



UVA Health Prince William Auxiliary Volunteer Handbook

January 2023

We, the UVA Community Health team, will cultivate healthy communities and belonging for all, strengthen our foundation, expand our excellence and enable discoveries for better health for all patients. Learn more about all of the UVA Community Health initiatives to ensure that patients are first in everything we do.

Table of Contents

Overview of Hospital and Volunteer Services

Mission and Pledge	3
Volunteer Service Areas	4
History of the Auxiliary	5
About Volunteering	8
Performance Expectations and Volunteer Guidelines	9
Complaint/Concern Resolution Process	11

Information for all Non-Employed Team Members

UVA Community Health Mission, Values & Goals	13
Reasonable Accommodation of Protected Disabilities	14
The UVA Community Health Compliance Code of Conduct.....	14
Reporting Concerns Regarding Fraud, Abuse and False Claims.....	15
Confidentiality	16
Information Security and Privacy	17
Computer Security/Internet Use	18
Email Guidelines	19
Social Media and Media Policy	20
Company Property/Lockers	20
Personal Use of Office Equipment.....	21
Solicitation for Personal Gain	21
Distribution of Literature	21
Safety and Health.....	22

How to Contact UVA Health Prince William Auxiliary Volunteer Services Offices

Prince William Medical Center Volunteer Services:
703.369.8173

Haymarket Medical Center Volunteer Services:
571.284.1278

The Purpose of this Handbook

This handbook has been prepared to inform you about the practices and policies of UVA Health Prince William Auxiliary and UVA Community Health.

We ask that you read this handbook carefully and refer to it whenever you have questions. No handbook can answer every question, however, so please don't hesitate to ask questions.

The policies described here are those in effect at the time the handbook was printed. Additions or deletions may be made to policies at any time to reflect changing business conditions and staffing needs. We will inform you of any policy changes. You can also find the latest copy of this handbook on the Auxiliary website.

If you have any questions about the information in this book, talk to your leader.

UVA Health Prince William Auxiliary

UVA Health Prince William Medical Center
UVA Health Haymarket Medical Center
UVA Health Cancer Care Gainesville
UVA Health Prince William Auxiliary Thrift Store

Mandy Dickinson, Director of Volunteer Services: 703.369.8720
Qnq4ht@uvahealth.org

UVA Health Prince William Medical Center

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703.369.8173
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Jude Kelly, Volunteer Programs Coordinator: zmb8yk@uvahealth.org

UVA Health Haymarket Medical Center

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Haymarket, VA 20168
571.284.1278
April Beckner, Volunteer Programs Coordinator: kyn7sp@uvahealth.org
Alexandra Joseph, Volunteer Services Administrative Assistant: uvachvolunteer@uvahealth.org

Auxiliary Mission

To assist in providing the highest-quality exceptional care experience for all patients.

Our volunteer mission is to provide:

1. Needed services to staff and patients
2. Goodwill between the community and the hospitals
3. Financial support of the facilities through fundraising efforts

Auxiliary Pledge

Believing that UVA Community Health has real need of my services as a volunteer, I will:

- Be punctual and conscientious in the fulfillment of my duties and accept supervision graciously.
- Conduct myself with dignity, courtesy and consideration.
- Consider as confidential all information that I may hear directly or indirectly concerning a patient, doctor or any member of the personnel, and will not seek information regarding a patient.
- Take any problems, criticisms or suggestions to the Volunteer Programs Coordinator or the leader of the department.
- Endeavor to make my work of the highest quality.
- Uphold the traditions and standards of the facilities in which I work and interpret them to the community at large.

Volunteer Service Areas

**Please note there may not be openings in every service area, and there are areas of greatest need.*

UVA Health Prince William Auxiliary Thrift Shop, 9215 Center Street, Old Town Manassas

UVA Health Prince William Medical Center

- **Emergency services:** Work in the Emergency Department to provide comfort to patients and their families and assist the medical staff as requested.
- **Gift shop:** Sell quality merchandise to patients, visitors and hospital personnel.
- **Guest services:**
 - *Main Lobby:* Greet visitors, provide directions and information, deliver flowers to patients and escort visitors to their destination.
 - *Women's and Children's Center Entrance:* Greet visitors, provide directions and information.
- **Patient-related services:** Work with hospitalized patients and their families under the direction of the nursing staff.
- **Pet therapy:** Work as a pet representative or as a pet handler with your certified, trained canine.
- **Physical therapy:** Assist with setting up rooms and supporting staff.
- **Special services:** Work in various non-patient-related services such as providing clerical services and mailings.
- **Surgical and pre-operative services:** Serve as the liaison between patients and their families. Prepare stretchers for operating rooms and assist with patient transport.

UVA Health Haymarket Medical Center

- Emergency Department
- Gift shop
- Guest Services main lobby and Heathcote Health Center lobby
- Patient-related services
- Pet therapy
- Physical therapy
- Surgical and pre-operative services
- Special services

UVA Health Cancer Care Gainesville

- Clerical duties
- Welcome visitors and direct them appropriately

Additional services may be identified by the hospital and by the Director of Volunteer Services.

History of the Auxiliary

In 1961, during construction of Prince William Hospital, the Health Committee of the Woman's Club of Manassas undertook the challenging project of organizing a hospital Auxiliary. Led by Angela Gregory, chair, and committee members Nancy Haydon, Sylvia Heflin, Elmira Robbins, Virginia Smith and June Wilkins, their organizational work included diligent research, consultations and visits to several hospital auxiliaries. A \$50 contribution from the Woman's Club defrayed initial expenses.

It was necessary for the Auxiliary to be approved by the hospital's governing board and accepted as a part of the hospital family before an initial Auxiliary group meeting could be called. On November 7, 1962, the first official meeting of the Auxiliary was held at the Lake Jackson Restaurant, where 43 people were in attendance. The purpose, goals, needs and plans for forming an Auxiliary were discussed by Angela Gregory, acting chair; R.O. Maxwell, hospital administrator; Caton Merchant, President of the hospital Board of Trustees; and Louise Lewis, the 1962 President of the Virginia Association of Hospital Auxiliaries. The local women who attended the meeting became charter members of the new Auxiliary.

A second group meeting was held in January 1963, where additional attendees participated. The bylaws were adopted, officers were elected, committee chairpersons were appointed and the purpose of the Auxiliary was more clearly defined. In time, the policies that govern the Auxiliary's programs, service projects and membership were established.

Auxilians served as hostesses at the hospital's dedication on June 7, 1964. Thanks to the Auxilians' help, the Red Cross was able to establish a sufficient blood bank for the hospital's opening; they also assisted the Red Cross in this program on several other occasions. After the hospital officially opened for patients on June 22, 1964, the Auxiliary was granted membership in the Virginia Association of Hospital Auxiliaries (VAHA).

