We are all like one-winged angels. It is only when we help each other that we can fly.

-- Luciano de Crescenzo
Winship Cancer Institute of Emory University has been a leader in cancer care for more than 60 years. Coca-Cola and Philanthropist Robert W. Woodruff donated funds to establish the Winship Memorial Clinic in 1937 after his mother dies of cancer – the first of many generous gifts from the Woodruff family to Emory University. Named in honor of Woodruff’s maternal grandfather, Robert Winship, the Winship Memorial Clinic became one of the first clinics in the nation devoted entirely to the care of patients with cancer.

The first Winship medical director, J. Elliot Scarborough, MD, believed that the key to saving people from cancer was to educate them about the early signs of the disease and to support them fully throughout their treatment. This tradition of compassionate care became the foundation for Winship’s commitment to excellence, earning it a reputation nationwide as a leader in treatment programs, as well as both clinical and laboratory research. In 1999, Dr. Jonathan Simons joined the clinic and renamed it the Winship Cancer Institute. In 2009, Winship Cancer Institute announced its cancer center designation by the National Cancer Institute (NCI), to become the first and only NCI designated cancer center in the state of Georgia. This level of dedication and accomplishment continues today under the leadership of Dr. Walter J. Curran, MD, where more than 200 Emory School of Medicine faculty members from a cross-section of disciplines currently comprise the membership of the Institute.

Winship offers a wide range of outpatient clinics and cancer specialists, treating virtually every form of disease – breast, prostate, lung, skin, neurological, leukemia, gastrointestinal, ovarian and uterine. Inpatients are treated at Emory University Hospital, named as one of “American’s Best Hospitals” by U.S. News and World Report.

In addition, Winship relies upon shared facilities to maximize the efficient use of advanced technology by all Emory scientists specializing in basic, translational and clinical research. This access to resources that would otherwise be too costly for a single department allows our researchers to make significant strides in our Cancer Prevention, Oncology Clinical Research, Pediatric Oncology, Molecular Therapy, Immunology, and Cancer Genetics programs.
PURPOSE
To accelerate discoveries that prevent and cure cancer, and to accelerate translation of the new knowledge to the care of the patient in Georgia, the nation and the world.

VALUES
Seven values that guide us every day...
Each of the seven floors of Winship Cancer Institute is named for an ideal. These ideals are embedded in the landings of Winship's stairwell, and they are equally embedded in the value system of everyone who works here:

1. **Compassion.** We are always mindful of the suffering of others. Our compassion compels us to do everything humanly possible to prevent, treat and ultimately cure cancer.

2. **Caring.** Winship has developed a culture of caring that transcends every department, every floor and every team in our institute. We believe in being attentive and sensitive to our patients and their needs.

3. **Courage.** This ideal is embedded in Winship's ground floor, where patients and their friends and families enter the institute. We believe that courage is the power supply for the efforts on the other six floors of the building.

4. **Hope.** In working every day to accelerate discovery, we also working to accelerate hope. We approach our work with determination and optimism in order to give our patients and their loved ones greater reasons to hope.

5. **Imagination.** We are not constrained by impossibilities. Rather, we foster creativity and innovation in our work because we believe a cure for cancer will only come if we commit ourselves to dream and invent.

6. **Translation.** One of the twin signposts of research, translation involves taking what we learn and putting it to work to treat people. Translation keeps our research focused on the implications of each new discovery.

7. **Discovery.** The other signpost of research, discovery represents Winship's enterprising approach to science. Winship scientists are committed to constantly accelerating efforts to discover new advancements in the fight against cancer.

VISION
We shall be one of the premier translational cancer research institutes in the world through the excellence of our faculty, nurses and staff, and our patient and family centered care.
We are “Accelerating Discovery. Accelerating Hope.”
PURPOSE
Winship Cancer Institute recognizes volunteers as special individuals who share their precious time, knowledge, and experience with staff, patients, families, and visitors to further accelerate hope.

