CentraState

Volunteer Orientation for Pastoral Care
Welcome to Orientation

Thank you for offering your time and gifts to our Pastoral Care Department.

All new volunteers are required by government and hospital regulation to attend a safety training and orientation program prior to start of service.

- Additional training for the department is also required
- Safety training is required annually

Pastoral Care Volunteer schedules are managed by the Director. Please provide time and available dates to the director.

Volunteer Handbook is located on line.
CentraState Healthcare System

- **Main Medical Center Campus**
  - Medical Center (Hospital)
  - MAB ~ Medical Arts Building
  - AMB ~ Star & Barry Tobias Ambulatory Campus
    - HAC ~ Health Awareness Center
    - CentraState Fitness & Wellness Center
    - Conference Center

- **Senior Living Facilities**
  - Applewood Estates
  - The Manor Health & Rehab Center
  - Monmouth Crossing

- **Satalite Medical Offices**
  - Family Medicine (Freehold)
  - Monroe
  - Jackson
  - East Windsor
  - Marlboro
CentraState’s Mission & Vision

Mission Statement

To enhance the health and well being of our community through the compassionate delivery of quality healthcare.

Quality Statement

The employees, medical staff, volunteers, and the Board of Trustees of CentraState Healthcare System are dedicated to the achievement of excellence in the care we provide. We will maintain an atmosphere which supports and encourages performance improvement. We will work together to preserve and protect the trust that has been placed in us and constantly strive to exceed the expectations of those we serve.

Vision Statement

An organization of caring professionals trusted as our community’s healthcare system of choice for clinical excellence.
The Manor Health and Rehabilitation Center at CentraState Medical Center is proud to announce that it has been named one of the Best Nursing Homes for 2016-17.

Applewood has achieved a 5 Star overall rating

CentraState has received a 4-star rating from the Centers for Medicare and Medicaid Services (CMS) 5-Star Quality Rating System. CentraState is one of only eight hospitals in New Jersey to receive 4 stars, which was the highest rating issued in the state this year.

Clinical highlights:
- robotic surgery - daVinci Surgical System
- 1st Proton Radiation Therapy Center to the NJ/NY region
Pastoral Care Vision and Mission

Vision Statement
Our vision is to meet the spiritual and religious needs of our patients, their loved ones and staff in order to bring about healing and seek comfort in our healthcare system.

Mission Statement
Chaplains give comfort and support for the spiritual well-being of the patients, their loved ones, and the staff. They attempt to help others through their spiritual being, listening and relationships, to experience as fully as possible the reality of a greater presence and their abiding love for others. People often seek out a pastoral person when they wish to explore the meaning and purpose of their own suffering, seeking a spiritual wholeness, or personal religious integration. Our belief system can be a source of comfort and hope. Our pastoral care includes service, advocacy, education and outreach, and it supports the CentraState Medical Center objectives of compassion, integrity and service excellence.
CentraStar Service Behaviors

Be empathetic

Show Care and Concern

Communicate Professionally

Respect Privacy and Confidentiality

Be a Team Player

Take Ownership

Empathic Listening

“People will forget what you said, people will forget what you did, but people will never forget how you made them feel.”
2017 Volunteer Accomplishments

- 762 Volunteers
  (261 Adults, 341 High School Students, 160 Pastoral Care)

- 79,773 Total Hours Served
  3,334 Days  9+ Years

- 95+ active volunteer positions

- Value of a Volunteer Hour* = $2,190,569
  • $27.10/hr for NJ (*https://www.independentsector.org/volunteer_time)

CentraState has approximately 2,500 employees.
Volunteers add an additional 1/3 of caring hands to serve our patients, residents, guests, and fellow staff.
What gifts do you have to share as a pastoral care volunteer?
Opportunities and Benefits of Volunteering

- Pastoral Care Opportunities
  - Eucharistic Minister
  - Jewish Visitor
  - Volunteer Chaplain
  - CPE Student
  - Office Administration

- Meal subsidy
  - Meal tickets are provided for those who qualify by working more than 4 hours in a shift per day and by the discretion of the Director
  - If you purchase more than $6.00, you are responsible for paying additional cost
Clock In & Out

