



Dear Student:

Congratulations! You have been selected to participate in the Work-Based Learning Program at Maury Regional Health. It is the beginning of an exciting and rewarding career path.

Through participation in Work-Based Learning, classroom learning is combined with a real world learning experience. Along the way you will be expected to meet certain standards. Knowing what is expected of you at school and while you are with us at Maury Regional Health will help you to succeed, so take the time to read the following pages carefully.

With the honor of being released from school early carries with it a responsibility involving career commitment and continued effort on your part. The fact that you have been selected shows that you are willing to strive for success and build a foundation for your future career.

Best wishes as you begin on the new venture. I wish you success and pledge my support in this endeavor.

Cindy Short
Director of Volunteer Services
Work-Based Learning Coordinator
cshort@mauryregional.com 931.380.4047

It is the policy of Maury Regional Health not to discriminate on the basis of sex, race, age, color, religion, national origin or disability in its educational programs, activities or employment practices.

PROGRAM GUIDELINES

As a condition to participate in the *Work-based Learning* (WBL) Program at Maury Regional Medical Center, and to remain in the program, I agree to the following:

1. I understand that my actions reflect upon my school, the *Work-Based Learning* Program, and the Maury County School System. I will conduct myself in a manner that will be a credit to all.
2. I will maintain my WBL attendance in good standing. If I must miss WBL for any reason I will notify my assigned department along with the WBL Coordinator, Cindy Short or Sharon Shaw. Failure to notify **both parties** prior to my absence may result in my being dropped from the program.
3. I understand that my WBL schedule may be affected by school activities; therefore, I will notify the WBL Coordinator and assigned department of my absence for the day.
4. I will not report to WBL on any day that I am absent from school or class unless specifically approved by the WBL facilitator *beforehand*.
5. I will demonstrate a cooperative attitude, abide by all rules set out by the *WBL Program* Coordinator and refrain from any misconduct. *WBL* students must abide by the school discipline policy while at both school and Maury Regional Health.
6. All students are required to complete a survey through Survey Monkey at completion of the program. The survey will be emailed to the each student's personal email with a required date of completion prior to the April 25 celebration.
7. All participating students will complete a **Capstone Project** to present to their teachers, Maury Regional Health senior leaders, participating departments and additional guests at the conclusion of the program. Guidelines for the project are included in this packet.

MEETINGS

All WBL students are required to attend the scheduled meetings below:

Meetings (2023-2024):

- November 2, 2023 *Required Education Sessions*
- February 29, 2024 *Required Education Sessions*

ATTENDANCE/COMMUNICATION POLICY

The Work-Based Learning experience is designed to instill the importance of positive work habits and attitudes both on the job and in the classroom. ***You must assume responsibility for regular attendance at both school and Maury Regional Health.***

Communication between the WBL student and Volunteer Services is critical. It is your responsibility to respond to all emails, texts and/or phone calls in a timely manner. Failure to respond may result in dismissal from program.

WBL students are required to sign in and out in Volunteer Services each day they are scheduled. If you will be absent from your scheduled shift, ***it is YOUR RESPONSIBILITY to notify the department you have been assigned and Volunteer Services BEFORE you are scheduled to arrive for your shift.*** You should always carry both phone numbers with you or store them in your cell phone.

- If you know you will be unable to attend WBL in advance, for example, you must take a test at school or will be on vacation, let Volunteer Services and your assigned department know why you are going to be absent and the days you will be absent.
- We STRONGLY encourage you to schedule all dentist and doctor appointments outside of your scheduled WBL shift, however, should you have an appointment, let your assigned department and Volunteer Services know PRIOR to the day of the appointment.
- If you are absent due to a death in the family, you must call or have someone else call Volunteer Services and your assigned department.
- Unexcused absences are considered to be evidence of undesirable work behavior and are STRONGLY discouraged.
- ***Each time you do not respond to an email and/or text or fail to notify us that you will be absent from your scheduled shift will result in a mark against you. If you receive three (3) marks, you will be dismissed from the program - no exceptions.***
- **Remember** - If you do not attend school you cannot report to Maury Regional Health for WBL.

