FLU SEASON!

Flu season is here, and this year’s is worse than expected. The safety of Houston Methodist Hospital patients, volunteers and employees is a top priority. With the increasing number of reported flu cases in the area, HMH is taking additional precautions to prevent the spread of the flu. Volunteers are asked not to report to HMH for their shift if they have flu-like symptoms (fever, chills, and headache). If you arrive and don’t look well, an employee may ask you to return home. If you have the flu, please do not return to your volunteer assignment until you remain fever-free for 24 hours, without fever reducers.

Additionally, it’s more important than ever to practice good hand hygiene. Remember to wash your hands every time you enter or leave a patient’s room, before and after using gloves, and after touching surfaces in patient rooms. We want to keep you, and our patients, healthy at all times. Hand washing is the most basic but effective way to protect ourselves and our patients’ safety. During this time, please take extra measures to prevent the spread of flu germs by covering your nose and mouth with a tissue when you cough or sneeze.

If you submitted and received an approved flu exemption, you must wear a mask at all times while you are on the HMH premises. Please see Amanda Montoya armontoya@houstonmethodist.org or 713-441-3339 for assistance.

Please let us know if you have any questions at all. Thank you for keeping our patients, guests, volunteers and employees safe!
Meet the dogs of our Friday Pet Volunteer Group - Aria Marie, Bella, and Chewla Belle across the top and then Cooper, Jax, Margaret, and Tootsie across the bottom.

- **Aria Marie** is a 3-year-old Sheltie, who has been volunteering at Houston Methodist Hospital since August 2016. She is the perfect size to lay in bed with patients.

- **Bella** is an 11-year-old Labrador Retriever who has served at Houston Methodist for nine years. She performs tricks for patients including a courtesy, flip a treat off her nose, shake hands, and even moonwalks heeling backwards.

- **Chewla Belle** is an 8-year-old yellow Labrador Retriever who loves to ‘wave her paw’ to open the doors to walkways around the hospital. She loves to snuggle and give hugs.

- **Cooper** is a 3-year-old black Goldendoodle and a pet volunteer at Houston Methodist since July 2016. He loves to clown around and always draws a crowd of admirers. Cooper likes to visit the nurse’s station and check out his reflection in the ceiling mirror in the hospital hallway.

- **Jax** is a very handsome 5-year-old rescue dog and has been visiting Houston Methodist for two years. He is very laid back and loves finding his treats in his smart toy puzzle.

- **Margaret** is a 5-year-old Labrador Retriever who has been a pet volunteer since the fall of 2015. She is laid back, sweet, gentle and will roll over for belly rubs.

- **Tootsie** is a 3-year-old Miniature Black Poodle who has been a pet volunteer since September 2016. She loves to snuggle up to patients and staff. Tootsie is learning new tricks and can shake with each paw and high-five.
We’re excited to be partnering with Spiritual Care and Education to provide volunteers an outlet for talking though some of the tough issues that can come up while volunteering.

Hang Ten groups will be offered one time a quarter, with topics varying each session. We hope you can join us for our first session, next Thursday January 25th at 1:00pm.

Hang Ten Support for Volunteers

Facilitated by: Spiritual Care and Education

The purpose of this group to provide a safe and private environment for volunteers to foster a greater understanding of one’s own areas of concern, and bring to light for personal growth, resolution and development. Chaplains will facilitate the group and introduce life tools such as mindfulness, intentionality and reframing.

First Meeting:
Thursday, January 25th
1:00pm - 2:00pm
Fondren 127, Dwyer Room

For more information, please contact Gabrielle at gmontoya2@houstonmethodist.org or call 713.441.9993

Please sign up to attend through VSys Live: http://volunteer.houstonmethodist.org/
Volunteer Services, Social Work, and Post Acute Care Presents:

Houston Methodist Hospital Clothing Drive

Help us restock the HMH Clothing Closet!
PURCHASE YOUR CLOTHING DONATION IN THE HOUSTON METHODIST HOSPITAL AUXILIARY GIFT SHOP TO RECEIVE 10 PERCENT OFF

The Houston Methodist Hospital Clothing Closet is a resource for patients and guests in need of new clothing during their hospital stay. At times patients who are admitted to Post Acute Care are without clothing during their functional evaluation. With the help of HMH employees, volunteers and the spirit of our I CARE values at work, we are certain that we can restock the closet!

Volunteer Services is collecting new adult clothing with tags attached. Specifically, sweatshirts, jackets, sweatpants, T-shirts, shoes and undergarments of all sizes. Every $5 spent on clothes qualifies as one hour of volunteer service. The max volunteer credit is five hours. Donations will be accepted Jan. 12 to Jan. 31.

Clothing donations may be dropped off at any HMH donation bin locations:
Volunteer Services Office, Fondren 127
Auxiliary Gift Shop
Outpatient Center, 2nd floor
Dunn 2nd floor, Information Desk
Crain Garden Lobby

*Consignment store items with tags attached are accepted.

