Facility Orientation Guide

Updated July 2015
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Overview

For Non-Employee Workers / Students / Vendors / Interns
As a non-employee worker, vendor personnel, student, or intern with an assignment at this facility, it is essential that you contribute to our mission to provide quality pediatric healthcare. While on assignment at our facility, you are responsible to be compliant with the Valley Children’s policies, as well as Joint Commission on Accreditation of Healthcare Organizations, Title 22, and other regulatory agencies.

Purpose of This Guide
In order to ensure a safe and caring environment for patients, families, visitors, employees, and physicians, it is essential that all non-employee workers, students, vendors, and interns be familiar with and support the hospital policies, procedures, and programs outlined in this guide.

In addition to the job assignment orientation you receive, you must become familiar with the material contained in this guide, which summarizes many of the policies that ensure safe and secure work practices. It does not replace the contract established by your company or any standards that have been established between your company and Valley Children's Healthcare.

Instructions for Using This Guide
♦ Carefully study each section
♦ Discuss any questions you have regarding this material with your company supervisor or with your hospital-assigned department supervisor
♦ Print, complete & sign the Facility Orientation Guide Test on pg 35
♦ Print and sign the Facility Orientation Guide Acknowledgement on pg 38

Patient Safety or Quality of Patient Care Concerns
Report safety & quality of care concerns to Joint Commission toll free:
1-800-994-6610 or 1-630-792-3007
Mission
The mission of Valley Children’s Healthcare is to provide high-quality, comprehensive health care services to children, regardless of their ability to pay and to continuously improve the health and well-being of children.

Vision
Our vision is to become the nation’s best children’s hospital. Our vision captures the path we’ve traveled and showcases our commitment and passion to be the best. Our clear focus is to continue to provide the best care and the best quality pediatric services available anywhere.

Values
Our values guide every decision and define our commitment and the actions supporting it.

Excellence
We depend on exceptional people to provide exceptional quality health care and services throughout Valley Children’s Hospital. We set high standards and we support each other as we strive to achieve them. We invest in each other and we value the individual and cultural differences that make us strong. We are proud of our superior services as measured by quality outcomes.

Compassionate Care
We treat every child, every family, each other, our visitors, and our vendors with respect, kindness, hope, joy, and good humor. We display our helpful, healing, family-centered spirit at every opportunity. We recognize the importance of playfulness in human interaction and in the health of children. We look for ways to ease suffering and provide comfort.

Integrity
We are honest, ethical, and responsible in our work and in the way we deal with others. We keep our promises and admit our mistakes. We know ourselves and we avoid hidden agendas. By the way we live our lives every day, we are worthy of the trust people place in us.

Innovation
We embrace change, creativity, continuous learning, and personal growth. We incorporate new ideas, technology, and methods to improve the health care and services we provide. We anticipate future trends and we create strategic plans to ensure future growth and continued vitality.
Collaboration
We build enduring internal and external relationships, joining with colleagues across organizational boundaries to improve the care and services we provide.

We encourage, reward both individual, and team achievements. We put the common good ahead of narrow interests.

Stewardship
We are resourceful, adaptable, and resilient. We have a “can do” attitude that gets the job done. We are fiscally responsible and efficient with our time. We protect our reserves and manage our operating costs in order to invest in our future. We are each personally dedicated to making Valley Children’s Hospital better because we were here.

Customer Service
Some of our customers are external (patients, parents, visitors, referring providers, vendors) and others are internal (co-workers, physicians, employees of other departments). Showing we care through the way we interact with all our customers is essential to providing a high level of quality service. The gesture might be as simple as helping someone find a location they are looking for.

Family Centered Care
Family centered care is our approach, philosophy and belief for healthcare delivery at Valley Children’s Healthcare. Nine key principles ensure our goal for Family Centered Care; when in place, parents are empowered as decision makers and advocates for their children.

A child is not merely a patient, but a part of a family and the family is a partner in the child’s health care. There are nine key principles:

1. Recognize and respecting the family as the constant in a child’s life
2. Collaboration between families and healthcare providers at all levels.
3. Recognizing and respecting families’ strengths, values, & concerns.
4. Honoring the racial, ethnic, cultural, and socioeconomic diversity of families.
5. Sharing with families in a supportive manner, complete and unbiased information.
6. Encouraging and facilitating family-to-family support and networking.
7. Understands and incorporates the developmental needs of children and their families.
8. Implementing comprehensive policies and programs that provide emotional and financial support to meet the needs of families.
9. Designing accessible healthcare systems that are flexible, culturally competent, and responsive to family identified needs.
We differ from one another. As we work with each other and serve diverse patient populations, we must be aware of different beliefs, practices, and be willing to create and maintain an environment that is respectful of all people.

Definitions

- **Cultural/culture**: are the behaviors and beliefs characteristic of a particular social, ethnic, or age group. There are many different cultures in our world. For example, the culture of the deaf community differs from that of the hearing community; the teenage culture differs from the elder generation.
- **Diversity**: means distinct or different element or qualities. Some say that diversity among people includes the things we have in common as well as the differences that make us unique.
- **Ethnic**: of or relating to large groups of people classed according to common racial, national, tribal, religious, language, customs, social views, cultural origin, or background.

**Impact of Diversity in the Workplace**

Many people only think of differences in race and gender with workplace diversity. Due to human nature, we often judge and react to others based on our general ideas. Our challenge is not to prejudge before we truly know a person.

**Diversity we can see:**
Race, gender, age/generation, appearance, clothing worn, color, physical ability

**Diversity learned by talking with individuals:**
Sexual orientation, religion, marital status, education, language, nationality, parental status, income, personal/work habits and interests, political affiliation, career position, mental ability, geographic origin, seniority within the company, health, and other unique qualities.

