

Volunteer Services Handbook



DARTMOUTH-HITCHCOCK MEDICAL CENTER

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*“All the beautiful sentiments in
the world weigh less than a single
lovely action.”*

—James Russell Lowell





Dear DHMC Auxiliary Volunteer:

We really appreciate the commitment you are making to DHMC through your volunteer work. How very generous you are to share your time with others. You are joining a wonderful group of volunteers from all over the Upper Valley.

Please review this handbook, so you will have all the information you need to be successful in your volunteer role. If you have any questions, please feel free to speak with any one of us in the Volunteer Services office.

Once you have begun to volunteer on a regular basis, please remember to document your volunteer time including any hours served at volunteer meetings. You can come into the office, email, or call us to inform us about your volunteer hours.

If you have any questions or concerns about your volunteer duties—or are interested in learning about alternative or additional volunteer opportunities—please let me know. I would be happy to meet with you.

We hope you will be able to volunteer for at least six months and we look forward to an even longer volunteer relationship with you. If at any time you are unable to continue with your volunteer commitment to DHMC, let us know as soon as possible. As many programs depend upon volunteers, we will need time to plan for future coverage.

Welcome to the DHMC Auxiliary, we are so glad you chose to join us!

Sincerely,

Andrea Henry, Director

Dartmouth-Hitchcock Medical Center Auxiliary

The Mission of the Dartmouth-Hitchcock Medical Center Auxiliary is to supplement the services of the Medical Center, to assist patients, families, visitors and staff in an empathetic and supportive manner, and to award funds to support DHMC programs, equipment, and supplies from the proceeds of the Pink Smock Gift Shop.

Since 1933, The Dartmouth-Hitchcock Medical Center Auxiliary has been a vital organization. As DHMC has grown, Auxiliary volunteers have increasingly worked along with employees to help meet its mission. In 2004, 500 Auxiliary volunteers gave 54,000 hours of service to over 50 departments. The Pink Smock Shop raised \$303,000 which was donated to the medical center in the form of Auxiliary gifts of equipment, supplies, and nursing scholarships.

In 1933, the Mary Hitchcock Memorial Hospital Auxiliary was formed at request of the Mary Hitchcock Memorial Hospital (MHMH) Board of Trustees to help support the hospital by fund raising and offering volunteer services throughout the hospital. Since hundreds of people from many local communities already were donating home-grown and/or preserved foods every fall on “Donation Day” to “Mary’s House” as MHMH was affectionately called, it was felt that the Auxiliary could use this momentum to grow into a formal unit. Contributors of cash, produce, or supplies automatically became Auxiliary members. No gift was too small and every one made a difference.

The Donation Days continued until the Hanover-Norwich Auxiliary Drive replaced them in 1955. This was supplemented by a variety of annual Auxiliary benefits which included concerts, plays, and dances. The Pink Smock Gift Shop opened in 1971, and its financial success precluded the need for additional fund raising.

It is the policy of DHMC Volunteer Services that all individuals enrolled as volunteers are members of the DHMC Auxiliary. All members are

expected to uphold the missions and values of DHMC and the DHMC Auxiliary. Volunteers demonstrate commitment and loyalty to our organization and are our best advocates.

There is a 20-member Auxiliary Board that, with its officers, works closely with the Director of Volunteer Services to provide leadership and direction to the volunteer program. A significant responsibility of the Board is to grant the profits from the Pink Smock Shop to departments whose requests for funding most enhance patient care. The Board meets nine times a year usually on the fourth Thursday of the month. Any Auxiliary member may attend a meeting by first notifying Volunteer Services.

Dartmouth-Hitchcock Medical Center

The mission of Dartmouth-Hitchcock Medical Center (DHMC) is to provide high-quality health care and comfort to the ill, to prevent illness among the well, and to advance health care through education, research, community service and the improvement of clinical practice.

DHMC is New Hampshire's only academic medical center. It is made up of the Mary Hitchcock Memorial Hospital (MHMH), the Dartmouth-Hitchcock Clinic (a network of more than 900 primary and specialty care physicians located throughout New Hampshire and Vermont), Dartmouth Medical School, and the Veterans Administration (VA) Medical and Regional Office Center in White River Junction, Vermont. DHMC is home to the Children's Hospital at Dartmouth (CHaD), the only children's hospital in New Hampshire.