In spring 1965, the Auxiliary initiated and sponsored a volunteer program for teenage girls between the ages of 14 and 18. At the time, they were referred to as candy strippers. In 1973, the program was opened to boys and the name was changed to teen volunteers. Through the years, many teen volunteers have pursued careers in medicine and healthcare.

In February 1969, a memorial fund was established to honor Auxilians and their family members who have passed away. The memorial fund recently donated more than \$209,000 to our cancer care programs.

Over the years, the Auxilians have continued to raise funds for UVA Health Prince William Medical Center. On November 21, 1971, the hospital dedicated a new wing and second floor, which increased the number of beds from 60 to 170.

In the mid-1980's the Auxiliary initiated the inclusion of men.

- From the time the hospital opened its doors until January 2015, volunteers have donated more than 1.6 million hours of service. Recognition of the volunteers is provided through an established awards program of certificates and pins.
- During the same period, the Auxiliary has raised more than \$5.7 million, with \$500,000 going to the Hylton Family Birthing Center, which opened in 2003.
- In 2009, the Auxiliary funded a new fleet of Staxi Chairs for UVA Health Prince William Medical Center.
- The Plaza at UVA Health Haymarket Medical Center was supported by the Auxiliary with a gift of \$300,000.

- The Auxiliary has pledged \$150,000 to the Mammography Coach, which services all of Prince William County and Manassas. 2017 contributions included completion of a pledge of \$150,000 for the Mammography Coach.
- The Auxiliary funded a variety of fitness equipment for Cardiac Rehab; blanket warmers, stretchers and vein illuminators for the Emergency Department; a pond, an aviary, a fish tank and a van for the UVA Health Caton Merchant House residents; two baby grand pianos for our medical centers; and a fire extinguisher trainer for our team members.
- The Auxiliary provided funding for a healing garden at UVA Health Prince William Medical Center, which serves as a comforting area for families and staff members in the time of need.
- During the COVID-19 pandemic, the Auxiliary gave over \$50,000 in support of team members who experienced financial hardship due to the pandemic.

The Auxiliary was able to fund these and many other items due to the profits from the gift shops, Mom365, the UVA Health Prince William Auxiliary Thrift Shop, and special fundraising projects such as jewelry sales, uniform sales, the Holiday Bazaar and Circle of Lights.

The Auxiliary contributes many hours of service, raises funds for healthcare purposes and provides positive public relations in the community. Its success is attributed to the enthusiastic, untiring efforts of its membership, its Board of Directors, and the encouragement and cooperation of the staff and administration of UVA Health Prince William Medical Center and UVA Health Haymarket Medical Center.

Auxiliary Awards

Hours of Service

- Pin for the first 100 cumulative hours
- Pin for the next 500 cumulative hours
- Pin for each 1,000 cumulative hours thereafter

Years of Service

- Pin for first year of service and then each additional five years of active service
- Service cards for each year

Auxiliary Presidents

1962–1966	Angela Gregory (Charter President)
1966–1968	Marion L. Payne
1968–1970	Auvergne J. Barbee
1970–1972	Oneida H. Lawrence
1972–1974	Lois F. Smith
1974–1976	Ann W. Harrover
1976–1978	Beverly A. Keenan
1978–1980	Jane M. Hellinger
1980–1984	Maria L. McLaughlin
1984–1986	Maxine L. Coleman
1986–1990	Carolyn C. Mosseller
1990–1992	Hazel B. Boyer
1992–1994	Joan E. McNoldy
1994–1996	Mabel A. Phillips
1996–1998	Carl F. Smith
1998–2000	Paulette O'Connor
2000–2002	Lou Balboni
2002–2006	Hazel B. Boyer
2006–2008	Patricia L. Cusey
2008–2010	Ruth Simone
2011–2012	Helen Poli
2013–2013	Sandy Carrott
2014–2016	Margaret Gorzka
2017–2019	Bruce Clough
2019–2022	Ruth Simone
2023–present	Retha Anderson

Charter Members

Mrs. Florence Bobcock	Mrs. Mary Margaret Matthews
Mrs. Virginia Carper	Mrs. Carrell J. Maxwell
Mrs. Margie Ann Connor	Mrs. Mae Merchant
Mrs. C. Ferguson	Mrs. M. L. Nafzinger
Mrs. Nancy Friant	Mrs. Mattie C. Parrish
Mrs. Jeannette Garber	Mrs. Marion L. Payne
Mrs. Jean Golving	Mrs. B. F. Phillips
Mrs. Angela Gregory	Mrs. Lelea D. Ringler
Mrs. Magdalene Hahn	Mrs. Elmira Robbins
Mrs. Nancy P. Haydon	Mrs. Dottie Robinson
Mrs. Sylvia Heflin	Mrs. Mary Scheele
Mrs. Thelma Jamison	Mrs. Ann B. Sinclair
Mrs. Henrietta Jussaume	Mrs. Lois F. Smith
Mrs. Harriet B. Keenan	Mrs. Virginia B. Smith
Mrs. Beverly A. Keenan	Mrs. F. Stephens
Mrs. Edna Earl Kincheloe	Mrs. Barbara Tucci
Mrs. Lucie K. Latimer	Mrs. Gabriele Von Oettingen
Mrs. Martha Leitch	Mrs. Anne M. Wall
Mrs. Linda A. McLain	Mrs. Alice Whitmer
Mrs. Mildred Magnusson	Mrs. June P. Wilkins
Mrs. Loretta Manderfield	Mrs. Irene Wood
Mrs. Maddie A. Martin	

Volunteering for UVA Health Prince William Auxiliary

All Auxiliary services rendered are governed by bylaws and organizational policies and procedures of the UVA Health Prince William Auxiliary under the direction of the Director of Volunteer Services, the Board of Directors and the Service Chairs.

Volunteers must be members of UVA Health Prince William Auxiliary to work in any of its authorized services. Each new volunteer will be provided training with service guidelines by their service chairperson or hospital personnel.

Volunteers need to attend orientation at three levels:

- To UVA Community Health and specific facility at which they work
- To the department(s) in which they will be volunteering
- To the specific job(s) performed

Benefits of Volunteering

Studies reveal that volunteers giving at least 100 hours yearly actually live longer healthier lives. This may be, in part, because they have made their leisure time count in a purposeful and productive way. Volunteers say they come in contact, through their volunteer activities, with a wide range of interesting individuals. They keep learning through new activities and by participating in educational programs. Volunteers may claim a tax deduction for mileage incurred through their volunteer service.

If you are interested in applying to become a volunteer, you may submit a complete applicant packet, which you can find online or pick up at the Volunteer Services office. After you submit the packet, we will schedule you for a personal interview. Following your personal interview, you will receive your volunteer schedule, orientation date and training date. We want to make sure that your assignment is productive and a good fit.