VOLUNTEER SERVICE GOALS
GOAL: To ease the burden of cancer on our patients and their families through consistent and compassionate assistance and friendship.

GOAL: To provide compassionate and committed volunteers with diverse background opportunities to contribute to Winship’s mission of Accelerating Discovery, Accelerating Hope.

GOAL: To expand Winship’s delivery of world class patient care through our volunteers’ ability to contribute where they are best suited according to their talent, interests, and time.

PROGRAM SUMMARY
Volunteers play a vital role as members of an extraordinary team at the Winship Cancer Institute. They join scientist at the forefront of cancer research...caregivers delivering the most advanced treatments available...and patients investing all of their energy into getting better and maximizing the quality of their lives.

The contributions of our volunteers are no less valuable. They allow us to extend our programs and services in ways that would otherwise be impossible. And they provide a unique perspective: Many Winship volunteers are former cancer patients or caregivers themselves, and can address current patients’ questions and concerns with experiences and compassion.

The Volunteer Services Program at the Winship welcomes the time and talents of adult volunteers 18 years of age and older. Our need is great, and we are eager to match your skills to areas that interest you—whether that might be in direct contact with patients, or in a supportive role behind the scenes. The volunteer experience is designed to help refine your existing talents, as well as discover and develop new gifts.

We ask our volunteers to be caring, compassionate, reliable, committed, and dedicated to helping us minimize the burden of cancer on patients and their loved ones. In return, we can promise that you will receive a great deal of personal satisfaction.
BENEFITS
Volunteers who have worked at Winship say the greatest benefit they receive is their own sense of accomplishment and personal satisfaction. In addition, the Winship Cancer Institute recognizes our volunteers' time, talents and dedication with the following:

- **Free Parking** at Winship Cancer Institute while performing volunteer work
- **Free Marta Pass** provided in lieu of free parking. This pass is only to be used to and from Winship volunteer shifts.
- **Use of the Patient and Family Resource Center**
- **Winship Volunteer Newsletter**
- ** Twice A Year Volunteer Recognition** awards presented at a special event for volunteers (December & April)
- **Career & Education Letters of References** after a minimum of six months of service
- **Immunizations** from Emory Employee Health
- **Volunteer Uniform and Badge** to be worn during your volunteer shift
  
  NOTE: A $20.00 uniform payment is required by each volunteer. Once a volunteer has ended their term of service with Winship, $15.00 will be return upon receipt of the volunteer uniform and badge.

  *Most importantly the privilege of helping others!*

VOLUNTEER PREREQUISITES
In order to volunteer at Winship Cancer Institute, volunteers must meet the following prerequisites:

1. Committed to fulfilling a 6 month commitment, completing a minimum of 8 hours a month (the equivalent of at least two 4 hour shifts per month).
2. 18 years of age or older
3. Up to date vaccinations, and if applicable complete and pass a TB test
4. Receive the seasonal flu vaccine from Emory Employee Health (September – March)
5. Complete and pass a criminal background check

Cancer Survivors and Caregivers
In addition to the above requirements, volunteers who are cancer survivors are required to have been out of treatment for at least 6 months prior to volunteering. Additionally, volunteers who have had a family member recently pass away from cancer will need to delay volunteering for at least 12 months.

College Student Volunteers (Fall and Spring Semester):
Students who are currently enrolled in an area college/university are eligible to apply each year. The deadline to accept applications for the spring semester will be January 1st. The deadline for applications for the fall semester will be August 31st. All accepted college students will be required to attend a one-on-one interview, submit to a background check, provide proof of immunizations (Chicken pox, Mumps, Measles and Rubella, and Hepatitis B) and attend an orientation. **College volunteers are required to serve for 10 weeks and for a minimum of 8 hours per month.**

College Student Volunteers (Summer Only: June – August)
Students who are currently enrolled in college are eligible to apply for Winship’s summer volunteer program. Deadline for summer applications is May 1st. All accepted college students will be required to attend a one-on-one interview, submit to a background check, provide proof of immunizations (Chicken pox, Mumps, Measles and Rubella, and Hepatitis B) and attend an orientation. **Summer College volunteers are required to serve for 10 weeks and a minimum of 4 hours per week.**
The following general guidelines have been developed to assist you in carrying out your volunteer responsibilities at Winship Cancer Institute.