EMPLOYABILITY SKILLS

An important part of WBL is the development of employability skills. Employability skills are those skills necessary to be successful in any work place. Ten major skills you can practice while in your assigned department are the following:

- *Display a professional attitude*
- *Exhibit good work ethics*
- *Demonstrate appropriate work behavior*
- *Communicate effectively, both verbally and nonverbally*
- *Build essential work relationships*
- *Show ability to manage self and time*
- *Perform well in a team environment*
- *Demonstrate excellent customer service skills*
- *Solve problems effectively*
- *Follow WBL/School policies*

PATIENT EXPERIENCE

Get the Small Things Right

Our patients, family members and visitors are all individuals who are deserving of compassionate, equitable and respectful care. What that is to an individual can be very different. It remains essential that we establish a rapport and make those connections so we can ***“Get the Small Things Right.”***

Three ways to ***“Get the Small Things Right”*** are:

- Be Present – care so much about the thing you are doing or the person you are with that you stop caring about all the other things you need to do.
- Take what you do seriously without taking yourself too seriously.
- One size fits all. A person’s experience must be specific to them. Provide a sense of genuine belonging.

*Capstone Project Guidelines

Each of you will prepare a PowerPoint presentation of your experience to share at the ***April 25 celebration*** event. The following guidelines will help to ensure uniformity, understandability, and timeliness in all presentations.

Presentation Design:

Students may use a maximum of 10 slides for their capstone presentation. This should result in a presentation of approximately 5 minutes, followed by a question and answer exchange with attendees. The purpose of the following guidelines is to help you make an impressive, professional presentation of your experience in the time allotted.

- Begin by introducing yourself, what school you attend and the department you shadowed.
- What do you want the audience to learn about your experience?
- Create a minimum 15 word introduction.
- Outline your story. You are telling about your experience and should have a beginning, middle, and end.
- ***INCLUDE PHOTOS (REQUIRED) – NO Patients or anyone other than employees in the department you have been assigned may be included in the photos!*** (Please forward their names to me so I may get permission signatures for use).
Suggestions for photos include:
 - You with equipment in the department you were assigned.
 - Staff demonstrating a skill specific to their department/position.
 - Something/someone you found amazing in the department you were assigned.
- Use key concepts. Avoid unnecessary details.
- Strive for clarity. Do not use unfamiliar jargon or acronyms.

Preparing Your Slides:

- Each slide should address a single concept. Slides should follow a logical progression, with each building upon the other.
- Your presentation should contain no more than 10 slides.
- Do not overload your slides with too much text or data. A lot of text makes a slide unreadable. Use a few key words. YOU are telling your story (talking – not reading)!
- Use font size 44 for titles, 28 to 34 for subtitles, and 28 to 34 bold fonts for text.
- Maintain professionalism - do not use animations or “cute” templates in your presentation.
- Have all text appear at the same time that the slide does. Do not have text appear as the speaker talks.

Presentation Guidelines:

- Practice your presentation!
- It can be helpful to use the “timer” tool in PowerPoint.
- Know the content of your presentation.
- DO NOT READ YOUR SLIDES. Your audience can read them much faster than you can talk.
- Step out from behind the podium.
- Avoid distracting mannerisms in both speech and movement (i.e. saying “um”, shifting your weight from side to side, etc.)
- Have a rehearsed opening statement and use it. Do not attempt to improvise at the last moment. Make it catchy!
- To end on time, you must PRACTICE!

****Definition of Capstone Project:*** A *Capstone Project* is an independent research study that students conduct in their final year of high school, middle school, or academic program. It involves selecting a topic, profession, or problem that interests them, collecting and analyzing data, creating a final product or solution, and presenting it to an audience. A capstone project is meant to demonstrate students' learning, skills, and readiness for college, careers, and adult life. It is also called a capstone experience, culminating project, or senior exhibition, among other terms.

