear" three times in succession. The operator will also page "0888" and state "Dr. Green, All Clear."

ABDUCTED CHILDREN: DR. CHILD

If a child is missing or abducted, the PBX operator will announce "Dr. Child," followed by a description of the child, over the PA system. If you have seen the child or can provide any information regarding the abduction, call Security at **901-595-4444**.

ACTIVE SHOOTER: DR. SILVER

"Dr. Silver" will be the standard alert for an armed intruder, hostage taking or active shooter incident. An example of an announcement might be "Dr. Silver, first floor Patient Care Center."

In general, how you respond to an active shooter will be dictated by the specific circumstances of the encounter. If you find yourself involved in an active shooter situation:

- **ASSESS** the situation—determine the most reasonable way to protect your own life. **DO NOT endanger your safety or the safety of others.**
- **REACT**—Determine the location of the shooter. Based on your assessment, react to the situation at hand in the method safest possible for you and those around you. The shooter may be moving through the offices, corridors, entrances, or parking areas. There may be danger from the gunfire of the attacker, and responding police officers. Evacuate if possible. If evacuation is not possible, find a shelter or a place to hide. Take action against the active shooter as a last resort, and only when your life is in imminent danger.
- **COMMUNICATE**—Call 911 as soon as it is safe to do so.
- **EVACUATE**—If there is an accessible escape path, attempt to evacuate the premises; Be sure to:
 - Remain Calm
 - Have an escape route and plan in mind
 - Leave your belongings behind
 - Help others escape, if possible
 - Prevent individuals from entering an area where the active shooter may be
 - Keep your hands visible
 - Follow the instructions of any police officers
 - Do not attempt to move wounded people
- **SHELTER IN PLACE**—If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
 - Provide protection if shots are fired in your direction
 - Do not trap yourself or restrict your options for movement
 - Make sure to lock the door
 - Blockade the door with heavy furniture
 - Silence your cell phone and/or pager
 - Turn off any source of noise (i.e., radios, televisions)
 - Hide behind large items (i.e., cabinets, desks)
 - Dial 911, if possible, and state: “This is St. Jude Children’s Research Hospital (give your exact location). We have an active shooter on campus, gunshots fired.” If you cannot speak, leave the line open and allow the dispatcher to listen.
- **IF EVACUATION OR SHELTERING IS NOT POSSIBLE**—Remain calm and take action against the active shooter as a last resort, and only when your life is in imminent danger. Attempt to disrupt and/or incapacitate the active shooter by:
 - Acting as aggressively as possible against him/her
 - Throwing items and improvising weapons
 - Yelling
 - Committing to your actions

EMERGENCY CONTACTS

Call 911 for any non-patient health emergency. In non-emergency medical situations dial **901-595-3499** and be ready to explain if the person is a patient or non-patient, and give their location.

CONFIDENTIALITY, HIPAA & INFORMATION MANAGEMENT

At St. Jude, we take confidentiality, security and privacy of patient information seriously. All information acquired about patients, families or hospital personnel is considered confidential. HIPAA stands for the Health Insurance Portability and Accountability Act of 1996. This act requires that everyone, including volunteers, safeguard and protect patient information. This information can be oral, written or electronic. We have a duty to protect and safeguard certain types of patient information known as Protected Health Information (PHI), which is any identifiable information that includes medical records, conversations, faxes, or e-mails and texts, which include patient information. *Any* information that specifically identifies a patient is considered Protected Health Information.

Images, including photographs, are considered protected information. St. Jude Policy states that video, photography, and/or audio recording a patient or family member (including taking pictures with a cell phone or other device) is strictly prohibited, unless it is preapproved by the authorized personnel of the hospital's Communications Department and the Biomedical Communications Department.

In some advisor roles, PHI may be shared as a part of your work, but volunteers are not allowed access to patient charts. It is very important that you protect this information and never share it outside of the advisor role. Keep papers, memory sticks/jump drives, or any other items that may hold PHI safe and always have mobile devices protected with a password. Any printed or written material containing patient and/or family information is confidential and is the property of St. Jude. Immediately after use, please dispose of it in one of the shredder boxes located around the hospital or in Volunteer Services. Never dispose of patient information in any open area trash bin.

Providing for the security of patient information is of the utmost importance. It is always against St. Jude policy to improperly share, use or dispose of patient information. We treat privacy seriously, which is why every volunteer and advisor is required to sign a confidentiality form. A breach of privacy may result in termination. Under HIPAA, wrongful and willful disclosure of health information carries fines and can involve jail time. Your responsibility is to understand HIPAA and confidentiality.

Remember:

- Anything you see,
- Anything you hear,
- Anything you read,
- Anything you observe with your five senses,
- Anything you already know about a patient or family...

Must be kept confidential!

If you have any questions, ask a member of Volunteer Services, PFCC department or contact the St. Jude privacy officer at **901-595-2341** or the Confidential Hot Line at **901-595-4754**.

INFORMATION MANAGEMENT

Internet services are provided by St. Jude for business use only. All emails with PHI must have [Encrypt] written in the subject line. No St. Jude email should ever be forwarded to a personal email address. Very limited or incidental use of internet services for personal, non-business purposes is acceptable. Personal use must not involve any prohibited activity, interfere with productivity, consume system resources or involve large file transfers.

Prohibited activities include illegal conduct, offensive material, sexual material, harassing individuals, obtaining unauthorized access and using another individual's identity or password. Persons using the internet for illegal purposes are subject to civil liability and criminal prosecution.