Understanding the Impact of Illness on Patients

Volunteers should understand that patients and their families are often dealing with stress, crisis and pain. Fears, emotional changes and financial burdens are often additional concerns. People may regress, be demanding, become withdrawn or be hostile or irritable.

Therefore, the volunteer is asked to:

- Be understanding and accepting
- Have a good, positive mental attitude
- Find an appropriate way to deal with your own feelings
- Try to understand the patient's anger, fear or other negative emotions without responding negatively yourself

Additional ways that a volunteer can help:

- Help the patient without hurrying them
- Show proper concern for their clothes and other belongings
- Be patient with the needs of patients
- Let the patient talk about their problems and fears
- Be courteous to the patient's family

Performance Expectations

Joining the UVA Community Health family through Auxiliary membership carries certain expectations regarding dress, conduct and performance.

Auxilians are **required** to adhere to the Auxiliary Pledge.

Auxilians are **required** to be prompt in reporting to their assigned duties, to sign in, complete their assignments and sign out.

Auxilians are **required** to present a positive image through manner and appearance.

In manner:

- Auxilians should address doctors, nurses, personnel and fellow volunteers appropriately and with respect.
- They should maintain dignity and be quietly efficient, following instructions carefully and accepting constructive criticism graciously.

In appearance:

- Auxilians should report to their volunteer posts in the approved uniform.
- The ID badge issued to each volunteer is considered a part of the volunteer uniform and should always be worn while the volunteer is on duty or otherwise involved in hospital activities.
- Auxilians should always wear the Auxiliary uniform during volunteer assignments.

Volunteer Guidelines

The following guidelines will help you in your relationship to hospital staff and physicians as you fulfill your responsibilities.

As a volunteer you should:

1. **Be loyal.** Uphold the ideals and standards of our Auxiliary and UVA Health.
2. **Accept the rules.** Offer suggestions or ask about rules you don't understand. There may be a good reason for rules being as they are.
3. **Speak up to the Volunteer Services Department.** Ask about anything you don't understand. If you have a problem or frustration, talk with the Volunteer Services Department about your concerns.
4. **Be willing to learn.** Change is a constant in healthcare as technology, methods and processes are always improving. Training is essential to any job well done. Know all you can about your service.
5. **Be dependable.** Do what you have agreed to do.

Auxilians are required to adhere to the guidelines of confidentiality. All information concerning patients, residents and personnel is confidential. Volunteers are required to receive annual flu vaccines. Volunteers are not eligible for any exemptions, but may take leave of absence during flu season.

Inclement Weather

Auxilians need not report for your regular work assignment during inclement weather. When the weather conditions improve, work schedules should resume as usual.

Most importantly, if you do not feel safe traveling to the hospital, stay home.

Professional Image

Personal appearance plays an important role in the public's perception of team members as professionals and UVA Community Health as an organization.

A policy cannot cover every eventuality, so always use good judgment, keeping in mind the nature of your work, your personal safety, and your need to interact with patients, vendors and the public.

1. Auxiliaries are expected to wear the following UVA Health Prince William Auxiliary issued uniform:

- Navy jacket, smock or vest. Teens may wear a polo shirt.
- Khaki pants
- White long- or short-sleeved open collared shirts, turtleneck shirts, or collared polo buttoned shirt should be worn under the jacket, smock or apron.
- Comfortable, closed-toe, dark colored shoes. Tennis shoes/sneakers or comfortable walking shoes are recommended. Shoes should be clean and in good repair.
- Auxiliaries working within the pet therapy service area will dress in a preapproved manner.
- Auxiliaries working at the UVA Health Prince William Auxiliary Thrift Shop will wear the approved Auxiliary uniform but may elect to substitute jeans for pants and polo shirt for vest and white shirt.

2. Auxiliaries are permitted to wear jewelry or to display tattoos within the following guidelines. Factors that management will consider in determining whether jewelry or tattoos may pose a conflict with the team member's job or work environment include:

- Personal safety of self or others, or damage to company property.
- Productivity or performance expectations.
- Offensiveness to co-workers, customers, vendors or others in the workplace based on racial, sexual, religious, ethnic or other characteristics or attributes of a sensitive or legally protected nature.
- Corporate or societal norms.
- Customer complaints.

3. Strong perfumes, lotion, colognes and aftershave are not permitted.

4. All team members must wear a UVA Community Health-issued team member name badge in an area above the waist. The badge identifies an individual as a team member of the organization.

5. Clothes should be clean and neatly pressed.

6. Hair should be well groomed, including beards and mustaches.

7. Hats or other head coverings may be worn as required as part of the uniform, for religious purposes or for documented medical necessity or accommodation.

8. Nails must meet the guidelines specified in each facility's infection control policies.

9. In clinical areas (such as Surgical Services or the Emergency Department) hair below shoulder length should be in a ponytail or braided.

10. Professional specialty pins and insignias are permissible. Non-functional pins promoting other organizations or causes are not allowed. Exceptions include:

- Pins or buttons issued by UVA Community Health for a specific initiative, and only for the duration of the initiative.
- Pins, buttons and insignia protected by the National Labor Relations Act, which may be worn in locations other than patient care areas.

11. All footwear worn in clinical areas must be slip resistant.

12. Shorts, capris, t-shirts, leggings, scrubs or denim may not be worn when volunteering.

Complaint/Concern Resolution Process

Every volunteer is encouraged to take any problem, complaint or suggestion first to the Volunteer Programs Coordinator for their facility or service line. Should the complaint not be addressed to the satisfaction of the team member or if the complaint is directly related to the Volunteer Programs Coordinator, please contact the Director of Volunteer Services.

Violations That Could Result in Termination of Volunteer Services

These violations are serious in nature and, except in unusual circumstances, will result in immediate termination, following an investigation. This list provides examples of conduct that will not be tolerated and is not all-inclusive:

- Theft or unauthorized removal or use of UVA Community Health property.
- Unauthorized use, removal, diversion or theft of medications, drugs or related supplies.
- Verbal or physical abuse or harm of a patient, visitor or team member.
- Violence: physical, verbal, incited or inferred.
- Gross negligence or intentional conduct, which could result in serious injury to, or the death of another person, or damage to UVA Community Health property.
- Fraud or falsification, actual or attempted.
- Harassment/bullying/intimidation/hostile work environment: physical, verbal, incited or inferred
- Sexual harassment.
- Obtaining or conveying confidential information about UVA Community Health patients or trade secrets without proper authority.
- Confidentiality, privacy or HIPAA infractions.
- Abuse or neglect of duty including, but not limited to, willful or negligent patient neglect or abuse.
- Immoral and indecent conduct on UVA Community Health premises, owned or rented, or while using UVA Community Health property.
- Possession, distribution, sale, transfer or use of illegal, non-prescribed, controlled drugs or alcohol while on duty on any UVA Community Health premises, owned or rented, or while using UVA Community Health property.
- Refusal of fitness for duty drug and alcohol testing.
- Criminal convictions for acts occurring on or off the job that are related to job qualifications, or are of such a nature or severity that continued employment is not in the best interest of UVA Community Health.
- Possession of firearms, dangerous weapons, explosives, etc. on UVA Community Health premises, owned or rented, or during the use of UVA Community Health property.
- Gambling or conducting pyramid scheme on UVA Community Health premises, owned or rented, or during the use of UVA Community Health property.
- Failure to comply with compliance plan.
- Defiant refusal to perform assigned duties or obey instructions.
- Refusal to comply with the healthcare worker influenza immunization and COVID policies and guidelines.
- Willful violation or neglect of patient identification policies and procedures (Red Rule).
- Willful or reoccurring failure to comply with policies, procedures or regulations regarding applicable licenses, certifications or registrations.
- Willful damage or destruction of UVA Community Health property.
- Willful interference, improper or false use, disabling, damaging or destruction of any UVA Community Health security system or component.
- Threatening language or behavior toward any person.

- Unauthorized leaving of UVA Community Health premises during working time or being out of assigned area without authorization.
- Failure to exercise responsible care, consideration or courtesy in dealing with patients, visitors, team members or any other individuals.
- Unauthorized or unnecessary use of badge to access areas of the facilities while on or off shift.
- Willfully harboring any disease that may endanger other persons.
- Accepting bribes or kickbacks, or engaging in any scheme to profit oneself to the detriment of UVA Community Health
- Eating food from a patient food tray.
- Eating food from the kitchen or cafeteria for which the team member has not paid.
- Failure to report a criminal conviction to a leader within five working days after the conviction.
- Violation of a law at any time or place, which reflects adversely on UVA Community Health.
- Use of profanity or offensive language in the workplace whether verbally, through gestures or in writing.
- Failure to comply with UVA Community Health Service standards.
- Failure to comply with the tobacco-free environment policy.
- Performing careless or improper work.
- Failure to complete acceptable quantity and quality of work.
- Personal cell phone use that distracts from work tasks, or that poses a security or safety risk
- Failing to follow health, safety or fire rules or regulations.
- Failing to obey instructions or insubordination, including refusing or failing to execute or perform responsibilities as reasonably requested, assigned or directed.
- Unauthorized operation of machines or equipment.
- Committing an act contrary to UVA Community Health standards of conduct after being notified that the conduct was unacceptable by a supervisor or a UVA Community Health posted notice.
- Violation of the no solicitation-distribution rule.
- Unnecessary waste of materials or supplies.
- Failure to wear designated uniforms, follow dress code, or comply with personal hygiene and grooming standards (These standards vary depending upon your classification and work area. Questions about the applicable standards may be directed to your leader.)
- Creating or contributing to unsanitary conditions or bad housekeeping.
- Damaging, abusing or neglecting UVA Community Health equipment or supplies.
- Engaging in horseplay or disorderly conduct on UVA Community Health property.
- Failure to immediately report any injuries sustained on UVA Community Health property or in connection with work.
- Marking bulletin boards or notices contained on bulletin boards or removing bulletin board notices or materials without permission. (Nothing is to be posted on bulletin boards without the required level of approval in accordance with UVA Community Health policy on bulletin boards.)
- Using UVA Community Health systems to access the team member's own medical record (Team members are to access their own medical record through channels available, which include HIM, MyChart and the team member's provider.)

INFORMATION FOR ALL NON-EMPLOYED TEAM MEMBERS

UVA Health Mission, Vision and Values

It's by the input, ideas and feedback from our team members that we have created these vision and mission statements as a guide to UVA Health's future. UVA Community Health is the community medicine arm of UVA Health, and is aligned to UVA Health's mission, vision and values.

Our Mission

Transforming health and inspiring hope for all Virginians and beyond.

Our Vision

To be the nation's leading public academic health system and a best place to work — while transforming patient care, research, education and engagement with the diverse communities we serve.

Our Values: ASPIRE

At UVA Health, we put the patient at the center of everything we do. We ASPIRE to create a culture of excellence, engagement and trust through our values:

- **Accountability:** Acknowledging and assuming responsibility for where we have succeeded and failed in terms of our actions, decisions, policies and results
- **Stewardship:** Responsibly and carefully managing our resources and commitment to continual improvement and learning while acknowledging shortcomings or problems in our quest
- **Professionalism:** Approaching all that we do in a collaborative way, delivering excellent care through the lens of helpfulness, positivity, kindness and competency
- **Integrity:** Being honest, open and fair through our behaviors, attitude and treatment of others
- **Respect:** Valuing everyone through our compassionate and caring ways
- **Equity:** Fostering an environment of belonging that promotes justice, equity, diversity, inclusion and unity throughout the organization and within the communities we serve

Our Guiding Principles

- Put patients first in everything we do
- Strive for excellence across all missions
- Make transparent and data-driven decisions in the long-term best interest of the organization
- Be focused on quality, safety, service and innovation
- Be a learning organization committed to the continual development of ourselves and others
- Be responsible managers of our financial, environmental and other resources
- Have clear objectives, measure results and celebrate successes
- Deepen community engagement and foster healthy communities

Identification

Wear your ID badge whenever you are on UVA Community Health property so that we can identify you as a member of the organization. Wear your ID badge above the waist and with your photo clearly visible. Depending on your location, your badge will give you access to parking areas and team member entrances.

If the badge is lost, there will be a charge to replace it. If the badge wears out or is accidentally damaged, it will be replaced at no charge upon return of the old badge. Your badge is the property of UVA Community Health and should be returned if your volunteering ends.

Reasonable Accommodation of Protected Disabilities

UVA Community Health will provide reasonable accommodations to any team member with a known disability who is otherwise qualified to perform the essential functions of their job. A team member who believes that they require a reasonable accommodation because of a protected disability must notify Employee Occupational Health of the issue so that an interactive dialogue can begin about a proposed accommodation.

No team member will be retaliated against because they request a reasonable accommodation due to or because of a protected disability.

Team members may submit an Employee Accommodation Request Form (Team Member to EOH) [here](#). Please feel free to contact Employee Occupational Health at uvacheoh@uvahealth.org (for Northern Market team members) and uvacheoh@uvahealth.org (for UVA Health Culpeper Medical Center team members) with any questions.

The UVA Community Health Compliance Code of Conduct

UVA Community Health, Inc. (“UVA CH”) is committed to providing safe, high-quality care to our patients and conducting business in an ethical and honest manner and within the bounds of the law. The Code of Conduct (the “Code”) applies to every UVA CH employee, physician, volunteer, contractor, vendor and governing board member, as well as those with whom we conduct business, such as consultants and other third parties.

