



Volunteer Engagement Department Unpaid Intern Handbook

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Please note that the terms unpaid intern, intern and student are used interchangeably throughout this manual but that all three refer to the same group of people: students participating in a hands-on work or career learning experience for which they are not compensated.

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Foreword

This Unpaid Intern Handbook has been written to provide general information about the policies, practices, rules and regulations governing all unpaid interns of WellSpan Health. Questions relating to any of these topics should be referred to the WellSpan Health Volunteer Engagement Department at internships@wellspan.org or #717-851-2147.

As a WellSpan Health Unpaid Intern, your welfare is of primary interest to us. We actively seek to provide a safe and secure environment for the protection of our employees, volunteers, students, patients and visitors. Programs are developed to comply with regulations and requirements of various local, state and federal agencies that oversee work-place safety.

As a health system, we have an obligation to educate and make available the information necessary for your safety. As an unpaid intern, you have an obligation to read through this handbook and become familiar with our services, facilities, policies and to adhere to the described methods of protection.

Thank you for being an informed intern and for practicing the responsibilities that can help to ensure a safe and satisfying experience.

Missions and History

What is WellSpan Health?

WellSpan Health is an integrated health care system uniting York Hospital, Gettysburg Hospital, Ephrata Community Hospital, Good Samaritan Hospital, Philhaven – A Behavioral Health Care Provider, WellSpan Surgery & Rehabilitation Hospital, Chambersburg Hospital and Waynesboro Hospital. It brings together trusted hospitals as well as services like VNA Home Health, the WellSpan Medical Group, the WellSpan Adams Medical Center, Apple Hill Surgical Center and WellSpan Pharmacy. More important it creates a better way of health. How? By sharing knowledge, experience and resources, WellSpan Health offers an improved quality of care. By remembering what's important-our patients and the communities in which they live-we've dedicated ourselves to care for, not just treat, every individual we see. For more information about WellSpan Health, call (800)840-5905, or visit www.wellspan.org.

Within WellSpan Health, there are three regions, which are defined as the following:

Central – includes York County.

East – includes Lancaster and Lebanon counties.

West – includes Adams and Franklin counties.

WellSpan Mission & Vision

WellSpan Health's mission is as follows:

Working as one to improve health through exceptional care for all, lifelong wellness and healthy communities.

WellSpan Health's bold vision:

- **A Trusted Partner:** We will build our organization to be as trustworthy as the individuals within it, and foster trusted relationship with individuals, organizations and communities. We will develop integrated partnerships to achieve our mission of "working as one to improve health."
- **Reimagining Healthcare:** We will be bold and lead as a value-based system, relentless in reimagining how we can simplify healthcare and become more affordable – making it easier for consumers and patients to choose WellSpan.
- **Inspiring Health:** We will engage, advocated for and inspire our patients and communities to be their healthiest, on our journey to high reliability, systemness and population health.

INTERNING FOR WELLSPAN HEALTH

Expectations

AS AN INTERN, YOU HAVE THE RIGHT TO EXPECT TO:

- Be treated as a team member.
- Be given sufficient information and training for the assignment.
- Have supervision, a written service description and a safe place to work.
- Be free to discuss problems, suggestions or changes with staff.

WELLSPAN HEALTH STAFF HAVE THE RIGHT TO EXPECT YOU, THE INTERN TO:

- Be amenable to the assignment and request clarification if needed.
- Honor your commitment and inform the department ahead of time if unable to be there when scheduled.
- Be punctual.
- Maintain a satisfactory standard of work performance.
- Behave in a professional manner, maintaining confidentiality at all times.

A Partnership with WellSpan Health

Believing that WellSpan Health has a genuine interest in supporting and/or enhancing my educational objectives and/or experience, I agree to:

- Be honest and open with the Volunteer Engagement staff regarding intent, goals, needs and skills;
- Understand the requirements of time and duties of assignments before accepting them and once accepting, fulfill the commitment to the best of my ability;
- Work to deserve being treated as a recognized and respected member of the team;
- Take the commitment seriously enough to participate in planning and evaluating the internship program and in whatever training opportunities are available;
- Share ideas with staff, for the intern frequently has a fresh, new perspective that is valuable;
- View staff as allies and mentors, for much can be learned from them;
- Respect the confidentiality of the health system and its patients;
- Seek and accept honest feedback on performance;
- Serve as goodwill ambassadors for the health system and its services in the community-at-large;
- Be informed and, therefore, more effective advocates of change when change is needed.

Unpaid Intern Standards and Policies

Each intern must agree to abide by the standards of WellSpan Health as specified by the Volunteer Engagement Department and the area to which he/she is assigned. The health system strives to create an environment where students are treated fairly, honestly and with respect. Open and honest communication is encouraged. Acceptable behavior and adherence to the policies and procedures will help to ensure that students are provided a safe and secure environment. Violation of any of the policies could result in suspension or termination from the internship program. Interns should keep the following in mind:

- Refer all inquiries concerning patients' health or costs, etc., to the employee in charge.
- Interns should refrain from seeking medical advice or favors for oneself, family or friends while on duty.
- Interns may not accept tips from patients.
- Interns are not to make any statements on behalf of WellSpan Health to representatives of the press, television or radio. Inquiries from the media must be referred to Public Relations.
- Interns are prohibited from distributing material or soliciting on WellSpan Health grounds or inside any of its buildings at any time.
- Theft or willful destruction of WellSpan Health property can result in dismissal from the internship opportunity provided through WellSpan Health. All interns must assume

responsibility for their own personal property. Lost and found functions are maintained by the Security Operations Center. Inquiries can also be made in the Volunteer Engagement Department.

- Using abusive, threatening or obscene language, writing or gestures towards others is prohibited.

Contributing to the Overall Team Effort

The delivery of health care has become complex. It is critical that all interns realize they have the same goal - high quality patient care. Cooperation and respect between all volunteers, students and employees will ensure that this goal is achieved. Be a team player and everyone will win!

The WellSpan Health administration and the Volunteer Engagement Department are interested in your suggestions designed to improve patient care, guest relations, procedures and methods.

General Information

Appearance/Professionalism

Exemplifying the following statements will help to provide a professional environment and present a positive image to the public.

- All interns are representatives of the health system's team.
- The manner in which you interact with patients, employees, volunteers and guests has a tremendous impact on how our customers evaluate our services.
- Look the part of the professional. Most first impressions are formed visually.
- Personal hygiene is extremely important. Medication can sometimes cause the patient's senses to be very sensitive and it is important to remember that while fragrances can be pleasant, cologne and perfume should be kept to moderation.
- Act the part of the professional. Guard the confidential nature of the job and be very careful not to discuss a patient's condition or other sensitive issues. Confidentiality is an important responsibility. Observe a code of ethics which requires truthfulness, honesty and personal integrity in all activities.
- Respect others (do not pass judgment).
- The intern may not agree with every policy but should do his/her part in supporting the operation of the health system with a positive attitude.

Appropriate attire for an intern does not include: jeans, sweat pants, tights, shorts, caps/hats or skirts or dresses above the knee. When specific attire such as scrubs is necessary, the department supervisor will review these with the intern.

For safety purposes, closed toe shoes must be worn when performing duties that require the use of carts, heavy equipment and/or moving supplies. When selecting clothing, styles of dress for appearance, consider others and the impact that your choices may have on their perception, comfort and confidence with you and the service and safety you provide.

At the time an intern begins his or her educational experience with WellSpan Health, a photo identification badge will be issued. Please wear it at all times in accordance with the health system's policy, which includes that the badge must be worn in a location on your person at chest level. If you lose your badge during your internship, you will be required to pay a replacement fee (fees range from \$5 to \$10, depending on an intern's location). **At the end of your internship, your badge must be returned!**

Attendance/Holidays

Once definite hours and days have been assigned, it is essential to maintain the schedule for a smooth-running organization. A person assumes a certain responsibility by becoming an intern and is expected to carry out the responsibility by regular attendance.

If a person is ill or unexpectedly cannot report to his or her internship, he/she should call their supervisor as soon as possible. The same procedure applies to lateness. Please be prompt and regular in attendance.

Interns are not expected to report for duty on holidays. Observed holidays are: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Holidays which fall on a Saturday are generally observed on the preceding Friday and holidays falling on a Sunday are generally observed the following Monday.

Background Clearances Policy

Prior to the start of an internship, applicants must provide required clearances. This includes the PA State Criminal Background report (commonly referred to as "the patch"), the Department of Human Services Child Abuse Clearance and the Department of Human Services FBI fingerprint via Identogo. Information on how to obtain these clearances will be provided during the on-boarding process. Background checks and clearances (originals only) will be required to start the internship. Failure to provide the necessary documents will delay the start of the internship.

