

# Volunteer Handbook

2024



 JUPITER MEDICAL CENTER

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**Auxiliary**

# Important Numbers

Auxiliary Office	561-263-4461
Compliance Hotline	844-680-0568
Escort Desk	561-263-3696
Gift Shop	561-263-3688
Human Resources	561-263-4470
Main Hospital	561-263-2234
Employee Health	561-263-5787
Pastoral Care	561-263-4457
Patient Experience	561-263-4562
Security/Lost & Found	561-263-3800
Thrift Shop	561-746-1601

Jupiter Medical Center  
1210 South Old Dixie Highway  
Jupiter, FL 33458

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# Welcome

Welcome to Jupiter Medical Center. Whether you have just joined our volunteer program or have been at Jupiter Medical Center for a while, we are confident that you will find our organization a dynamic and rewarding place in which to volunteer. Volunteers are an integral part of the hospital; they provide support to patients, visitors and team members (staff). In addition, volunteers assist at various Jupiter Medical Center Outpatient Facilities, at the Jupiter Medical Center Thrift Shop, located on Center Street, and in the Gift Shop. Proceeds from the Thrift Shop and Gift Shop benefit Jupiter Medical Center.

This handbook was created to serve as a helpful resource for your volunteer experience. It provides general information about the volunteer program, volunteer responsibilities, safety procedures, infection prevention and HIPAA. Should you require further information or clarification, please do not hesitate to call the Auxiliary Office at 561-263-4461.

## About Jupiter Medical Center

Rated number one for quality, safety and patient satisfaction, Jupiter Medical Center is the leading destination for world-class health care in Palm Beach County and the Treasure Coast region.

Recognized as the region's only independent, not-for-profit hospital, Jupiter Medical Center offers a continuum of inpatient and outpatient healthcare services, expertise and specialties, including orthopedics and spine care, cancer care, cardiac and vascular care, stroke, obstetrics and maternity care, pediatrics and emergency care as well as diagnostic imaging, screening, testing and urgent care.



**Amit Rastogi, MD, MHCM**

President & Chief Executive Officer

Jupiter Medical Center

# History of Jupiter Medical Center

The origins of this impressive complex go back to 1956, when the Upholsters International Union chose Jupiter for the site of its retirement village, called Salhaven after the then union president, Sal Hoffman. Salhaven, located on 705 acres of prime land, consisted of 125 rental units, a 34-bed Convalescence Pavilion, a small Outpatient Clinic, and a private ambulance. At the time, Jupiter was a tiny community of 500 persons, and there was little to attract or hold union members from New York and Chicago. The facility struggled for a while and eventually failed.

In 1971, the land was purchased by Burning Foot, Ltd., a consortium headed by a local physician, Dr. George Ford, Jr., and consisting of 23 doctors, one lawyer, and one real estate broker. With support from the community, the consortium formed the Palm Beach-Martin County Medical Center, a not-for-profit corporation that came into being on May 11, 1973. The corporation promptly sold 600 of the original acres to the Alcoa Company, which developed the land into what is now Jonathan's Landing. The 105 acres located west of the railroad tracks were retained by the corporation, with 30 acres - the present site of Jupiter Medical Center - being donated to the Palm Beach-Martin County Medical Center on the condition that it continue to operate the Salhaven Outpatient Clinic and Convalescence pavilion until new facilities could be constructed. Alcoa leased these facilities to the Medical Center for \$1 per year, and the Medical Center took over operation on January 18, 1974.

The first building to be constructed was the two-story Outpatient Medical Center (site of today's South Lobby), which opened on October 16, 1976. While this building was still under construction, the Women's Club of Jupiter-Tequesta founded the Auxiliary with 137 charter members. On the day the Medical

Center opened, Auxiliary volunteers staffed the front desk, which also served as the Auxiliary's Office.

Things progressed rapidly from that point: less than 10 months later, in August 1977, the Auxiliary Thrift Shop opened. A month later, on September 2, 1977, the new 120-bed Convalescence Pavilion welcomed its first patients - and its first volunteers. On February 14, 1979 - Valentine's Day - the 156-bed Jupiter Hospital opened its doors, complete with a brand new Auxiliary-operated Gift Shop. Five years later, in September 1984, the name of the hospital was changed to Jupiter Medical Center.

Today, Jupiter Medical Center has flourished to become one of South Florida's most respected and preferred hospitals focused on innovation, collaboration and partnership with the community it serves.

For more information on Jupiter Medical Center, please call (561) 263-2234 or visit [jupitermed.com](http://jupitermed.com).