**Language Services**

Valley Children’s Healthcare honors racial, ethnic, cultural and socio-economic diversity of families. The hospital accepts and complies with language assistance regulatory requirements. Patients and families are provided language assistance for the non-English, Limited English Proficiency (LEP) or deaf/hearing impaired individuals. Interpreting is done via verbal mode and translating via written mode. An interpreter or translator is the individual providing the service. Medical interpreters are available 24 hours a day, 7 days a week and may be accessed through the Interpreting Service Department. Language intervention assistance may be provided either face to face, video, or telephone.
Personal Guidelines

Personal Safety
Follow these safety guidelines:
- Observe all rules of safety and security
- Always wear identification when at any hospital site
- Do not bring valuables to work
- Report immediately to Security any suspicious people/behavior observed
- Request a Security escort or go with a group if walking to or from your vehicle after dark or at any time you require additional security (dial extension 35115 for escort service)
- Have your keys ready before you leave the building
- Avoid walking behind shrubbery/bushes and in unlit areas
- Be aware of what's around you/people behind you/or people taking "particular interest" in you

Standards of Conduct
All non-personnel providing services on behalf of Valley Children’s must conduct themselves in accordance with good professional and ethical standards consistent with the Hospital’s Standards of Conduct (Policy # HR-1106), a copy may be requested from Valley Children’s Human Resources Department.

Valley Children’s is also committed to compliance with federal and state laws and regulations that relate to the billing of government programs for health care services provided to patients. The Federal and State False Claims Acts are laws, which impose civil liability on any person or entity who knowingly submits a false claim to the federal or state government for payment. The definition of a “claim” includes claims for services submitted by the Hospital to Medicare or Medi-Cal for payment. (Policy # AD-3002)

Please contact the Hospital’s Compliance Officer to report any issues regarding the Hospital's compliance with these laws.

Dress and Grooming Standards
Valley Children’s strives to maintain a professional image to its customers and the public. In order to portray this image, all individuals working in the Hospital (including, but not limited to employees, volunteers, interns, students, non-employee workers, vendor personnel) are expected to dress and maintain a personal appearance, which is appropriate, safe, healthful, and professional. Students must wear their school uniform and badge every time they are in the hospital in a student capacity. Please refer to your Department Management for specific dress/grooming requirements, which may be unique to the department.

General grooming standards are specified in policy # HR-1045 - Dress and Grooming
Standards as follows:

**Valley Children’s Dress and Grooming Standards**
Valley Children’s expects all employees and others who work in the hospital to dress appropriately for the workplace and to present a professional image and instill confidence in our customers and the public. Valley Children’s has adopted a business casual dress standard for all workdays and meeting attendance on campus, unless business needs require otherwise.

**Definition:**
Business Casual dress standards allow for a more relaxed dress that continues to reflect a professional, business-like appearance. Appropriate examples of business casual attire are as follows:
- Slacks/trousers
- Casual pants; cropped pants must fall mid-calf to ankle
- Knit/polo shirts
- Sleeveless tops with a minimum of 2 inches across the shoulders
- Sport/dress shirts
- Sport coats/blazers
- Business suits and dresses
- Shirts and blouses
- Patient care setting - T-shirts and sweat shirts with Children’s logo or pediatric-theme logo
- Skirts (reasonable length for business)
- Sweaters and cardigans

The following are examples of inappropriate attire:
- Sweat pants/suits
- Denim or denim look-alike clothing of any type
- Work-out or beach attire/footwear (including spandex)
- Tube/halter/tank tops
- Shorts
- Clothing with low necklines or backlines
- Leggings
- Ultra sheer fabrics
- Any clothing that allows for a bare midriff when arms are raised

**Non-Employee workers / Students / Vendors / Interns**
The following standards pertain to all non-employee workers, students, vendors, and interns:
- Maintain excellent personal hygiene and grooming habits.
- Clothing must be clean, pressed, in good condition, coordinated, and fit properly. Garments shall be sufficient to conceal undergarments appropriately at all times.
- Extreme fashion or grooming that draws undue attention is not acceptable.
- Shoes must be worn at all times and must be appropriate to the position and department work area. Shoes must be clean, in good repair and meet safety needs of a hospital environment.
• Closed toe shoes are required in the patient care areas and other areas in which safety requires closed toe shoes. Sandals are acceptable when safety does not dictate otherwise; however, they must not have a strap between any toes. Flip-flops are not acceptable.
• Jewelry must be appropriate for the environment and not present a safety risk. Up to two (2) earrings may be worn on each ear.
• Visible body piercing jewelry (other than ears) is not acceptable.
• Tattoos must be covered as much as possible.
• Strong perfumes and colognes are prohibited for the comfort and health of our patients and co-workers.
• Lab coats, if required by department management, should be worn over appropriate clothing as identified in this policy.
• Direct patient care employees are encouraged to wear uniforms and scrubs in child-friendly prints or solid colors (no sport themed attire allowed).
• Employees on call and required to return to the campus may change into appropriate attire upon their arrival.

Direct Care Providers
The following applies to direct care providers. Direct care providers are defined as those who regularly contact patients as part of their job description. Each direct care provider must perform regular hand hygiene before and after patient contact, after handling body fluids, items soiled with body fluids, after handling potentially contaminated items or surfaces, before touching foods, or other items and equipment that are required to be handled in a sanitary fashion.
• Nails must be kept clean, short, and natural
• Artificial nails, acrylics or other artificial materials applied over the nails are prohibited
• Polish may be worn without chips or cracks
• Short nail length is defined as less than ¼ inch in length

The following applies to non-direct patient care providers (all other employees not identified above):
• Nails, including artificial, must be kept clean and neatly trimmed
• Polish is permissible without chips or cracks
• Length of nail should be reasonable to perform the duties of the job

Management is responsible for administering the dress and grooming standards and determining the appropriateness of attire.

Anyone who is inappropriately dressed will be sent home and directed to return in appropriate attire. There will be no compensation.

Scent Free - No colognes
Perfumes, colognes, or other strong odors are not permitted in any area for the comfort and health of our patients and co-workers.
Valley Children’s Healthcare is committed to providing high quality, comprehensive health care services to children. Smoking and tobacco use has been identified clearly as a major cause of preventable disease and second hand smoke has been documented as having serious adverse effects on children and adults. Therefore, Valley Children’s provides a smoke and tobacco free environment throughout the Hospital and in all spaces owned or leased by Valley Children’s. This includes the Clinics and Neonatal nurseries in Merced, Hanford, and St. Agnes.

The use of tobacco products in any form in/on any facility, property, or grounds owned or leased by Valley Children’s is prohibited to reduce the health risks associated with smoking and tobacco use for our employees, patients, visitors, volunteers, non-employee workers, vendors, interns, students, and physicians. All individuals accessing Valley Children's campuses, satellite locations, and facilities for any reason must respect our commitment and our practice for the health and well-being of our employees, patients, families, and visitors. Policy # EC-1098
Parking

Valley Children’s provides designated parking for volunteers, patients, visitors, employees, and medical staff members (Policy # EC-1064). Hospital Security regularly patrols on foot or by mobile vehicle parking lots. Valley Children’s assumes no liability for damage, fire, vandalism, or theft that might occur while the vehicle is parked on property. Requests for video surveillance are evaluated based on critical need, personal injury, or requested by Law Enforcement.