The Code provides general guidelines that are detailed in UVA CH compliance policies and procedures. It is not intended to cover every situation concerning a compliance matter, but shows UVA CH’s desire to follow applicable rules and regulations and provide quality services to our patients.

The Code serves several purposes:

- Informs those individuals employed by, or affiliated with, UVA CH about the basic policies and standards of workplace conduct.
- Emphasizes that individuals employed by, or affiliated with, UVA CH must follow applicable laws and regulations.
- Stresses UVA CH’s commitment to follow the highest standards of ethical, honest and fair conduct.

You should be familiar with, and follow, the Code and all compliance policies and procedures. If any part of this Code is unclear to you, please contact the UVA Health Compliance Office. If you think a law or policy is not being followed, you must report it. There are several ways for you to report a compliance matter, such as:

- Contacting your direct supervisor about your concern or problem.
- If you do not feel comfortable talking to your direct supervisor, you can voice your concern to the next supervisory level or contact the UVA Health Compliance Office at 1.877.266.7632.
- You may also utilize the Compliance Hotline at:
 - 1.877.888.4806
 - Anonymous online reporting: www.UVACommunityHealth.ethicspoint.com
 - Anonymous mobile reporting: www.UVACommunityHealthMobile.ethicspoint.com
- Those not employed by UVA Health should contact the UVA Health Compliance Office at 1.877.266.7632.

Reports made to the Compliance Hotline cannot be traced and callers do not have to identify themselves; however, they may choose to identify themselves to give more information about the situation. If a reporter chooses to identify themselves, their confidentiality will be protected to the extent permitted by law.

The failure to follow the Code could subject you to disciplinary action in accordance with UVA CH policies, to include, but not limited to, warnings, termination from employment or other association with UVA CH.

Read more about the Code of Conduct here: [Code of Conduct - UVA Community Health Intranet](#)

Reporting Concerns Regarding Fraud, Abuse and False Claims

UVA Community Health encourages its affiliated facilities' employees, managers, medical staff members and contractors to report concerns to their immediate supervisor, when appropriate. If the supervisor is not deemed to be the appropriate contact or if the supervisor fails to respond quickly and appropriately to the concern, then the individual with the concern should be encouraged to discuss the situation with the facility's Compliance Officer or another member of senior management. Reports may also be made anonymously to the **Compliance Hotline at 1.877.888.4806** or to compliance@culpeperhospital.com.

Every UVA Community Health team member has a personal responsibility to ensure that we conduct business in manner that complies with our policies and all applicable laws. If you have a question or know of a situation in which you're unsure what to do, we encourage you to talk with your manager, a UVA Community Health leader in your chain of command, corporate compliance or consult the UVA Community Health Code of Conduct for further guidance. You may also call the Anonymous Compliance Hotline or go online to report.

Reporting Wrongful Use

If you receive data that you think is in violation of the law or UVA Community Health policy, report it to your leader immediately or contact the UVA Health Compliance Hotline at 1.877.888.4806. If you receive data that you think is in violation of the law or UVA Community Health policy, report it to your leader immediately or contact the Compliance, Risk & Privacy Officer at 540.829.5703, or report it online at www.UVACommunityHealth.ethicspoint.com or mobile reporting www.UVACommunityHealthMobile.ethicspoint.com.

How to Use the UVA Anonymous Compliance Hotline

The Compliance Hotline is a way to voice your concerns as a team member of UVA Community Health. You can call this toll-free service 24 hours a day, seven days a week, or access it electronically online or by a mobile device to ask work-related questions or to report information you may have about a possible violation of our Code of Conduct.

You can also use the hotline for questions or reports related to detecting and preventing fraud and abuse, including fraud and abuse of government healthcare programs. You may remain completely anonymous.

By calling the hotline you may voice your concerns about issues like:

- Billing for services not rendered or goods not provided
- Falsifying certificates or records to maximize payments
- Failing to report overpayments or credit balances
- Duplicate billing
- Unlawfully giving healthcare providers, such as physicians, inducements in exchange for referrals for services
- Conflicts of interest (as defined in UVA Community Health Conflict of Interest Policy)
- Misuse of property, technology or confidential information (as defined in UVA Community Health Breach Notification for Unsecured PHI Policy)
- Bribes
- Kickbacks
- Inappropriate business courtesies and gifts
- Inappropriate medical record alteration or destruction
- Theft and fraud
- Sexual harassment or other unlawful harassment
- Discrimination
- Violations of patient rights
- Health, safety or environmental issues
- Failure to adhere to professional standards of practice
- Potential criminal violations
- Employee relations

Confidentiality

UVA Community Health complies with the Health Insurance Portability and Accountability Act (HIPAA) and similar state laws. HIPAA guarantees rights of privacy to patients and limits how we use individually identifiable health information. Our privacy office provides resources that you can call upon to ensure compliance with the law. You can reach the privacy office directly at 877.266.7632.

Our privacy policies also apply to UVA Community Health information covering the past, present and future activities and relationships concerning UVA Community Health's business, physicians, team members and others. In addition, the group health plan (the "Plan") of UVA Community Health provides a HIPAA Privacy Notice which explains how medical information about you may be used by the Plan.

Please remember you should not discuss patient or UVA Community Health confidential information (as defined below) with anyone not employed by UVA Community Health except as permitted by policy, nor should you share this information with other UVA Community Health staff unless there is a job purpose to do so. Also, do not access any confidential information stored in UVA Community Health's private or confidential records unless you are authorized to do so and need it to perform your job duties.

UVA Community Health takes steps to maintain the confidentiality of such information and it is to remain confidential, both while you are a team member and after, should your affiliation with UVA Community Health end.

All physicians and staff are required to sign a confidentiality agreement annually that confirms the individual understands their obligations to protect and secure patient and other UVA Community Health confidential information. Violations of the confidentiality policies could include, but are not limited to:

- Accessing protected health information (in written or electronic form) about any patient, **including fellow team members or family members**, by someone who is not assigned to care for the patient or for which there is no job-related, appropriately approved need to know.

- Using or disclosing protected health information for any purpose unrelated to the patient's care or for which there is no authorized job-related purpose.
- Unauthorized deletion or changing of patient information (in written or electronic form).
- Allowing use of or using an individual's sign-on or password to a UVA Community Health system by another person.
- Lending or using an ID badge belonging to another person.
- Accessing or disclosing personnel files or other team member records unless one is authorized to access those records to perform one's duties within the business of UVA Community Health.
- Knowledge of and failure to report inappropriate use or disclosure of patient health information by any worker.
- Accessing any confidential information that one is not authorized to access, that does not come to one's attention in the normal course of one's work activity, and that is not necessary to perform one's duties within the business of UVA Community Health
- Knowledge of and failure to report loss of UVA Community Health computers or portable devices.
- Access to patient or UVA Community Health confidential information in violation of UVA Community Health confidentiality policies.
- Access in violation of policy Privacy Safeguards for Protected Health Information (PHI) IM-506.