# Our Mission

To deliver excellent and compassionate health care advancing the well-being of the people we serve.

# Our Vision

To be recognized as the leading health care organization in the region, the employer of choice, and the preferred partner of physicians.

# Values

- **Integrity** – We strive to earn the trust and respect of those we serve through our honesty and reliability, and by consistently demonstrating the highest standards of professionalism.
- **Respect** – We treat all individuals with courtesy, compassion and kindness, and value their individual uniqueness and dignity.
- **Excellence** – We pursue the highest standards in quality care, service and patient satisfaction. We commit to continually improve our organization.
- **Accountability** – We accept responsibility for our actions and for how we perform. We reveal the results of our actions with transparency.
- **Courage** – We are strong in both mind and spirit, as individuals and as a team. We are brave in the face of fear or change.
- **Teamwork** - By working together as a team, we create an environment that inspires trust, safeguards dignity and promotes healing.

# Shared Purpose

We care for people's health and wellness.



# Auxiliary Membership

At Jupiter Medical Center, all volunteers are members of the Auxiliary. Membership becomes effective when the applicant has completed all of the steps required for volunteering at JMC. There are three categories of Auxiliary membership: Active, Teenage and Life .

Active members are volunteers 18 and older who volunteer at least one shift a week or on an as-needed basis for their particular assignment.

Life members are former active volunteers who have served at least five years and who choose to remain members of the Auxiliary and receive its communications.

Teenage volunteers are high school students between the ages of 15 and 18 who meet certain GPA requirements and who volunteer at least one shift a week.

Active members who remain in good standing by continuing to meet all the requirements for membership, and Life members, have the right to vote, attend membership meetings and participate in Auxiliary events. Teenage volunteers do not vote or participate in membership meetings.

# New Volunteers

Each applicant is invited to an orientation session.

In keeping with hospital safety standards, the following screening is required:

- Routine background check - required for all volunteers.
- Tuberculosis (TB) screening - required for all volunteers except for those assigned to the JMC Thrift Shop. New volunteers will be instructed to call Employee Health to schedule an appointment when their background check is completed.
- Updated COVID vaccine and seasonal flu vaccine is recommended.
- MMR (Measles, Mumps and Rubella) and Tdap (Tetanus, Diphtheria and Pertussis) vaccines - required for all volunteers assigned to high-risk areas such as Emergency Room, Pediatrics and Obstetrics. Volunteers must show proof of (2) doses of MMR. If there is no documentation, a blood test will be done in Employee Health to verify immunity. If immunity levels are low, a booster will be administered according to CDC recommendations.
- All student volunteers must submit proof of childhood immunizations and most recent report card/unofficial transcript including cumulative GPA.
- Pet Therapy Volunteers must submit proof of Pet Therapy certification and up-to-date vaccinations for pet.

All new volunteers must complete mandatory education prior to beginning their training.

At any time, a volunteer may request a transfer to another area.

# Annual Requirements

Active volunteers must complete a tuberculosis screening form and mandatory education annually and may be required to attend other training sessions and/or meetings throughout the year.

## Attendance

Unless specifically informed otherwise, all volunteers are expected to work a four-hour shift once a week. Teenage volunteers are expected to work a minimum two-hour shift once a week.

If you are unable to work your shift, you must notify the Auxiliary Office as far in advance as possible. If you volunteer at the Thrift Shop or in the Gift Shop, notify the manager/supervisor in the respective areas.

If you are not feeling well, you should not come in to volunteer. Make sure to notify the appropriate person.

If you have been hospitalized, had surgery, or you have been treated for a condition that has compromised your mobility or immune system, you must submit a medical clearance from your attending physician. Forms are available in the Auxiliary Office and can be sent directly to your physician. The signed form must be returned to the Auxiliary Office before resuming your assignment.

If you are a seasonal resident or will be away for an extended period (two or more consecutive months), you must complete a Leave of Absence form. Upon returning from a Leave, you must contact the Auxiliary Office to re-activate your record and to receive any updates. Annual requirements must be completed before you return to work. If you have been absent for an extended period, your position may no longer be available upon your return, in which case you may be offered a different day,

shift or assignment. If you have been inactive for more than a year, you are required to re-apply.

Excessive absenteeism and tardiness may be cause for re-evaluation of your volunteer commitment. After three unexcused absences, you may be removed from your assignment. The Director of Volunteer Services will contact you to discuss how to proceed.

## Dress Code

All volunteers are required to wear a uniform when on duty. This helps patients, visitors and others to easily identify volunteers. The volunteer uniform consists of a teal polo shirt (men and women) or a teal jacket (women), embroidered with the JMC logo, and khaki or tan slacks.