NEW VOLUNTEER PROCESS

1. Complete and submit a Winship Volunteer Services application.
2. Upon review, applicants will be contacted to set up a personal interview with DaVida Lee-Williams, Manager of Guest & Volunteer Services.
3. Complete health screening requirements. (TB test, Flu shot, and proof of updated vaccinations)
4. Complete and pass a criminal background check.
5. Once the health screening requirements and criminal background check have been cleared and all forms have been submitted to the Manager, Guest & Volunteer Services, volunteers will be scheduled to attend a New Volunteer Orientation.
7. Commit to a program and a consistent schedule (NOTE: Volunteers must commit to fulfill a 6 month commitment, completing a minimum of 8 hours a month (the equivalent of two 4 hour shifts per month). College/University students must complete at least 10 weeks of consecutive service.
8. Obtain a uniform jacket and Identification (ID) badge.
9. Accept our heartfelt gratitude and our sincere hope that you enjoy your time here.
10. Your supervisor will be DaVida Lee-Williams, Manager of Guest & Volunteer Services.

DRESS CODE

- Wear business casual clothing while volunteering. Jeans are permitted.
- Wear comfortable, soft soled shoes. **Shoes must be closed toe, no sandals permitted.** Clean white tennis shoes are fine, no high tops. Socks or hose must be worn with shoes.
- **Do not** wear short skirts, stretch pants, shorts, track suits, t-shirts with obscene logos or sleeveless shirts.
- Avoid excessive jewelry and cosmetics.
- No perfume or aftershave lotion. NOTE: Due to patient sensitivity.

VOLUNTEER UNIFORM

- Volunteer Uniforms must be purchased by each volunteer with a $20.00 deposit. Once a volunteer has ended their term of service with Winship, they must return their uniform and badge. Upon receipt of both items, the volunteer will have $15.00 of their deposit refunded.
- Wear your volunteer uniform jacket and ID badge at all times while volunteering.
- Volunteer ID badge must be clearly visible.
- All volunteer jackets will need to be maintained and cleaned by each volunteer. Additionally, the uniform jacket must be clean and neat for each volunteer shift.
- Upon resignation, all uniform jackets and ID badges must be returned to Winship Volunteer Services at time of resignation.

VOLUNTEER BEHAVIOR

- Act within the scope of your volunteer responsibilities.
- Go into treatment areas only as required by your volunteer responsibilities.
- Refrain from chewing gum, eating or smoking while performing volunteer services.
• Volunteers must adhere to the Emory Clinic Employee Handbook guidelines. Improper conduct warrants immediate dismissal from the Winship Volunteer Program.
• Please DO NOT provide any medical advice, medical opinion or counseling to patients, families, and caregivers. Improper conduct in this area warrants immediate dismissal.

VOLUNTEER PARKING
• One free parking pass or MARTA round-trip pass is provided to volunteers during their shift.

VOLUNTEER SIGN-IN
• All volunteers are required to sign in and sign out at the Volunteer Services Office each day that you volunteer.
• The Volunteer Services office is located in the Patient & Family Resource Center on the 1st floor.