Care in a Safe Setting for Patients

Per CMS and DNV, all patients have the right to be cared for in a safe setting. Healthcare organizations need to be extremely observant of behavioral health patients that may pose a risk to themselves or others. Per CMS, the suicide rate has increased more than 25% nationwide from 1999 to 2016. Additionally, suicide is now the 10th leading cause of death in the United States taking more than 40,000 lives each year. Suicide risk factors include:

- Suicidal thoughts/behaviors
- Psychiatric illnesses
- Incarceration
- Physical health problems
- Previous suicide attempts
- Pain
- Substance abuse
- Social stressors

All WellSpan team members, including Unpaid Interns, need to be aware of the following warning signs to keep our patient safe:

- Irritability
- Increased aggression and panic
- Agitation
- Impulsivity
- Decreased emotional reactivity
- Unrelenting pain
- Refusing visitors
- Crying spells
- Refusing to eat or take medication
- Hopelessness or helplessness

Patients are assessed for risk at multiple points during their care. All patients are deemed high, moderate or low risk. If a patient has been deemed high or moderate risk, all objects that pose a risk for self-harm in the patient's room that can be removed (without adversely affecting the ability to deliver medical care) are removed. When a high/moderate risk patient receives visitors, the visitors are not permitted to bring anything into the patient's room. Hazardous items include any object/device that could cause potential harm, including but not limited to sharps (needles), medications, poisonous or toxic substances or any items that could cause strangulation.

Patient safety is a top priority at WellSpan. No matter where you serve in your Unpaid Intern role at WellSpan, if you believe a patient may hurt themselves based on the info listed or during your

conversations with patients, always **SPEAK UP** to your department supervisors, other staff members or by calling Security

Cell Phones

The use of cellular phones is permitted at WellSpan locations. However, they may not be used within two feet of medical equipment. Additionally, cell phones in the “walkie talkie” mode (direct connect, push to talk, etc.) may not be used within six feet of medical equipment.

The use of cell phones is **not** permitted at the Apple Hill Medical Center and other designated WellSpan Health facilities where the use of cellular phones has been determined to be an interference with the function of medical equipment.

It is acknowledged that specific intern positions will require that the intern use an organization-owned pager or cellular phone to perform his or her assigned tasks.

Client Relationships (WellSpan Philhaven Interns)

WellSpan Philhaven interns should maintain client/staff relationships in context of the client’s treatment plan. Interns faced with potentially ethical dilemmas should discuss the issue(s) with his/her internship supervisor.

A relationship is defined as premeditated contacts with WellSpan Philhaven clients that take place as a result of a therapeutic relationship at WellSpan Philhaven. This is not meant to be confused with incidental contact or accidental meetings.

Client refers to any individual who has received care within the WellSpan Philhaven system within a period of two (2) years. This two-year period is suggested to provide time for reflection which:

- Honors the importance of the professional relationship for the client’s well-being;
- Helps avoid confusion for the client should new roles begin to evolve too quickly between staff, interns and client;
- Allows staff and interns to consider the impact the establishment of new social roles with the client might have upon the client.

It is essential that WellSpan Philhaven interns provide services consistent with high ethical standards. Warm, friendly relationships between clients and all WellSpan Philhaven staff, including professional staff, support staff, Volunteers, Interns and Board Members, are encouraged. While providing for a concerned and caring relationship, the potential exists for WellSpan Philhaven Interns to desire to continue with client relationships outside the context of a professional relationship. However, this creates risks with the loss of professional objectivity or the opportunity for exploitation of the client. It may also create inhibitions for the client when considering what personal information to share with staff members. Clients sometimes fear losing the respect or friendship of people they are close to if they share information they consider shameful or embarrassing.

The following list is not meant to be an exhaustive list, but provide examples of inappropriate behavior:

1. Excessive closeness inconsistent with therapeutic goals;
2. Sexual or romantic involvement between interns and clients or members of the client’s nuclear family. Dating is prohibitive;
3. No Intern will function as a therapist/clinician to a client with whom he/she has an established social relationship;
4. Involvement with illegal activity, including passive approval of such activity;
5. Failure to preserve confidentiality, including both the identity of clients and the facts about them;
6. Financial reward directly received from a client, i.e. tip;
7. Receiving/giving gifts;

8. Sharing personal phone number, personal email, social networking site or information with the client;
9. Physical involvement that may lead to sexual involvement, i.e. kissing, inappropriate touching;
10. Significant business relationships between interns and clients or former clients;
11. In general, any type of relationships between interns and clients are discouraged.

Interns faced with situations similar to those listed, should discuss the with his/her supervisor.

EMTALA Information

EMTALA stands for Emergency Medical Treatment and Labor Act. EMTALA ensures access to emergency services for everyone, regardless of the ability to pay.

If a patient presents to a hospital's Emergency Department (ED), staff must provide an appropriate medical screening exam and provide stabilizing treatment prior to discharging or transferring the patient. This is applicable for patients that present directly to the Emergency Department, those that arrive on the hospital campus, individuals that are within 250 yards of the hospital or pregnant patients presenting to labor and delivery.

EMTALA applies if:

1. An individual comes to the ED and requests treatment for an emergency medical condition regardless of their ability to pay, insurance status, etc. This includes pregnant women having contractions.
2. If an individual's appearance or behavior would cause a prudent layperson to believe that the person requires examination or treatment for an emergency medical condition.

The initial triage process in the ED is NOT considered a medical screening exam. Medical screening exams must be completed by a qualified medical professional. Those considered qualified medical professionals in the ED include physicians and advanced practice clinicians. In Labor and Delivery, qualified medical professionals include physicians, advanced practice clinicians and trained Labor and Delivery nurses.

What Does EMTALA mean for WellSpan Unpaid Interns?

- If individuals request directions to a specific location of the hospital, assist them by escorting them to the location desired.
- If an individual indicates they are seeking an evaluation and treatment of a potential emergency medical condition, assist them to the ED.
- Never tell an individual who may be seeking evaluation or treatment for a potential emergency medical condition to leave or go to another facility.
- If patients inquire about wait times, encourage the patient to seek evaluation and treatment by directing them to the appropriate personnel (i.e. nurses, registration staff).
- If you observe any individuals that appear to be in acute medical distress at any WellSpan location, seek assistance by following the emergency medical protocols (refer to the Emergency Notifications section).

Harassment

WellSpan Health is committed to a working and academic environment free from all forms of harassment and/or intimidation. This policy establishes a procedure through which all employees, residents, and students may file complaints and have the complaint investigated by WellSpan Health. This policy pertains to all employees of WellSpan, residents, students, medical staff, vendors and any other individuals or groups affiliated with WellSpan.

Harassment of employees or students on account of race, color, religion, gender, national origin, age, disability, sexual orientation or other protected characteristics will not be tolerated. Each member of management has the explicit responsibility and duty to take immediate corrective action to prevent any form of harassment toward an employee, resident, student, patient, visitor or any other individuals affiliated with WellSpan.

DEFINITION OF HARASSMENT:

Sexual harassment is a violation of WellSpan's behavioral expectations but also may be considered a form of sex discrimination that is prohibited by federal and state discrimination laws, including Title VII of the U.S. Civil Rights Act of 1964, Title IX of the Educational amendments of 1972 and the Pennsylvania Human Relations Act. Furthermore, some forms of sexual misconduct may violate federal and state criminal laws.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal and physical conduct of a sexual nature when any of the following is (are) present:

1. Submission to such conduct is made an implicit or explicit term or condition of an individual's employment or education;
2. Submissions to or rejection of such conduct is used as a basis for employment or academic decisions;
3. Such conduct has the purpose or effect of substantially interfering with an individual's work or academic performance or creating an intimidating, hostile or offensive work or academic environment.
4. Sexual harassment includes but is not limited to:
 - Sexual flirtations, touching, verbal or physical advances;
 - Verbal abuse of a sexual nature;
 - Graphic or suggestive comments, in the opinion of a reasonable person, about an employee's dress or body. This does not include establishing appropriate dress code(s) for a department and holding staff accountable to these standards in an appropriate and professional manner;
 - Sexually degrading words to describe an individual;
 - Displaying sexually suggestive objects or pictures, including nude photographs, in the workplace, either on a business or personal electronic device;
 - Explicitly or implicitly suggesting that submission to sexual conduct is a term or condition of an individual's employment;
 - Language, jokes and other innuendos of a sexual nature;
 - Questions/comments about an individual's sexual conduct, orientation or preference.

Harassment is defined as "verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of a legally protected characteristic, including but not limited to the individual's race, color, religion, gender, national origin, age, disability, sexual orientation or that of his or her relatives, friends, or associates." Such harassment may include written or graphic material or verbal remarks, such as epithets, slurs, negative stereotyping, or threatening, intimidating or hostile acts that relate to race, color, religion, gender, national origin, age, disability or other legally protected characteristic. Conduct is identified as harassment if it:

1. Has the purpose or effect of creating an intimidating, hostile or offensive academic working environment; or
2. Has the purpose or effect of unreasonably interfering with an individual's work or academic performance; or
3. Otherwise adversely affects an individual's employment or academic opportunities.