- at the *Volunteer Sign In Computer* (VOLTRAK)
  
  3 Locations on Main Campus:
  
  - Info Desk in Main Lobby of Medical Center
  - Ambulatory Campus Fitness Desk
  - Pastoral Care Office (recommended)

  At Senior facilities

- If the *Volunteer Sign In Computer* is **not working**, you can sign in the **Red Binder** next to the computer – ONLY if computer is down.
VOLTRAK Sign In

Touch Sign In or Sign Out
Enter Volunteer Number and
Press OK
Enter Work Area Number and
Press OK
Press Change to enter new Area or
If Valid, Press Finished
Volunteer Number
Work Area Number

Total Career Hours

Search Name

Sign In  Sign Out

1  2  3
4  5  6
7  8  9
0

© Finished  ✔ OK  ✗ Cancel
Tips & General Information

- If an unexpected circumstance arises (ex: illness), or a planned event prevents you from attending your scheduled shift, please call the Director (732) 294-2744 or cell 908-472-0613
- For the Eucharistic Ministers and Jewish Visitors, please let your coordinator at your congregation know.
- It is hospital policy that tips may NOT be accepted by any Volunteer. If someone would like to donate to the pastoral care department, have them send the donation to our foundation with note to designate the funds to pastoral care.
- CentraState Healthcare System is a smoke free campus
- DO NOT chew gum, tobacco, toothpicks, eat candy, etc., while on duty
- Intoxicating beverages or controlled substances are prohibited
- Quiet Time ~ 2:30-4pm & 9pm-5am

7/20/18 Pastoral Care 15
Tips & General Information

- Cell Phones: Please refrain from using your cell phones for calls or text messages while working. If you have an emergency call to make or receive, please receive the call in the pastoral care office or outside.
  - No earphones at any time
- Photos: CentraState prohibits the unauthorized use of cameras/camera phones while volunteering. This is necessary to assure patient, resident and employee privacy.
- Computers: CentraState computers are for business purposes only. Personal use is prohibited.
- Social Media:
  - only official Facebook events – NEVER “Friend” a patient/resident
  - Nothing personal
  - No names, pictures, opinions, etc…
Tips & General Information

- Do not discuss personal problems or your medical problems with employees or medical staff.

- Do not, under any circumstances, discuss any patient information with a volunteer, visitor, family member, or employee/medical staff (unless it is relevant to the patients care).

- Privacy in Elevators
Tips & General Information

- We have wireless devices to access the Translator. Do not have another employee or family member translate for you.

- Pastoral Care, Chapel is on the first floor by Short Stay
- Greenhouse Employee Cafeteria is in the basement near our office
- Employee Health is in the Ambulatory Campus
HIPAA
Health Insurance Portability and Accountability Act
Privacy & Confidentiality
Any health information that identifies someone or can be used to identify someone MUST BE PROTECTED.
Anything you see,
Anything you hear,
Anything you read,
Anything you observe with your five senses,
Anything you already know about a patient,

Must be kept Confidential!!
Break
Safety...It’s Your Responsibility

Be Aware! Don’t be a hero.

When in doubt, call Security (x5555).

- If you bring cash, jewelry, or technology, a minimal amount is recommended.

- Handbags and other personal property should be locked in a predetermined place in your work area (if available) at the start of your daily routine.

- Be alert and on the lookout for any unauthorized or suspicious persons passing through your work area. Contact Security when necessary.

- If you discover something missing, whether it is your personal property or CSHS goods, report the loss immediately to the Director and have them file an Incident Report.

CentraState is not responsible for lost or stolen property.
Safety...It’s Your Responsibility

- Be on the lookout for security violations. Prevent loss before it happens by being “security conscious.”

- Your car should be locked when parked at our facility.

- Park in well-lit areas if you arrive/will be leaving when it is dark.

- When leaving at night, walk in groups and make sure everyone has safely entered his/her car before leaving.