COMMUNICATING WITH PATIENTS and STAFF
• Treat all information concerning patients as strictly confidential and discuss such information only with appropriate staff as necessary.
• Do not attempt patient care; call a nurse or nursing assistant if a patient requires assistance from treatment area to bathroom or wheelchair.
• Exhibit poise, calmness and understanding in dealing with patients and visitors. Indentifying too closely with patients and their illness may aggravate an already difficult situation. Your cheerfulness and gentleness will communicate your concern and compassion.
• Do not question patients about their illness. If the patient raises the subject be a good listener without giving your opinion about the patients’ illness.
• Avoid conversation with patients and visitors concerning controversial subjects such as politics, religion and social issues.
• Avoid conversations with visitors or patients concerning physicians and their methods, hospital employees, other patients and standards of other hospitals. Again, be a good listener! Such comments from patients may be referred to the clinic supervisors, if appropriate.
• Relay to clinic supervisor any information divulged by visitors concerning a patient’s condition of which clinic staff may have not been apprised.
• Leave the treatment immediately and quietly if a doctor or nurse desires to see or treat a patient.

VOLUNTEER ABSENCES, SICKNESS and INJURIES
• Attempt to enlist another volunteer as a substitute if you are unable to provide volunteer services at the time for which you have agreed to serve; notify your volunteer manager, DaVida Lee-Williams, 48 hours in advance of any changes in scheduling.
• **NOTE:** If a volunteer receives 3 no call, no show attendances, they will automatically be placed on suspension until further discussion with the Volunteer Manager.
• If you have a cold and/or fever, or appearance of a cold or hay fever, do not volunteer that day.
• If you become injured. No matter how slightly, while volunteering at Winship, contact DaVida Lee-Williams at 8-2405 immediately.

QUESTIONS & CONCERNS
• If you have a question or concern about your volunteer experience, please do not hesitate to contact DaVida Lee-Williams, Manager of Guests & Volunteer Services, directly at 404-778-2405 or email DLeewil@Emory.edu. We encourage your feedback!
VOLUNTEER SHIFT SCHEDULE

All shifts are Monday through Friday. Volunteers will need to fulfill a 6 month commitment, completing a minimum of 8 hours a month (the equivalent of two 4 hour shifts per month).

- Morning Shift 8:30 a.m. – 12:30 p.m.
- Late Morning Shift 10:00 a.m. – 2:00 p.m.
- Afternoon Shift 12:00 noon – 4:00 p.m.
- Late Afternoon 2:00 p.m. – 5:30 p.m.

VOLUNTEER OPPORTUNITIES SUMMARY

<table>
<thead>
<tr>
<th>Position Name</th>
<th>Departments</th>
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<tbody>
<tr>
<td>Hospitality (Waiting rooms)</td>
<td>☐ ATC (Infusion) ☐ Radiology ☐ Breast Imaging</td>
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<tr>
<td></td>
<td>☐ Medical Oncology ☐ Bone Marrow Transplant/Hematology</td>
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<tr>
<td>Hospitality Cart</td>
<td>☐ ATC (Infusion) ☐ Radiation Oncology ☐ Radiology</td>
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<tr>
<td></td>
<td>☐ Medical Oncology ☐ Bone Marrow Transplant/Hematology</td>
</tr>
<tr>
<td>Clerical/Administration</td>
<td>☐ ATC (Infusion) ☐ Radiation Oncology ☐ Patient &amp; Family Resource Center</td>
</tr>
<tr>
<td></td>
<td>☐ Medical Oncology ☐ Bone Marrow Transplant/Hematology ☐ Breast Imaging</td>
</tr>
<tr>
<td>Welcome/Information Desk</td>
<td>☐ Plaza Welcome Desk</td>
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<tr>
<td></td>
<td>☐ 1st Floor Welcome Desk</td>
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<tr>
<td>Runner</td>
<td>☐ ATC (Ambulatory Treatment Center) ☐ ATC - Pharmacy (8:30am – 2pm only)</td>
</tr>
<tr>
<td></td>
<td>☐ Labs ☐ Investigational Drugs (9am – 12noon only)</td>
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</tbody>
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Ambulatory Treatment Center (ATC) aka “The Infusion Center”
In the ATC, patients receive infusions of chemotherapy, blood and blood products, support medications and IV fluids. A patient’s time in the ATC depends on their individual treatment. Infusions can range from 15 minutes to several hours.