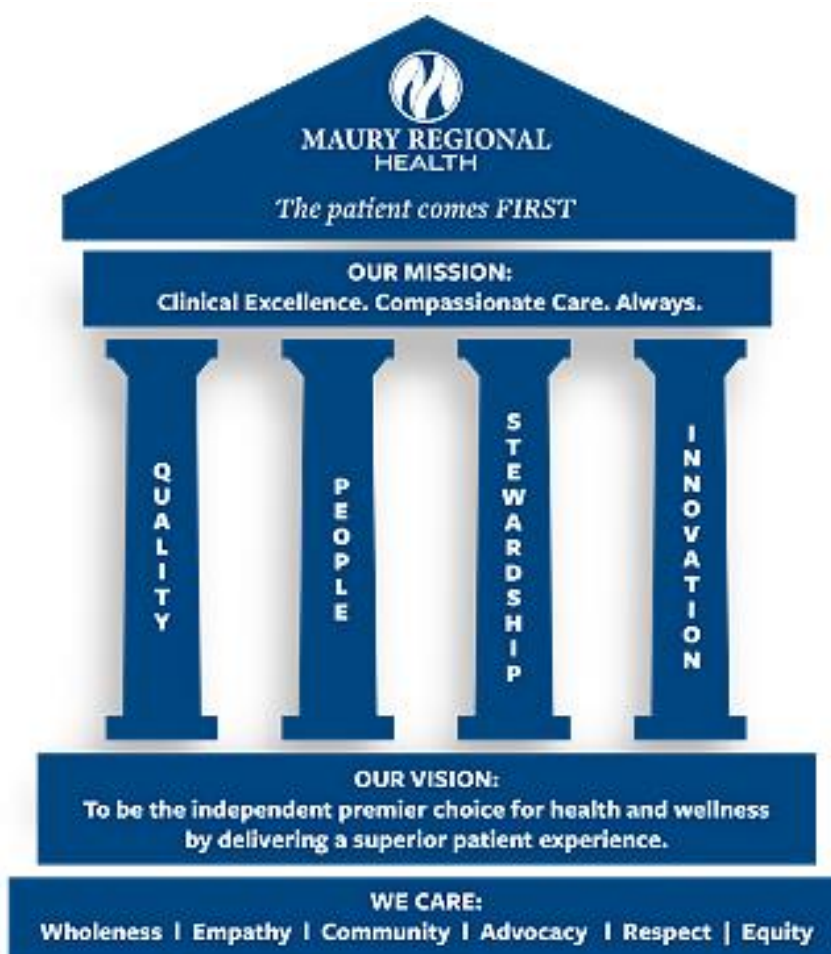
Helpful Tips:

- Be in control. Hold questions until the end.
- Speak clearly with sufficient volume.
- Limit the “ums” and “aahs” of your presentation.
- Make eye contact with the audience.
- Speak SLOWLY! You are almost always going faster than you realize.
- What is your WOW? What do you want the audience to remember?
- Always leave time at the end for questions.
 - If you have trouble answering a question you can always use statements such as, “that’s a really good question,” or “I’m glad you asked me that,” to give yourself time to organize your thoughts and then respond.
 - Do not be afraid to say “I don’t know” or “give me your card and I will get back to you on that question.”

***THE DEADLINE TO SUBMIT YOUR POWERPOINT PRESENTATION
TO THE WBL COORDINATOR (CINDY SHORT) IS APRIL 16.***

Remember...***YOU'VE got this!***
You have had an amazing experience, so share it with enthusiasm!!

Mission, Vision, Values



Our Values

- W** Wholeness: Wellness-centered care of mind, body and spirit for our patients and health care team.
- E** Empathy: Understanding the feelings of others as we walk with them on their path to wellness.
- C** Community: Creating relationships, connections and trust.
- A** Advocacy: Defending the rights of all to be heard.
- R** Respect: Treating everyone with dignity and respect.
- E** Equity: Providing each individual a fair opportunity to achieve their full potential.

Diversity/Patient Centered Care/Culture

Cultural Diversity – affects so many aspects of life including the following:

- ✓ Families – how they interact
- ✓ Male vs. Female roles
- ✓ Nutrition – What/How we eat, temperature of food
- ✓ Cultural or Religious Rituals
- ✓ Communication – how or when to speak to elders or the decision-making of elders
- ✓ How we handle or feel about personal space
- ✓ Religious beliefs/practices
- ✓ Health/Illness beliefs/practices

Culture of the Healthcare Facility

- ✓ How staff relate to each other
- ✓ How achievements are celebrated
- ✓ The amount and way information is communicated to employees
- ✓ The overall “friendliness” of the facility