- Parking
  Volunteers are asked to park in Employee Parking only.
  - Please always avoid parking near Outpatient
  - Parking is always available near AMB Building A
**Hospital Emergency Codes**

**CODE RED:** Fire
**CODE BLUE:** Adult Medical Emergency
**CODE WHITE:** Pediatric Medical Emergency

**CODE AMBER:** Infant/Child Abduction
- Cover all interior stairwell doors, elevator areas, and exiting doors
- Help staff immediately search the entire unit
- Protect the crime scene

**CODE YELLOW:** BOMB/bomb threat
**CODE GRAY:** Security Emergency/Patient Elopement
   - If the patient attempts physical assault, remove yourself from the situation.
Shots Fired in a Healthcare setting

Video
Why is fire one of the most serious threats to safety in a hospital?

Limited mobility of patients and residents and use of life saving equipment

Risk of fire is increased in many areas (clinical laboratories and pharmacies)
  flammable and other hazardous substances

Staff & Volunteers are the key elements in preventing and defending against fire

Know your role in a fire emergency (RACE & PASS)
**R.A.C.E.**

**Rescue** -- Rescue people in immediate danger to a safe area
- In just 2 minutes, fire can become life-threatening!
- Safe areas: from the immediate fire area, near an exit, and behind the fire doors
- Hesitation can cause serious injury to patients, visitors, and coworkers

**Alarm** -- Pull the fire alarm
- Fire department, fire response team, & pertinent people notified
- Fire doors close, fire alarm bells ring, operator announces “Code Red” & location

**Confine** – Confine the fire/smoke
- Close all doors & windows
- Cover the bottom of door with a blanket/any other barrier to block smoke

**Extinguish** – Extinguish the fire
- Use caution and good judgment when deciding to fight a fire
- If the fire is small, get an ABC fire extinguisher and put out the fire
- If your safety is in question, wait for assistance
What do I do when I hear the alarm bells ring?
- In your immediate area = proceed to a safe area as directed by the staff.

DO NOT use elevators in a drill/fire emergency

Keep fire doors closed unless required for evacuation

“Code Clear” will be announced at conclusion of drill/emergency
- You can then resume normal activities
Using a Fire Extinguisher

Knowing which extinguisher to use and how it operates before a fire emergency happens can make the difference between saving lives and loss of lives.

Type A: Ordinary materials such as paper, wood, cloth

Type B: Flammable liquids or gases
- Use BC (CO2) or all-purpose dry chemical extinguishers
- NEVER use water to put out these fires

Type C: Electrical circuits or equipment
- Use BC (CO2) or all-purpose dry chemical extinguishers
- NEVER use water to put out these fires
Using a Fire Extinguisher

To Use a Fire Extinguisher, Remember to PASS

P – Pull the pin
A – Aim at the base of the fire
S – Squeeze the handle
S – Sweep the nozzle slowly from side to side
Are there hazardous materials at CentraState?
Yes, there are hazardous materials in various locations. They pose no health or safety risk unless improperly handled.

How can I tell if there are hazardous materials in the area?
These materials are labeled and are easy to identify by the below symbol and are in red containers. Warning signs are posted to alert individuals.

Where can I get information about hazardous materials?
The OSHA Hazard Communication Law states that you have the right to information about these hazardous substances. Safety Data Sheets (SDS) identify and explain (formerly MSDS/Medical Safety Data Sheets).
- On file in the Emergency Department
- Labels on hazardous material containers
We appreciate your dedication, but…

- **DO NOT** volunteer if you have any signs and symptoms of rash, eruptions, lesions, open sores, coughing, sneezing, runny nose, sore throat, vomiting, eye drainage, diarrhea, or fever.

- You can come into the hospital when symptoms have been resolved for more than 24 hours after the last symptom had occurred.

- **Stay safe by NOT** coming in contact with anyone or anything that is visibly contaminated with blood or body fluids, secretions and/or excretions.

Infection Control Video
STOP
ATTENTION VISITORS
• Please see the nurse for education prior to entering the room.
• Please read all signs outside of patient’s room.
• Please follow requirements specific to the type of isolation.
Hand Hygiene prevents the spread of germs that can cause infection.