The Norris Cotton Cancer Center (NCCC) is also part of DHMC and is the state's only National Comprehensive Cancer Center Institute. *U.S. News and World Report* has ranked the Cancer Center as one of the top 50 treatment and research centers in the country.

Office Staff

ANDREA HENRY, DIRECTOR

Responsible for all administrative functions of Volunteer Services Department including Volunteer Services, Pink Smock Shop staff, Arts Program, and Information Desk staff. Recruits, interviews, and coordinates community volunteers. Coordinates and supervises Auxiliary Board, Pink Smock Shop, and Auxiliary committee meetings. Works with departments that request volunteer assistance, co-chairs Transportation Task Force, attends DHMC Directors' meetings, and is responsible to Senior Management as an educational resource to promote volunteerism.

LINDA LAROS, ASSISTANT DIRECTOR

Interviews, places, and coordinates college, graduate school, and junior (14 years through high school) volunteers. Coordinates the Dare to Care education program and other career education events. Organizes and oversees Holiday Decorations. Produces a monthly newsletter, and manages the Volunteer Services in-house website and web publicity. Works in close partnership with and as back up for the Director.

MARCY SANBORN, VOLUNTEER SERVICES ASSISTANT

Provides reception for Volunteer Services, generates monthly volunteer schedules, contacts substitutes, coordinates requests for collating assistance, and supervises collating volunteers. Responsible for the record keeping of community volunteer hours, assists with details for annual Volunteer Breakfast and Luncheon, oversees DHMC's participation in the Listen Holiday Basket Program, and assists with orientation of new volunteers.

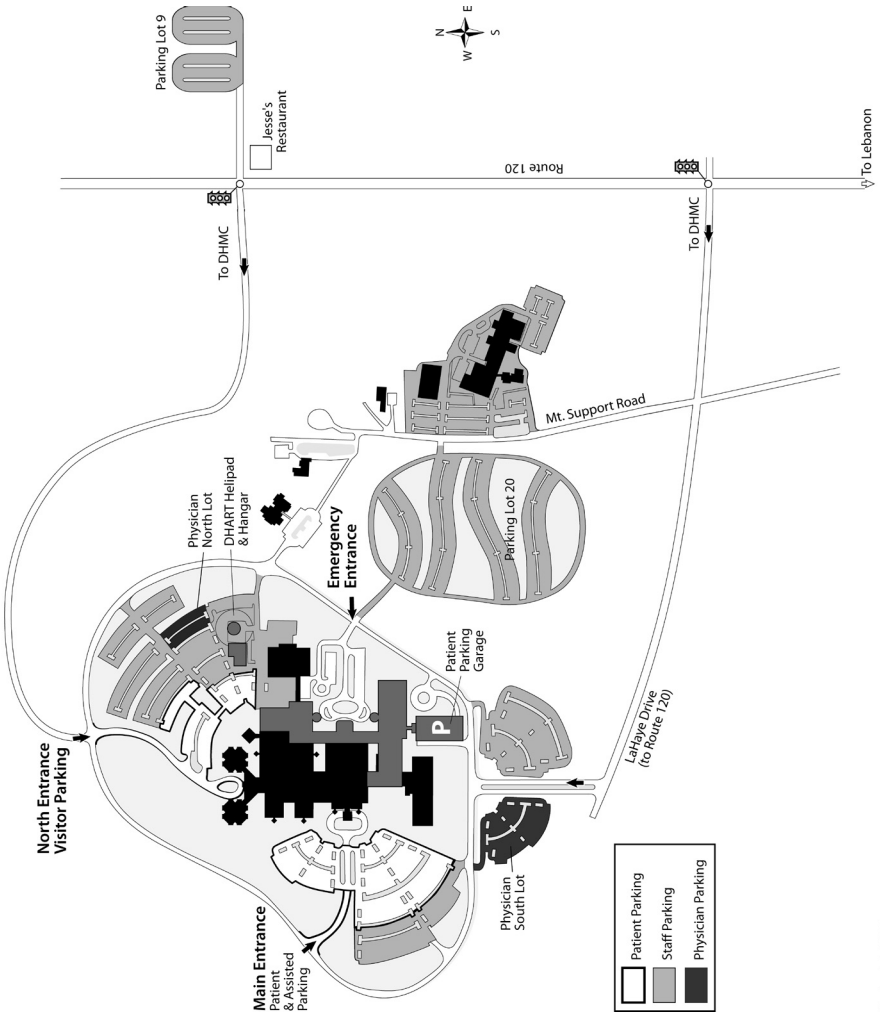


“How wonderful it is that nobody needs to wait a single moment before starting to improve the world.”