Radiation Oncology
Radiation Oncology department patients require radiation treatment for various diagnosis, however primarily for cancer diagnosis. Patients are treated between 6:30am – 4:30pm, and occasionally on the weekend. Most patients are adults, 10% or less of the patient population comprises children from Egleston. Duration of treatment is between 20-30 minutes per patient.

Medical Oncology
Patients visiting this department may have be having their first visit, a second opinion or newly diagnosed and under a high level of anxiety. The patient may be overwhelmed, fatigued or in denial. Returning patients may or may not have good news and be fatigued.

Bone Marrow Transplant (BMT)/Hematology
Patients visiting this department have blood disorders, or receiving bone marrow transplants. The period after a bone marrow or stem cell transplant can be a difficult and stressful time for patients since their immune systems may not recover fully for some time, they are at risk for infections and colds. So, to avoid infections, patients need to avoid crowds and people who are sick, resulting in having some feelings of isolation, as well as fatigue and overwhelmed.

Welcome Desk (Plaza Level and First Floor)
Each Welcome Desk serves as the first point of entry into Winship Cancer Center. It is the hub of quality customer service and hospitality. Patients will need information regarding finding the location of their appointments, parking, meals, phones, elevators, etc. Patients can also receive maps and information regarding resources available an Winship.

Patient and Family Resource Center
The Patient and Family Resource Center provides patients and their family members a place to receive additional informational pamphlets related to cancer, caregiving, and support groups. Additionally, it houses computers, phones, a fax and copy machine that are free to use by patients and their family members. Most importantly, the Patient and Family Resource Center serves as a haven to rest between appointments/treatments, or simply pick up a good book or enjoy a game of checkers. The Patient and Family Resource Center also is home to the Winship Volunteer Services and the Radiance Boutique.

Labs
Patients will go and have blood drawn before their doctor’s visit or treatment in the ATC/Infusion Center. After visiting the lab, the patient will wait a period of time, anywhere between 30 minutes to more than an hour to receive their results and be seen by their doctor of receive treatment.

Infusion Pharmacy
Patients receive their infusion drugs, chemotherapy, and other treatments from this pharmacy while in the Infusion Center.

Phase I Clinic - Infusion
Patients receive clinical trial drugs as treatment. Typically, patients who are in Phase I are in their last option of care to treat their cancer.

Radiology
Patients receive all x-ray scans, but not mammograms, in this department. Depending upon the scan, a patient can spend a variable amount of time in this department.

Breast Imaging
The Breast Imaging department is where patients receive mammograms whether is it is cancer related or not.
1. What does this acronym HIPAA represent?

The Department of Health and Human Services (HHS) issued the Standards for Privacy of Individually Identifiable Health Information (the Privacy Rule) under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to provide the first comprehensive Federal protection for the privacy of personal health information. Many of those who must comply with the Privacy Rule must do so by April 14, 2003.

2. When did HIPAA go into effect?

The first-ever federal privacy standards to protect patients' medical records and other health information provided to health plans, doctors, hospitals and other health care providers took effect on April 14, 2003.

3. Who developed HIPAA? Why is it important for me?

- Developed by the Department of Health and Human Services (HHS),
- These new standards provide patients with
  - access to their medical records
  - more control over how their personal health information is used and disclosed.
  - represent a uniform, federal floor of privacy protections for consumers across the country. State laws providing additional protections to consumers are not affected by this new rule.
- It is everyone’s responsibility to keep patient medical information CONFIDENTIAL.

4. Where can I learn more about HIPAA?

- Please review the information following this page
- Please call the Office of Publications at Emory at 404-727-2757
HIPAA and Patient Privacy

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) sets national guidelines to ensure the privacy of patient protected health information (PHI) or patient medical information.