Hand hygiene must be performed:

1. At the beginning and completion of duty.
2. After leaving a patient’s room.
3. If you accidentally come in contact with blood, body fluids, secretions, excretions and equipment or articles contaminated by them—immediately report it to your manager.
4. After removing gloves.
5. After personal use of toilet.
6. After sneezing, coughing, or scratching.
7. Before and after eating, drinking, or smoking.
8. After using a handkerchief or tissue.
9. After touching areas of your body, ears, mouth, nose or hair.
Infection Control Procedure for Hand Washing

The combination of soap, running water, friction, and time is essential to any good hand washing procedure.

1. Turn on water and adjust it to the desired temperature.
2. Wet hands and wrists thoroughly, holding them downward over the sink to enable water to run toward the fingertips.
3. Take an adequate amount of soap from the dispenser.
4. Rub hands together vigorously for at least 20 seconds
   - Sing *Happy Birthday*/Tinkle, Twinkle Little Star
   - Create friction by interlacing the fingers and moving the hands back and forth.
   - Keep hands away from sides and bottom of sink.
   - Rinse hands thoroughly under running water, angled down.
   - All soap should be removed.
5. Dry wrists and hands with paper towels, working from the area of the wrist to the fingertips.
6. Turn off water by using a dry paper towel to cover the faucet handle since the faucet is considered contaminated.
Infection Control Procedure for Hand Washing

Alcohol Based Hand Rub
1. Dispense a dime size amount of the 60% (or greater) alcohol based hand antisepsis onto palm of hand.
2. Rub solution between hands, covering front, back and in-between fingers. Let air dry.
3. After 4 to 5 uses, or when a residual buildup is felt on hands, wash hands with soap and water as per above procedure.

If hands are visibly contaminated with blood or body fluids, hands must be washed with soap and water per procedure on previous slide.
Your health and safety is important to you and is important to us. The Occupational Health Department offers a variety of services to protect you from injury and disease including:

- Tuberculin skin test (TB) before starting your volunteer assignment
- Annual TB skin testing (mandatory) for all volunteers
- Annual flu shot for volunteers (optional, but recommended)

Employee Health/Family Practice of CentraState (732-462-0110 (or x2796)

To make an appointment call Central Access Department at 732-294-2778 (or x3015 on campus). Use prompt #4 for Employee Health Appointment. Let the scheduler know you are a new volunteer.
HARASSMENT

Workplace Harassment

Harassment in any form is not tolerated.
We educate our supervisors, staff, volunteers and physicians on this important subject.

If you believe you have been subject to or have knowledge of harassment of any nature, you have an ethical obligation to report it to your direct supervisor or to Volunteer Services. All complaints will be thoroughly and promptly investigated, with attention given to confidentiality. Disciplinary action will be taken as warranted.
Workplace Violence

CentraState Healthcare System strives to provide a workplace free of identifiable situations that may cause physical or emotional harm and/or property damage, with a zero-tolerance environment related to workplace violence.

CentraState is committed to minimizing the risk of personal injury to employees, volunteers, patients, families, residents and damage to hospital property due to acts of violence or aggression.
CentraState Healthcare System expects all employees, and volunteers to exercise reasonable judgment in identifying potentially dangerous situations. Often, before any actual physical or verbal violence occurs, there are behaviors which individual’s exhibit, indicating violence may erupt.

Some examples may include:

- Overt statements of resentment, anger and hostility
- Signs of extreme stress
- Threats of bodily harm
- Sudden and/or significant deterioration in performance of a co-worker or volunteer
HARASSMENT

Threats, threatening language or any other acts of aggression or violence made to or by an employee, or volunteer will not be tolerated.

A threat would include:

- physical harassment
- menacing gestures
- stalking
- intimidating/instilling fear
- flashing a concealed weapon
- verbal or physical abuse

Any other hostile, aggressive, injurious, destructive actions designed to dominate or intimidate a person
HARASSMENT

All potentially dangerous situations, including verbal or physical threats, should be reported immediately the director.

All complaints of threats/acts of violence will be investigated in a timely and confidential manner.

If the investigation reveals that the complaint is valid, prompt attention and disciplinary action designed to stop the harassment immediately and to prevent its recurrence will be taken.