—Anne Frank



Facility Parking Map



Revised: 9/1/05

Standard Procedures

Volunteers are part of the Dartmouth-Hitchcock Medical Center's healthcare team. They are a part-time, trained, and unpaid labor force that is an integral part of this institution. Volunteers augment, but never replace, the services of salaried staff.

APPLICATION PROCESS

All community volunteers must complete a DHMC volunteer application and submit two personal references. Once these two requirements are met, the applicant is scheduled for an informational interview with the Director of Volunteers. If the applicant has the interest(s), skills and temperament to meet the needs of DHMC, a placement match is made pending availability. If an immediate placement is not possible, the volunteer is notified at a later date when an appropriate match is made. Not all prospective volunteers can be matched. The orientation process begins once a match is made and agreed upon.

BAD WEATHER

It is at the discretion of individual volunteers whether to venture out in inclement weather. When local schools are closed, volunteers are not expected to work. Always notify Volunteer Services when you will not be reporting for work.

CHANGING ASSIGNMENTS/LEAVING THE PROGRAM

If a volunteer wishes to serve in a different capacity or leave the program entirely, an appointment with the Director of Volunteers is requested. Feedback about the volunteer experience is welcomed and always helpful.

CONFIDENTIALITY

Volunteers often come in contact with or recognize people they know in the context of their jobs. Under no circumstances should the volunteer report to others in or outside of the hospital setting that they saw this person or relate the nature or reason that he/she was at DHMC. It is strictly prohibited to access any patient information that does not have direct relevance to the volunteer duties. Any breach of patient confidentiality will lead to prompt termination of the volunteer/DHMC relationship. Volunteers must be aware of and abide by the HIPAA (Federal Privacy Rule) regulations pertaining to patient privacy.

COMPLAINTS AND CONCERNS

Please direct all patient complaints and concerns to Patient Relations in the Care Management Office. Volunteer concerns should be brought to the Director of Volunteer Services.

DEPENDABILITY

It is very important that volunteers be consistent in fulfilling their commitments (usually four hours per week). If you are not able to come in for your shift, please let Volunteer Services know as far in advance as possible. This permits sufficient time for either this office to recruit a substitute or for the department to re-organize the work which was assigned to you. Several absences without advance notice may result in termination of the assignment.

DRESS CODE

By State regulation, a DHMC Volunteer photo ID must be worn by all volunteers while on duty. The ID badges are obtained at the Security photo booth with permission from Volunteer Services. Junior volunteers (ages 14 through high school graduation) wear volunteer golf shirts and tan pants. Patient Representative Volunteers wear blue jackets. Pink Smock Shop Volunteers wear multi-colored aprons. All other volunteers wear red or pink smocks, aprons, or golf shirts (tucked in) provided by Volunteer Services. Volunteers in off-site locations are not required to wear a volunteer uniform, but a photo ID is required.

The hospital is a professional setting. Care must be given to look neat and presentable at all times. Jeans, sweat pants, shorts, short skirts, and sandals are not acceptable. Closed shoes are firmly recommended for safety and infection control. The hospital cannot be held liable for injuries related to improper footwear. Any assignment where a volunteer pushes a wheelchair requires closed shoes. Perfume, hair spray, aftershave, and other cosmetics with fragrances are strongly discouraged.

GIFTS AND SOLICITATIONS

Volunteers must not accept personal gifts from patients or their families for themselves. The Development Office can accept all gifts on behalf of DHMC. Conversely, a volunteer never solicits goods or services, requests contributions, or distributes literature of any kind in the hospital setting.

LEAVES OF ABSENCE

If you have vacation plans or must take a leave of absence, Volunteer Services must have two weeks notice when possible. When a volunteer takes medical leave, a physician's note (kept confidential) stating approval for return to duty must be sent to the Director of Volunteer Services. A volunteer's position will be held for up to three months if possible.

MEDIA RELATIONS

Medical centers receive a lot of media attention. It is DHMC policy that any staff member or volunteer approached by a representative of the media, must either have a Public Affairs representative present or suggest that the media contact the Department of Public Affairs and Marketing.

MEDICAL ADVICE

Volunteers must never ask for advice of medical staff when performing their volunteer duties nor should they offer medical advice. This includes discussing their personal medical or surgical histories with staff, patients, or other volunteers while on volunteer duty. Volunteers may act as witnesses for legal documents as directed by the Office of Care Management.