It is the personal responsibility of every non-employee worker, student, vendor, and intern to become familiar and follow this policy. These procedures are designed to ensure adequate parking for visitors, and should the need arise provide a mechanism to notify an individual of flat tire, accidents, or vandalism. When notified, Security will complete an Incident Report to document vehicle vandalism or theft occurring on property. Hospital Security provides 24-hour on foot or vehicle escort service when requested. Escort services may be requested by calling Security at extension 35115.

All hospital parking lots have designated parking as follows:

A. **Yellow striped areas**
The yellow striped areas are designated for employees, non-employee workers, students, vendors, and interns parking, unless a sign is posted stating other restrictions. A parking decal shall be displayed on the windshield, of every registered vehicle, in order for Hospital Security to identify their vehicle should the need arise.

B. **Blue striped areas**
The parking spaces that are striped blue are strictly for physician/provider or executive parking. Employee parking is not permitted in these spaces during any shift/day of week. Every vehicle parked in these spaces shall display a blue physician/executive decal on their windshield. Individuals parked in these stalls without a blue parking decal will be cited.

C. **White striped areas**
The white striped areas are for visitor/patient/volunteers. Employee, non-employee workers, students, vendors, and interns parking are not permitted in these spaces, except on weekdays from 6:00 PM to 8:00 AM and on weekends. If utilizing hospital services as a patient, you must notify Security immediately upon arrival or entering the hospital, if they are parked in designated visitor parking areas by calling 353-5115. Individuals parked in visitor parking between 8:00 AM and 6:00 PM will be cited: no parking is allowed at any time in Visitor/Emergency Visitor parking areas Lot D, rows 1 and 2 without approved placards (see E).

D. **Handicapped areas**
The handicap stalls are for individuals with a state issued handicapped
placard. The CHP is responsible for issuing Law Enforcement citations for individuals parked in these stalls without a state placard, resulting in monetary fine.

E. **Authorized Transport, Emergency Surgery, Imaging, and Trauma on call**

Only authorized Transport, Emergency Surgery, Imaging, and Trauma on-call personnel, who are actually responding as “on-call” for emergent care, may use the On-Call Transport, Emergency Surgery, Imaging, and Transport designated parking spaces, **respectively**. The Security-authorized and signed “On-Call” parking placard must be prominently displayed on the vehicle dashboard with the parking decal. Additional authorized “On-Call” vehicle decals, issued by Security, may be displayed when issued for On-Call parking areas.

F. **RV parking**

There are six designated RV spaces available for patient and family use. Hospital Security should be contacted to confirm availability of a RV space. The Security Department will issue guidelines for RV parking to the family.

**Parking Permits**

Each vehicle operated by a non-employee worker, student, vendor, and intern is required to have the appropriate Security issued hospital parking permit (decal) physically attached to the lower passenger side corner of the front windshield. Defaced or altered decals will be considered invalid. You must register and obtain a new parking decal each time there is a change in vehicle. A separate parking decal is required for each vehicle that may be parked onsite. Anyone parking without the proper parking permit (decal) matching a registered vehicle will be cited as if parking against policy.
Corporate Compliance

Corporate compliance is our commitment to follow all the legal requirements applicable to a pediatric hospital. Our goal is prevent unlawful and unethical behavior occurring in the workplace. Through our own initiative, we want to act honestly and responsibly at all times. The corporate compliance program goals include preventing unlawful and unethical behavior; stop behavior as soon as it is discovered, educate and discipline those involved if necessary, intentional acts will not be tolerated, and lastly, we want to avoid recurrences of violations through training of staff and follow-up audits to make certain the training has been effective.

Valley Children’s Hospital and related employees are required to comply with all laws and regulations including:

- Fraud and abuse laws such as Federal False Claims Act
- Medicare and Medicaid coding and billing regulations
- Employment and labor laws

What can you do?
Of course, follow the laws and policies of the hospital. Act professional, honest, and ethical manner. Report any compliance issues to the appropriate individuals. Report compliance issues to the appropriate people:

- Department Supervisor, manager, Director
- Corporate Compliance Office 353-5004
- Privacy Officer 353-5408
- Corporate compliance Alert line – toll free, 1-800-597-2199 or https://childrenscentralcal.alertline.com

Corporate compliance is a collaborative effort between everyone to make certain that Valley Children’s follows the law and continues to maintain a high level of integrity and commitment to ethical, morale behavior.
Confidentiality & HIPAA Compliance

Information that is deemed confidential by Valley Children's Hospital and/or specific legal statutes shall be kept confidential and shall not be copied, electronically accessed, transmitted, or removed from the premises of the Hospital under any circumstances, without the prior written consent of Hospital Administration.

Confidential information will not be discussed outside the working environment with unauthorized individuals, or outside of the context of conducting Hospital business. Confidential information will not be discussed within the Hospital in public areas or with unauthorized individuals.

Confidential information may be in the form of electronic, verbal, magnetic, photographic film and/or written data. General types of confidential information may relate to patient, employment, medical affairs, or general hospital information. In addition, unauthorized access of confidential information about Valley Children's Healthcare, its employees, patients, visitors, or customers is strictly prohibited. Persons who breach confidentiality standards will receive disciplinary action for the violation and may face monetary fines under Civil Code Section 56.36.

Privacy Icon
This button, when clicked once, will cause a screen to appear which will hide any other information currently showing on the screen. This is good to use if you are stepping away from the computer workstation, but still within eyesight of it. It keeps prying eyes from seeing confidential information. The Privacy Icon is found on the menu, which can be accessed at any time by clicking the menu button on the task bar along the bottom of your computer screen.
IT Security
As a user of computer resources at Valley Children’s Healthcare, you are obligated to ensure that the confidentiality and security of the data/information on the systems is maintained. All patient records, business information, employee information, and medical staff information are considered confidential. Authorization to information is directly dependent upon either a requirement to care for a patient or to conduct your job function. Access to your medical information or your child’s medical information is only authorized if you have signed a release of information form in the Health Information Management department for each time that access is desired.

