

Good **Help**

Welcome



**to St. Francis Medical
Center!**



BON SECOURS RICHMOND HEALTH SYSTEM

Good Help to Those in Need®

Good Help

Oh how we've missed you!

This presentation is designed to share new processes and procedures required by Volunteer Services to maintain the safest environment for you, our Volunteers, as well as our patients, guests, and associates.

If you have any questions or concerns regarding one or more of the requirements outlined, please share with Volunteer Services staff prior to returning to volunteer.

It is our **priority** that you feel comfortable with these processes and your position.



Reflection



During this presentation we will go over:

- ▶ Volunteer Re-Introduction Information
- ▶ Facts about COVID-19
- ▶ Symptoms of Coronavirus and self-monitoring
- ▶ What to do if you're not feeling well
- ▶ Important information and changes
- ▶ Contact precaution signs: what to look for

During this presentation we will go over:

- ▶ Masking policy
- ▶ Protective eyewear policy
- ▶ Reminder: Standard precautions for donning/doffing gloves and hand hygiene
- ▶ Social distancing guidelines
- ▶ Return to Service Agreement
- ▶ Review Revised Placement Description

Volunteer Reintroduction Phase 2 Begins

► **What is Phase 2?**

- Includes all volunteers with no underlying health conditions as listed in the CDC guidelines (such as active cancer, chronic kidney disease, COPD, serious heart conditions, sickle cell disease, Type 2 diabetes, etc).
- Those with questions related to their own health conditions should consult with their physician before returning to service.
- Will begin to accept new volunteers of all ages with no underlying health conditions
- Only those placements considered low to medium risk will be open during phase 2

Volunteer Reintroduction Phase 2 Begins

► Placements to be re-opened during Phase 2

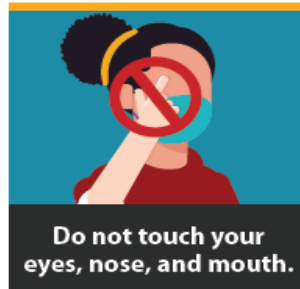
- General Services
- Gift Shop
- Main Desk
- Main/Amb/Endo Assistant
- Patient Access
- Surgery Waiting

During this phase, volunteer placements in the Emergency Dept or any of the inpatient units will **not** be re-opened.

Facts About COVID-19

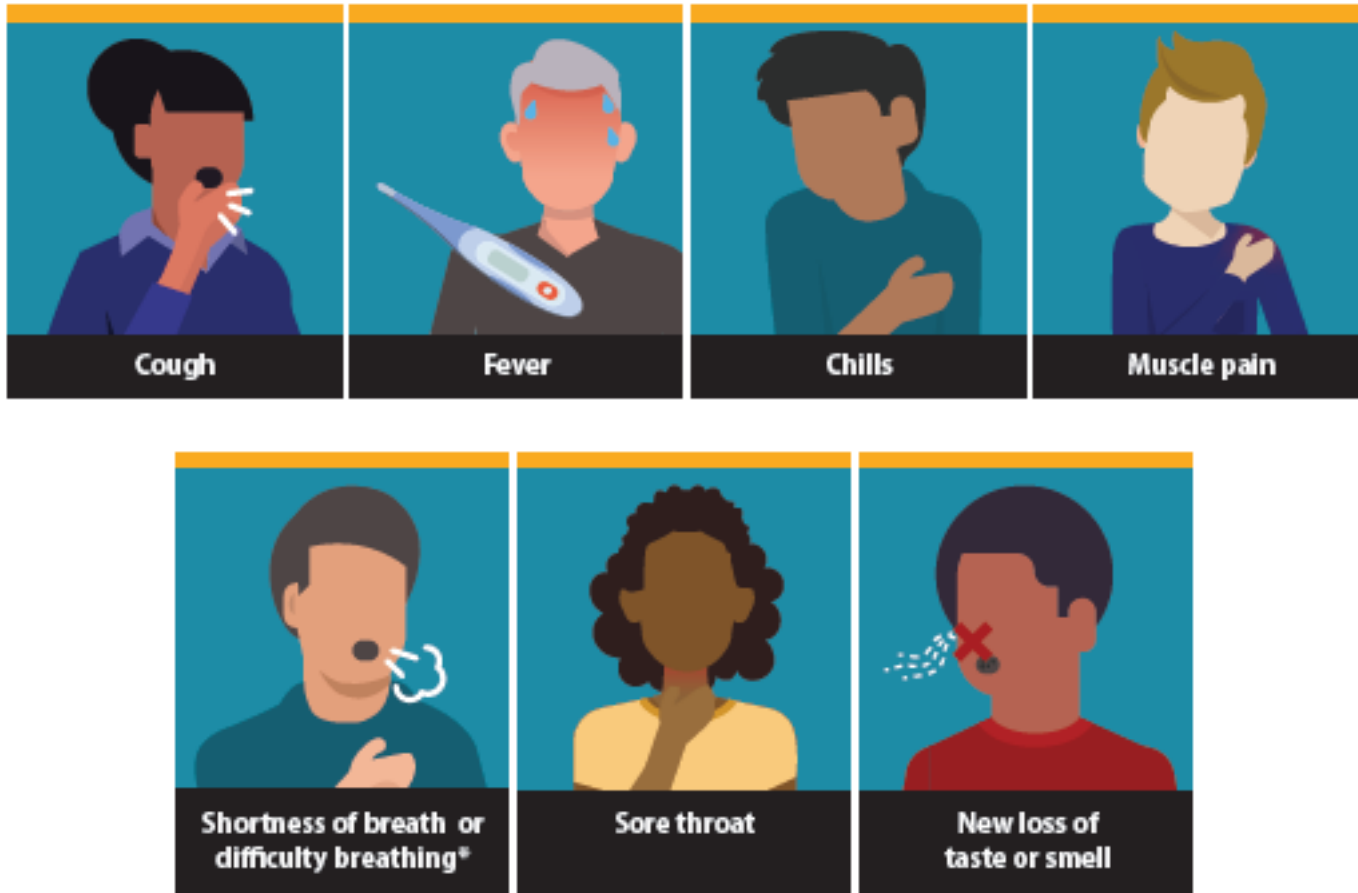
Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.