REPORTING PROCEDURE:

1. Interns should report any instance of harassment to their department supervisor, a member of the Volunteer Engagement team or by calling (717) 851-5862, a dedicated phone line which is regularly staffed and monitored.
2. Interns are encouraged to choose the most appropriate person based upon the circumstances at hand and the individual's comfort level in discussing the incident.

3. Interns should also report any such inappropriate conduct on the part of outsiders (e.g., contractors, salespeople, patients, etc.). In all cases, the System will ensure that the complaint is immediately investigated in a confidential manner to eliminate any possible continuation of the harassment.
4. Interns will not be penalized in any manner for utilization of this procedure or for participation in an investigation alleging harassment.

GENERAL

1. Any employee, resident, volunteer or intern found responsible for harassing another person as outlined in this policy will be subject to corrective action up to and including immediate termination. Willfully giving false statements or involvement in an allegation or investigation of harassment with malicious intent are serious infractions and will be cause for immediate termination.
2. An employee, resident, volunteer or intern who has allegations of harassment made against him/her may be placed on a leave of absence during the investigation to provide for a thorough investigation of the circumstances.
3. Dating, personal/intimate relationships or sexual or romantic relationships between two individuals in a direct reporting relationship is strictly prohibited. When this type of conflict exists, one or both of the individuals will be required to resolve the situation through voluntary action (transfer, discontinue relationship). Continuation of the relationship may result in termination.

Health Screening Policy

All Interns are required to provide documentation of certain vaccinations and tests to ensure that our patients, employees and students are protected against communicable diseases. This includes documentation related to tuberculosis, varicella (chicken pox), MMR (measles, mumps, rubella), TDAP (Tetanus, Diphtheria & Pertussis) and Hepatitis B (not required but highly recommended), flu vaccination and drug screen.

Additionally, any student participating in an experience with WellSpan Health must be either fully vaccinated against **COVID-19**, with either two doses of a two-dose vaccine or one dose of a one-dose vaccine; or they must be approved for a medical or religious exemption by their institution, which exempts them from receiving COVID-19 vaccination. Students need to contact their schools if they wish to pursue COVID-19 exemptions.

Please refer to the Vaccination Documentation Form for specific information related to all health requirements.

If an Unpaid Intern is unable to obtain the required items from either their primary care physician or school medical facility, Interns can schedule an appointment at a WellSpan Occupational Health location. Unpaid Interns receive a 10% discount on services.

All costs incurred for the necessary health requirements are at the expense of the Unpaid Intern. In addition, an Unpaid Intern must submit the necessary documentation and be cleared by Volunteer Engagement prior to the start of their internship. If this information is not completed, it **will delay** the start of the internship.

Inappropriate Behavior

The Volunteer Engagement Department has a responsibility to take reasonable action against those unpaid interns who are impaired to prevent them from harming or adversely affecting patients, co-workers or themselves.

Inappropriate behavior is described as acting in a manner which is unsuitable for the workplace, and misconduct or observable physical, mental or emotional impairment which prevents the intern from performing the functions of his/her assigned duties. Observable issues (i.e. strong odor of

alcohol, unsteady gait, slurred speech) are considered suspected impairments. An intern should not report for duty if experiencing any adverse effects from medications, illegal or non-prescribed controlled substances. If corrective action is necessary, it may include verbal or written warnings, suspension or termination.

Keystone 10 Initiative

This Pennsylvania Department of Health Initiative, patterned after the global World Health Organization (WHO) and UNICEF Baby-Friendly Hospital Initiative, means that a hospital is a center of excellence for breastfeeding and mother-infant bonding.

By giving mothers the information, confidence, and skills needed to successfully initiate and continue breastfeeding, we can promote optimal levels of care for infant feeding and mother-baby bonding.

As an Unpaid Intern, your help in obtaining/keeping the Keystone 10 designation is essential! Your responsibilities include:

- Have a basic understanding of the Keystone 10 Initiative
- Know the importance of breastfeeding
- Know how to reach staff who are available to help support breastfeeding mothers

There are many benefits of breastfeeding, such as the ones listed below.

<p style="text-align: center;"><u>Good for Mothers</u></p> <p>Breastfeeding impacts the health of moms and can reduce the risk of:</p> <ul style="list-style-type: none"> • Breast, ovarian, and uterine cancer • Osteoporosis • Diabetes • Hypertension • Heart disease • High cholesterol • Postpartum hemorrhage at birth 	<p style="text-align: center;"><u>Good for Babies</u></p> <p>Breastfeeding can reduce the risk of many short and long-term diseases including:</p> <ul style="list-style-type: none"> • Asthma and allergies • Childhood cancers • Infectious disease • SIDS • Obesity • Diabetes <p>Breastfeeding can also increase mother-baby bonding and improve brain growth, lung function, and oral development and health. It also provides optimal nutrition for the baby.</p>
<p style="text-align: center;"><u>Good for the Community</u></p> <p>It has been estimated that if 90% of mothers breastfed exclusively for 6 months, the United States would save \$13 billion annual and prevent more than 911 deaths per year.</p>	<p style="text-align: center;"><u>Good for the Planet</u></p> <p>More breastfeeding means less pollution created from raising dairy cattle, transporting milk, manufacturing formula, and transporting formula. A lot of energy goes into this process, so breastfeeding means less impact on the environment.</p>

By applying evidence-based practices, known as the “Ten Steps to Successful Breastfeeding,” WellSpan can achieve or maintain the prestigious designations at our hospitals.

Ten Steps to Successful Breastfeeding

Every facility providing maternity services and care for newborn infants should:

1. Have a written breastfeeding policy that is routinely communicated to all health care staff.
2. Train all health care staff in the skills necessary to implement this policy.
3. Inform all pregnant women about the benefits and management of breastfeeding.
4. Help mothers initiate breastfeeding within one hour of birth.
5. Show mothers how to breastfeed and how to maintain lactation even if they are separated from their infants.
6. Give infants no food or drink other than breastmilk, unless *medically* indicated.
7. Practice rooming-in--allow mothers and infants to remain together 24 hours a day.
8. Encourage breastfeeding on demand.
9. Give no pacifiers or artificial nipples to breastfeeding infants.
10. Foster the establishment of breastfeeding support groups and refer mothers to them on discharge from the hospital or birth center.

WellSpan's goal is to encourage as many mothers as possible to breastfeed their babies. With Unpaid Interns' help, we can provide information to our expectant mothers and ensure they can make informed decisions about their feeding plans.

Media and Social Media

If the media approaches you, please refer them to the Public Relations Department. Do not answer questions or make any comments.

Unpaid Interns should know and follow the rules related to Social Media.

Social media includes all means of communicating or posting information or content of any sort on the internet, including to your own or someone else's web log or blog, video blog or vlog, podcast, journal or diary, personal website, social networking or affinity website, web bulletin board or chat room, whether or not associated with WellSpan Health, as well as any other form of electronic communications.

Any use of social media should be appropriate and compliant with WellSpan values, policies and Code of Conduct. Ultimately, Unpaid Interns are responsible for what they post on-line. Before creating on-line content, consider some risks that are involved. Inappropriate postings may include pictures, videos, discriminatory remarks, harassment, threats of violence or disclosure of a patient's Protected Health Information. Unpaid Interns should never represent themselves as a spokesperson for WellSpan Health or its affiliates.

Inappropriate or unlawful conduct will not be tolerated and may subject the Unpaid Intern to corrective action, up to and including termination.

On-Duty Injury

If an intern is injured while on duty and within the scope of their internship, the injury should be reported to the supervisor or staff of the intern's department. The intern will be checked, and when necessary, treated through the closest hospital emergency department. WellSpan Health requires that the intern utilize his/her existing medical insurance for costs incurred.

Parking at WellSpan Health Facilities

WellSpan Health is committed to maintaining convenient parking for its patients, their families and visitors. Specific parking information based on an Unpaid Intern's assignment will be shared once the Unpaid Intern has been cleared to begin. Please see below for Intern Parking Requirement, based on your Internship location:

Parking Policy Enforcement at WellSpan Health Facilities

The same corrective actions will be in place for Unpaid Interns that do not comply with the parking policy. Do not jeopardize your internship by parking illegally.

Offense #1: Warning ticket from Security; and, Volunteer Engagement Department and Internship Supervisor will be notified.

Offense #2: A ticket will be issued and the car will be immobilized, which includes a \$50 fine. The Volunteer Engagement Department and Internship Supervisors will be notified. The fine must be paid in full before the car is released

Offense #3: Same as #2.