- HIPAA provides patients with more control over their medical information.
- Allows patients to find out how their medical information may be used.
- Provides guidelines to health care providers to ensure the protection and privacy of Patient medical information.

What is protected health information (PHI)?

PHI is any individual identifiable patient information that Emory Healthcare maintains or transmits that could identify a patient and their medical condition or mental health. This can be electronic, written or oral information. Identifiers defined by HIPAA consists of:

1. Name
2. All address information
3. E-mail addresses
4. Dates (except year)
5. Social Security Number
6. Medical record numbers
7. Health plan beneficiary numbers
8. Account numbers
9. Certificate numbers
10. License numbers
11. Vehicle identifiers
12. Facial photographs
13. Telephone numbers
14. Device identifiers
15. URLs
16. IP addresses
17. Biometric identifiers

(Any information that identifies the patient or there is a reasonable basis to believe the information can be used to identify the patient).

It is everyone’s responsibility to keep patient medical information confidential. Here are steps that everyone can take to ensure patient confidentiality:

- Do not leave patient information out in plain view
- Log-off your computer
- Don’t share your password(s)
- Don’t talk about patients in public areas (elevators, buses, assigned areas, etc.)
- Lock your file drawers that contain patient information
- Shred patient information that needs to be thrown away

To find out more about HIPAA, please call the OCP at 404-778-2757 or visit:
http://www.hhs.gov/ocr/hipaa or http://cms.hhs.gov/hippa
Patients Rights & Responsibilities

The employees and medical staff of Emory Hospitals recognize that you are an individual with unique needs and perspectives. The following reflects your rights and responsibilities as we work with you to provide your care.

YOU HAVE A RIGHT TO:
- Participate in the development and implementation of your plan of care
- Make informed decisions regarding your care
- Know who is responsible for coordinating your care
- Receive considerate and respectful care
- Expect your care to be given with regard to your safety and in a safe setting
- Expect care to be given in an environment free from all forms of abuse or harassment
- Receive appropriate assessment and management of pain
- Ask for and receive complete and understandable information about your condition and care
- Request and/or refuse treatment
- Have access to treatment facilities that are available and medically indicated
- Request auxiliary aids when necessary for effective communication
- Receive respect for your cultural and spiritual beliefs
- Formulate advance directives and expect that hospital staff will honor these directives
- Have a family member or representative of your choice notified promptly of your admission to the hospital
- Have your attending physician notified promptly of your admission to the hospital
- Have a right to personal privacy
- Receive private and confidential care
- Receive an explanation of your bill
- Request information contained in your medical record and expect to receive it within a reasonable time frame
- Expect that confidentiality of information in your medical record will be maintained
- Voice concerns to hospital or medical staff or Patient Relations without fear of reprisal or discrimination
- Utilize the hospital’s grievance process as well as or instead of filing a complaint with the State agency
- Request assistance for concerns and receive a response from Patient Relations and/or appropriate hospital representatives
- Ask for and receive guidance from the hospital Ethics Committee
- Be free from any restraint or seclusion that is not clinically necessary or necessary in an emergency situation

YOU HAVE A RESPONSIBILITY TO:
- Provide complete and accurate health, medical and insurance information, including an advance directive if you have one
- Show consideration for others around you, including other patients and staff
- Ask questions when you are in doubt
- Communicate changes in your health and/or condition to your caregivers
- Follow your caregivers’ instructions or discuss with them any obstacles you may have in complying with your prescribed treatment plan
- Accept responsibility for refusing treatment or not following your treatment plan
- Be aware that your right to be involved in your plan of care does not include receiving medically unnecessary treatment
- Meet financial obligations associated with the healthcare services received
- Follow all hospital rules affecting patient conduct and care