PARKING

Volunteers must obtain DHMC parking stickers at the Security Office near the Rotunda and affix them to the front and rear bumpers of their cars. Volunteers may park in the garage, Lots 9 and 20, and any employee parking lot. Volunteers may not park in patient or visitor lots when coming in to volunteer unless special permission has been granted for health reasons. If you have special requirements, contact Volunteer Services.

RECORDING HOURS

Volunteer Services is required to report to the hospital administration the total annual hours accrued by volunteers. It is important that volunteers record their hours in the Volunteer Services Office by phone, email, or in person.

SERVICE DESCRIPTIONS/LIABILITY

Every volunteer will receive a written description of the agreed upon service. Liability insurance is provided by DHMC to volunteers while they are performing the role as described on the service description.

SMOKING

DHMC is a smoke-free environment. Smoking is strictly prohibited inside the buildings and outside the public entrances. Smoking is discouraged on the entire DHMC campus, but is permitted in designated smoking areas.

SUBSTANCE ABUSE

The unlawful or improper presence or use of controlled substances, alcohol, or illicit drugs within the Medical Center is prohibited. A violation of this regulation will result in termination of volunteer assignment.

TELEPHONE CALLS

Personal telephone calls while on volunteer duty are discouraged. Family and friends may leave messages with Volunteer Services. It is considered unprofessional for volunteers to use a cell phone while on duty.

TROUBLESHOOTING

A hospital environment is one in which emotions can rise and fall quickly. If a volunteer encounters problems and/or concerns regarding staff members, patients or a particular protocol, it must be brought to the attention of the Director of Volunteer Services as soon as possible. Do not attempt to discuss or negotiate controversial issues with department members or patients.

TUBERCULOSIS SCREENING

Volunteers will be advised by Volunteer Services whether their specific duties require Tuberculosis (PPD test) screening. This is necessary for all jobs which involve direct interaction with patients. The test is done at the Department of Occupational Medicine at no charge to the volunteer. Call (603)653-3850 for the hours during which the test is given.

VOLUNTEER RULES OF CONDUCT

The Volunteer Services Department follows DHMC Human Resources protocols with regard to dismissal, should a failure to follow the DHMC code of ethics occur. Termination could result from sexual harassment, disrespectful language, or any inappropriate action that would insult or jeopardize the health or welfare of patients, families or staff, or the inability to fulfill the volunteer assignment. Every effort is made by Volunteer Services to correct a situation before dismissal is implemented. Volunteers have the right to appeal via the Volunteer Grievance process by calling the DHMC Education Office at (603)653-1977, if he or she feels the decision is unfair.

Areas of Service

Volunteer Services responds to department requests for volunteer help and works with the requesting department to develop a written service description. Every effort is made to fill the position(s) with qualified volunteers. Orientation and support is provided in all areas. Volunteers currently perform the following services for the Dartmouth-Hitchcock Medical Center:

ACTIVITIES THERAPY

Volunteers work with activities staff to provide therapeutic diversion for psychiatric inpatients on 2 West.

AUXILIARY BOARD

The officers plus 20 representatives from Volunteer Service areas meet nine times a year to plan, manage, and report on the volunteer program. A guest speaker presents pertinent hospital information at every meeting.

BINGO

Every Tuesday from 2 to 3PM, Bingo is televised live over in-house TV for inpatients. Two volunteers provide this program. Several volunteers collate 200 Bingo packets a week, which are delivered on patient's breakfast trays. Volunteers deliver prizes to patients' rooms after the game.

CHAPLAINCY

Volunteer Eucharistic ministers deliver communion to inpatients.

CHILDREN'S HOSPITAL AT DARTMOUTH (CHAD) CHILDLIFE PROGRAM

Childlife staff train volunteers to provide specific arts and crafts activities in inpatient pediatrics.

CHAD FAMILY CENTER VOLUNTEER

Support families and their children in the resource center by helping to locate Internet and printed literature. Volunteers also assist with childcare.

CHAD FAMILY COUNCIL

Parents of CHaD patients volunteer to meet regularly to set policy and discuss ways to improve communication between patients' families and staff.

COLLATING

Work in the volunteer office assembling education packets, admission folders, and a multitude of other materials.

COLLEGE/GRADUATE STUDENT VOLUNTEERS

Provide supportive services in CHaD, the Same Day Program, NCCC, many offices, and the Emergency Room.