Security Regulations
Valley Children’s Healthcare aims to provide health care services in a confidential and secure setting, respecting the privacy rights of our patients in accordance with the regulations set forth in the Health Insurance Portability and Accountability Act – 1996 (HIPAA), as well as, any applicable state laws. Valley Children’s information security program is designed to protect Electronic Protected Health Information (E PHI) by implementing security tools and procedures and establishing policies to identify, classify, and mitigate risks and vulnerabilities to the confidentiality, integrity, and availability of E PHI.

If you have questions or concerns related to the safety or security of your electronic devices or hospital computer equipment, please contact Valley Children’s Privacy Officer at 353-5408.

Privacy Regulations
Privacy Regulations ensure a national flow of privacy protections for patients by limiting the ways that health plans, pharmacies, hospitals and other covered entities can use patient’s personal medical information. The regulations protect medical records and individually identifiable health information, whether it is on paper, in computers or communicated orally.

Key provisions of privacy standards include:

Patients’ rights to:
- Access medical records
- Restrict or limit disclosure of information
- Request alternatives in confidential communication
- Accounting of disclosure
- Notice of Privacy Practices Complaints

Importance of the Notice of Privacy Practices
The notice of Privacy Practices is distributed in healthcare settings. This important document informs an individual of his or her rights and the hospital’s legal responsibilities concerning the use and disclosure of protected health information.
Top Five Privacy Concerns
1. Failure to have the individual’s valid authorization for a disclosure that requires an authorization
2. Disclosure of more data than is minimally necessary to satisfy a request for information
3. Refusal or failure to provide the individual with access to or a copy of his/her rights
4. The lack of adequate safeguards to protect identifiable health information
5. The impermissible use or disclosure of an individual’s identifiable health information

Protected Health Information
E PHI is any protected health information stored in an electronic format. Confidential information comes in many forms including electronic, verbal, magnetic, photograph, film, and/or written data and can be found on all types of items. Confidential information (PHI-Protected Health Information) is defined in Valley Children’s policy PR-1016 as:

“Information containing any individually identifiable health information including patient name, mental or physical condition, diagnosis, birth date, social security number, insurance or payment information, address, telephone numbers, email address, treatment received and/or recommended and financial data”.

Protected Health Information (PHI) and Research
As Valley Children’s Hospital employees, we are provided (entrusted) with access to confidential information and the information systems that enable us to provide care to patients or to perform our work. The use of confidential information and the use of the hospital information systems are entrusted to employees for the following circumstances:
• For use of direct care and treatment of a patient
• For use in appropriate hospital operations and business

Research is an investigation or an inquiry. It is the collecting of data for the purpose of research. The Hospital has rules and policies that apply to all investigations or inquiries for external research purposes. Collecting and using any hospital data/information for a personal project with our Institutional Review Board (IRB) permission is a violation of Corporate Compliance, HIPAA, and JCAHO regulations. The Institutional Review Board in conjunction with the Outcomes and Research Department has established policies, based on government rules and regulations.
• The policies define what is considered research and the conduct by which research must be carried out
• All research projects are guided and approved by the (IRB) at Valley Children’s Hospital (aka Human Subjects committee)
• Collecting and using any hospital data/information for a personal project without IRB permission is a violation of Corporate Compliance, HIPAA, Government and JCAHO regulations

Confidentiality begins with good choices and good decision-making:
Privacy + Security = Confidentiality
For more information and a complete listing of all policies, consult the Hospital’s online policy.

Policy References:
- PR-1024 - PHI, Minimum Release
- PR-1012 - PHI Disclosure Tracking
- AD-1017 - PHI User Access Audit
- PR-1018 - Privacy Officer Designation
- PR-1017 - Customer Complaints
- PR-1025 - Proper Notification of Privacy
- AD-1010 - PHI Electronic Security Incidents
- DP-8010.013 - Research Clinical Trials, Informed Consent Assent
- MS-3001 - IRB Jurisdiction and Responsibilities of the IRB

Patient Rights

Valley Children’s Hospital respects the rights of its patients and their families to receive competent and caring service. Patients and their families have rights and responsibilities. It is the Hospital’s intent that they be aware of these rights and responsibilities during the hospital stay and after discharge.

Patient Rights are posted at all patient registration and admission sites and other identified locations visible by patients/families. Families who have concerns regarding the enforcement of these rights should be referred to Customer Service at 353-5660.

The Patient and Family Responsibilities brochure, the Child’s Bill of Rights, and Patient’s Rights brochures are distributed upon patient admission and will be available in outpatient departments and information desks.

For more information and a complete listing of all rights and responsibilities, consult policy # PR-1007 – Patient Rights, Patient/Family Responsibilities and Child’s Bill of Rights.
Prevention
Injury and illness prevention is the responsibility of everyone working in the facility. Failure to comply with the safe standards of practice will cause cancellation of a work agreement.

Periodic safety inspections are conducted throughout the organization to ensure a safe working environment and to ensure compliance with safe and healthful work practices. The risk of injury or illness is dependent upon the type of work being performed.

### IMPORTANT!
- Safety is everyone’s responsibility.
- Follow the injury and illness prevention practices in the area assigned.
- Ask to see the “Safety and Emergency Preparedness” plan if you are unaware of what is expected.
- Be aware of safety hazards and report suspected hazards immediately to the department supervisor.
- Hand washing is the BEST way to prevent the spread of infection.

Reporting Work Related Injuries
Report work related injuries according to your established company guidelines. In addition, contact the department supervisor if the injury requires immediate medical attention.

### IMPORTANT!
- Following safety rules can prevent many work related injuries.
- In the event of an injury, report immediately to the department supervisor and to your company supervisor.
Employees, volunteers, physicians, and non-employee workers may be at risk to exposure of infectious patients, or acquire infection outside the hospital. They may then transmit the infection to susceptible patients, co-workers, or other community contacts.

**Standard Precautions**

We have policies and procedures in place that focus on prevention of diseases that are of particular concern to hospital personnel. Standard Precautions are in place and have been designed to reduce the risk of transmission of bloodborne pathogens (i.e., HBV, HCV, HIV, etc.) and pathogens from moist body substances. Standard Precautions apply to (1) blood; (2) all body fluids, secretions, and excretions except sweat, regardless of whether or not they contain visible blood; (3) non-intact skin; and, (4) mucous membranes. Standard Precautions are designed to reduce the risk of transmission of microorganisms from both recognized and unrecognized sources of infection. All personnel shall utilize Standard Precautions as described below during patient contact, during contact with potentially contaminated surfaces or objects, and when performing at-risk procedures.