All employees and volunteers shall be protected from coercion, intimidation, retaliation, interference or discrimination for filing a complaint or assisting in an investigation.
Harassment: Sexual, Religion and Beyond

Video
Sexual Harassment

Sexual harassment is a violation of Title VII of the Civil Rights Act of 1964, and makes it illegal for an employer to harass employees because of their sex.

Sexual Harassment may involve, but is not limited to:

- Making unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature, a condition of employment/volunteer position;
- Making submission/rejection of such conduct the basis for employment decisions affecting the employee;
- Creating an intimidating, hostile or offensive working environment by such conduct.
Sexual Harassment

Remember:

- Sexual harassment affects women and men in all types of jobs/assignments, at all levels.
- It is harmful to the physical and emotional well being of employees and employers.
- No individual should be subject to unwelcome and unwanted treatment.
- Individuals are not always aware that their actions create an uncomfortable situation.
- It is Illegal.
- CentraState Healthcare System will act judiciously and expediently to investigate any claim of harassment.

You have an ethical obligation to immediately report any suspect incident to your Director.
INCIDENT REPORTS

An incident report should be completed for any unusual occurrence/accident involving persons or property.

- patients leaving against medical advice
- medication errors
- damage to property
- falls
- burns
- drug reactions
- incorrect consents
- employee volunteer injuries
- incidents involved in treatment/procedures
- needle sticks
- lost or broken personal items or equipment

An incident report must be completed to provide a record of the incident and to document the facts.

It is required by the organization’s insurance carriers, federal and state regulations, and JCAHO requirements.

Your director will report the incident and complete the report. If the director is not available report to Volunteer & Guest Services and they will complete the report.
INCIDENT REPORTS

When providing the incident information report the facts!
Who, What, Where, When, Why, and How

- Be objective
- Do not blame anyone
- All witnesses should be included
- All incident reports are considered confidential
- No copies of an incident report should be made, nor should it be mentioned or included in patients’ medical records
Leadership in Volunteering

- Communication
- Diversity
- Multiculturalism
Leadership: Communication

How do people communicate?
Leadership: Communication

Types of Communication

**Verbal**
Spoken Words

**Non-Verbal**
Body language
Gestures
Proximity
Eye contact
Tone of Voice
- pitch
- volume
- speed
- inflection
Leadership: Communication

Types of Non-Verbal Communication

- sounds (e.g. laughing)
- closeness (e.g. ‘invading someone’s space’)
- body contact (e.g. shaking hands)
- facial expression (e.g. frown)
- ways of talking (e.g. pauses, stress on words)
- posture (e.g. slouching)
- appearance (e.g. untidiness)
- head movements (e.g. nodding)
- hand movements (e.g. waving)
- eye movements (e.g. winking)

www.thesocialmojo.com/post/26051346786
Multiculturalism & Diversity

- Definition of diversity
- Definition of multiculturalism
## Understanding Cultural Differences

Sources of Cultural Differences:

<table>
<thead>
<tr>
<th>Race</th>
<th>Education</th>
<th>Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sexuality</td>
<td>Economic Power</td>
<td>Gender</td>
</tr>
<tr>
<td>Geographic Origin</td>
<td>Physical/Mental Abilities</td>
<td>Religion</td>
</tr>
</tbody>
</table>

- Affect actions & perception
- Celebrate Uniqueness!
- Increase awareness & sensitivity

Recognize how cultural differences affect the perception of quality care and communication of patients, residents, family members, co-workers, and then act accordingly.
Understanding Cultural Differences

Great diversity in healthcare organizations brings needed skills and strengths, but also presents challenging situations in the areas of:

- Communication
- Tolerance
- Understanding
- Teamwork

- We all hear things, see things, perceive things, learn things differently.
- We all react differently.
- We all communicate differently.

The goal is to channel what we all bring to patient/resident care by understanding people and their uniqueness.
As pastoral care volunteers we walk alongside those who are suffering and in need of spiritual guidance.
What’s Next?

Interview/Meeting with Director

Application must be complete (including Health Clearance Form)

Volunteer Services will inform me as to your clearance form and background check completed

Department Orientation for Chaplains and CPE Students