Objectives

• Understand how to ensure a safe work environment

• Understand how to report and respond to codes that are paged in the hospital
Environment of Care

- Sparrow is accredited by the Joint Commission and Health Care Facilities Program which means the organization complies with the highest national standards for safety and quality of care.

- Every person serves a role in achieving and maintaining a safe environment. This is accomplished by everyone’s vigilance and appropriate actions.

- Be alert for and report anything in need of repair, or other service, by calling the Service Response Center at x 43434
Safety Codes
Safety Codes

- Volunteers working in the hospital may hear safety codes announced through the overhead paging system.
- Volunteers should familiarize themselves with their work area as it relates to the following codes.
- During a code, volunteers are expected to assist hospital staff as directed. However, if you encounter a situation that you need to address, please use the following guidelines.
CODE RED - FIRE

Volunteers who discover a fire should follow the acronym RACE to the extent that your own personal safety is not threatened.

**R**escue any persons in the immediate area

**A**ctivate the alarm by pulling the nearest fire alarm box. Call 123, or 9-911 in off-site locations.

**C**ontain the fire and smoke to the smallest possible area by closing doors and turning on lights.

**E**xtinguish the fire, if waste basket size or smaller
CODE RED, continued

Follow the PASS acronym to operate the extinguisher

P - Pull the fire extinguisher pin
A - Aim the extinguisher nozzle at the base of the fire
S - Squeeze the fire extinguisher handle while holding the extinguisher upright
S - Sweep the extinguisher nozzle from side to side
CODE TRIAGE - DISASTER

Internal or External

• Volunteer stations on the Sparrow and St. Lawrence campuses will be called by Volunteer Services staff to ensure that volunteers know their role.

• Volunteers should help the hospital staff prepare their departments.

• During a disaster, volunteers should not come to the hospital to help unless called.

• Stay until an all clear is announced.
CODE TORNADO WATCH

• All volunteers should:
  – Continue regular duties
  – Reassure patients/visitors
  – Review tornado procedures and prepare to implement safety procedures as directed by staff.
CODE - TORNADO WARNING

• If serving in a nursing unit, assist with patients as directed by staff.
• If not in a patient care area, assist by personally seeking & directing visitors to the lower level of the hospital.
• Do not use the elevators.
• Close all window blinds.
• Turn on lights
• Stay until an all clear is announced.
CODE BLUE - CARDIAC & RESPIRATORY ARREST

Dial 1-2-3 and/or contact a nurse if you find:

• A non-responsive individual or
• Witness an individual collapse or lose consciousness

DO NOT call the Emergency Department
CODE PINK – INFANT or CHILD ABDUCTION

Sparrow has been very fortunate in that we have never had a child abducted from the hospital.

When an infant or child is missing a CODE PINK will be issued. Volunteers are asked to station themselves out in hallways and look for the following:
CODE PINK – continued

• Pediatric patient - a child matching the description given in the broadcast
• Infant – anyone who might be concealing a baby under a jacket, or in a tote bag, and seems to be in a hurry.
• Volunteers should immediately report suspicious persons to the Security Department at x 64911
CODE YELLOW – BOMB THREAT

• When a Code Yellow is announced, volunteers should calmly walk through their work areas, noting anything that looks out of place
• DO NOT touch, inspect, or move any suspicious items.
• Report suspicious items to Security at x 64911
CODE YELLOW - continued

• If you receive a bomb threat call, do not transfer the call
• Remain calm and listen carefully and keep the caller on the line as long as possible
• If possible, alert another person and have them contact Security
• Stay until an all clear is announced
CODE SILVER

• Alerts volunteers to the presence of an active shooter within the Health System
  – Volunteers should evacuate the area if possible and seek shelter behind a locked door. Include patients and guests as time and circumstances permit.
  – Volunteers in locations away from an active shooter scene shall not enter the building/floor/wing under any circumstances
CODE ORANGE

• Alerts Decon Team members to report for duty to the decon equipment area
  – Volunteers are not required to take any action during this code.
Personal Safety
Maintaining a Safe, Secure Environment

**Volunteers can enhance safety and security by:**

- Reporting unidentified persons in restricted access areas
- Securing personal belongings in locked drawers and/or lockers
- Never loan out an ID Badge, key or access code to anyone
- Reporting suspicious persons

**When volunteering, be alert to patients or visitors who:**

- Over-react to uncertainty/delay related to health
- Threaten other customers, staff, volunteers
- Demonstrate excessive anger
- Use abusive language
- Appear to be under the influence of alcohol or drugs
- Show or claim to have a weapon

Should any of the above occur, remain calm, and contact the Security department at x 64911.
Volunteers and safety

Volunteers have a key role in ensuring the environment is safe. Below are just a few areas that you can help.

- When delivering flowers, volunteers can help reduce falls by bringing the flowers to the bedside table.
- Volunteers who transport patients using a wheelchair always should adhere to wheelchair safety (backing into an elevator, locking the wheels.)
- Volunteers can help maintain egress within a room by making sure it is free of clutter.
- When carrying liquids/food through the hospital make sure items are covered.
- When delivering flowers, ensure you correctly identify a patient by asking “can you tell me your name”.

Sparrow
EGRESS

Volunteers can help with this effort at Sparrow by adhering to these guidelines and/or making these adjustments to the environment while traveling in the hospital. Ideally, hallways will be clear as shown below.

• Equipment “in use”: must be on wheels and set to a single side of the corridor.
• No equipment may ever block fire extinguishers, alarms or medical gas shut offs.
• Walleroos must be closed when not in use.
Right to Know

Michigan Occupational Safety and Health Act requires all organizations to establish and maintain a program to inform affected workers about potentially harmful materials that may adversely affect health or the environment.

At Sparrow:
- All chemicals come with a Material Safety Data Sheet (MSDS) that lists all physical and health hazards and emergency first aid procedures if there is an over-exposure
- Material Safety Data Sheets can be found on the Sparrow Intranet homepage, by selecting the MSDS Icon. If you are interested in reviewing a MSDS, please see Security or the Volunteer Department
- Contact the Safety Department with any questions regarding hazardous materials at 364-5219
Security Services
Available for Volunteers

• 24-hour escort to vehicle
• 24-hour assistance if car needs to be unlocked or jump started
• Monitoring of all campus parking lots
• Lost and found service
• 24-hour emergency response to trouble calls and panic alarms
Safety. . .
The end.

You have completed the Safety section of orientation please remember to complete the orientation quiz.

Thank you!