**Summary of Standard Precautions**

The following are standard precautions that are to be taken by all Valley Children’s staff:

1. Wear gloves when it is likely that hands will touch blood, body fluids, secretions, excretions (e.g. urine, feces, wound drainage, oral secretions, saliva, sputum, emesis, tears, gastric contents, CSF, breast milk, tissues, etc.), non-intact skin, mucous membranes, or contaminated items.

2. Protect skin and clothing from exposure to splashes or sprays of blood, body fluids, secretions, or excretions by wearing a body fluid gown and/or a plastic apron when exposure is anticipated.

3. Wear a mask and eye protection or a face shield during procedures and patient care activities that are likely to generate splashes or sprays of blood, body fluids, secretions, and excretions.

4. Wash hands often and well, especially after contact with blood, body fluids, secretions, excretions, and contaminated items, whether or not gloves are worn. Wash hands before and after entering a patient room and any patient contact.
5. Discard uncapped needle/syringe units and other sharps in puncture-resistant sharps containers. Needles should not be recapped unless necessary, not broken, cut or bent, but shall be disposed of intact into the sharps container. If a needle must be recapped, then a one-handed “scoop” technique should be used to recap or a re-sheathing device used to hold the cap during recapping.

6. Handle, transport, and process used linen and trash soiled with blood, body fluids, secretions, and excretions using appropriate barriers when necessary (such as gown and/or gloves) or using a “no touch” technique such as not touching the soiled area).

7. Environmental surfaces soiled with blood, body fluids, secretions, or excretions must be properly cleaned and disinfected.

8. Patient care equipment soiled with blood, body fluids, secretions, or excretions must be handled with appropriate barrier precautions (e.g., gloves, gown when necessary, and “bagging” of the item) and must be cleaned and disinfected. All reusable equipment should be cleaned between patients. Report an exposure immediately to your hospital and company supervisor.
Tuberculosis (TB) is a contagious, infectious disease caused by bacteria called Mycobacterium Tuberculosis. Tuberculosis is primarily a disease of the lungs, but can affect other parts of the body.

Transmission of TB is a recognized risk in health care facilities. An effective TB infection control program is in place to ensure detection, isolation, and treatment.

Tuberculosis facts:
- Transmitted through the air in tiny droplets from an infected person's cough, sneeze, etc.
- Cannot be contracted by touching contaminated items such as bed linen, doorknobs, utensils, etc.
- Patients with, or suspected of having TB, are handled with special precautions such as isolation rooms, negative airflow rooms, special masks for staff entering the room. Only staff members who have been “fit tested” may wear this type of mask and enter the room. A sign outside the room will state **AFB Isolation**.
- Patients wear special masks when being transported outside the TB isolation room.

A thorough discussion of disease precautions is contained in the Tuberculosis Control Plan, which is available in Infection Prevention, Control, and Hospital Epidemiology Department or online on the hospital intranet.

All Valley Children's employees and volunteers are screened annually for TB infection with a TB (PPD) skin test. All non-employee workers must have similar testing through their company in order to perform work that involves any patient contact at Valley Children's Healthcare.
Valley Children's Healthcare has implemented a required seasonal influenza vaccination program for all employees, volunteers, students and other non-employees who facilitate our health care mission.

Required vaccination among healthcare workers is recommended by leading professional organizations including the American Academy of Pediatricians, American Academy of Family Physicians, and Association for Professionals in Infection Control and Epidemiology. Our seasonal flu vaccine policy provides the highest standard of care. The risk for severity of complications due to a seasonal flu infection is much higher for children in our care than adults and healthy individuals. Among pediatric admissions to hospitals nationwide, 1 in 1,000 currently contract influenza while in the hospital. Our goal is to keep our patients safe from harm while they are in our care.

Please note the following requirements and information:

- Valley Children's will provide all health care personnel over the age of 18 with free influenza vaccination if they have not already had the vaccination prior to attendance at our facilities for the immediate flu season.

- Non-employee health care personnel must provide qualified proof of immunization if they do not receive the immunization at Valley Children's.

Exemptions to vaccination may be granted for medical reasons or religious beliefs. Individuals requesting an exemption due to medical reasons must provide a Physician Letter completed by a California licensed physician who has examined them. Medical reasons will be evaluated individually based upon recommendations from the Centers for Disease Control and Prevention. Acceptable medical reasons would include documented adverse reaction to influenza vaccine or documented allergy to a vaccine component. Requests for exemption during pregnancy will be evaluated similar to other medical conditions but is not generally accepted as a medical contraindication.

Individuals requesting a religious exemption may be asked in some cases to provide a letter from clergy or other authority supporting the exemption. Individuals may also be asked to discuss the nature of his/her religious belief(s), practice(s) and accommodation. All requests for religious exemption will be evaluated Employee Health on an individual basis.
The goal of the Environment of Care (EOC) standards is to ensure we provide a safe, functional, supportive, and effective environment for patients, staff, visitors, and all others. Valley Children’s has created plans under the Environment of Care section of the Joint Commission requirements Safety, Security, Hazardous Materials and Waste, Emergency Management, Life Safety, Medical Equipment, and Utilities.

**Hazardous Materials – Code Yellow**

Hazardous substances can usually be identified from their label. They have precautionary statements such as flammable, poison, corrosive, combustible, toxic, etc. By law, all individuals have the right to know that such substances are present in the workplace.

Examples of hazardous substances include acids, solvents, gasoline, waste oil, pesticides, weed killers, fertilizers, paints, compressed gases, flammable liquids, solids, cleaners, etc.

All non-employee workers must:
- Follow the policies, procedures, rules and regulations issued by the Hospital
- Report all hazardous conditions immediately to the department supervisor
- Use Personal Protective Equipment when required
- Refrain from operating equipment and handling hazardous materials without proper instruction and authorization

Safety Data Sheets (SDS) are prepared for every product considered to contain a potentially hazardous material. Every employee has the right to know what chemicals are in their department or unit. To print directions on how to handle these chemicals, you can 1) open the George website, 2) click the Tools tab, and then 3) click on the Safety Data Sheets; following the directions to acquire information or a printed SDS.