### **Exceptions:**

- The Volunteer Greeter uniform consists of a navy blue vest, a long, three-quarter or short sleeve, white collared shirt and khaki or tan slacks.
- Pastoral Care Volunteers must wear business casual attire with navy blue sweater or blazer (provided by the volunteer).

Uniform shirts, jackets and vests are available in the Auxiliary Office at no charge (jackets are not available for students). When you resign, you must turn in your uniform to the Auxiliary Office.

### **Additional Uniform Guidelines:**

- Volunteers are responsible for keeping their uniforms neat and clean.
- Women may wear a tan or khaki skirt in lieu of slacks. Skirt will be no more than two inches above the top of the knee.
- Capri pants or slacks more than 2 inches above the ankle are not allowed.

- A short or long sleeve solid white shirt may be worn under the polo shirt.
- Jackets must be worn with a solid white shirt (collared or crewneck).
- Shoes must be conservative/neutral color (no bright or neon colors) with closed toe/heel and rubber sole.
- A white or beige cardigan without graphics or logos may be worn over the polo shirt.
- Prohibited clothing and items include, but are not limited to the following: hoodies, sweatshirts, sandals, flipflops, denim or cargo pants, leggings, faded, torn, ripped or frayed clothing.
- The use of strong, heavy scents and fragrances are not acceptable.
- Volunteers assigned to the Gift Shop or Thrift Shop may wear an apron, embroidered with the JMC logo, over the polo shirt. Aprons are available in the Auxiliary Office.
- Volunteers who work in clinical areas who have hair that falls below the shoulders will be required to tie their hair back.
- As per JMC's Professional Image policy, visible body piercing, other than the ears will either need to be removed or covered; tattooing on face, neck, arms, or hands that could be perceived as offensive must be covered.

## Identification Badge

JMC photo ID badges are required to be worn at all times while on duty. ID badges must be worn above the waist with the name and picture clearly visible. ID badges are issued by Human Resources.

During your training, you will be issued a trainee badge when you check in with the Auxiliary Office unless instructed

differently. Trainee badge must be returned to the Auxiliary Office at the end of your shift. Once you complete your training, the Auxiliary Office will instruct you to get your ID badge. Do NOT go to Human Resources without speaking to the Auxiliary Office first. Volunteers assigned to the Thrift Shop will be able to get their badge before they start volunteering.

If your badge is lost or defective, contact the Auxiliary Office. When you resign, you must turn in your badge to the Auxiliary Office.

## Signing in/out

You are expected to sign in at the beginning of your shift and sign out at the end of your shift on one of the touch-screen kiosks. Kiosks are located in the hospital (near the entrance to the cafeteria), at the Cancer Institute and the Thrift Shop. If you work at an off-campus location other than the Thrift Shop, you must record your hours on the sign-in sheet provided at that location. It is important that we have an accurate record of your hours because the hospital must report on the hours worked by volunteers at the end of each year.

- Volunteers who work weekends or on one of the major holidays (New Year's Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas) receive double hours. Students are not eligible for double hours.
- If the kiosk is not working, sign in on the sign-in sheet available at the Escort Desk, Chemotherapy & Infusion Center or Thrift Shop. Your hours will be entered into your record manually.

## Patient and Guest Relations

Patients have the right to receive optimal quality of care and treatment at Jupiter Medical Center. Team members and volunteers are expected to treat patients and guests with the

same measure of kindness and understanding which they would want rendered to a member of their own family who was hospitalized.

Review the below list of team member/volunteer expectations as they relate to your responsibilities regarding Patient and Guest Relations:

- Take time to help guests find their way.
- Respect the privacy of patients and guests. Always knock and wait for an answer before entering a room.
- Introduce yourself and your position before explaining what you're doing. It helps reduce some of the fear patients and guests may have.
- Call patients and guests by their proper name.
- Respond to requests as soon as possible.
- Acknowledge people immediately when they approach you or your work area.
- Make eye contact and smile.
- Respect the rights of patients and guests to confidentiality.
- Make good phone etiquette first nature. Always give your department and your name when answering the phone.
- Keep noise to a minimum.

## Volunteer Performance

Volunteers are directly supervised by the Manager or Supervisor of the department in which the volunteer is working. General supervision is provided by the Volunteer Coordinator/Director of Volunteer Services. If a volunteer has any questions, concerns or suggestions, he/she may speak directly to the supervisor in the department or to a team member in the Auxiliary Office.