Offense #4: Same as #3 and the Unpaid Intern will be terminated.

Personal Data Changes

If your name, address, phone number or emergency phone number/person changes, promptly notify the Volunteer Engagement Department. This assists us in maintaining contact with you and in serving you more efficiently.

Problem Resolution

It is the policy of WellSpan Health that interns receive fair and equitable treatment and be provided with a means of appeal and review of problems. If an intern is unable to resolve, on an informal basis, a problem related to discrimination, counseling and discipline, termination or department policy/procedure, the following procedures are available.

Procedure:

First Step

The intern having a complaint must present it to a member of the Volunteer Engagement Team within ten (10) working days of the infraction. If the problem is not satisfactorily resolved, the intern may take the next step.

Second Step

The intern, within three (3) working days of the first step, may request a meeting with the Senior Director of Volunteer Engagement and, if appropriate, another staff member as agreed upon by the director and the intern. The issue will be discussed, appropriate actions will be reviewed and a final resolution will be reached with agreement from the director and acknowledgment

Recording Your Time

The Volunteer Engagement Department serves as the center for record keeping for all Unpaid Interns. Interns performing hours on a WellSpan hospital campus (including York, Gettysburg, Ephrata, Good Samaritan, Chambersburg, Waynesboro Hospitals and the WellSpan Surgery & Rehabilitation Hospital), are **required** to sign-in/out during their internship shifts due to regulatory/compliance agencies, for on-campus emergencies and for IRS reporting requirements. This is something that will be discussed with you on the first day of your internship when you are

located on a hospital campus. For those Interns who are assigned at WellSpan community locations or at Wellspan Philhaven, a timesheet will be provided for record keeping and must be faxed/mailed to Volunteer Engagement at the end of each month.

Security at WellSpan Locations

WellSpan employs security officers who are on duty at all times to protect patients, families, employees, volunteers, students and WellSpan property. If you are in need of non-emergency security assistance, please stop by any of the Information Desks to contact the Security Department or ask your department supervisor for assistance.

Signage

Interns should be aware of and knowledgeable of general signage in the various facilities. Interns are permitted to enter the rooms posted with the signs listed below, however, they should check with their clinical supervisor before entering the room.

**CAUTION - RADIATION AREA
STOP/PARE BEFORE ENTERING
AEROSOL/DROPLET/CONTACT PRECAUTIONS
FALL PRECAUTIONS
COMFORT CARE**



Smoking



In order to maintain a safe and healthy environment, please respect individual rights and remain in compliance with fire and safety regulations. The use of tobacco products is **NOT** permitted in any WellSpan Health facility or on the grounds/property of any WellSpan Health facility. In addition, the use of these products is **NOT** permitted on the neighboring streets or properties within the line of sight of WellSpan locations. The violation of this policy can be grounds for immediate termination of an internship or shadowing experience.

When To Stay Home

If you are feeling ill, or have symptoms of respiratory or gastrointestinal infections, such as coughing, sneezing, heavy nasal discharge, diarrhea, flu symptoms, or a rash, you are required to stay home and are not permitted to return until you are well or have been cleared by a physician.

CUSTOMER SERVICE EXPECTATIONS

All our interactions with patients and their families should be guided by a respect for their feelings and concerns. In an environment which often seems impersonal and overwhelming, we strive to restore a sense of individuality and uniqueness. Interns come in contact with a variety of people during their assigned shifts, i.e., patients, visitors, physicians, staff and other students. Consider these people with whom you will interact during the day as guests. Many of these guests are in an unfamiliar setting and will come to you for guidance and direction.

Look at this as an opportunity for you to create a feeling of hospitality for those with whom you come in contact. A friendly smile or thoughtfully worded directions can only reflect favorably on the health system. If you are asked a question and don't know the answer, say so, but be sure you inform the guest that you will find the answer.

The following are WellSpan Health's customer service expectations. These will assist you in interacting appropriately with our patients, as well as providing safety and comfort for patients and their families.

Make a great impression

How we look and act gives a distinct message about our professionalism and our care. Each customer is a unique and important individual. Being polite and considerate conveys that we care about them. A positive impression helps to build their trust and confidence in us.

Respect privacy

Protecting a customer's physical and personal privacy assures them that we are keeping their best interest in mind.

Offer a helping hand to people in need

People who need healthcare services are often worried, vulnerable and overwhelmed by the experience. Be alert to people who look lost, confused or in need of assistance.

Respond to customer needs and concerns

There are going to be times when we do not live up to the expectations of our patients and their family members. When this happens, take ownership and respond positively to address mistakes and resolved complaints.

Take pride in our facilities

The appearance of our facilities is also a key to creating a positive first impression with our customers. Do your part to keep them safe, clean well-organized and attractive.

Caring Behaviors - Environmental Awareness

10/5 Rule and No Pass Zone

10/5 RULE

What is the 10/5 Rule?

The 10/5 rule is how we ensure we are providing warm greetings to all those we come in contact with, including patients, families, customers, employees. Volunteers and fellow students. When you come within ten (10) feet of another person, you should be making eye contact with the other person. At approximately five (5) feet, you should acknowledge the other person with a warm greeting, when appropriate. And, don't forget to smile!

Why is the 10/5 Rule Important?

Providing a warm and friendly greeting is important in so many ways! As a representative of WellSpan, when you look at someone, smile and say a warm greeting, it provides a great first

impression, is courteous and helps reduce someone's anxiety they may have when coming to a healthcare facility. And, it opens the door to that person that you are there to help!

What are some examples of Warm Greetings that I can say with the 10/5 Rule?

Some examples include:

- *Good Morning!*
- *Good Afternoon!*
- *Hi! My name is John and I'm an Intern with WellSpan. How may I help you today?*
- *Hi! You look like you could use some help with getting to the Imaging Department. Follow me and I will take you there!*



REMEMBER.....



At 10 feet, begin making eye contact.



At 5 feet, give a warm greeting.

NO PASS ZONE



**You have entered a No Pass Zone
at all WellSpan Locations!**

What is "No Pass Zone?"

It's standard work for all staff, **interns** and Volunteers to respond to a patient, visitor or peer in need. This includes answering call lights as we pass by patient rooms, assisting a patient, visitor or peer who appears to be in distress, looks lost or needs other assistance.

Why Was the "No Pass Zone Implemented?"

Patients and customers are our reason for being here, not a distraction. By sharing responsibility to respond to our patients' and customers' needs among the entire team, we will enhance the patient experience and safety while under our care. And with everyone involved in helping others, we improve the satisfaction of our patients!

What Does "No Pass Zone" Mean for Interns?

Inpatient Settings - This means that when interning at a WellSpan Hospital, all interns, no matter their position, will be required to respond to call lights when passing a patient rooms to inquire how they can assist the patient. Interns may not have interaction with patients but are expected to help others if someone looks lost or needs assistance.

All Other Locations – This means that interns offer assistance to people that are lost, have difficulty ambulating, appear to be in distress or ensuring they find the appropriate person to assist the person in need.

No Pass Zone Expectations

All WellSpan locations are “No Pass Zones.” This means that staff, interns and Volunteers are to answer any patient call light as we pass by rooms. By sharing the responsibility to respond to our patients’ needs among all team members, we will enhance our patients’ experience and safety while under our care.

What Interns Can Do When Responding to Call Lights:

- Reposition call light, telephone, bedside table, chairs, trash can, tissues or other personal items within reach;
- Assist with making phone calls or answering the phone;
- Change TV channels or turn off the TV;
- Turn lights on or off;
- Obtain personal items, such as a blanket, pillow, towel, washcloth, slippers or toiletries;
- Obtain other items such as pens, pencils, books, magazines, etc.;
- Open privacy curtains (do not close curtain without checking with nursing staff).



What Interns Cannot Do When Responding to Call Lights:

- Enter isolation rooms unless you have been trained and wear appropriate PPE (personal protective equipment);
- Manage an IV and/or infusion pump;
- Remove meal trays or water pitchers;
- Obtain food or drinks, or assist patients with eating and drinking, without checking with the patient’s nurse first;
- Physically assist a patient;
- Turn off any alarms;
- Explain clinical matters/treatments;
- Raise or lower a patient bed.

The No Pass Zone is reviewed at Intern orientation and will be covered during the training period for the interns’ particular assignment, if assigned to a WellSpan hospital.

Caring Behaviors - Positive Demeanor with Empathy

No Venting and Managing up

The way you conduct yourself along with your behavior is extremely important while interning. The expectation for all those associated with WellSpan, including employees, physicians, vendors, Volunteers and interns, are always to be positive and professional.



VENTING

What is Venting?

Most of the time when someone vents, it is very negative and makes others feel uncomfortable, increases anxiety and decreases a person’s trust of the organization. Venting can be an accumulation of pent-up frustrations expressed in terms like “we-they, “he said-she said” or “they can’t.”