The product sheets contain the following information:
- Product identification
- Ingredients
- Physical data
- Fire and explosion data
- Health hazard data
- Reactivity data
- Disposal procedures
- Appropriate Personal Protective Equipment to use the product safely

If a large, unknown, or significant exposure spill occurs, clear the area of all persons and call 222 to report a Code Yellow.
Medical Emergency – Code Blue

For patient care providers:
Follow your department procedure in a medical (cardio-pulmonary) emergency.

For non-patient care providers:
In the event of a medical emergency, begin basic life support measures if trained. When in a Patient Room, push the “code blue button”; or dial 222.

All other areas of the Hospital, Medical Office Building (MOB), and the Professional Center (PC), dial 222. The operator will dispatch the Rapid Response Team and/or local Medical Emergency personnel.

In response to pushing the code blue button, or dialing 222, the hospital operator will announce “Code Blue” or “Rapid Response” overhead. A trained team will respond immediately to provide care.

Examples of a Medical Emergency:
- Seizure
- Collapse
- Choking
- Cessation of breathing

Fire Safety – Code Red
A fire safe environment will be maintained in the hospital and satellite buildings by following guidelines mandated by regulatory agencies. Follow directions on specific procedures within your department when a CODE RED is announced.

Procedures:
Any staff member discovering a fire will follow the RACE procedure:

R RESCUE
Move patients and others from immediate danger. Always move toward an exit. Horizontal Evacuation involves moving patients away from immediate danger on the same floor to the next smoke compartment. Vertical Evacuation may be required if the entire floor becomes unsafe. You would then be instructed to evacuate to a safer floor.

A ALARM
1. Activate the nearest fire alarm pull station.
2. Call extension 222 and report the location, cause (if known) and current extent of the fire.

C CONTAIN
Contain the fire by closing all windows and doors in the area. This will create smoke compartment to contain the fire and byproducts.

E EXTINGUISH
Extinguish the fire only if you feel confident that you can do so safely. Do not try to extinguish the fire unless the fire is small and confined to the area where it started and you can fight the fire with a safe escape route at your back.
Remember **PASS** for proper fire extinguisher use:

a. **PULL** the pin on the handle of the extinguisher to disable
b. **AIM** at the base of the fire with the hose device
c. **SQUEEZE** the handle to activate the flow of the extinguishers
d. **SWEEP** at the base of the fire with the handle depressed

**EVACUATION**

Either evacuate horizontally (to the next smoke compartment) or vertically depending on where the fire is and the instructions that are provided by the Chain of Command (refer to your Department Emergency Response Plan for details). If the fire is not in your immediate area it may be necessary to shelter in place and close all doors and windows.

**Bomb Threat – Code Green**

Does a bomb threat happen at Valley Children’s? Not very often but if it does occur, we want our staff to be prepared. The hospital operator will announce **CODE GREEN** overhead in the event of a bomb threat.

What should you do if a **CODE GREEN** is announced?

- Stay calm
- Report any such items to your supervisor and/or Security immediately
- NEVER touch or disturb the suspected bomb
- Close off access to the area. Move a safe distance away
- Security will search public and less accessible areas
- Do not discuss the incident. Communication with the media and non-employees is the responsibility of Administration

Upon locating a suspicious object, the Madera County Sheriff’s Department will take charge of the scene. Once the object has been removed or it has been determined that no bomb exists, an “all clear” will be authorized by Administration.

**Missing Patient / Abduction Prevention – Code Pink**

Valley Children’s Healthcare strives to maintain a safe environment for all patients. Every attempt will be made by the organization to reduce the risk of a patient abduction.

Patient abduction is an unlawful seizure of an infant or child from its parents, guardians, or other persons to whom the child has been entrusted (like a hospital).

What should you do and know to prevent abductions?

- Prevention is the best defense against abductions. Be alert to unusual behavior, such as people making frequent visits to patient care areas “just to see the babies” or asking detailed questions about hospital procedures.
- Whenever you see someone without an identification badge in patient care areas, make it your responsibility to simply ask, “May I help you?” Acknowledging their presence may discourage a potential abductor.
- You must wear your hospital identification badge in a visible area on your upper torso whenever you are on the hospital property.
- Be aware that a disturbance in another area may be a diversion to draw attention
away from the patients.

- Ensure that hospital materials, uniforms, and identification materials are kept away from visitor view, preferably under lock and key.
- Report any suspicious behavior or activities to your department supervisor and to Security at extension 222, immediately. If you are assigned to monitor an exit, look for any child exiting the building and fitting the age group designated in the **CODE PINK** announcement.

  - **Code Pink A** = Adolescent  
    age >12 years
  - **Code Pink B** = Baby  
    age 0-2 years
  - **Code Pink C** = Child  
    age 2-12 years

**Emergency Preparedness**
The hospital has an Emergency Preparedness Plan in place including procedures for establishing service during an emergency such as earthquake, fire, flood, etc.

Valley Children’s must be prepared for a variety of disaster or emergency situations. In order to react to these disasters or emergencies, Valley Children's implements the Hospital Incident Command System (HICS). For more information, consult the Hospital's online policy # EC-1032 – Hospital Incident Command System (HICS). The purpose of activating HICS is to implement the hospital's Emergency Preparedness Plans. The hospital operator makes announcements if an emergency plan is activated through the overhead paging system and will be implemented whenever the following occurs:

a. The capacity of the facility to provide care is exceeded under normal operating conditions
b. There is a need to coordinate activities of multiple resources or departments
c. The hospital will be working outside its normal scope and flow of operations
d. Coordination with city, county, and/or state agencies is needed

Activation Procedures:
The Patient Throughput Manager on duty will activate HICS by directing the hospital operator to page the appropriate codes.

**Code Purple**
Indicates an internal incident has or may occur that directly affects the hospital, which required activation of the HICS structure. Follow your specific individual department's Emergency Response Plan.

**Triage Phase I**
An incident has occurred in the community; casualties are likely to arrive at the hospital. All Hospital staff will perform normal job duties and may not leave the hospital until given clearance by the Hospital Command Center.

**Triage Phase II**
The emergency plan is in effect. Casualties are on their way or arrived. All hospital staff will perform normal job duties and may not leave the hospital until given clearance by the Hospital Command Center.

**Lock Out – Code Silver**

Valley Children’s Hospital is committed to providing a safe and secure environment. Code Silver will be implemented in the event of a threat in the hospital or on campus involving a weapon, presenting a risk or threatening situation for staff, patients, or visitors. Code Silver is also intended to limit access to the hospital campus, mitigate hazards, and enhance safety measures. Policy # EC-1017

Implemented if *weapons threat, hostage or terrorist* event occurs, may require facility lockdown.