CRITICAL CARE WAITING ROOM

These volunteers are liaisons to patients in the critical care unit and their families, answering questions, giving directions, and granting visits as appropriate.

CYSTIC FIBROSIS ADVISORY GROUP

Parents and advocates, who represent the Cystic Fibrosis patient population, volunteer to meet regularly to set policy and discuss ways to improve communication and services for patients and their families.

DARE TO CARE

Applicants must be at least 16 years of age. Introduction to the work of health care is provided through classroom and technical experiences.

DHMC ARTS VOLUNTEER

Work with the Arts Program to update artist database, display rotating art shows, plan events, create and provide Art a la Carte kits for patients.

DHMC CHILD CARE CENTER

Assist the Child Care Center teachers in one or more of the classrooms with children ages six months to six years old.

DISTRIBUTION STORES

Assist Distribution Stores Department with the delivery of supplies throughout DHMC.

EMERGENCY DEPARTMENT

Support patients and their families in the Emergency Department through comfort measures.

ENTERTAINMENT/PIANO

Competent musicians play the grand piano during the week for one-hour segments. If you play another instrument and would like to participate, contact Volunteer Services to discuss.

ESCORT

Assist patients in wheelchairs to and from appointments, Same Day Program, and inpatient areas. Assist patients and departments with delivery of charts, films, and personal items. Training in the safe use of wheelchairs is provided.

FLORIST DELIVERY

Deliver flower arrangements to patients.

FLOWER CART

Hanover Garden Club volunteers bring donated flowers to Volunteer Services where they arrange them in bud vases.

FRIENDS OF CHaD

Assist with CHaD fund raising events.

HEMATOLOGY/ONCOLOGY OFFICE ASSISTANT

Provide clerical, copying, and collating assistance to organize educational binders for cancer patients.

HOLIDAY DECORATIONS

Once a year, volunteers help to distribute, put up, and later take down holiday decorations provided by the Auxiliary.

INTENSIVE CARE NURSERY (ICN) PARENT COUNCIL

The volunteer council strongly believes in the philosophy of family-centered care and provides a parental perspective on issues facing the ICN.

ICN VOLUNTEER

Create charts, file records, and care for toddler siblings while parents hold their hospitalized infants. Volunteers occasionally hold infants.

INFORMATION DESK VOLUNTEER

Greet patients and visitors and provide directions to appointments and rooms throughout the medical center. Good computer, way finding, and telephone skills required.

INFUSION SUITE

Provide companionship and serve lunch to patients receiving intravenous chemotherapy.

JUNIOR VOLUNTEER (14 YEARS OLD THROUGH HIGH SCHOOL)

Help in shifts of two to three hours in the Pink Smock Shop, CHaD Childlife Program, Child Care Center, and with special projects.

KNITTERS

Work from home to knit booties, hats, and sweaters for infants, and chemo hats for child and adult patients.

LIFELINE PROGRAM

Install personal assistance Lifeline units in patients' homes. A current driver's license and safe driver record are required.

LINEN SERVICES

Mark and fold linen in off-site distribution center.

MAMMOGRAPHY

Place reminder telephone calls to mammography patients, fold and stock linens in treatment areas.

MAMMOGRAPHY DEXA-SCAN ROUTINE SCREENINGS

Assist patients with gowns and directions to treatment areas.

MASSAGE THERAPY

Trained and certified volunteer massage therapists provide massages to patients under the direction of the Alternative Therapy Program.

MEDICAL INFUSION SUITE

Offer companionship and serve lunch to patients receiving non-cancer intravenous chemotherapy.

MRI/CT SCAN

Call patients to confirm appointments, fold patient robes, and stock changing rooms. Perform clerical duties such as preparing packets, filing, and photocopying.

NORRIS COTTON CANCER CENTER (NCCC) CANCER REGISTRY

Enter cancer diagnosis and treatment into computer database. Speed of data entry not a priority, but attention to detail is important.

NCCC LIBRARY

Enter new book titles into database, help patients and families find resources related to cancer. Keep bookshelves orderly.

NCCC SUPPORT GROUP

Co-facilitate support group which includes introducing speaker, fielding questions from participants, leading discussions, managing distractions, and maintaining comfort level in room for participants. Cancer support group experience required.

NURSING UNIT ASSISTANT

Duties include obtaining newspapers for patients, stocking gloves, sorting mail, collating materials, delivering ice water, copying, emptying laundry, and working with staff to keep unit orderly.