Interns should never vent in public areas or portray anyone else in a negative way. Also, everyone needs to be aware of their non-verbal venting, such as sighing, rolling of the eyes or actions that are aggressive (such as pounding your fist or slamming a locker door shut). If interns have concerns, please discuss your concerns with your department supervisor or a member of the Volunteer Engagement team in a private setting.

Some examples of venting could include:

- *I'm just an intern and no one tells me anything;*
- *I heard this department is really short-staffed today, so you will probably have to wait a long time;*
- *I don't have the authority to do anything like that;*
- *I had that doctor and he is terrible;*
- *They were supposed to train me but that never happened;*
- *I never know what's going on around here;*
- *Their credit card machine never works.*



MANAGING UP

What is Managing Up?

Managing Up focuses on the positive contributions of individuals or recognizing the best in people. Interns should always focus on a positive experience with patients and families as it helps to reduce their anxiety, confusion and stress. Positive energy contributes to healing, understanding and responsiveness. And, it can even have a positive impact on WellSpan staff.

Examples of Managing Up

Interns can manage up other departments, individuals, physicians and the WellSpan organization. Some examples of managing up could include:

- While escorting a visitor to a location: *"I'll walk you to the nursing unit. They have such a great team taking care of patients. We hear many wonderful stories from patients. I'm sure they are going to take great care of your loved one."*
- While transferring a call: *"I'm going to transfer your call to Jennifer. She's very knowledgeable and will be able to get you the information you need."*
- When helping someone: *"If you ever need any assistance, please stop any WellSpan team member – we are all here to help you!"*



REMEMBER...

If you have concerns or questions, please talk to your department supervisor or a member of the Volunteer Engagement Team. Venting should **never** be conducted in front of patients or families because it may cause further anxiety for them. Public areas such as the cafeteria, hallways, elevators or an outside bench are not appropriate areas to express your concerns. Instead of venting, interns should focus on the positive to lessen anxiety and concerns of patients and families. Don't forget to find ways to manage up other people or departments. This will help to reduce anxiety and stress!

Communicating with iCare



What is iCare?

iCare is how we communicate using a consistent theme with clear guidelines and a common purpose. We use this communication tool to assist and remind us of how we interact with patients, families and each other.

What Does iCare Mean?

iCare stands for the following:

- i** **Introduce Yourself** – This includes such actions as:
 - a. Perform hand hygiene every time you walk in to a patient's room;
 - b. Introduce yourself with your name and role when appropriate;

- C** **Confirm What You Are Doing** – This includes such actions as:
 - a. Interns that interact with patients should always confirm the patient's name and date of birth when assisting with their needs;
 - b. Explain what you are doing with the patient, such as transporting them to imaging, walking with them as part of their daily schedule or sitting with them to keep them company.
 - c. Talk while doing – explain your actions to the patient.

- A** **Ask** – This includes such actions as:
 - a. Ask clarifying questions to ensure your understanding of the needs;
 - b. Seek questions, concerns and issues.

- R** **Reassure** – This includes such actions as:
 - a. Acknowledge and empathize with their feelings and assist with any concerns;
 - b. Take appropriate action, which may include getting assistance;
 - c. Manage up your colleagues; focus on positive contributions of individuals by recognizing the best in people.

- E** **Educate** – This includes such actions as:
 - a. Explain specific instructions or next steps;
 - b. Ask the person – What else can I do for you or assist with?
 - c. Thank the patient for choosing WellSpan;
 - d. Perform hand hygiene at the end of every patient interaction.

Example of iCare Communication:

Introduce: *Good Morning! You look like you could use some help getting to your location. My name is Linda and I'm an intern with WellSpan.*

Confirm: *I would be happy to take you to the Imaging Department. Just follow me and I will get you there using the quickest route possible.*

Ask: *Just to make sure you don't have to take additional steps, did you register for your test?*

Reassure: *Once I get you to the Imaging Department, I know they will take good care of you.*

Educate: *If you need any assistance finding your way back out of the hospital, please let the staff know. Any of us would be more than happy to help you.*

Does iCare & Caring Behaviors Replace the WellSpan Service Expectations?

No! Both iCare and Caring Behaviors are further enhancements to our current service expectations.

Complaints

If a patient, family member or visitor complains about something, don't argue or offer excuses; simply say, "I'm sorry you have had difficulty. I will report that to the proper person" and do so! Comments regarding direct patient care should be directed to the nurse or nurse manager.

WellSpan Health welcomes all compliments or complaints regarding our organization and/or its facilities. Calls are to be directed to the WellSpan Customer CareLine at #1-877-232-5807.

If you, the Unpaid Intern, have a complaint or problem, report it immediately to a Volunteer Engagement Team Member. You are always welcome to speak with them by phone, or in person. However, it might be necessary to arrange an appointment if their schedules cannot permit them to personally meet with you on the same day.

Be a team player! Complaints are sometimes used as subjects for gossip. Be a professional. Direct your concerns to a Volunteer Engagement Team Member.

Health Safety and Emergency Information

The Volunteer Engagement Department in compliance with WellSpan Health stipulates that safety policies will be implemented and adhered to by all interns. Administration of an efficient and effective safety program will provide a pleasant, safe and secure environment. Experience has shown that awareness, preparation and forethought greatly reduces panic and injury in an emergency and will help identify potential dangers.



Unpaid Interns are part of the WellSpan team and should report any unsafe conditions they observe. It's important that every team member practice safe procedures and techniques, cooperate in preventing accidents, and maintain a safe environment. Because the activities, needs and safety issues vary from department to department, Unpaid Intern supervisors are responsible for orienting, training, and overseeing compliance of Unpaid Interns about policies and procedures that will improve the general safety in the assigned department.

Interns should follow these basic rules of safety:

- Adhere to and follow the Unpaid Intern Handbook.
- Report all unsafe or hazardous conditions/equipment to your supervisor.
- Obey all safety signs and notices.
- Interns should be aware of and understand hall monitors or overhead announcements and maintain safety for those being summoned to the designated area.
- Possession of any firearm, weapon, or explosive on WellSpan property is not permitted except by authorized law enforcement officers.
- Interns should never handle or dispense any hazardous waste, unless they have demonstrated a competency to do so after receiving necessary training.
- Open doors slowly when possible. Be sure the other side is clear before opening.
- Interns should wear gloves when instructed to do so, following appropriate wearing, removing, and disposing procedures.
- Interns should refrain from using electrical equipment unless properly instructed by department staff.
- Interns should never stand on a ladder without the assistance of another employee, intern or volunteer.
- If necessary, Interns must complete transport training to transport patients by wheelchair/litter.
- Interns must keep all department doorways and stairways from being blocked at any time by equipment, furniture, etc.
- Interns must keep locker/overhead storage doors closed at all time.
- Interns should adhere to using good body mechanics when lifting, pushing or moving any equipment.
- A cart should be used to move items weighing 15 lbs. or more.
- Individual departments are responsible for training and supervising interns who use equipment in their assigned areas.
- Interns should be familiar with "You Have The Right To Know" Safety Data Sheets (SDS).
- Interns should walk on the right side of the hallways and use the directional mirrors to assess the traffic flow at hallway intersections.
- Interns should follow the ABC's of safety:
 - A - A safe **ATTITUDE** means staying alert and focused on the job at hand.
 - B - Safe **BEHAVIOR** means taking safety guidelines and practices seriously.
 - C - **CONTROL** means taking responsibility for making your work site a safe place to be.



COVID-19 INFORMATION

Interns will be required to follow personal protective equipment (PPE) guidelines during their internship. As we continue to learn about COVID-19, this requirement will continue to evolve and change. Information about PPE requirements will be shared on your first day.

In addition to PPE requirements, interns are required to be screened prior to starting each shift. This includes a series of questions and getting your temperature taken, either in your department or at one of the self-service temperature stations. Your department supervisor will provide you with more specifics on your first day).

For COVID-19 Vaccination Requirements, please refer to the Health Screening Policy section.

Your internship supervisor must review **the COVID-19 Student Acknowledgement and Waiver on your first day.** After the supervisor reviews it, interns must sign the document. The document needs to be returned to Volunteer Engagement (at internships@wellspan.org).

Body Mechanics (Prescription for a Healthy Back)

While your back is a marvelous machine, it is not indestructible, and the price of back injury can be misery. But body mechanics - the way you move your body and back can help prevent back injury. Good body mechanics includes lifting loads close to your body to reduce strain on your back and maintaining your three natural curves to keep your back in balance. Whether lifting, standing, pushing, pulling or twisting, remember, good body mechanics is good back protection.