Procedure:
HICS will be activated with any Code Silver incident.
A. Two general scenarios might necessitate Valley Children’s initiating a Code Silver.
   1. Should a staff member encounter a situation defined as Code Silver, immediately call the PBX operator via 222. State Code Silver, incident location, and give as much detail as possible.

   2. Should the hospital be notified of an event outside of the campus that may require a Code Silver, the Throughput Manager should be immediately notified.
      - Throughput Manager will notify PBX operator to announce Code Silver
      - Announcement of Code Silver will trigger the automatic activation of HICS

Staff Responsibility:
1. Evacuate/stay away/avoid Code Silver location / take cover
2. Close all patient and department/unit doors
3. Inform patient/families an emergent condition is in progress and movement throughout the hospital is temporarily restricted
4. Do not panic
5. Stay alert

All Clear: At the conclusion of the incident, the police will report to healthcare facility personnel and release the site. When the incident has been resolved, “All Clear” is announced three times. Anyone in need should get medical help as required and complete an incident report.

**Workplace Violence – Code Gray**

Healthcare workers are at risk for workplace violence because they deal with people in highly emotional situations. State legislation and CAL/OSHA have passed laws and created guidelines to deal with the problem. Workplace Violence Prevention training can heighten the recognition, prevention, and reporting of violent behavior.

All personnel including contractors, volunteers, vendors, interns and students are required to wear a Valley Children’s Photo ID badge at all times. If you see anyone that looks suspicious or is in a restricted area, stop him/her and ask him/her if he/she needs
assistance. If this is a staff member not wearing their badge, have him/her report immediately to Security for a replacement badge.

Employee and non-employee workers have a responsibility to recognize and report pre-violent behavior, which can include:
- Intimidation, blame placing and threats
- Verbally expressed anger and frustration
- Body language such as threatening gestures
- Signs of drug or alcohol use
- Presence or talk of weapons

The Gray code enables Security Staff to arrive at the scene of the incident without disclosing the purpose of their presence. Report to your supervisor all threats or acts of violence or revenge from the following persons:
- Visitors
- Patients
- Employees
- Non-Employee Workers
- Vendor Personnel
- Physicians

1. Identify yourself and your extension
2. Location of the incident (department and room # if available)
3. The severity of the situation – a brief description of the actions that have transpired
4. Are there weapons involved?
5. Is anyone injured or has anyone been assaulted? If so, the Emergency Department will be notified
6. Avoid contact with the individual(s)

Report personal threats from family and/or acquaintances outside of work if you feel there is a possibility that the threat may be carried out in or around the workplace. Please report personal threats to your company supervisor and to your department supervisor.
An electrically safe environment will be maintained in the hospital and satellite buildings by following guidelines mandated by regulatory agencies.

Important electrical safety facts:

- Cellular phone use must be limited to lobbies, courtyards, and waiting rooms. Cellular phone signals can potentially interfere with medical equipment operation causing problems such as false monitor alarms or altered ventilator settings.

- Equipment must be removed from service if power cables are bent, nicked, or covered with tape; or have plugs with bent, broken, or missing prongs.

- Report non-working, cracked, or broken electrical plates and outlets to Plant Services at extension 34567.

- Avoid the use of extension cords when possible. Avoid stacking pieces of electrical equipment, which may impair adequate air circulation and cooling.

- If a piece of electrical equipment fails, Bio-Medical Services must inspect the equipment and any associated consumable products.

- Keep moisture away from electrical equipment and sources.

- Disconnect the power cord from the outlet if you notice a burning smell or unusual odor. Contact the department supervisor for help to replace equipment.

- Avoid moving heavy equipment across power cords that can damage internal wires.

- In-patient care areas require that all electrical devices must have a three-pronged plug. Devices must be inspected by Bio-Medical Services and have a sticker that indicates use in patient care areas is allowed.

**IMPORTANT!**

- Contact the department supervisor with electrical safety questions or problems.
- All equipment brought into patient care areas must be inspected by Bio-Medical Services prior to use (extension 35200).
Employees and non-employee workers who work with patients must be knowledgeable about what to do if there is a care-related incident involving a medical device or product.

If an incident occurs, you must:

- Stabilize the patient. When necessary for patient care, find a suitable replacement for the medical device.
- Notify your department supervisors. The department supervisor will then immediately notify the Quality/Risk Management Department at extension 35676 if the incident caused, or had the potential to cause, illness, injury, or death to the patient. After hours or if the phone is on cover use pager # 446-4195.
- Complete a Patient Safety Alert found under forms on the George Intranet Page.
- Secure and impound the product or device and all associated supplies (i.e. tubing). Notify Bio-Medical Services (extension 35200).

Through the Quality/Risk Management Department and Bio-Medical Services, the product or device manufacturer and the FDA will be notified of problems involving patient injury, illness, or death.
Standards for Victims of Abuse

In concert with the mission of the Valley Children’s and the welfare of the community, we have implemented Standards for Victims of Abuse for all non-employee workers, vendor personnel, and students with an assignment at this facility. The following provides a comprehensive review of the four types of abuse and the symptoms and behaviors. During your assignment at Valley Children’s, you are legally responsible to report potential abuse. This may be done confidentially.

In order to facilitate coordination of referrals and the investigative process, please report all cases that you believe may come under the jurisdiction of suspected abuse to the Patient and Family Services Department, ext 35250.

<table>
<thead>
<tr>
<th>Domestic Violence</th>
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<tbody>
<tr>
<td><strong>Type of Abuse</strong></td>
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<tr>
<td>Physical</td>
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<tr>
<td>Sexual</td>
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<tr>
<td>Verbal and/or Emotional</td>
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<tr>
<td>Destruction of Property</td>
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<tr>
<th>Child Abuse</th>
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</thead>
<tbody>
<tr>
<td><strong>Type of Abuse</strong></td>
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<tr>
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<td>Financial</td>
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<tr>
<td>Abandonment</td>
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<tr>
<td>Isolation</td>
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<tr>
<td>Abduction</td>
</tr>
</tbody>
</table>

Even though Valley Children’s is a pediatric facility, we have a number of patients, both in the hospital and those that we follow in outpatient clinics, who are eighteen (18) years of age and older and fall under the definition of Dependent Adult. Some of our clinic patients are sixty-five years and older.