Symptoms of Coronavirus (COVID-19)

Know the symptoms of COVID-19, which can include the following:



Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.

What if I'm not feeling well?

If you are experiencing any of the listed symptoms for COVID-19, or any flu-like symptoms, it is critically important that you call out for your shift.

- ✓ Cough
- ✓ Fever greater than 100.0 degrees
- ✓ Chills
- ✓ Muscle Pain
- ✓ Shortness of breath/difficulty breathing
- ✓ Sore throat
- ✓ New loss of smell or taste
- ✓ Nausea/vomiting



Please call Volunteer services at **804-594-7807** or email **bsr-sfmcvol@bshsi.org** to let us know you won't be in.

Important Information and Changes:

- ▶ **VOLUNTEERS DO NOT INTERACT WITH COVID-19 and PUI (patients under investigation) PATIENTS**
- ▶ **Critical:**
 - ▶ Review discharge orders carefully.
 - ▶ Volunteers not permitted to discharge anyone or go into any room with **Droplet Plus** precautions.
- ▶ **Droplet Plus:** Isolation for patients
 - ▶ Who have tested positive for COVID-19, **OR**
 - ▶ Who is a Patient Under Investigation (PUI) for COVID-19

What to look for:

Droplet Plus Isolation

(Droplet + Contact + Face Shield)



- **PPE Required** on entry to patient room
 - ✓ **Procedure mask or N95/CAPR/PAPR**
 - N95/CAPR/PAPR recommended for aerosolizing procedures & specimen collection
 - ✓ **Gown**
 - ✓ **Gloves**
 - ✓ **Goggles or Face Shield**
- Single-person room with the door closed with dedicated bathroom
 - Airborne Isolation Room (AIIR) recommended for aerosolizing procedures
- Always keep door closed
- Dedicated Equipment: Thermometer, Blood Pressure Cuff and Stethoscope Should Remain in Room
- Items leaving room require intermediate level disinfection with hospital approved disinfectant
- Perform Hand Hygiene with each room entry and exit
- **Visitors MUST check in with nurse prior to room entry.**

Important Information and Changes:

- ▶ If you are working in General Services and an order is showing **Droplet Plus**, call the floor to remind them you are not permitted to discharge **Droplet Plus** patients
- ▶ **Entering/exiting the hospital:**
 - ▶ The MOB entrance remains closed
 - ▶ Weekday volunteers use the Main Lobby entrance
 - ▶ Weekend volunteers use the Emergency Dept entrance
- ▶ **Masking Policy:** next!

Wearing a Mask

- ▶ Bon Secours Mercy policy mandates that ALL staff, volunteers and visitors are required to wear a mask while on hospital property
- ▶ A mask will be provided for you as you enter the building
- ▶ Your mask is part of your uniform, just like your ID badge and volunteer jacket/shirt

Wearing a mask

- ▶ Masks may be removed ONLY
 - ▶ When actively eating or drinking – must maintain social distance
 - ▶ In a closed area - for example, may remove in a bathroom stall but need to wear mask in public restroom space
 - ▶ When alone in the volunteer office

How do I wear my mask?