SOCIAL MEDIA

St. Jude policy states that staff and volunteers are not allowed to communicate with patient families by social media. In your unique role as a PFCC volunteer, you have some allowances to this policy, which will be explained in your specific role training. However, any communication that risks the privacy of patient families or is perceived to risk privacy may result in termination of the volunteer. This includes any communication that could be interpreted as disclosing or confirming protected health information in violation of St. Jude Privacy, Security, Patient Rights Policies, as well as federal laws such as HIPAA.

To meet this requirement, St. Jude staff and non-PFCC volunteers are expected to follow these guidelines:

- No "friending" on Facebook
- No posting on a family's wall
- No messaging a family even if it is privately
- No tweeting about a patient or family
- Do not post patient or family photos, videos, comments or any other protected health information on any site.
- Do not make comments on patient/parent sites (CaringBridge, Facebook, etc.). If a patient requests that you communicate on these websites, you may respond *"Unfortunately the Volunteer Services office does not allow me to correspond with you outside my volunteer role, but I look forward to seeing you the next time I'm here."*

We understand that you may already be friends with a patient and/or family. Please use caution in these cases. More detailed training regarding this situation will occur specific to your PFCC volunteer role.

Understand that if you identify yourself as a St. Jude volunteer or parent advisor on any online network, all content associated with you is consistent with St. Jude's values and professional standards.

BUILDING HEALTHY RELATIONSHIPS

It is important for you to establish healthy relationships and to set firm boundaries of appropriate conduct when interacting with patients, families and staff members. This is for the protection of all involved, including yourself. Activities and communications you may engage in as a friend to another parent may not be appropriate when you become a PFCC advisor. While you are still a parent when you become an advisor, you also represent the hospital, and as a volunteer you are closely aligned with policies the hospital staff follows. Maintaining appropriate behaviors as an advisor helps strengthen our patients' and families' ability to conduct their lives during a difficult time.

BOUNDARIES

Boundaries are with us throughout our life's journey, serving to protect and define us individually and in relationship with others. Boundaries are essential to maintaining balance, supporting good self-care and avoiding burnout. Think about your own boundaries and how they work in your life. Consider relationships in which you are more open or more closed with your boundaries. Perhaps you have a trusted friend to whom you can tell anything—and know your confidences are secure. You are comfortable with having them at your home any hour of the day regardless of the condition of your home. Your boundaries with this friend might be very open. Perhaps you have another friend who cannot keep anything to themselves, is critical of everyone and everything. You may be much more selective in what you share with this person.

We ask that you take a few moments and think about the questions provided below, and how boundaries affect your own life. Thinking about these questions will greatly benefit you in your role as a parent advisor!

- When are you rigid with your boundaries and when are you flexible?
- How do you balance the demands of your life and self-care now?
- How do you balance the interests of you and your family?

While serving as a PFCC advisor, you will need to adhere to the key elements of professional boundaries. If you are not sure if you are crossing a boundary, make sure to ask yourself these questions:

- What is my intent?
- Who does this action benefit?
- What are the implications of my action for the patient and family, other patients and families (present and future), staff, and my role?
- Are there any potential negative consequences?

Please review the examples listed below and understand that no one guideline covers every single situation. And remember, the PFCC department and Volunteer Services are glad to consult with you regarding boundaries, confidentiality, and appropriate communication and behaviors as you have questions.

It is not appropriate to:

- Accept personal gifts from patients or families. The only exception to the rule is if it is a handmade craft or drawing. Any gift purchased from a store or that is of value should be politely refused.
- Purchase gifts for individual patients or families regardless of your relationship with them.
- Share personal information, personal contact information or personal problems with patients or families.
- Stop by a staff member's office without an appointment and ask to speak to them immediately.
- Visit campus when you are not serving in your advisor role.
- Loan money or personal belongings to patients or families.
- Take photographs or videos of patients or families for personal use.
- Give patients or families a ride in your vehicle.
- Invite or join patients and/or families to off-campus activities or accepting an invitation to their home.
- Call or text a staff member's personal phone number outside of work hours. The only exception to this is if you are instructed to do so for emergencies (and it is a true emergency).
- Babysit or to sit with a family during a stressful surgery.
- Attend a worship service with patients and families or inviting them to your place of worship.
- Offer your family as a socialization option for a patient and/or patient's siblings.
- Give patients or families non-prescription medication from your personal supply.
- Share information about one patient with another patient or family.
- Add a patient name to a church prayer list (Instead, perhaps offer prayers for all patients of St. Jude).

HELPFUL PHONE NUMBERS

When using a hospital phone, omit the "595" before the extension. From phones outside the hospital, dial "595" before the extension. To reach an outside line, dial 9 first. If dialing 911 from a hospital phone, *do not* dial 9 first.

- 2277 - Director of Family, Guest and Volunteer Services, Kathryn Berry Carter
- 3327 – Family, Guest & Volunteer Services Main Desk
- 7560 - PFCC Manager, Brittany Barnett
- 6041 - PFCC Coordinator, Hannah Crain
- 4444 - Security
- 3393 - Environmental Services
- 2305 - Guest Services Desk, Patient Care Center
- 8605 - Guest Services Desk, Chili's Care Center
- 5555 - Harassment Hotline
- 4754 - HIPAA Privacy Officer/To Report a breach of HIPAA
- 3300 - Hospital operator can page the Patient Abuse Officer
- 8001 - Vocera

CONCLUSION

Congratulations! You have finished reading through the Patient Family-Centered Care Advisor manual. You may be experiencing feelings such as excitement, anxiety, motivation and maybe even a little overwhelmed. This is very normal. We hope this manual is just a start in helping the transition into the role of a parent advisor. We are so grateful for the time and dedication you have given to your role thus far and are so looking forward to working with you. We could not do this without you!

If you have any questions or concerns, please don't hesitate to contact us!

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