For more information, please contact
Cheronda Rutherford at crutherford2@houstonmethodist.org.
As always, your donations are greatly appreciated!
1. Read below and report to your mentor/volunteer supervisor or any staff member at Volunteer Services for any opportunities where we may not be compliant.

2. Be prepared to accurately answer a question if you happen to be in the situation.

3. Stop by and get a “badge buddy” from Volunteer Services if you don’t currently have one on your HMH volunteer badge.

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Attention all Houston Methodist Hospital Volunteers: Friendly Reminder
Are you prepared to volunteer?

Do I have my Houston Methodist Hospital Badge and is it visible?
- Yes

Do I have the correct volunteer uniform?
- HMH Blue polo or Light blue jacket with HMH logo, appropriate leg wear

Am I following HMH dress code?
- Uniform neatly pressed, no jeans, no artificial nails on patient contact areas

Do you have a “badge buddy” and can I answer any questions pertaining to my “badge buddy”?
It is a laminated card with your ID Badge that has emergency codes

<table>
<thead>
<tr>
<th>New Code</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code Red</td>
<td>Fire</td>
</tr>
<tr>
<td>Code Blue</td>
<td>Cardiac Arrest</td>
</tr>
<tr>
<td>Code Pink</td>
<td>Infant/Child Abduction</td>
</tr>
<tr>
<td>Code Orange</td>
<td>Bomb Threat</td>
</tr>
<tr>
<td>Code Purple</td>
<td>Security Needed</td>
</tr>
<tr>
<td>Code Yellow</td>
<td>Disaster</td>
</tr>
<tr>
<td>Code Silver</td>
<td>Active Shooter</td>
</tr>
<tr>
<td>Code Gray</td>
<td>Severe Weather</td>
</tr>
<tr>
<td>Code Gold</td>
<td>Accreditation (DNV – Accreditation agency)</td>
</tr>
</tbody>
</table>

Do I understand the Fire Safety Process and how to assist with the evacuation of patients for my department?
- Volunteers must be able to verbalize Fire Safety processes

Can you locate nearest fire alarm pull station and fire extinguisher?
- If you are unsure, please ask your volunteer mentor or someone in the Volunteer Services Department.

Where can I find the number to call in the event of a fire, emergency, hazardous spill, code blue, or BP ethical dilemma?
- All emergency numbers are located on each department phone

Do I understand the acronym R.A.C.E and is it located on my badge?
- RACE
- Rescue
- Alarm
- Contain
- Extinguish

Do I understand the acronym P.A.S.S and is it located on my badge?
- PASS
- Pull the trigger
- Aim at the Base of the Fire
- Squeeze the handle
- Spray in sweeping motion

Do I understand the hand hygiene policy?
- It is important to follow all hand hygiene policies at all times. Always wash hands or use hand sanitizer between each and every patient interactions before walking into the patient’s room. Gloves are only worn when appropriate

Patient Safety Tips and Satisfaction:
- No food or beverages in the patient care areas
- Patient record information kept confidential
- Patient records not laying on countertops of units
- Computer screens not open to patient information
- Hallway egress is clear of clutter
- Med carts and COWs are not “parked” in the hallway
- Items are on one side of the hallway

If you have any questions at all, please feel free to contact a volunteer coordinators. We are all more than happy to assist. Thank you all for your support. We appreciate you and your commitment to Patient Safety and Satisfaction!
### Attention Volunteers: KIOSK TRAINING

HMH recently upgrade the information kiosks across the campus. They are located in many areas around the hospital, and assist patients with directions and general information. The kiosks now feature technology with following enhancements:

- Keyword search functionality helps patients and visitors find what they need
- Easily reroutes patients away from restricted areas or construction zones
- Receive a text with the location of your doctor/department or other on-site business you need to visit

Our goal is to prepare you to better assist patients and guests navigate their way through our campus. Please come by for a quick 5 minute training on the new technology. We have tablets here in the office that have the same program as the kiosks.

Thank you for all you do!

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### HMH Service Standards Badge Buddy!

These Service Standard Cards are part of your uniform and an expectation that all HM volunteers/employees have and wear them. If you do not have one on, you are “out of uniform”.

This is a reminder of the expected behaviors of an HM employee and to be helpful in remembering these behaviors.

These are also good to have on the many regulatory visits we may periodically have – for example; MAGNET, DNV

Where is your card? Do you have one?

AVAILABLE FOR PICK UP AT VOLUNTEER SERVICES!
Transportation Volunteer:

Houston Methodist Patient Transporter employees receive a very large number of requests for transports, admissions, and discharges on a daily basis. This can be an unsatisfactory experience for patients if they have a long wait before they can leave. To help stem the large flow, we are looking for outgoing volunteers, able to assist the Transportation department. Volunteers will be responsible for picking up discharged patients from their units, and taking them down to their cars. This is a great way to engage with patients, and make a real difference with their experience. You will likely be the last person they interact with during their hospital stay. Transportation volunteers will also get to take advantage of the active nature of the assignment, especially those health and wellness minded individuals who like to track their steps!