Sanitize

Wash your hands before putting on your face covering

Place

Put the mask on over your nose and mouth and secure it under your chin

Fit

Lightly pinch the top of the mask around your nose and fit snugly against the sides of your face

Breathe

Make sure you can breathe easily

Do Not

Do not put the mask down around your neck or over your forehead

What else should I know?

- ▶ You can wear your mask a few times before discarding, unless it becomes soiled or ripped.
- ▶ When not in use your mask should be stored in a paper bag. A plastic bag does not allow the mask to dry properly.
- ▶ Do not share your mask with anyone else or leave it unattended unless stored in designated area.

How to Properly Wear Your Mask

NO →
↓



YES



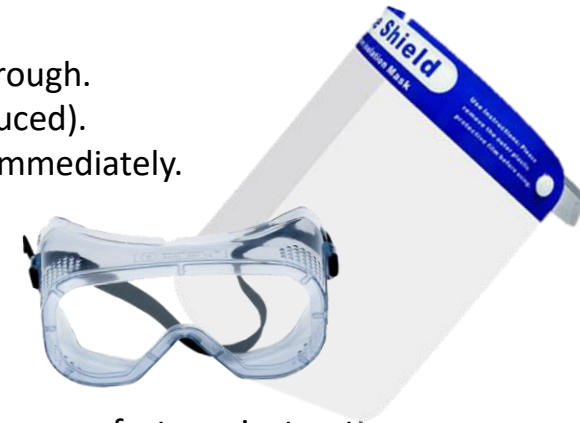
Eye Protection

- ▶ The use of **eye protection** (face shield) in addition to universal masking is required by all associates and volunteers during all patient interactions where you cannot maintain a distance of 6 feet or more.
- ▶ The hospital will provide eye protection equipment as well as education on how to use and sanitize this equipment. Employees and volunteers will be expected to keep their own eyewear and sanitize it regularly.
- ▶ This will be required for:
 - ▶ Patient Discharges
 - ▶ Deliveries to patient rooms
 - ▶ Any visits to inpatient or surgical units

Cleaning Eye Protection

GUIDELINES FOR EXTENDED USE

- Eye protection should be cleaned anytime it becomes visibly soiled or difficult to see through.
- Discard eye protection when damaged (e.g. cannot fasten securely or visibility is reduced).
- Avoid touching/adjusting your eye protection; and if you do, perform hand hygiene immediately.
- Leave the patient care area anytime you need to remove eye protection.
- Glasses are not a substitute for hospital issued eye protection
- Goggles can be shared between team members after being properly cleaned



REMOVAL AND CLEANING / DISINFECTION PROTOCOL

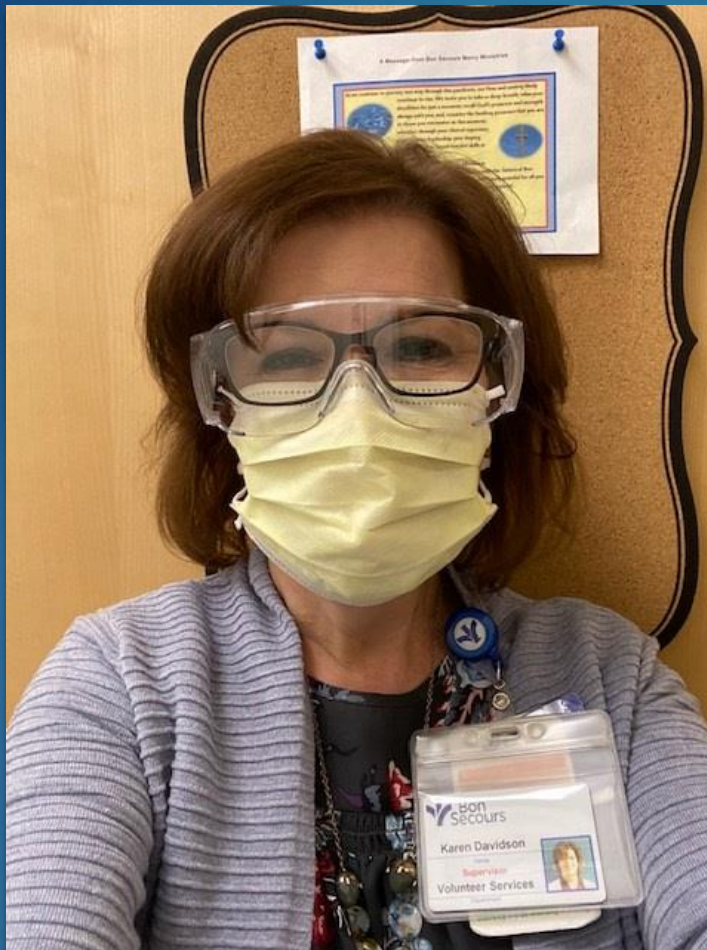
Adhere to recommended manufacturer instructions for cleaning and disinfection. When manufacturer instructions are unavailable:

1. While wearing gloves, carefully wipe the *inside*, followed by the *outside* using a wipe or clean cloth saturated with neutral detergent solution.
2. Carefully wipe the *outside* of the face shield or goggles using a wipe or clean cloth saturated with EPA-registered hospital disinfectant solution.
3. Wipe the outside of face shield or goggles with clean water or alcohol to remove residue.
4. Fully dry (air dry or use clean absorbent towels).
5. Remove gloves and perform hand hygiene immediately.