Safe Lifting Techniques include the following:

1. Never attempt to lift beyond your strength capacity.
2. Stand close to the object with feet spread shoulder width apart and one foot slightly in front of the other for balance.
3. Squat down, bending at the knees, not the waist. Tuck your chin and keep your back as straight as possible.
4. Get a firm grasp on the object before beginning to lift.
5. Lift with your legs by straightening them.
6. After lifting, keep the item between your waist and shoulders.



Infection Control

It is the intent of WellSpan Health to protect employees, volunteers, students, patients and visitors from health hazards in the health system. Everyone has a responsibility to use proper techniques so that germs are not spread between patients or to the health system's personnel. Standard precautions are used in treating all patients.

Pre-placement exams, immunizations and participation in health screening programs help to prevent the spread of disease in the health care environment. Signage should be adhered to in order to protect all those working or being treated in the healthcare setting.

The Centers for Disease Control (CDC) recommends that the blood and certain body fluids of all patients be considered potentially infectious. Since it is virtually impossible to reliably identify every patient with a blood borne infection, health care providers can best protect themselves from transmission of infectious agents through the consistent use of standard precautions for all potential contacts with blood and body fluids.

There may be patients with diseases that are transmitted through blood and/or body fluids such as AIDS (Acquired Immune Deficiency Syndrome) or Hepatitis. This is why the health system has mandated the institution of standard precautions. Standard precautions provide increased protection for the health care worker, student or volunteer and the patient through the consistent use of barrier protective devices (such as gloves) and hand hygiene.

REMEMBER "IF IT'S WET AND NOT YOURS, DON'T TOUCH IT, AND DON'T LET IT TOUCH YOU!"



Hand Washing

Hand washing is the most effective measure to control the spread of germs in the health care environment. Your support in following the recommended procedure for hand washing is important for you and the patients at the hospital. Your hands need to be washed prior to beginning your duty, between each patient contact, and prior to leaving the health care facility, in order to protect the patient, yourself and your family.

Interns should clean their hands using the steps described below prior to and after their shifts.

**Hand washing is the most important step you can take to prevent the spread of any infection.
WASH YOUR HANDS!**

- Before and after patient contact
- After removal of gloves
- After contamination with blood or body fluids
- Before and after eating, smoking or using the toilet

Two areas of emphasis in hand hygiene: hand washing and fingernail care

Hand washing methods:

1. Soap and water if hands are visibly dirty or contaminated

Steps for effective hand washing:

- ⇒ Find a sink
- ⇒ Turn on water
- ⇒ Apply soap
- ⇒ Wash for at least 20 seconds
- ⇒ Rinse hands
- ⇒ Dry hands
- ⇒ Turn off water with a paper towel
- ⇒ Open restroom door with a paper towel



2. Alcohol-based waterless gels/foams if not visibly dirty or contaminated

Steps for effective use of waterless gels:

- ⇒ Put a single squirt of gel/foam on your hand
- ⇒ Rub the gel/foam into the surfaces of both hands
- ⇒ Move on to your next task



Fingernail Care:

- ⇒ Fingernails, including cuticles, should be kept in good repair - paying close attention to cracks, snags or tears in skin where germs could harbor.
- ⇒ If worn, fingernail polish should be in good repair and have no evidence of chipping.
- ⇒ Nails may not be more than ¼ inch in length from the tip of the finger.
- ⇒ Interns in patient care or food service roles **MAY NOT** wear artificial nails per WellSpan Health's infection control policy. This includes, but not limited to items glued to the surface of the nail, items piercing the nail, UV-cured lacquers (gel, Gelish, Shellac) wraps and nails extensions.

Use of Gloves

Some duties may require the wearing of gloves. Gloves are found in every department. Please ask if you are unsure where they are kept.

- Gloves are a one-interaction item. Prior to putting on gloves, hands should be washed or alcohol-based gel/foam should be used. When finished with the task, remove the gloves and wash your hands or use the alcoholic-based gel/foam.
- Dispose of used gloves in any trash can in a laboratory or nursing care area.
- Wearing gloves does not eliminate the need for good hand washing.

Specimen Transport

- Specimens should be placed in a specimen transport bag.
- Bag should be placed in a specimen transport cooler. Gloves should not be worn to carry cooler to the laboratory.
- Only staff should place and remove a specimen from the cooler.
- An Unpaid Intern can transport a specimen when it is in an enclosed cooler.
- Specimens accompanied by a green paper can only be delivered by employees.

Exposure

If contamination of any kind should occur, the following steps must be taken:

- For contamination of any non-intact or intact skin by splash or spill, immediately wash the area with soap and water and then flush the area with large amounts of water.
- For contamination caused by a puncture, sharp, or needle stick injury, immediately cleanse the wound area with soap and water.
- For contamination of a mucous membrane (eyes, mouth, nose), flush area with large amounts of water or normal saline (preferred for eyes).

Exposure/Reporting Procedures

If an intern does experience an exposure, the following procedure should be followed:

- Report immediately to the supervisor all suspected exposures (i.e. needle sticks, other sharp events, splashes to the mucous membrane, non-intact skin, bite, scratch or other exposure to blood or bodily fluids).
- The supervisor should report the incident to Exposure Hotline at #851-2909, Option #1.
- Do not allow the source patient/person to leave the facility.
- A clinician will triage you accordingly.

Respiratory Isolation

Any patient who has a disease transmitted by the airborne route (COVID-19, tuberculosis, pneumonia, chicken pox) will be placed in private rooms. A sign will be placed on the outside of the room to alert you of isolation of this type. Please check with your clinical supervisor before entering this type of room.

Hazardous Communications

WellSpan Health is in compliance with the Occupational Safety and Health Administration (OSHA) standards. The full plan for WellSpan Health can be found in the Safety Manual located in every department.

Key points for interns to know include:

- Each hazardous substance has a corresponding Safety Data Sheet (SDS) which provides specific chemical information about the substance.
- These forms are available for review in the assigned work area.
- If for any reason you feel that you may have been exposed by inhalation, ingestion, or dermatological exposure to a hazardous substance, please notify your supervisor immediately.

Fire Safety

Fires in healthcare facilities have the potential to be very devastating. That is why quick and deliberate action in the first few minutes of a fire by ALL personnel directly affects the outcome of the fire. Even as an intern, the role you play in a healthcare facility fire can be just as critical.

- **Call for HELP**
- **R A C E**

RESCUE	persons from an area of immediate danger
ACTIVATE/ALARM	the nearest fire alarm
CONTAIN	the fire by closing doors and windows
EVACUATE	when necessary, by moving horizontally (close to floor) to safe area and then descend by stairwells.
or EXTINGUISH	Extinguish if reasonable.



If an Intern is comfortable using a fire extinguisher, remember the **P A S S** technique

PULL	Pull the safety pin
AIM	Aim the extinguisher at the base of the fire
SQUEEZE	Squeeze the extinguisher handle
SWEEP	Sweep the extinguisher to extinguish fire

If an intern is transporting a patient, take the patient to destination or back to unit, whichever is closer. If the intern has not left the unit, remain there and wait for instruction from staff.

REMEMBER:

- Never use elevators.
- Avoid panic and delay. Be calm and move with assurance.
- Fire doors will automatically close in halls. Be sure that hallways and doorways remain clear.
- Know the location of nearest alarm station, fire extinguisher and code numbers of assigned department.
- Know your primary and secondary evacuation routes.
- Never open doors if you see smoke or if the door feels hot to the touch.
- If the intern is on the elevator and the door opens and smoke or fire on that is detected, re-enter the elevator and go at least two floors below the fire floor, exit and descend by stairs.
- Contact your supervisor if you have specific questions.

Signs & Symptoms of a Stroke

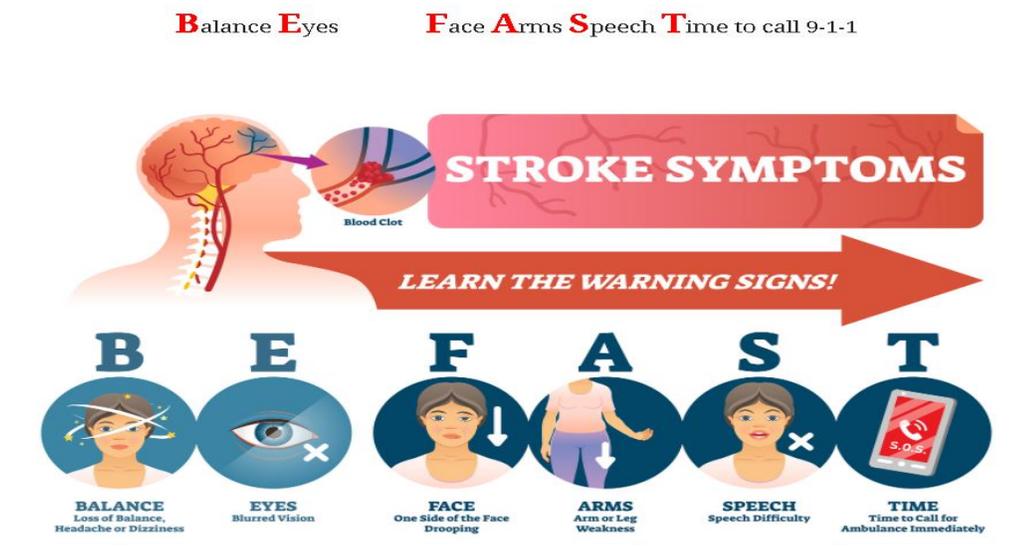
Because stroke is the 5th leading cause of death in the United States, it is important that Unpaid Interns know the signs and symptoms of a stroke as well as the process for initiating emergency responses to assist the victim. WellSpan York Hospital, WellSpan Gettysburg Hospital, WellSpan Ephrata Community Hospital and WellSpan Good Samaritan Hospital, WellSpan Chambersburg Hospital and WellSpan Waynesboro Hospital are all certified as Primary Stroke Centers. At this time, the WellSpan Surgery and Rehabilitation Hospital and the WellSpan Philhaven Hospital are not certified as Primary Stroke Centers.