If a volunteer is unable or unwilling to perform his or her assigned duties or performs them in a manner incompatible with the policies and mission of the Auxiliary and the Jupiter Medical

Center, the department's manager or supervisor will discuss the issue with the volunteer. If after such intervention, the volunteer is either unable or unwilling to correct the issue, the manager or supervisor will bring the issue to the attention of the Director of Volunteer Services.

The Director of Volunteer Services will meet with the volunteer to discuss his or her options. Options may include additional training, counseling, transfer to a different assignment, or voluntary resignation. If the volunteer persists in rejecting correction or refuses to resign, the volunteer may be dismissed from the Auxiliary as per the Policies and Procedures of the Auxiliary/Medical Center.

If at any time, during a volunteer's training period, the trainer and/or department manager does not believe that the trainee is a good fit for the department or service area, they will bring their concerns to the Director of Volunteer Services. The Director of Volunteer Services will meet with the volunteer to discuss the concerns and to make a determination whether the volunteer shall be trained in a different department or service area or shall not be proposed for membership.

If a volunteer feels unhappy or uncomfortable with any aspect of their volunteer experience, he/she may contact the Department Manager or Supervisor or a team member in the Auxiliary Office.

## Awards and Recognition

Volunteers, other than Teenage Volunteers, become eligible for special awards based upon the number of hours volunteered. Volunteers will be notified via email when they are eligible for an award.

- 100 hours - Diamond pin (named for its shape).
- 500 hours - Gold and enamel Auxiliary pin.



- 1000 hours - Hour bar that is attached by a chain to the Auxiliary pin. Hour bars are given in units of 500 hours.

Each Spring, Jupiter Medical Center hosts a Volunteer Recognition Luncheon and Awards Ceremony. At the Awards Ceremony, milestone awards are presented to volunteers based on the number of hours they have contributed in units of 5000 and/or the number of years, starting at 10 and thereafter in multiples of 5 years.

The names of volunteers who have received a milestone award are displayed on the Honorees plaque located in the Main Hospital.

The Alice V. Rizzo “Volunteer of the Year” Award, named for a charter member and third President of the Auxiliary, is the Auxiliary’s most prestigious award. Established in 1993, it is given annually to a volunteer chosen by the Executive Committee of the Auxiliary from among candidates recommended by the Auxiliary membership. The criteria are exemplary service, dedication over a period of years, and significant contributions to the Auxiliary and the Medical Center.

National Volunteer Week, established in 1974, is celebrated during the third week in April. Activities vary each year and are announced to the volunteers in advance.

## Parking on Campus

Volunteers assigned to the main hospital or any of the other buildings on hospital campus must park in the designated volunteer parking. Upon completion of training, volunteers will be issued a parking sticker. Parking sticker must be placed in the left bottom corner of rear window. Volunteers who are unable to walk long distances may use valet parking. Volunteers who have a handicap parking decal may park in any of the handicap parking spaces on campus.

# Infection Prevention

Preventing the spread of infection is the responsibility of each member of the Jupiter Medical Center community.

## **Standard Precautions**

Standard Precautions are the minimum infection prevention practices that are used for all patient care. Standard precautions include hand hygiene, use of personal protective equipment (e.g., gloves and masks) and clean and disinfected environmental surfaces.

## **Hand Hygiene**

Hand hygiene is one of the most important measures to prevent and control spread of infections and is a major component of Standard Precautions. Volunteers must perform hand hygiene:

- upon arrival at assignment and at departure,
- before and after transporting a patient,
- when entering and leaving a patient's room,
- before and after eating,
- after coughing, sneezing or wiping/blowing nose,
- after using restroom,
- before putting gloves on and after removing gloves, and
- after transporting specimens.

## **Hand hygiene using soap and water:**

1. Wet hands with running water.
2. Apply soap.
3. Lather hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
4. Scrub hands for at least 20 seconds.

5. Rinse hands well under clean, running water.
6. Dry hands using a clean towel.
7. Use towel to turn off the faucet.

**Hand hygiene using alcohol-based hand sanitizer:**

1. Apply the sanitizer to the palm of one hand.
2. Rub your hands together.
3. Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

Do NOT use hand sanitizer if hands are visibly soiled; wash your hands using soap and water instead.

Do NOT rinse or wipe off the hand sanitizer before it's dry.

**Gloves**

Wear gloves when it can be reasonably anticipated that contact with blood or other body fluids could occur, such as when handling soiled linens or when cleaning equipment. Gloves should not be worn when transporting patients, carrying specimens that have been placed in a container carrier, pushing a cart, distributing or collecting meal trays or in the hallways.