OFFICE COVERAGE

Assist offices in a variety of locations answering phones, and providing clerical and copying assistance.

PATIENT REPRESENTATIVE

Meet with patients and families to provide and gather information. Seek resolution to issues and concerns related to their hospitalization or experience in the outpatient clinics.

PET VISITOR

Bring well-mannered dogs (screened by the recommended Humane Society) for weekly visits to patients on Units 1 East, 5 East, and 2 West.

PHYSICAL THERAPY

Assist physical therapists in preparing orthopaedic patients who have had a total joint replacement to receive physical therapy treatment.

PINK SMOCK SHOP BUYER/COMMITTEE MEMBER

Order, price, unpack, and display merchandise. Assist with cash register and credit card machine. Serve on the Pink Smock Shop Committee.

PINK SMOCK SHOP CASHIER

Assist with cash and credit card sales, gift certificates and the flow of a busy shop. Present a professional business-like appearance and a welcoming, pleasant attitude to customers.

RADIATION ONCOLOGY

Provide a welcoming environment, greet patients coming for radiation, help them to check in, and assist to appointment areas.

RADIOLOGY BUSINESS OFFICE

Sort and file radiology requisitions.

REIKI

Trained Reiki volunteers work under the supervision of the Supportive Services Department in the Cancer Center.

SAME DAY AND SURGERY WAITING ROOMS

Work with the staff desk coordinator to provide a comfortable area for families of patients during surgery and postoperative recovery. Provide appropriate information to families as needed. Be accountable for information. Computer and telephone skills required.

SPECIAL PROJECTS

Assist with projects on an “as needed” basis for departments throughout DHMC.



*“The journey of a thousand miles
begins with a single step.”*

—Lao-tse



Benefits

DISCOUNTS

Volunteers are eligible for employee discounts at the DHMC pharmacy and cafeterias. With the exception of Dartmouth College Athletics programs, volunteers receive the same discounts at area businesses as DHMC employees.

EDUCATION

Volunteers are offered a variety of Educational Meetings throughout the year and are eligible to participate in many DHMC courses on a space available basis.

INSURANCE

Liability insurance is provided by DHMC to volunteers while they are performing their duties as outlined in their service description.

LIBRARIES

Volunteers have access to the Matthews-Fuller Health Sciences Library. To borrow materials, a library privileges form needs to be filled out and signed by a Volunteer Service Staff member.

RECOGNITION

Volunteers are awarded pins for hours of service and are recognized annually at a breakfast in the spring and a luncheon in fall. “Gold Stars” are awarded throughout the year to volunteers and staff who serve above and beyond the call of duty. Volunteer Emeritus status is awarded to volunteers who have given many years of service when they retire from the DHMC Volunteer program.



*“Experience is not what happens
to you, it is what you do with
what happens to you.”*

—Aldous Huxley



Volunteer Protection Act

Responding to the growing hesitance of many Americans to volunteer for non-profit organizations for fear of facing unwarranted lawsuits, Congress passed the Volunteer Protection Act of 1997. The law makes sure that people who volunteer their services can do so without worrying that their offer of free services ends up costing them in legal fees.

The law also provides that Volunteers for non-profit organizations or governmental entities cannot be sued for actions taken during their work for the organization or entity if:

- The volunteer was acting within the scope of his/her responsibility.
- The volunteer did not engage in willful or criminal misconduct, gross negligence, reckless misconduct, or conscious, flagrant indifference to the rights of an individual harmed by the volunteer.



“We are prone to judge success by the index of our salaries or the size of our automobiles rather than by the quality of our service relationship to humanity.”

—Martin Luther King, Jr.



Volunteer Rights

IT IS YOUR RIGHT

- To be matched with a job that is worthwhile and challenging, with freedom to use existing skills or to develop new ones.
- To be trusted with confidential information that will help you carry out your assignment.
- To be kept informed through newsletters, telephone contacts, and special events about DHMC Programs.
- To receive orientation, training, and supervision for the job you accept and to know why you are asked to do a particular job.
- To expect that your time will not be wasted by lack of planning, coordination, and cooperation within the DHMC Auxiliary Volunteer Program.
- To know whether your work is effective and how it can be improved, and to have a chance to increase your understanding of yourself and others at the DHMC.
- To ask for alternative duties within the DHMC Auxiliary Volunteer Program.



