

## Safety Policies and Procedures

Please read before initialing section "Certification of Completion of Orientation". These policies are an excerpt from the Good Samaritan Health Services Training Manual, which is to be read by every applicant before volunteering. Please email Vanessa Twyman if you do not yet have a copy, at [vtwyman@goodsamaritanhealth.org](mailto:vtwyman@goodsamaritanhealth.org).

### General Safety

1. You must report unsafe conditions or unsafe actions to full-time staff immediately.
2. Report any incident immediately (injury or non-injury). Seek medical help for minor injuries and fill out the Incident Report Form in the Safety Manual.
3. Prevent falls by immediately cleaning up spills properly and safely. Keep van and waiting rooms uncluttered and keep cords out of walkways.
4. Electrical safety includes inspecting plugs for any damage such as bent or missing prongs, cuts, tears, breaks or bare wire showing in cords. Electrical equipment should be switched off before being plugged in or unplugged. Never unplug equipment by jerking on the cord. Always inspect equipment before using, look for signs of excessive wear, shorts, abuse, broken knobs or wires, burned out lights, cracks, blown fuses or circuit breakers or evidence of overheating. Remove the damaged equipment immediately and report problems to the full-time staff.
5. Never use devices you do not feel comfortable with. Get training in the basic operations and understand its cautions.

### Incident Reporting

Incident reporting is an essential part of the safety process. Staff and volunteers will report all incidents involving patients, staff or visitors concerning falls, equipment malfunctions, miscommunication, medication error, doctor/nursing performance, security events or anything else that administration should know about. Other such issues include damage to property, harassment, thefts, obscene or threatening telephone calls, or anything out of the ordinary or that poses a threat to health or safety, whether it results in injury or not.

### Back Safety

Four out of five Americans will have a significant back problem at some time in their lives. Surprisingly, these back problems are more often attributed to chronic injury or neglect rather than acute injury. However, there are steps to prevent back injury and to promote back strength.

1. LET EVERYBODY CONCERNED KNOW WHEN, HOW AND TO WHERE THE MOVE WILL BE.
2. LIFT BY FLEXING AND STRAIGHTENING YOUR LEGS RATHER THAN USING YOUR ARMS.
3. SIZE UP THE LOAD AND HAVE ENOUGH HELP BEFORE STARTING.
4. LIFT AND MOVE SMOOTHLY TO AVOID PAINFUL, JERKING MOVEMENTS.
5. ESTABLISH A BROAD-BASED FOOTING WITH FEET PLACED TO AVOID TRIPPING.
6. TURN BY SHIFTING THE POSITION OF YOUR FEET RATHER THAN TWISTING YOUR BACK.
7. GET AS CLOSE AS YOU CAN TO WHATEVER IS BEING LIFTED.
8. SLIDING A WEIGHT BY PUSHING OR PULLING TAKES LESS EFFORT THAN LIFTING.
9. KEEP YOUR BACK STRAIGHT DURING ALL MOVES IN ORDER TO USE YOU LEG MUSCLES MORE.
10. SPREAD THE WORD TO OTHERS AND SAVE BACKS!

### Fire Safety

The procedure for responding to a fire is:

- Rescue** the person
- Alarm** – sound the alarm
- Contain** the fire
- Evacuate**

How to use a fire extinguisher:

- Pull** the pin
- Aim** at the base of the fire
- Squeeze** the trigger
- Sweep** from side to side, front to rear

### Disaster Preparedness

Response to severe weather is phased, with the response proportioned to the threat. Secure the van or evacuate the van as needed. Follow evacuation policy for your facility.

## Documentation of Tuberculosis Testing

All volunteers are encouraged to have yearly Tuberculosis (TB) testing done and documented with us. The Tulsa City County Health Department offers TB skin testing for \$5.00. Call (918) 595-4100 for more information.

## Hazard Communication

GSHS is mandated to maintain a workplace that is safe, healthful and free of hazards. If hazards exist, the employer/clinic must make a reasonable effort to protect employees by removing the hazard, finding engineering controls that eliminate it, control it within standards, or provide protective equipment. The goals of Hazard Materials and Waste Management Program is to “protect you and to protect the environment.”

The Occupational and Safety and Health Administration (OSHA), Hazard Communication Standard, 29 CFR 1910, 1200, requires a Material Safety Data Sheet, (MSDS) for any chemical determined to be hazardous. The standard is also known as HAZCOM, “WORKER RIGHT TO KNOW” and the MSDS Program. Manufacturers are responsible for revealing the hazards presented by their products. GSHS is responsible for maintaining information on hazards that is readily accessible to staff and volunteers. MSD Sheets are found in a three-ring folder in the van.

## Labels

All containers must be labeled properly. Labels must show the following:

1. Identity of the chemical (the common or chemical name cross-referenced to the MSDS).
2. Proper Health Warnings (as extracted from MSDS).
3. Manufacturer Name and Emergency Telephone Number.
4. Label must be accurate, in English and legible.

## Blood Borne Pathogens/Infection Control

Universal precautions pertain to *all* patients. Any blood or body fluids such as saliva, urine, etc. are considered potentially infectious. Therefore, you must protect yourself by utilizing the appropriate personal protective equipment when you suspect possible exposure to any body fluids. After wearing gloves, dispose of them. DO NOT REUSE GLOVES. Change gloves between patients. Do not use a pair of gloves the whole two hours. Most importantly, WASH YOUR HANDS BETWEEN CLIENTS.

Hand-washing Procedure:

1. Remove all jewelry from hands and arms.
2. Wet hands under warm running water.
3. Apply soap and vigorously work up lather. Rub the soap between the palms of your hands, between your fingers, back of hands, and over wrists. Also clean under your nails. Scrub for one minute.
4. Rinse your hands under warm running water pointing your fingertips upward.
5. Dry your hands with a paper towel.
6. Turn the faucet off with a paper towel.

Regulated waste (any bodily secretions, fluids or excretions) must be separated from the general/routine trash. These regulated waste items can be disposed of using one of the following methods: (Please ask clinic staff for assistance if ever uncertain)

1. Using red bio-hazard bags.
2. Using the red sharps containers.
3. The bathrooms on the vehicles are for laboratory purposes only. Please use facilities inside host building.

## Confidentiality

In healthcare, confidentiality is critical. Information about patients/clients is not to be discussed with anyone except to those who manage the care of that patient. There will be no discussing of patients and their conditions outside the clinic. Neither is there to be any discussion of patient's condition at the Intake area or the Nurses area. All patients' records will be filed in an appropriate manner in a locked file case. Records, files, volunteer data or clinic activities are also confidential. Because confidentiality is of utmost importance, every volunteer must sign a Confidentiality Agreement Form (located in the Volunteer Application).