*Georgia Department of Human Resources, Atlanta, Georgia, 404-657-5726

If you have a concern about the quality of care, service or safety you or your family member experienced at our hospital facilities, we encourage you to report your concerns to department leadership directly or call Patient Relations at the following numbers: 404-686-7593 (Emory University Hospital), Emory University Hospital Midtown and Emory Orthopaedics & Spine Hospital, 404-728-6464 (Wesley Woods Center) and 404-778-3539 (The Emory Clinic). Should we be unable to resolve your concerns, we encourage you to contact The Joint Commission (TJC) through its toll-free patient line, 1-800-994-6610, or by e-mail at complaint@jointcommission.org.
“CODE GREY”

Bomb threat, if received by phone:
- Obtain as much information as possible, “DO NOT HANG UP”, call the emergency number specific to your location and say “Code Yellow”. Give the exact location and any additional information requested.
- Complete the bomb threat card or form. Write down everything you can remember concerning the caller; voice, accent, background sounds, etc.

If received by mail:
- If received by mail, do not touch the package, call the emergency number specific to your location and report it. The response team will come to your area and evaluate the materials.

In either case:
- Notify your supervisor immediately.
- Be prepared to search your own area to identify unusual objects.
- Call the emergency number **FIRST** if object is found. Followed by the Incident Command Center (ICC) if activated.

“SEVERE WEATHER”

Tornado Watch: indicates Tornado is possible. Close drapes and blinds in all patient and visitor rooms. Inform patients and visitors to move away from glass, if possible. Listen for further instructions and announcements.

Tornado Warning: indicates Tornado has been confirmed or sighted. Instruct patients how to use their pillow and bed covers for protection. Inform visitors where to take safe refuge. Be prepared to move patients to an inside corridor only if directed by Senior Nurse, Administrator On-call or ICC.

Condition Snow/Ice: indicates Ice or Snow emergency is likely to occur. Verify staffing requirements and reporting procedures with your department.

STROKE is an emergency. Every minute counts “ACT F.A.S.T.”
- FACE – Facial Droop/uneven smile
- ARM – Arm numbness/arm weakness
- SPEECH – slurred speech, difficulty speaking or understanding
- TIME – Call E911/EHBM/EUOSH/TEC 8-4700, EJCH 4444, SJH 678-843-4053 to get help

“CODE RED”

To report a fire: R.A.C.E.
- R-eescue all personnel in immediate danger. Reassure patients and visitors.
- A-larm by pulling nearest FIRE ALARM box and call the emergency number specific to your location.
- C-onfine the fire by closing doors and shutting off oxygen supplies according to department policy.
- E-xtinguish if possible and be prepared to evacuate areas as directed.

For fire extinguisher use: P.A.S.S.
- P-ull the pin.
- A-im at the base of the fire.
- S-queeze the handle.
- S-weep from side to side.

“CODE BLUE”

Indicates a utility failure. Follow location and department specific guidelines for the utility failure. Call telephone repair, contact Facilities Management or Information Services, as appropriate.

Condition:
- Electrical Failure
- Steam Failure
- Medical Air/Gas/Vacuum System Failure
- Natural Gas Leak or Service Failure
- Telephone System Failure
- Water Failure
- Information System Failure

For fire extinguisher use: P.A.S.S.
- P-ull the pin.
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“CODE H”

Indicates an Inbound helicopter arrival. Bed Placement Coordinator or the Nursing Admin Supervisor initiates a “CODE H” stating the estimated time of arrival. The “CODE H” team responds and opens the helipad prior to the ETA.

“CODE WALKER”

Missing Patient-Bedded Areas:
- Using department-specific search procedures, departments search for the missing patient.
- Assign staff to monitor exit/access points, as appropriate.

“CODE MET”

Medical Emergency Team
- This code can be called by patient, visitor or staff to report patients outside the ICU exhibiting warning signs of deterioration or instability. Call the emergency number specific to your location and say, “Code MET”, give the exact location and any additional information requested.