A stroke is commonly called a “brain attack.” A stroke occurs when the blood supply to the brain is stopped. If this happens for an extended period, neurons will start to die due to not receiving enough oxygen.

The signs and symptoms of a stroke are:

- **SUDDEN** numbness or weakness of face, arm, leg, especially on one side of the body;
- **SUDDEN** confusion, trouble speaking or understanding;
- **SUDDEN** trouble walking, dizziness, loss of balance or coordination;
- **SUDDEN** severe headache with no known cause.

Stroke victims have the best chance if someone around them recognizes the symptoms and acts quickly. Be stroke smart by acting “**BEFAST**.” By asking these questions and acting quickly, it may reduce the time from symptom onset to diagnosis and treatment.



BALANCE = Falling or unable to walk straight.

EYES = Unable to focus.

FACE= Uneven or drooping smile.

ARMS = One arm is weak.

SPEECH = Slurred or jumbled speech.

TIME TO CALL = If you suspect symptom, time is of the essence. If at WellSpan York, Gettysburg or the Surgery & Rehabilitation Hospitals, dial **66**. If at WellSpan Ephrata Community Hospital, dial **188**. If at WellSpan Good Samaritan Hospital, dial **5555**. If at WellSpan Chambersburg Hospital, dial **5555**. If at

WellSpan Waynesboro Hospital, call **6666**. If at WellSpan Philhaven (Mt Gretna location), dial **6000**. At all other locations, dial **9-911**.

Every minute counts when someone is having a stroke. Immediate treatment can save people's lives and enhance their chances for successful recovery.

EMERGENCY NOTIFICATIONS:

WellSpan uses “plain language” for emergency notifications. This approach to communicate through clear and concise language across WellSpan allows increased safety and communication, which can save valuable time when seconds count.

SITUATION	EMERGENCY NOTIFICATION LANGUAGE
Summon Facility Leadership and Establish Incident Command	Incident Command Activation
 Fire	Fire Alarm + Location
 Code Team Activation (Cardiac Arrest Emergency)	Cardiac Arrest - ADULT (18 years +) OR Cardiac Arrest - PEDS (31 days - 18 years) OR Cardiac Arrest - NEONATAL (0 - 30 days) + Location
Medical Emergency (Non-Cardiac Arrest Emergency)	Medical Emergency + Location
Deteriorating Patient Condition	Rapid Response Team + Location
Stroke Team Activation	Stroke + Location
STEMI Patient	STEMI + Location
Trauma En Route	Trauma + ETA
P1 C-Section OB	Emergency C-Section + Location
Neonatal Crisis at Delivery	Neonatal Emergency + Location
OB Rapid Response Team	OB Emergency + Location
Mass Casualty Incident	Mass Casualty Incident - External
	Mass Casualty Incident - Internal
 Person Brandishing a Weapon	Security Emergency - Armed Intruder + Location
Out of Control Person	Security Emergency - STAT + Location
Facility Lockdown	Security Emergency - Campus Lockdown
Emergency Department Lockdown	Security Emergency - ED Lockdown
Suspicious Package	Security Alert - Suspicious Package
	<i>(Not announced by visual page)</i>
Bomb Threat	Security Alert - Bomb Threat
	<i>(Not announced by visual page)</i>
Chempack Alarm	Security Emergency - Protective Services Closet + Location
	<i>(Not announced by visual page)</i>
Patient Elopement	Security Alert - Elopement
	<i>(Not announced by visual page)</i>
Infant Abduction	Security Alert - Infant Abduction
Pediatric Patient Abduction	Security Alert - Pediatric Abduction
Missing Child (Non-Patient)	Security Alert - Missing Child

WellSpan Health **Emergency Notifications**

SITUATION	EMERGENCY NOTIFICATION LANGUAGE
 Loss of Utility-External Power Loss of Utility-Water Loss of Utility-Phones Loss of Utility-HVAC	Utility Alert - Power
	Utility Alert - Water
	Utility Alert - Phones
	Utility Alert - HVAC
 Tornado Severe Thunderstorm Winter Weather Warning Disaster Notification - Local Disaster Notification - National	Severe Weather - Tornado in Area
	Severe Weather - Severe Thunderstorm in Area
	Severe Weather - Severe Winter Weather in Area
	External Disaster - Local
	External Disaster - National
 Decontamination Alert Internal Spill Internal Evacuation Facility Evacuation	Patient Decontamination + Location
	Hazmat Chemical Spill + Location
	Evacuation + Location
	Evacuation - Facility
 Exercise Notification Exercise Notification	Internal Drill
	External Drill

Location	Armed Intruder	All Other Emergencies
WellSpan Chambersburg Hospital	Dial 9-911, then 5555	Dial 5555
WellSpan Ephrata Hospital	Dial 9-911, then 188	Dial 188
WellSpan Gettysburg Hospital	Dial 9-911, then 66	Dial 66
WellSpan Good Samaritan Hospital	Dial 9-911, then 2000	Dial 5555
WellSpan Philhaven (at Mt. Gretna Campus)	Dial 9-911, then 6000	Dial 6000
WellSpan Surgery & Rehabilitation Hospital	Dial 9-911, then 66	Dial 66
WellSpan Waynesboro Hospital	Dial 9-911, then 6666	Dial 6666
WellSpan York Hospital	Dial 9-911, then 66	Dial 66
Non-Hospital Locations	Dial 9-911.	Dial 9-911.

Bed Capacity & Emergency Department Information at WellSpan York Hospital

In addition to always alternating between the time and current temperature, the hall monitors also alternate between the current hospital bed status and Emergency Department volumes at WellSpan York Hospital. The information below denotes the statuses as well as the activities that occur for the status.

Hospital and Emergency Department Capacity Information:

GREEN STATUS MESSAGE:

- < 85% capacity
- 64 to 425 open beds
- Busy but not too busy

YELLOW STATUS MESSAGE:

- 86-97% capacity
- 10 to 63 open beds
- Very busy

ORANGE STATUS MESSAGE:

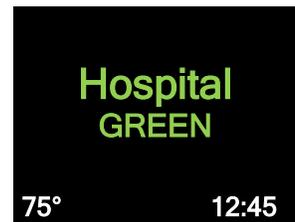
- 98 to 102% capacity
- Less than 10 open beds
- Overcrowded

RED STATUS MESSAGE:

- 103 to 109% capacity
- NO open beds
- Severely overcrowded

BLACK STATUS MESSAGE:

- $\geq 110\%$
- NO open beds
- Dangerously overcrowded



ARMED INTRUDER GUIDELINES

If an armed intruder is announced at your facility, following the following guideline:

1. If possible, **RUN/ESCAPE**.
 - a. Leave your belongings behind.
 - b. Help others.
 - c. Keep your hands visible.
2. If unable to evacuate, **HIDE**.
 - a. Call **9-911**, if you feel safe doing so.
 - b. Call Security to alert them to an armed intruder situation (this number is based on your regional location).
 - c. Get out of view.
 - d. Block entrances/lock doors.
 - e. Turn off lights/block windows.
 - f. Take cover behind concrete walls/thick desks.
 - g. Silence cell phones.
 - h. Remain in place until you hear ALL CLEAR signal.
3. Last resort if confronted by the armed intruder – **FIGHT!**
 - a. This action is only used when your life is in immediate danger.
 - b. Attempt to incapacitate or disrupt the armed intruder by acting as aggressively as possible, throwing items, yelling and screaming. Commit to your actions!



Remember, if confronted by police, remember, they may not know the good people from the suspects. You should raise your arms, open your hands, not point/touch the officers and calmly tell them where the suspect/perpetrator is to provide descriptions.