Gloves must be removed as soon as the task is completed. Carefully remove gloves to prevent hand contamination. Gloves are not a substitute for hand hygiene. Perform hand hygiene immediately after removing gloves. If gloves are worn when performing a task in a patient's room, gloves must be removed, immediately followed by hand hygiene, prior to leaving the room.

**Face Masks**

All volunteers must follow hospital guidelines for wearing face masks.

- Perform hand hygiene before putting on a mask.
- Completely cover your nose and mouth.

- Make sure your mask fits snugly against the sides of your face.
- Avoid touching the outside of your mask.
- When removing your mask, handle only by the ear loops or ties.
- Fold the outside corners together.
- Store mask in a clean bag if it is not dirty or wet and you plan to reuse it.
- Perform hand hygiene after touching a used mask.
- Reusable mask should be washed whenever it gets dirty or at least daily.
- Disposable face mask should be discarded at the end of your shift. If the mask gets damaged or dirty during your shift, discard the mask and get a new one.

## **Cleaning and Disinfecting Equipment and Environmental Surfaces**

When cleaning and disinfecting wheelchairs, stretchers or other equipment and environmental surfaces in patient care areas, wear gloves and use hospital approved disinfectant. Wipe surface with disinfecting wipe and thoroughly wet surface. Let air dry. Allow treated surface to remain undisturbed for the amount of time indicated on the container.

## **Isolation Precautions**

Isolation Precautions are used in addition to Standard Precautions for patients who may be infected or colonized with certain infectious agents for which additional precautions are needed to prevent infection transmission or to protect patients who are susceptible to infection from anyone or anything entering the room.

Isolation Rooms are identified by special Isolation Precaution signs that are posted at the entrance to the patient's room. Volunteers may NOT enter Isolation Rooms.

- Contact Precautions - germs are transmitted by direct contact with patient or items in the room: e.g., multi-drug resistant diseases, skin infections.
- Droplet Precautions - germs are transmitted by sneezing: e.g., flu
- Protective or Neutropenic Precautions - because of low blood cell count, patient is very susceptible to infection from anyone or anything entering the room.
- Airborne Precautions - germs are transmitted through the air: e.g., tuberculosis, measles, chickenpox.

### **Transporting Specimens**

Volunteers may transport specimens that have been placed in a container carrier by a team member. Team members in the Lab are responsible for removing the specimen from the container. Specimens may only be transported in a container that is labeled with the OSHA "Biohazard" label. Volunteers do NOT handle the specimens. Gloves should not be worn when transporting specimens.

### **Flu Vaccines**

Regular flu vaccines are available in Employee Health at no charge to volunteers. If a volunteer decides to get the vaccine elsewhere, volunteer must submit documentation to the Auxiliary Office. JMC is required to report on the number of volunteers who have received the vaccine and the number of declinations each year.

### **TB Screening**

All new volunteers, except for those assigned to the Thrift Shop, must be screened for Tuberculosis (TB) before they start volunteering. TB screening consists of two TB skin tests administered 1-3 weeks apart. Each time, you need to return to

Employee Health 48-72 hours later so that the test results may be read. All active volunteers must complete a Tuberculosis Screening Questionnaire annually.

## Safety

All team members and volunteers will take an active role in creating and maintaining a safe environment for themselves, peers, team members, patients and visitors. This will be accomplished through meeting organizational and professional standards, following “best practices”, proactively intercepting and reporting unsafe conditions, and voluntarily reporting accidents and near misses. Volunteers must report any safety issues, accidents and near misses to the Department Supervisor or the Auxiliary Office.

There are certain tasks which volunteers should never perform:

- Do NOT assist with in-house patient transport unless accompanied by a JMC team member and no isolation precautions are needed.
- Do NOT assist in feeding a patient unless training was provided by a JMC team member.
- Do NOT connect or disconnect a patient to/from IV, monitor, oxygen or any other medical equipment.
- Do NOT lift or assist in lifting a patient or heavy object. Ask a team member for help if a patient requires assistance transferring into/out of wheelchair.

### **Safety Standards**

Hospitals must adhere to many different safety standards developed by organizations such as The Joint Commission (TJC), Occupational Safety and Health Administration (OSHA), Agency for Health Care Administration (AHCA), etc.

## **Volunteer Accident/Incident**

When an accident/incident occurs while a volunteer is on duty, it is the volunteer's responsibility to report the accident/incident immediately to the Department Supervisor and the Auxiliary Office. The Department Supervisor or a member of the Auxiliary Office will in turn ensure the proper completion of a notice of incident in the online Incident Reporting system. If a volunteer is injured while on duty, the volunteer will be directed to Urgent Care. In case of an emergency, the volunteer will be taken to the Emergency Room for treatment. Injuries that occur while on duty are covered by an insurance policy provided by Jupiter Medical Center.