*Shifts needed: Monday through Sunday: 11:00am-2:00pm, and 3:00pm-8:00pm

Comfort Cart Assignment

Our hospital has been experiencing record high patient census, and thus, longer wait times in our Family Waiting Rooms. In an effort to alleviate discomfort, we will increase the frequency that our Comfort Cart will be taken around to patients. Volunteers provide customer service by selling snacks and comfort items to patients, family members, visitors. Some training on appropriate scripting will be provided, as well as more information on how to be the best resource and help. This is a very high-need area that requires volunteers to have strong interpersonal skills for guest interactions, possible service recovery, and ability to handle high-volume situations.

*Shifts available: Tuesdays, Wednesdays, and Thursdays from 1:00pm-4:00pm

If you would like to know more about these assignments, or have any questions, please contact Gabrielle at gmontoya2@houstonmethodist.org

Team Clarity:

Team Clarity Volunteers deliver educational and cognitive orientation materials to our older-aged patients. This volunteer opportunity gives volunteers the chance to engage with our patients, while providing them valuable information to have a safer hospital stay.

*Shifts needed: Monday-Friday, from 10:00am-5:00pm

Information Desk Volunteer:

Information volunteers answer telephones while using the computer for locating patients’ rooms and phone numbers. They direct visitors to patient rooms and other locations in the hospital. They assist guests by answering a wide variety of questions.

*Shifts available: Monday-Friday, from 8:00am-5:00pm

If you have any questions, or are interested in adding one or more of these assignment to your schedule, please email Gabrielle Montoya at gmontoya2@houstonmethodist.org. If you aren’t sure you have enough time to fit this in, but are interested, we are happy to work with your schedule to see what we can set up!
Looking for extra Volunteer hours?

Volunteer Services receives short-term requests from different HMH departments each day for volunteer assistance. If you would like to explore different areas of the hospital through volunteering, please take a few moments to review the Short Term Assignment binder on the front desk for upcoming opportunities!

Additional opportunities:

Donate **used or new books** to the Service Corps for volunteer hours, Soft back- 2 volunteer hours, Hard Back-3 volunteer hours

**Toiletries.** 1 hour for every $5 spent- Maximum of 5 hours

**Crossword puzzles and/or Sudoku.** 1 hour for every $5 spent- Maximum of 5 hours

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**Houston Methodist Hospital Volunteer Services has upgraded our online volunteering system! We've upgraded from Volunteer Spot to VSys Live.** VSys Live will allow you to view volunteer assignment updates from our office at any time. With VSys Live, you are able to log on from any computer with internet access and sign up for new volunteer assignments, track your volunteer hours, and view the Volunteer Department monthly calendar.

Job searching can be done by location, date, skills, job group, and project. Please bookmark the web site below for your convenience. Our goal with VSys Live is to help reduce the number of emails received from our Volunteer Services will no longer be using Volunteer Spot to register for short term assignments.

You can log into your new account here:

https://volunteer.houstonmethodist.org – Please contact Sr. Volunteer Coordinator, Cheronda Rutherford for your username and password. If you have not already received it in your email.

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**Looking for extra volunteer hours?**

**SIGN UP WITH YOUR VSYS LIVE ACCOUNT!**

**How to sign up for short term assignments:**

Step 1. Login with your user ID & password

Step 2. Once you have logged in – click Find Opportunities

Step 3. Click SEARCH for the latest available assignments!

Step 4. See an assignment that interests you? Click “Sign Up” to view additional details

Step 5. Click “Sign Up” to secure your spot - If you have any comments feel free to type in the comments box!

Use your account to:

- Update your contact information
- Sign up for short term and long term volunteer events
- View upcoming events
- Track your assignments and view your hours
- See your upcoming schedule
- Send Volunteer Services messages
- Sign up for volunteer assignments online
Volunteer Services would love to be friends with you on Facebook! You will get access to short-term assignments and all upcoming events, where you can follow the direct link to sign-up. Please do not miss out on this wonderful opportunity to get real-time updates on future events. To become friends with Volunteer Services on Facebook, search the following names: Mandy Guest, Gaby Montoya or Cheronda Rutherford. Or the scan code for the Volunteer Services Facebook Group is below:
Total HMH Volunteer Hours December 2017 – 7,195

Long-Term – 2,677
1-Day Events – 1,735
Spiritual Care – 695
Teens – 1,065
Visitors – 124
Community Partners – 84
Education and Experience – 799

Note: The Long-Term Volunteers category includes additional volunteer categories such as Cancer Care, Transplant Care, Pet Therapy, Music Therapy, Administration Services, the Auxiliary and the Service Corps. The Education and Experience category includes Team Clarity.