Protected health information (PHI) refers to individually identifiable information (including demographic information) relating to a person's health, to the healthcare provided to a person or to payment for healthcare.

Confidential information as defined by UVA Community Health policy, includes PHI, as well as information regarding our trade secrets, know-how, technology, patient lists, pricing, non-public sales and profit data, and strategic business plans (for instance, possible mergers and acquisitions). "Confidential information" also includes other team members' and patients' sensitive personal identifying information (such as social security numbers, credit card information, bank account information or PIN numbers).

If you witness or suspect any violations of confidentiality, you must report the incident to your leader. You also may anonymously report a suspected violation by calling the Hotline. UVA Community Health will not retaliate or allow retaliation against anyone who, in good faith, reports a suspected violation.

Violation of these confidentiality guidelines, or the more specific requirements that may apply to your position, will result in appropriate disciplinary action, which may include termination of employment and legal action.

Information Security and Privacy

Depending on your job role, you may have access to a UVA Community Health computer, intranet and email.

Protecting the health and financial information of our patients and team members is fundamental to UVA Community Health's culture.

You should take the following four actions to protect all UVA Community Health data, including team members' and patients' information:

- It begins with you and applies to all!
- Log off or lock your computer whenever you step away
- Never share your ID or password
- Do not access patient information without a job purpose

Pause. Prevent. Protect.

The four actions above are further enforced across our organization by the “**Pause. Prevent. Protect.**” information security and privacy initiative. Team members:

- **Pause** before taking action regarding the use of confidential information and the use of technology.
- **Prevent** inappropriate access or disclosure of UVA Community Health Confidential information, including PHI, by following specific guidelines.
- **Protect** our patients, our team members and UVA Community Health by continuously promoting the message and guidelines.

Computer Security/Internet Use

Many team members use computers in their jobs every day. It's important to understand that information is considered a corporate asset and must be protected against all forms of unauthorized access, use and distribution. It is absolutely essential that we protect the privacy of our patients, customers, team members and business plans.

Accordingly, UVA Community Health will maintain security sufficient to ensure the confidentiality, integrity and availability of important information. No one should have any expectation of privacy when using UVA Community Health information systems. In order to ensure that the security of our systems is not compromised, and that team members' use of our systems does not violate our policies, UVA Community Health reserves the right to deny access to internet services and to retrieve, inspect or monitor access to UVA Community Health equipment, UVA Community Health systems and to other online services.

All team members are expected to comply with UVA Community Health information security policies and any additional security directives. Penalties for noncompliance may be subject to the Corrective Action/Discipline Process Policy, including termination of employment or criminal prosecution, depending upon the severity of the incident. Immediately report any suspected instances of information theft or abuse, as well as potential threats (such as hackers or computer viruses) to your leader.

Use of the Internet and Email

UVA Community Health provides access to the internet for team members who have a business-related need. Access addresses are the exclusive property of UVA Community Health. They are assigned to support business, education and research consistent with work-related objectives and should be considered a privilege, not a right. Also, all email and other electronic messages received or sent through UVA Community Health equipment or systems are the property of UVA Community Health.

If you are granted access to the internet, you will be informed of our policies and procedures and may be asked to sign an agreement to honor these policies, procedures and laws dealing with information transmission. Violation of the Email Use Policy or the guidelines below may be subject to the Corrective Action/Discipline Process Policy and up to and including termination of employment.

Email Guidelines

The following email guidelines apply:

- **Chain letters:** Forwarding chain letters to other users inside or outside of UVA Community Health is prohibited.
- **Messages containing viruses:** UVA Community Health employs anti-virus solutions to prevent viruses and other types of malicious data from entering the corporate network. Information technology services (ITS) will initiate notification about viruses once they have verified the presence of an active threat. Deliberately emailing or forwarding an email known to contain a virus to any other internal address, unless instructed to do so, is a violation of the email policy.
- **Sending global email:** Global email for business purposes (sending an email to all users or all users in one market) should be used sparingly and may be restricted. Global emails may not be sent to promote events that are not directly sponsored by UVA Community Health or any of its legal entities. If you have a question or need assistance with global communication, email uvachCommunications@uvahealth.org for assistance.
- **Personal use:** Personal use of UVA Community Health email should be limited. All email communications (including content of email messages) are the property of UVA Community Health and will not be released to workers upon termination of employment. UVA Community Health email should not be used to advertise for or sell personal items or services. UVA Community Health email accounts should not be used to register to receive non-business-related email, such as shopping, surveys, eMagazines, social media or news.
- **Unauthorized access/confidential information:** It is a violation of UVA Community Health policy for any worker to obtain unauthorized access to the email files or communications of others. Team members are not required to provide their manager with access to their email account.
- **Gaining access to other users' email accounts:** Occasionally, there may be circumstances that require access to another user's email account for day-to-day administration and other legitimate business purposes. A user may grant authorized access to another worker through the email system in support of a business purpose. If a user does not grant such access, a vice president's approval is required to access a current team member's email account. A vice president's or director's approval is required to access a terminated worker's account.
- **Forwarding messages:** Forwarding email messages without a legitimate business purpose is prohibited.
- **Transmission of illegal data:** Transmission of data that is a violation of local, state or federal law, or UVA Community Health policies is prohibited.
- **Secure transmission of information:** Any email containing patient or UVA Community Health confidential information must be encrypted by including "Secure" in the email subject line and comply with applicable email and privacy policies.
- **Hostile work environment:** Information sent and received through the email system that may be considered by other workers to create a hostile work environment is prohibited. Types of emails that may create a hostile environment include, but are not limited to, pornographic or sexually related material and material that is biased toward race, ethnicity, sex, age, disability, religion, national origin or sexual orientation. Jokes, magazines or personal emails that contain this type of information must not be sent within, into or outside of UVA Community Health.

Social Media

Accessing Social Networking Sites

Accessing social networking sites on UVA Community Health technology (desktop computers, laptops, tablets, phones, etc.) is not permitted with exception to role-based positions, for example an HR recruiter.

Posting and Personal/Professional Use of Social Media

Be conscious when mixing your business and personal lives. UVA Community Health respects the free speech rights of all its team members, but you must remember that anyone could access the online content you post. When you post information online, even in a private group, your post can be seen by more than friends and family. Your post can be captured or forwarded on to others and can become immediately searchable and may be shared with others. Everything you say or do online is likely to be stored forever, even if you delete it.