**IMPORTANT!**
- You are mandated by law to report child abuse as soon as possible by telephone, to Child Protective Services (CPS) AND the law enforcement non-employee workers that has jurisdiction.
- A written report must follow within 48 hours.
- Patient and Family Services (extension 35250) is a resource for advice.
There are specific Federal and State laws that define harassment and hospital policies that support those laws, which guide practice in our organization. Valley Children’s Healthcare is committed to providing a work environment that is free from harassment in any form.

Valley Children’s Healthcare is committed to working collaboratively to create and maintain a workplace that is free from violence and/or threats of violence. Valley Children’s will take all reasonable actions to provide a safe environment for all persons whom are working at the facility and/or using Hospital services. Any acts or threats of violence on Hospital premises will not be tolerated. Anyone determined to have committed such acts will be subject to disciplinary action, up to and including termination. Non-employees engaged in violent acts on Hospital premises will be dealt with immediately and appropriately based on relationship to the Hospital and circumstances at hand. This could include formal action, removal from the area, report to the proper authorities and, most severe cases, might include prosecution to the full extent of the law.

Harassment may take many forms:
- Verbal conduct such as derogatory comments, slurs, negative stereotyping, unwanted sexual comments, or invitations
- Physical conduct such as threatening or intimidating hostile acts, blocking normal movement or interfering with work
- Visual conduct such as derogatory gestures or written material (cartoons, posters, drawings) placed on bulletin boards or circulated in the workplace

Sexual harassment is unwelcome sexual advances, requests and other physical or verbal conduct of a sexual nature. Sexual harassment includes, but is not limited to the following:
- Unwelcome flirtation, "kidding" advances or propositions, or sexually degrading words
- Display of sexually suggestive objects or pictures
- Physical contact (patting, pinching, or constant brushing against another’s body)
- Demands for sexual favors accompanied by implied or overt promises or threats concerning employment

Acts that are said to be jokes or pranks, but are (or could be) perceived as hostile or demeaning with regard to race, color, religion, gender, national origin, age or disability are also forms of harassment. Harassment must be reported immediately to your department supervisor and Human Resources Dept. All claims of harassment are handled with the utmost confidentiality to protect the rights of all persons involved.
1. **The mission of Valley Children’s Healthcare is:**
   a. Give free coffee to employees and visitors
   b. Recruit the best employees
   c. Provide high-quality, comprehensive health care services to children regardless of their ability to pay, and to continuously improve the health and well-being of children
   d. Raise money for the hospital

2. **Which of the following individuals are considered customers at Valley Children’s Hospital?**
   a. patients
   b. families and visitors
   c. physicians
   d. co-workers
   e. all of the above
   f. a, b and d only

3. **Valley Children’s has adopted dress and grooming standards described as business casual. According to the standards, which of these items are not acceptable work attire?**
   a. denim jeans and skirts
   b. shorts
   c. flip-flop sandals
   d. tank tops
   e. all of the above

4. **What phone extension do you dial in case of an emergency?**
   a. 34567
   b. 211
   c. 222
   d. 911
   e. 123

5. **True or False**
   Confidential information at Valley Children’s Healthcare can be in all of these forms: electronic, verbal, magnetic, photographic and/or written data.
6. Preventing injury and illness is everyone’s responsibility. However, if injury or illness occurs the correct action to take is:
   a. Report the illness or injury according to your established company/school guidelines.
   b. Contact the department supervisor
   c. Both of the above actions are required.

7. True or False
   Frequent hand washing is an excellent way to prevent the spread of infection.

8. Hazardous substances may be present in the health care setting. To prevent exposure to hazardous substances, non-employee workers must:
   a. follow hospital policies, procedures, rules and regulations
   b. report hazardous conditions to the department supervisor
   c. use personal, protective equipment when required
   d. clean all spills and report the incident immediately to the county of Madera
   e. all of the above
   f. a, b and c only

9. Put the following actions in correct order they should occur in the event of a Code Red:
   E Extinguish  Extinguish the fire if you feel confident you can do so safely
   R Rescue      Move patients and others from immediate danger
   A Alarm       Activate the nearest fire pull and call 222 if in the hospital.
   C Contain     Close all windows and doors in the area.

   Answer: ____________________________________________

10. True or False
    During your assignment at Valley Children’s, you are mandated by law to report suspected abuse and/or neglect of children and dependent adults.

11. True or False
    Valley Children’s Healthcare is committed to providing a work environment that is free from harassment in any form.
12. Match the emergency announcement designation (“code”) with the correct description from those in the column on the right:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code Red</td>
<td>A. Medical Emergency</td>
</tr>
<tr>
<td>Code Silver</td>
<td>B. Hazardous Spill</td>
</tr>
<tr>
<td>Code Blue</td>
<td>C. Possible patient abduction</td>
</tr>
<tr>
<td>Code Green</td>
<td>D. Bomb threat</td>
</tr>
<tr>
<td>Code Pink</td>
<td>E. Fire in the hospital</td>
</tr>
<tr>
<td>Code Yellow</td>
<td>F. Assistance for violent or potentially violent situation</td>
</tr>
<tr>
<td>Code Gray</td>
<td>G. Lock Out / Lock Down</td>
</tr>
</tbody>
</table>

13. Prevention of workplace violence includes the recognition and reporting of which of these behaviors:

a. body language such as threatening gestures  
b. signs of drug or alcohol use  
c. presence or talk of weapons  
d. anger, intimidation and placing blame on others  
e. all of the above

Print name_____________________________________________

Signature________________________________________ Date ____________
I acknowledge that I have received a copy of the Valley Children’s Healthcare Facility Orientation Guide. I understand it is an overview of my responsibilities while working at Valley Children’s and the requirements therein are a part of the organization’s policies and procedures, as well as Joint Commission on Accreditation of Healthcare Organizations, Title 22 requirements and other regulatory agencies.

In order to ensure a safe and caring environment for patients, families, visitors, employees, and physicians, I agree to become familiar with and support the hospital policies, procedures, and programs outlined in the Guide. I acknowledge it does not replace the contract established by my company or any standards, which have been established between my company and Valley Children’s Healthcare.

I will carefully study each section and discuss any questions I have regarding this material with my company supervisor or with my hospital-assigned department supervisor.

Company Name ____________________________________________

Company Representative ______________________________________

Print name__________________________________________________

Signature_____________________________________________________ Date ____________