All accidents/incidents, regardless of how minor, must be reported immediately.

If the injury requires additional treatment, volunteer must contact the Risk Management Office at 561-263-4409 prior to seeking treatment outside of Jupiter Medical Center. The Risk Management Office will provide appropriate insurance information to the health care provider who will treat you. If you engage an outside provider or begin treatment before making arrangements with the Risk Management office, the Medical Center's insurance may not cover your expenses.

## **Safety Manual**

Jupiter Medical Center maintains medical center-based and regional disaster response plans. These plans can be found in the Safety Manual which is available on the intranet (eJMC). During a disaster or emergency, volunteers must follow instructions given over the PA system.

## **Emergency Codes**

In case of an emergency in the hospital's main building, dial 2222 from the nearest phone; in all other areas, dial 911.

The following codes are used to alert team members and volunteers of an emergency in the hospital:

- Code Red - Smoke or Fire
- Code Blue - Respiratory/Cardiac Arrest
- Code Gray - Security Emergency
- Code Green - Disaster Plan Activation
- Code Orange - Hazardous Situation
- Code Pink - Infant or Child Abduction
- Code Silver - Active Shooter
- Code White - Hostage Situation
- Code Yellow - Lockdown
- Rapid Response - Acute Change in Patient/Visitor Condition
- OB Alert – OB Emergency outside of the OB unit
- Code Autumn – Fall

Codes are announced over the hospital's public address (PA) system. When assistance is no longer needed or the situation is under control, "ALL CLEAR" is announced. Codes are listed on the blue card that is attached to your ID badge.

### **Fire Safety**

In the event of a fire or smoke, the following steps must be taken (remember the acronym "R.A.C.E."):

**R** - Rescue/Remove any person in immediate danger

**A** - Activate the alarm: pull the red fire alarm pull station and call 2222 to confirm location

**C** - Contain the fire by closing all doors

**E** - Extinguish (team members are trained to use fire extinguishers)



- Take note of the fire exits and the location of the nearest fire alarm pull station and fire-extinguisher in your work area.
- During a Code Red, do NOT use elevators.
- Listen for location of the fire/smoke and stay away from that area.
- Fire doors must be kept closed during a fire to compartmentalize the building and prevent the spread of smoke and flames. Do NOT open or walk through a fire door.
- Follow instructions given over the PA system.
- Wait for the “ALL CLEAR”.

During a Code Blue, listen for the location and stay out of the response team’s way.

During a Code Green, call the Auxiliary Office for further instructions. Volunteers do NOT report for duty during a Natural Disaster.

During a Code Pink, all exits will be secured, rooms and other areas will be searched, traffic will be halted, and large bags will be searched. Remain in your service area until “Code Pink – All Clear” is announced.

**Electrical Safety**

Every piece of equipment in the hospital must be safety inspected by the biomedical department. All electrical equipment must have a three-prong plug for shock prevention. Do not bring any electrical equipment, including heaters and fans, from home.

**Hazardous Materials**

Volunteers do NOT work with hazardous materials. All hazardous materials must be clearly labeled and stored correctly. Team members are required to use personal protective equipment when working with hazardous materials. Safety Data Sheets (SDS) are available in each area where

hazardous materials are kept or used and contain information relating to occupational safety and health for the use of hazardous materials.

### **Hazardous Waste**

Volunteers do NOT handle hazardous waste. Biomedical waste is disposed of in red bags and chemotherapeutic waste is disposed of in yellow bags.

### **Security**

Security is available 24/7 and can be reached at ext. 3800 or through the Operator (dial "0"). Volunteers may leave their valuables in a designated space in their work area. Volunteers should not leave valuables exposed in their car. For all Lost and Found issues, contact Security.

### **Workplace Violence**

JMC does not tolerate any type of workplace violence committed by or against our team members, volunteers, contractors, patients, visitors or vendors. Volunteers are strictly prohibited from making threats or engaging in violent activities. It is Jupiter Medical Center's intent to provide you with a safe working environment. If you are a witness or are a victim of workplace violence, please notify the Supervisor of the unit you are assigned to and the Auxiliary Office. Should you ever feel threatened or witness a threatening or violent activity, immediately dial 2222 and advise the Operator you have a "Code Gray" and inform him/her of the location of the incident.

### **Tobacco-Free Workplace**

Jupiter Medical Center has a tobacco-free workplace policy. The use of tobacco is not allowed on the hospital campus, including the parking lots and all vehicles parked on JMC property, all off-campus locations and in any JMC owned or leased vehicles. This policy pertains to team members, volunteers, physicians, patients and visitors.