Patient Information (HIPAA)

Team members should not create their own social media posts about patients. Instead, social media posts about patients should only be created by UVA Health Strategic Relations and Marketing as part of their job responsibilities. All social media postings must comply with HIPAA restrictions on disclosure of protected health information. Posting protected health information for any reason is prohibited without written authorization from the patient or the patient's representative. This includes photographs of patients, references to the presence of a patient or any information that could potentially identify a patient. Examples include pictures of newborn babies, unique tattoos, or description of a unique patient condition or situation.

Media Policy

Any media inquiries you receive seeking the official position of UVA Community Health or a statement on behalf of UVA Community Health should be routed immediately to UVA Health Strategic Relations and Marketing and Public Relations (PR). It is the responsibility of marketing and PR to determine the nature of the call, whether it is appropriate for UVA Community Health to participate, and if so, who should serve as the spokesperson.

If a media request is made outside of regular business hours, a qualified person is on call 24 hours a day and can be reached through the procedure established for your facility.

Please reach out to our "Media Line" at 571.439.4577 or email uvachCommunications@uva.org for guidance, or when any member of the the media shows up unexpectedly on site.

Company Property/Lockers

Lockers may be available for team members. However, UVA Community Health is not responsible for property stored in the lockers.

Team members should not consider any property such as their locker or desk as their own personal property. The property is owned by UVA Community Health and is subject to search by authorized personnel if violations of any relevant group rules or policies are suspected. You are not permitted to remove any company property from the premises unless approved, in writing, by your leader. If you have knowledge of or suspect any illegal activity by another team member, report such activity to your leader.

Personal Use of Office Equipment

UVA Community Health relies heavily on its computers, telephone lines, fax machines and other office equipment to keep its operations flowing smoothly. These resources are limited and should be used to handle business transactions. Please use good judgment and discretion when using company equipment and limit use for personal needs.

Excessive use will be addressed through the Corrective Action/Discipline Process Policy. Personal long distance phone calls are not permitted on company phones.

If you need to make a personal long-distance call, charge it to your home telephone number or personal credit card number.

Solicitation for Personal Gain

Team members may not advertise or sell products from private business enterprises on UVA Community Health property or using UVA Community Health email, unless they are an approved vendor with UVA Community Health. This includes, but is not limited to, cosmetic products, jewelry, household products, handbags, raffle tickets and the like. Violations will be addressed according to the Performance Improvement Policy.

Distribution of Literature/Materials

Team member distribution of literature is restricted to non-working areas and during non-working time. Both the team member distributing literature and the team member receiving the literature must be on non-working time. Working time is the time a team member is expected to be working and does include rest, meals or other authorized breaks.

Solicitation or distribution of literature must not impede access in or out of buildings. It must not impede physical movement within the building or interfere with the work being performed.

Team members may not set up unauthorized tables or booths or attach or affix materials of any kind (such as stickers or signs) on UVA Community Health owned or leased property, other than posting on designated team member bulletin boards with prior approval by human resources.

SAFETY AND HEALTH

This section of the *Handbook* shares important information about the company's policies that promote safety, security and health.

All UVA Community Health facilities have comprehensive safety programs designed to benefit patients, guests, team members and the public. Your cooperation is essential to help maintain safety standards for your work area. Your leader will explain specific responsibilities that you may have. Prompt reporting of any safety hazard or practice will help UVA Community Health provide a safe, clean working environment.

Red Rule Accountability

The following "Red Rule" is a critical requirement for patient safety and must be met in all instances with precise compliance and must come before any other consideration. The intent is two-fold: first, to reliably identify the individual as the person intended; second, to match the test or treatment to that individual.

Team members will verify patient identity using two identifiers (name and date of birth). Additional patient identifiers will be used as needed to support the integrity of the patient identification process (such as department standard operating procedures, blood administration, etc.) This will be done prior to any treatment, procedure, episode of patient care or interaction including, but not limited to, scheduling, intake, billing processes, telephone interactions, medication administration, specimen collection, ordering, procedures, access, release of any protected health information and any other clinical or non-clinical patient interaction.

Team Member Responsibility

It is the responsibility of every team member to comply with the stated Red Rule and to support compliance of others on the team by stopping the line when the safety measure is not followed. It is also the expectation that any observation of a failure to follow the Red Rule is immediately reported.

Professional Conduct and Culture of Safety

UVA Community Health is committed to providing a workplace in which everyone is free of threatening, intimidating, bullying, unlawfully harassing or discriminatory behaviors. Accordingly, the following behaviors are strictly prohibited:

- Verbal or physical bullying, including attacks leveled at anyone that are personal or maliciously false.
- Any verbal, physical, written or visual conduct that is or has the effect of being malicious, obscene, threatening or intimidating to another team member.
- Any conduct that could contribute to a hostile work environment on the basis of race, color, religion, sex, national origin, age, disability, veteran's status, sexual orientation, genetic information, gender identity or any other characteristic or status protected by law.
- Failure to exercise appropriate business decorum, including by using obscene language or gestures that are considered (after an appropriate investigation) to be disrespectful, vulgar or to violate our policies on harassment.
- Inappropriate comments (or illustrations) in patient medical records or other official documents, falsely criticizing the quality of care, or attacking patients, practitioners, team members or system policies.
- Criticism of a patient or coworker that is intended to intimidate or imply stupidity.

- Deliberate destruction or unauthorized appropriation of UVA Community Health property, including medical records.
- Engaging in discrimination or harassment of anyone on the basis of any status protected by law. This can include physical, verbal, visual, racial or sexual harassment or harassment based on genetic information (this statement is not intended to be all-inclusive).
- Failure to respond in a timely and appropriate manner to team member, patient or family concerns.

If you believe you have been the subject of harassment, bullying or discrimination, or have observed this treatment of another person, you should promptly report the incident to your supervisor, department leader, facility administration, human resources or medical staff services. You may also call the UVA Community Health Compliance Hotline at 1.877.888.4806.

All information disclosed will be held in confidence and will be disclosed only on a need-to-know basis to others in order to investigate and resolve the matter. You can be assured that when you follow this complaint procedure, you can do so without fear of reprisal.

Public Safety

Many UVA Community Health facilities have public safety team members who are responsible for the safety of the buildings and grounds. Learn the emergency procedure for contacting public safety in your facility. Other security matters may be reported at any time to public safety.

Required Vaccinations

As an organization committed to the health and safety of its patients, UVA Community Health requires all team members, contracted personnel, volunteers, students, vendors and medical staff to receive annual flu and COVID-19 vaccinations. Vaccinations will be provided at no cost during annual flu clinics.

Workplace Violence

UVA Community Health has a “zero tolerance” of violent or threatening conduct in the workplace. Any act of aggression or violence, including verbal and non-verbal threats of violence made by a UVA Community Health team member may result in immediate discharge.