*“Has a man gained anything
who has received a hundred
favors and rendered none? He
is great who confers the most
benefits.”*

—Ralph Waldo Emerson



Volunteer Responsibilities

IT IS YOUR RESPONSIBILITY

- To accept an assignment of your choice with only as much responsibility as you can handle.
- To keep confidential all patient information and to not disclose this information outside of DHMC. This includes patient health information, patient demographics, patient schedules, billing, and any financial information pertaining to DHMC. Some volunteer duties include selective access to patient information; this information is only to be accessed for reasons outlined on volunteer service descriptions. It is strictly forbidden to look up any confidential patient information without a verifiable “need to know.”
- To decline work not acceptable to you; to not let biases interfere with job performance; and to not pressure recipient to accept your standards.
- To continue only as long as you can be useful to the service. Please contact the Volunteer Director if you have any concerns.
- To report volunteer hours and wear the volunteer uniform including photo ID while on duty.
- To use reasonable judgment in making decisions when there appears to be no policy or the policy has not been communicated to you. Then, as soon as possible, consult with the Director of Volunteer Services for future guidance.
- To provide feedback, suggestions and recommendations to Volunteer Services Staff, if these might increase the effectiveness of the program.
- Respect and work as a team member with all staff and other volunteers.
- To complete annual safety review as required by DHMC, JCAHO, State, and Federal regulations.

Fire Safety Regulations

Fire prevention is the responsibility of every volunteer. The best protection against fire is constant alertness to fire hazards and prompt action to eliminate unsafe conditions. Should a fire occur, instantaneous action could protect against loss of life and property. Decisive action is only possible if volunteers are thoroughly familiar with the Fire Safety Program in the Medical Center. Know the location of the alarm boxes, extinguishers, and exits in your area.

FIRE SAFETY PLAN

If fire breaks out in your area, use any non-pay phone to call 5555 and follow the R.A.C.E. plan!

Rescue	people from the danger area
Alarm	by pulling the pull station in the Alarm Box
Contain	close all doors in the area
Extinguish	if possible, use an extinguisher

Do not use elevators. Await instructions from security or staff member.

FIRE EXTINGUISHERS

Fire extinguishers are provided throughout the hospital. The locations are convenient and are clearly marked. Extinguishers are easy to operate, and if used in the early stages of fire can prevent serious damage. Know where extinguishers are located in your area of service and what type of fire they can put out.

OPERATING A FIRE EXTINGUISHER

The P.A.S.S. plan should be followed in the operation of fire extinguishers.

Pull	the pin on the extinguisher to activate the squeeze handle
Aim	the nozzle at the base of the fire
Squeeze	the handle to activate the extinguisher
Sweep	the fire with extinguishing agent

CODE RED

CODE RED is the code for Fire. If there is a fire alarm in the hospital, the communications operator will announce “CODE RED” and the location. Please listen for further announcements. When the alarm is over, the operator will announce, “CANCEL CODE RED.”

Emergency Procedures

ANY EMERGENCY

Call	in a public area of DHMC, please call 5555
Say	your name and exact location of the event including the building, floor, or room number
Give	a brief description of the problem
Important	stay on the phone line until the operator instructs you to hang up

TYPES OF EMERGENCIES

- Fire
- Cardiopulmonary arrest or other medical emergency
- Suspected or Actual Infant or Child Abduction
- Bomb Threat
- Hazardous Material Spill

BOMB THREAT

If you receive a phone call with a bomb threat, remain calm, and prolong the conversation as long as possible so the call can be traced. Try to remember all details of the message. When the event is over, you will need to complete a bomb threat report and give it to the Security Department.

EMERGENCY CODES

Once the problem has been resolved, the communications operator will announce over the intercom system that the code has been cancelled.

Volunteers should be aware of these additional CODES:

- Code Red (fire)
- Code Blue (cardiopulmonary arrest/non-responsive person)
- Code White (emergency in a public, non-clinical area/responsive person)
- Code Pink (suspected/actual infant or child abduction)
- Code Black (bomb threat)
- Code 1000 (disaster/mass casualty)



“The only ones among you who will be really happy are those who have sought and found ways to serve.”

—Albert Schweitzer



Volunteer Services

Telephone: (603)650-7056

Email: Volunteer.Services@Hitchcock.ORG



DARTMOUTH-HITCHCOCK MEDICAL CENTER

Lebanon, NH • (603)650-5000 • www.dhmc.org

09/05