# HIPAA

The Health Information Portability and Accountability Act of 1996 (HIPAA) is a series of federal statutes/regulations designed to: (1) protect the privacy of patient's health care information, (2) improve access to health insurance, and (3) improve and safeguard electronic health care records.

As a member of the Jupiter Medical Center health care team, volunteers will generally only be concerned with the first goal - safeguarding of a patient's "Protected Health Information" (PHI). PHI is any information which relates to the past, present, or future physical or mental health condition of an individual; the provision of health care treatment to an individual; and/or payment for the provision of health care to an individual. Even the mere physical presence of a person in the medical facility so that they may receive care or treatment is considered PHI and should never be divulged without specific authorization.

## **Where is PHI found?**

PHI may be: (1) printed, such as on a patient's chart, a wrist band, a label, a lab report, a patient list or patient census; or (2) electronic, in patient databases or records stored electronically, on electronic billing information, in emails, or in electronic spreadsheets or word documents.

## **How should volunteers deal with PHI?**

Volunteers must use reasonable safeguards to make certain that a patient's PHI remains private and secure. Reasonable safeguards include (1) avoiding inappropriate conversations regarding patients anywhere inside or outside of the Jupiter Medical Center, such as in the elevators, hallways, cafeteria, or at any social gatherings inside or outside the Medical Center; (2) assuring proper disposal of PHI which exists in hard copy form, by shredding or placing it in a secure container for further shredding; (3) safeguarding electronic PHI by not sharing passwords, logging off computers when leaving them

unattended for any period of time, and being aware of cell phones with embedded cameras; and (4) by correctly using your limited access to PHI by following the “Minimum Necessary Rule” - accessing only that PHI which is absolutely necessary to perform your job.

If you feel that something you are doing or have been asked to do will wrongfully disclose PHI, stop what you are doing and ask for assistance immediately from your supervisor.

Volunteers are not allowed to take photos unless requested by a patient or family member. Make sure no other patient/visitor/staff member appears in the background.

Remember, you are on the front lines of protecting patient’s confidential health care information. The penalties for disclosing PHI can be severe for the individual making the wrongful disclosure as well as for the Jupiter Medical Center, which is deemed to be the custodian of the PHI. Do not jeopardize yourself and others by your carelessness. When you protect our patients’ PHI you are protecting our patients and the hospital we serve.

## Corporate Compliance

The Jupiter Medical Center’s Corporate Compliance Program provides team members and volunteers with information necessary to incorporate ethical practices into the performance of their duties. It is the responsibility of each team member and volunteer to ensure the principles outlined in the Code of Ethical Conduct are upheld.

## Code of Ethical Conduct

Jupiter Medical Center’s Code of Ethical Conduct is designed to help ensure the organization demonstrates the highest legal and ethical standards. It outlines the general principles by which the

organization does business. A link to JMC's Code of Ethical Conduct is available online at:

[jupitermed.com/careers/volunteering/](http://jupitermed.com/careers/volunteering/)

To report actual or potential compliance issues, you may contact:

- Your Supervisor or the Director of Volunteer Services
- Human Resources: 561-263-4470
- Compliance Department: 561-263-5863
- JMC Compliance Hotline: 844-680-0568

## Social Media

JMC recognizes that its team members, volunteers, patients and business associates may use online social networking, social media or other online venues for networking and discussion; however, the use of social media presents certain risks and carries with it particular responsibilities. Social media includes all means of communicating or posting information or content of any sort on the Internet, including but not limited to posting to a personal website, blog, social networking web site, web bulletin board or chat room. While JMC does not intend to limit its volunteers' lawful use of social media, volunteer use of social media must be consistent with all of JMC policies and procedures, as well as all applicable laws, rules and regulations.

## Patient Rights and Responsibilities

Florida law requires that healthcare facilities recognize patient rights while receiving medical care and that the patient respects the healthcare facility's right to expect certain behavior on the part of the patient. Patients receive information regarding their rights and responsibilities upon admission. Patient Rights and

Responsibilities are posted in prominent areas throughout the organization such as Patient Registration areas.

If a patient expresses concerns about the care they are receiving, volunteers must report this to the Department Supervisor immediately.

## Patient Experience

Patients are encouraged to discuss their concerns with their caregiver or a manager. However, if the patient's issue has not been addressed to their satisfaction, they may contact Patient Experience at 561-263-4562.