UVA Community Health policy for workplace violence applies to all individuals who are on UVA Community Health premises. UVA Community Health may remove from its premises any individual or team member who engages in any act of aggression or violence. Human Resources, together with public safety, will thoroughly investigate all harassment and workplace violence complaints and will make reasonable efforts to keep the investigation as confidential as possible.

If you observe any situation that involves violence or threats of violence, report the situation to your leader, or public safety.

Protective Orders

Team members who have taken out protective orders (50-Bs) should notify their leader, who will inform the public safety department. This will let public safety know that there is a potential problem and allows public safety to detain the subject of the order for arrest if they come on the property.

Weapons in the Workplace

UVA Community Health strictly prohibits weapons of any type on company premises (including parking areas) or at company-sponsored events. The only exception is for public safety officers in certain facilities or law enforcement officers who are authorized to carry weapons as a part of their job.

Weapons are defined as all firearms and replicas (including “air soft” guns), tasers, knives (other than small pocketknives not exceeding 4 inches in length), aerosol irritant projectors (chemical mace, liquid pepper, “OC,” etc.), impact weapons (batons, blackjacks, etc.) and explosives. This includes concealed weapons, even those for which the owner has obtained permits.

Anyone who violates this policy is subject to immediate discharge. If you are aware of anyone who may be in violation of this policy, report it to Public Safety for your facility immediately. UVA Community Health reserves the right to search personal belongings if there is a suspicion of a weapon.

Tobacco-Free Environment

The mission of UVA Community Health is to improve the health of communities, one person at a time. In support of its mission, UVA Community Health provides an environment which is totally free of tobacco products and electronic cigarettes.

Smoking and the use of smokeless tobacco products and electronic cigarettes is prohibited:

- In UVA Community Health facilities, including, but not limited to, hospitals, physician practices, outpatient clinics and office buildings.
- Anywhere on UVA Community Health grounds, sidewalks, parking lots and decks.
- In facilities and on grounds leased by UVA Community Health.
- In company-owned vehicles at any time and in private vehicles on UVA Community Health property.

This policy applies to all persons, including but not limited to, team members, non-employed workers, medical staff, volunteers, inpatients, outpatients, visitors, students, contractors, vendors and other guests on UVA Community Health premises.

Drug-Free Workplace

UVA Community Health has a vital interest in maintaining a safe, healthy and efficient working environment. Being under the influence of a drug or alcohol on the job poses serious safety and health risks to the patient, user and to all those who work with the user. That’s why unlawful and unauthorized use, possession, distribution or manufacture of alcohol or a controlled substance on the premises of any UVA Community Health facility is not allowed.

UVA Community Health recognizes that drug and alcohol dependency may be treated and controlled.

Inspection and Searches

UVA Community Health may conduct unannounced general inspections and searches (including lockers) for drugs, alcohol or other contraband on UVA Community Health premises or in UVA Community Health vehicles wherever they are located. Team members are expected to cooperate.

You and your personal property may be searched when there is reasonable belief that you are in violation of the substance abuse policy. Your consent to a search is required as a condition of employment, and a refusal to consent may be subject to discharge, even for a first refusal.

Illegal drugs, drugs believed to be illegal and drug paraphernalia found on UVA Community Health property will be turned over to the appropriate law enforcement agency and full cooperation will be given to any subsequent investigation.

Substances that cannot be identified as illegal drugs by a layman's examination will be turned over to public safety for appropriate evaluation, testing or disposal.

Other forms of contraband, such as firearms, explosives and weapons will be subject to seizure during an inspection or search. A volunteer who is found to possess contraband on UVA Community Health property or while on UVA Community Health business will be subject to discharge. If a volunteer is the subject of a drug-related investigation by UVA Community Health or by a law enforcement agency, the volunteer may be placed on "leave of absence" pending completion of the investigation.

Work Schedules

Work schedules are determined by a team member's supervisor in accordance with their employment classification. Although you were hired into a specific classification department or shift, you may be asked to work a different schedule, different days or different hours than the ones specified at hire. Based on the needs of UVA Community Health during a disaster or crisis, you may be assigned to a different department or role.

Accidents/Injuries

Team members are the key to their own safety and that of patients, visitors and co-workers, even though UVA Community Health makes every effort to ensure safe working conditions.

In case of an accident while on duty, the team member should notify their supervisor as soon as possible to be given necessary medical care and help complete an accident report.

As a team member of UVA Community Health, you must review the following basic safety rules and keep them in mind. As you progress in your job, others will be added.

- Understand the safe way to perform any task assigned; if in doubt, ask your supervisor.
- Follow instructions completely when they apply to care in exposure to contagious or infectious diseases.
- Keep your work area neat, clean and clear. A disorderly area can create hazards to yourself and others as well as decrease efficiency.
- Get help lifting heavy objects and materials. Learn how to lift; for example, bend with your knees not your back when lifting.
- Use safe patient handling procedures to report an injury or illness. Report any injury or illness that occurs on UVA Community Health premises, no matter how slight, to your leader immediately or by the end of your shift. This is important not only to assure prompt medical attention but also to comply with requirements of workers compensation insurance coverage.

Hazard Communication

UVA Community Health has a complete Hazard Communication Program that identifies potentially hazardous substances in the workplace. You will learn more about this important safety feature in your department's orientation, if applicable.

Disaster Plan

To coordinate UVA Community Health's many responsibilities in the event of a community disaster, a written disaster plan has been prepared. Your leader will explain your assignment to you and acquaint you with your designated area of responsibility. UVA Community Health facilities also maintain disaster recovery plans so we can continue to provide critical services to customers in the event of fire, flood or other damage to our facilities. Your department has its own plan with which you should become familiar. Your leader will explain your specific responsibilities, if any. UVA Community Health uses the Hospital Incident Command System (HICS) to respond to and manage all emergency incidents, exercises and pre-planned events. Detailed procedures for emergency operations are provided in the Environment of Care Manual located on the UVA Community Health intranet (communityhealth.uvahealth.org). Your leader will explain your assignment to you and acquaint you with your designated area of responsibility during your department specific orientation.

Fire

State laws require every healthcare facility to have a standing emergency program in the event of fire or a fire drill. Fire drills are conducted periodically. These drills apply to all team members and will be called at various and unspecified hours of the day or night. You are expected to respond as promptly to a fire drill as you would to a fire.

Each facility has its own code for a fire or fire drill. You may be given specific responsibilities. You also should learn the procedure for reporting a fire in your facility and know the location of fire alarm boxes, fire extinguishers and fire hoses in your working area.

In case of a fire, remember **R.A.C.E.:**

- **R**escue
- **A**ctivate alarm
- **C**ontain the fire
- **E**xtinguish the fire

To use a fire extinguisher, remember **P.A.S.S.:**

- **P**ull the pin of the extinguisher
- **A**im at the base of the fire
- **S**queeze the handle
- **S**weep the extinguisher from side to side at the base of the fire