*BSMH [Definition](#) of Aerosolizing Procedures

Face Shield illustration

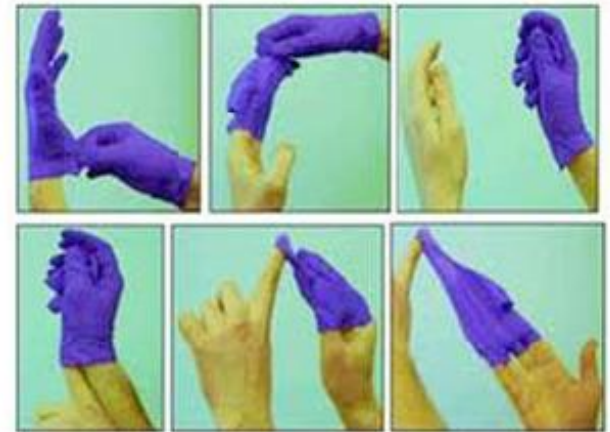




Goggles
illustration

Standard Precautions

- To remove gloves properly:
 - ✓ Pinch the palm of one hand
 - ✓ Pull the pinched glove off
 - ✓ With the remaining gloved hand only, bunch the removed glove into your fist
 - ✓ With the ungloved hand, place 1 or 2 fingers on the wrist of your gloved hand
 - ✓ Move under the glove, along your palm and pull the glove off – inside-out
 - ✓ Dispose and **use hand sanitizer**



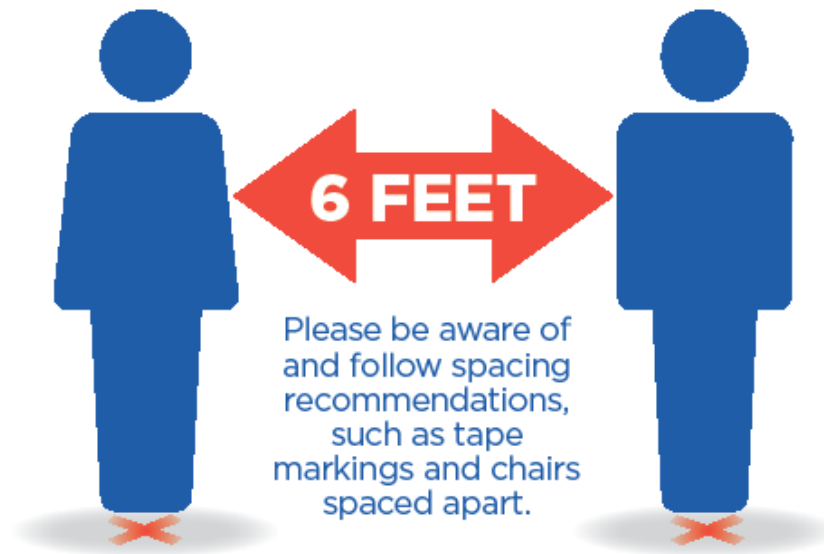
Standard Precautions

- Use hand sanitizer
 - ✓ OFTEN - several times each hour
 - ✓ After you use your cell phone
 - ✓ Before and after touching your face
- Wash with soap and water
 - ✓ Whenever your hands are visibly dirty
 - ✓ After you use the restroom
 - ✓ Before and after you eat
 - ✓ Whenever in doubt

KEEP YOURSELF AND OTHERS SAFE

PRACTICE SOCIAL DISTANCING

**KEEP 6 FEET OF DISTANCE
BETWEEN EACH OTHER**



Thank you for your help! **Stay safe.**

Protocols After Receiving the Vaccine

- While vaccination is an important step in controlling the pandemic, PPE requirements, physical distancing and isolation must continue.
- Not yet known if vaccinated individuals can still spread the disease
- Volunteers and staff must continue to follow the COVID-19 standard precautions after receiving the Vaccine.
- This includes: physical distancing, masking, eye protection, handwashing
- Protocols remain critical to reducing the spread of COVID-19 in our facilities and communities

Return to Service Agreement

Good Help

Thank you!

We look forward to seeing you soon!

Please return your signed **Return to Service Agreement** to the
Volunteer Services office

This must be completed before you are added to the schedule

Let us know if you have any question or concerns.



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