“CODE SILVER”

Indicates an Active Shooter on site. Follow location and department specific guidelines. Remain calm, clear hallways of patients, visitors, and staff. If possible, close all window blinds, turn off all lights, silence cell phones and remain quiet.

“CODE ORANGE”

SMALL hazardous material spill: implement department specific spill procedures.

LARGE hazardous spill: call the emergency number specific to your location and say “CODE ORANGE” give exact location and any additional information requested. Implement department specific procedures for:

C-L-E-A-N.
- C-onfirm that required protective equipment is in use.
- L-eave the area, close the door (if possible) and restrict access.
- E-nsure those exposed are given emergency medical care. (Provide the Safety Data Sheet)
- A-ccess the MSDS
- Notify your Supervisor and Safety Mgmt.

“CODE TRIAGE”

INTERNAL or EXTERNAL DISASTER

The Senior Administrator, Administrator on-call or the Senior Nurse on duty initiates “CODE TRIAGE” as appropriate.

Staff present for duty:
- Implement CODE TRIAGE procedures. Be prepared for additional directions from the ICC.
- Implement department specific plans. Immediately report department status and points of contact to the ICC.

Staff not on duty:
- Verify staffing requirements with your department (Do not call the Incident Command Center (ICC) or location specific emergency number).
- Be prepared to report in and remain during the duration of the Disaster.

“INTERIM LIFE SAFETY MEASURES (ILSM)”

If an egress route obstruction, change to life safety utilities or plan occurs in your area KNOW what Interim Life Safety Measures (ILSM) are required for your area and your staff.

Know what to look for when construction or renovation occurs in or around your Environment of Care (EC): CHECK FOR:
- Alternate Egress Routes to Safety
- New or changed Fire Alarm Locations
- New or changed Fire Extinguisher Locations
- New or changed locations of Electrical Cut-Off Panels
- Increased staff training and/or Fire Drills for your area.

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“INTERIM LIFE SAFETY MEASURES (ILSM)”

If an egress route obstruction, change to life safety utilities or plan occurs in your area KNOW what Interim Life Safety Measures (ILSM) are required for your area and your staff.

Know what to look for when construction or renovation occurs in or around your Environment of Care (EC): CHECK FOR:
- Alternate Egress Routes to Safety
- New or changed Fire Alarm Locations
- New or changed Fire Extinguisher Locations
- New or changed locations of Electrical Cut-Off Panels
- Increased staff training and/or Fire Drills for your area.

“CODE MET”

Medical Emergency Team
- This code can be called by patient, visitor or staff to report patients outside the ICU exhibiting warning signs of deterioration or instability. Call the emergency number specific to your location and say, “Code MET”, give the exact location and any additional information requested.

“CODE SILVER”

Indicates an Active Shooter on site. Follow location and department specific guidelines. Remain calm, clear hallways of patients, visitors, and staff. If possible, close all window blinds, turn off all lights, silence cell phones and remain quiet.

“CODE ORANGE”

SMALL hazardous material spill: implement department specific spill procedures.

LARGE hazardous spill: call the emergency number specific to your location and say “CODE ORANGE” give exact location and any additional information requested. Implement department specific procedures for:

C-L-E-A-N.
- C-onfirm that required protective equipment is in use.
- L-eave the area, close the door (if possible) and restrict access.
- E-nsure those exposed are given emergency medical care. (Provide the Safety Data Sheet)
- A-ccess the MSDS
- Notify your Supervisor and Safety Mgmt.

“CODE TRIAGE”

INTERNAL or EXTERNAL DISASTER

The Senior Administrator, Administrator on-call or the Senior Nurse on duty initiates “CODE TRIAGE” as appropriate.

Staff present for duty:
- Implement CODE TRIAGE procedures. Be prepared for additional directions from the ICC.
- Implement department specific plans. Immediately report department status and points of contact to the ICC.

Staff not on duty:
- Verify staffing requirements with your department (Do not call the Incident Command Center (ICC) or location specific emergency number).
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