Accidents/Incidents

Interns should assist patients, staff and visitors whenever an accident/incident occurs.

Falls

When an intern witnesses a patient/visitor fall in patient care areas he should respond in the following manner:

- Initial response: CALL FOR HELP.
- Do not attempt to move the person.
- Stay with the person and provide reassurance.

If an intern witnesses a person fall in a non-patient care area, and the person is alert:

- Offer assistance to the person.
- Ask the person whether or not he/she has sustained an injury and will follow up with his/her own private physician; or, would the person prefer to be examined in the Emergency Department.
- Complete an Event Report or assure that an Event Report is completed by personnel

Spills

- When an intern spills water, paper towels should be used to absorb the spill and discard the soiled towels in brown non-infectious waste bags. If the spill is a large amount, the intern should call housekeeping stating location of spill. If necessary, obtain "wet floor" sign (if available) from nearby department and place at spill location until housekeeping arrives.
- When an intern observes a spill on the floor and the content is unknown, the intern should call or ask nearby staff to call housekeeping, stating the location. If necessary, obtain "wet floor" sign (if available) from nearby department and place at spill location until housekeeping arrives.
- When there is a blood spill, of any size, the intern should call or ask nearby staff to call housekeeping, stating the location. If necessary, obtain "wet floor" sign (if available) from nearby department and place at spill location until housekeeping arrives.

Other Incidents

In the event that a patient/visitor should faint or have a seizure the following actions are necessary.

- Initial response: CALL FOR HELP
- Report any unsafe condition or act that you observe.

Other Actions:

Ease person to floor.

Prevent injury: especially to the head. In case of a seizure, move potentially injurious objects out of the way, but do not attempt to restrain the person. Never put anything in the mouth.

Observe and report: Do not leave person alone.

Security Guidelines That Make a Difference

1. Photo identification badges must be worn above the waist at all times at **all** WellSpan properties.
2. Utilize security escorts when appropriate.
3. Do not prop open exterior doors or allow unauthorized persons to enter through unauthorized entrances.
4. Inquire when a visitor looks lost, needs help, or is acting in a suspicious manner.
5. Report suspicious persons or incidents to Security immediately.
6. Store your purse or other valuables in a secure place and always lock your car.
7. Remember there are emergency phones on the elevators. Use when necessary.
8. Your badge is specific to your assigned department only. Do not access areas that are not necessary to your internship.
9. At the end of your internship, you must return your badge either to your department supervisor or directly to the Volunteer Engagement Department.

Aggression Management - Tips for Safety

DO

Continually monitor your own status.

Project a calm, confident feeling.

Accept their statements as genuine expressions of their feelings.

Talk with the subject.

Be matter of fact.

Stay close to them and observe their mood.

DON'T

Appear bossy, arrogant, or to expect an attack.

Try to "stare him/her down".

Turn your back or leave.

Argue or make unnecessary demands.

Crowd the person.

HIPAA and Confidentiality



WellSpan Health has a strong tradition of protecting the privacy of patient information. Confidentiality has always been part of the health system's culture. However, now the law that sets a national standard to protect medical records and other personal health information. It is called the **Health Insurance Portability and Accountability Act** or **HIPAA**.

What is HIPAA?

- HIPAA is a law passed by congress in 1996.
- HIPAA sets national standards for the protection of patient information, with a compliance deadline of April 2003.
- HIPAA applies to ALL health care providers: hospitals, physicians, insurance companies, labs, home care companies and surgery centers.
- HIPAA covers ALL forms of protected health information... oral, written and electronic.

Why are interns, involved with HIPAA?

It is everyone's responsibility to take the confidentiality of patient information seriously. Anytime interns come in contact with patient information (or any personal health information) written, spoken or electronically transmitted,

they become involved with some facet of the HIPAA regulations! It is for this reason that the law requires awareness training for all healthcare personnel, including students.

What is Protected Health Information (PHI)?

According to HIPAA all the following information can be used to identify a patient:

- ⇒ Addresses
- ⇒ Dates
- ⇒ Telephone or fax numbers
- ⇒ Social Security Numbers
- ⇒ Medical Records Numbers
- ⇒ Patient Account Numbers
- ⇒ Insurance Plan Number

This information is referred to as individually identifiable health information (IIHI). Removing a patient name from a chart is no longer sufficient to de-identify the patient. HIPAA refers to this information as **Protected Health Information or PHI**. Any health information that identifies someone or can be used to identify someone **MUST BE PROTECTED**.

During your internship, you may be provided with materials that list patient information, such as lists, medical records, etc. When you no longer need these materials, they should be properly disposed of in order to protect the patient information. You may either place the materials in a “Shred it” container or give the materials back to your internship supervisor as they will properly dispose of the materials.



Sharing patient information?

HIPAA, under the Consent Rule, allows for the provider of care to use health information for **Treatment, Payment and Operations (TPO)**. Before HIPAA it was common to use patient information for other purposes and to share more than the minimum necessary information. Now patients need to give prior authorization for the use of their health information for non-TPO purposes.

What is TPO?

HIPAA allows us to share patient information for:

Treatment	Providing care to patients
Payment	Getting paid for caring for patients
Operations	Normal business activities such as quality improvement, training, auditing, customer service and resolution of grievances.

If use of the information does not fall under one of these categories, you must have the patient’s signed authorization before sharing that information with anyone!

If personal health information (PHI) is involved:



and ask yourself -

Does my sharing this information involve TPO for that patient? (Treatment, Payment, Operations)

If the answer is NO: Don’t pass it along unless you have been authorized to do so!!

This includes information you may see or hear about hospitalized volunteers, students, friends and acquaintances. Sharing information for non-TPO purposes requires authorization from the patient involved.

What are the consequences of not complying with the law?

It has always been against WellSpan Health policy to improperly share, use or dispose of patient information in the wrong way. Under HIPAA, there are now fines and penalties for this. We treat privacy seriously, which is why every intern and team member is required to sign a confidentiality form. A breach of privacy may result in termination. Wrongful and willful disclosure of health information carries fines and can involve jail time.

Why should we do this?

- ⇒ It is the right thing to do.
- ⇒ It is in keeping with the values of our organization.
- ⇒ Think how you would feel if it was information about you or a loved one.

People in health care think they already do a good job protecting patient information, but HIPAA requires MORE protection. We must protect all health information!

Reporting Violations:

It is EVERYONE's responsibility to report violations, or wrong doings. Whether someone received patient information improperly, or shared patient information in the wrong way, everyone has a responsibility to report violations. When in doubt...ASK!! Your department supervisor or the Volunteer Engagement Department is a good place to start for answers to your questions ...or for reporting issues.

**Help us to keep the HIPAA Awareness level HIGH!!
Be HIPAA wise and model the correct behavior.**

Confidentiality

All WellSpan Health students are committed to a professional code of ethics. Every patient is entitled to privacy and has the right to expect that personal information will be kept confidential. Therefore, confidentiality is both a legal and ethical responsibility. Information concerning the care of a patient is always personal in nature; and, therefore, any information about the patient's condition, care treatment or personal data is absolutely confidential and must not be discussed with anyone other than those directly responsible for the patient's care and treatment.

Unauthorized release of information about patients, due to carelessness or thoughtlessness, is unethical. We urge you to be discreet in your conversations. Additionally, patient charts and medical records are confidential and may not be read by interns. Confidential computerized information is password protected. Passwords may not be shared. Computer hacking or attempting to enter an additional system cannot be tolerated. A violation of confidential information is a violation of hospital ethics. An intern may be suspended or dismissed immediately by the Senior Director of Volunteer Engagement for such a violation. Each intern is required to sign a confidentiality agreement during orientation.

Conversations

Conversations with Employees: The employee team values what you have to say. However, while on duty, it is best to limit your conversations with employees to health system business. Limiting personal conversations helps the employee staff focus on the needs of our patients and guests.

Conversations with Patients: Conversations with patients should be limited to cheerful, non-controversial subjects. Patients may divulge information that is highly personal. If this is the case, interns should listen with compassion and understanding, but should not invite confidences. Interns should never offer opinions on personal affairs, medical treatment, administration of medication, choice of physicians or referral of services. Suggest patients or family members speak to the charge nurse or physician if they have questions about their condition or medical care.

When visiting patients, do not discuss their illness or your own. Do not discuss patients with others outside their rooms. Remember, even a patient who appears asleep (or unconscious) may hear. Each patient is an individual, respect their privacy. Patients who seem unhappy or angry may well be masking fear, worry or loneliness.

Conversations with Visitors: Visitors are also our guests. They should be treated with warmth and respect. Listen with compassion and understanding. Answer their questions professionally and with competence. Treat visitors as you would like to be treated. Treat everyone the same, regardless of age, race, color, creed, financial condition, appearance and disability.