## HCAHPS Hospital Survey

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) surveys patients on their experience at Jupiter Medical Center. It is the first national, standardized, publicly-reported survey of patients' perspectives of hospital care. The HCAHPS Survey (pronounced "H-caps") captures the patient's experience of communication with doctors and nurses, responsiveness of hospital staff, communication about medicines, cleanliness and quietness of the hospital, discharge information, transition to post-hospital care, and overall rating of the hospital. The survey is administered between 2 and 42 days after discharge to a random sample of adult patients.

## Core Measures

The Joint Commission mandates core measures for accredited hospitals and publicly reports on the results of those measures. Jupiter Medical Center is measured and compared against all other health care institutions on performance related to each measure.

# The Joint Commission

The Joint Commission accredits and certifies over 22,000 health care organizations and programs including Jupiter Medical Center.

An independent, not-for-profit organization, The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care. To earn and maintain The Gold Seal of Approval® from The Joint Commission, an organization undergoes an on-site survey by a Joint Commission survey team at least every three years.

## **Helpful Website: [FloridaHealthFinder.gov](http://FloridaHealthFinder.gov)**

Compare the performances of Florida health care facilities or find information on medical conditions or procedures. This site shows the number of patients, charges, length of stay, readmission rates, mortality rates, and complication rates for various medical conditions and procedures in Florida's short-term, acute-care hospitals. The site also provides information on health care in Florida, including statistics, most common diagnoses and procedures, services available at Florida hospitals, and prescriptions drug information.

## Pastoral Care

Pastoral Care is an essential component of care at Jupiter Medical Center, offering emotional and spiritual support, compassionate listening, encouragement and hope. Pastoral Care Volunteers, under the supervision of the Pastoral Care Manager, offer comfort, regardless of belief system, traditions, ethnicity or values, and are respectful of cultural and religious traditions. During their stay, a patient may request a visit from the chaplain at any time. We can also assist the patient by contacting clergy of any faith tradition.

The chapel is located on the first floor in the hallway off the Patient Registration area and is open 24 hours.

## Pet Therapy

Pet Therapy volunteers and their certified pet therapy dogs offer pet therapy to patients and visitors in waiting rooms, on the nursing floors and at the Anderson Cancer Institute. The handler and pet must meet all the registration requirements established by one of the American Kennel Club recognized Therapy Dog Organizations such as Alliance of Therapy Dogs, Bright and Beautiful Therapy dogs, Pet Partners and Therapy Dogs International.

## Gift Shop and Thrift Shop

The Auxiliary operates the hospital Gift Shop and the Jupiter Medical Center Thrift Shop. Proceeds benefit Jupiter Medical Center. Since its inception in 1976, the Auxiliary has raised \$15.3 million for the benefit of Jupiter Medical Center. Most recent donations include \$1 million towards the Anderson Family Cancer Institute (2019) and \$1 million towards the Neonatal Intensive Care Unit (2023). Currently, the Auxiliary has pledged \$1.5 million towards the Surgical Institute to be paid off in 4 years.

### **Gift Shop**

The Gift Shop is located in the East Lobby. Hours of operation are (hours are subject to change):

Monday - Friday: 9 a.m. - 5 p.m.

Saturday: 10 a.m. – 2 p.m.

### **Thrift Shop**

The Jupiter Medical Center Thrift Shop is located at 205 Center Street in Jupiter. The Thrift Shop accepts gently used items such



as furniture, household items, clothing, electronics, sporting goods, toys, etc. and offers free pickups. Hours of operation are:

Monday - Saturday: 10:00 a.m. - 4 p.m.

Closed on Sundays and major holidays.

Volunteers are entitled to a 15% discount in the Gift Shop and Thrift Shop (volunteer uniforms are excluded). JMC ID badges must be shown to qualify.

## Cafeteria

The hospital cafeteria offers a 15% discount to all volunteers. To receive the discount, you must have your JMC ID badge. There is no charge for coffee, tea or iced tea. Cafeteria hours are:

### **Monday - Friday:**

Breakfast: 6:30 a.m. – 10:00 a.m.

Lunch: 11:00 a.m. – 3:00 p.m.

Dinner: 3:00 p.m. – 7:00 p.m.

### **Weekends/Holidays:**

Breakfast: 8:00 a.m. – 10:00 a.m.

Lunch: 11:00 a.m. – 3:00 p.m.

Dinner: 4:00 p.m. – 6:00 p.m.

# Auxiliary Team Members

Cathy Silva, Thrift Shop Manager

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Yula Troughton, Gift Shop Supervisor

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Auxiliary Office

561-263-4461 (main line)

561-943-3826 (mobile - text only)

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