Patient Centered Care

- ✓ Beliefs in the cause of illness vary from culture to culture
- ✓ Not all cultures define “caring” the same way
- ✓ Patients’ concepts about health and healing are directly related to the beliefs of their culture
- ✓ In some cultures –
 - The entire family participates in the decision making
 - The MD’s tell the family the medical status before telling the patient
 - It’s difficult for patients to “rate pain on a 1-10 scale”
 - More faith is placed in religious/folk healers than in modern medicine
- ✓ When caring for Diverse Populations: COMMUNICATION IS KEY
 - Communicating requires listening without questioning and learning to be patient and often accept long silences
 - Some people are offended by direct questions and eye contact

In Summary

- ✓ Seek to understand the role of culture in the work place
- ✓ Respect the healthcare preferences of others
- ✓ Providing quality healthcare requires cultural competence

Rules to Remember

- ✓ “Golden Rule” - Do unto others as you would have them do unto you.
- ✓ “Platinum Rule” - Do unto others as they want done unto themselves.

We could learn a lot from crayons:

- some are pretty
- some are sharp
- some are dull
- some are different colors
- some have funny names –
- but they all have learned to live in the same box.



HIPAA

Health Insurance Portability and Accountability Act (Patient Privacy and Security)

- Applies to all written, oral and electronic records (Protected Health Information – PHI).
- Consequences – Hefty fines and/or jail time!
- Shred, Shred, Shred – NEVER throw patient information into a trash can!
- Patient Rights-opting out of public patient directory.

What is Protected Health Information (PHI)?

According to HIPAA **all** of the following information can be used to identify a patient:

- Names, street address, city, county, zip code
- Phone numbers, fax numbers
- Social security numbers, birthdate
- Medical records numbers, admission/discharge dates, date of death
- Vehicle identifiers, serial numbers, including license plate numbers
- Full face photographs, biometric identifiers including finger and voice prints
- E-mail (electronic) mail addresses, IP address numbers

MRMC Privacy and Confidentiality

- Always knock on a patient's door before entering.
- Never discuss information about a patient to anyone in the community.
- Hospital affairs are strictly CONFIDENTIAL!
- Do not ask staff for professional advice for yourself or your family.
- You are expected to read and follow the MRMC Code of Conduct book.
- MRMC maintains a toll-free & anonymous Compliance Reporting Hotline.

WBL Reminders:

You work where you have access to the patient census. While performing your regular duties you come across the name of a family friend or teacher.

OK to: Continue with your regular duties disregarding the information you happened upon.

NOT OK to: Assume that because he/she is a personal friend it is okay to notify others you know! In fact, share it on Facebook, that way everyone will find out at the same time!

NOT OK to: Scan the census looking for people you know!

OK to: Only use patient census for minimum information necessary to do your job.

Hand Hygiene & Infection Prevention

Who Is Responsible for Infection Prevention?

- ✓ Infection Prevention is EVERYONE'S business!

Wash Your Hands!!

- ✓ Hand hygiene is the simplest and most effective thing you can do to prevent infection.
- ✓ Use soap and water OR alcohol based hand gel.
- ✓ Perform hand hygiene before having direct contact with a patient, before eating, after using the restroom and after coughing or sneezing.

We Expect You To!

- ✓ Keep it simple!
- ✓ Alcohol hand gel is outside of every patient room.
- ✓ ***Gel In & Gel Out*** of EVERY patient room.....**EVERY TIME!**
- ✓ Perform hand hygiene even when no one is looking!

Hand Hygiene Technique

- ✓ Alcohol Hand Gel
 - Apply to palm of hand; rub hands together covering all surfaces until dry.
 - Use enough volume to completely cover hands.
- ✓ Washing With Soap & Water
 - Wet hands with water, apply soap and rub hands together 15-30 seconds (sing Happy Birthday twice).
 - Use towel to turn off water and open the door before disposing the towel in the trash can by the door.

Fingernails & Artificial Nails

- ✓ Natural nail tips should be kept to ¼ inch in length.
- ✓ Artificial nails should not be worn when you have direct patient contact.

Transportation/Contact with Specimens or Body Fluids

- ✓ ***WBL Students will handle no specimens or body fluids*** unless you have received special training (safe specimen handling and Bloodborne Pathogen training).
- ✓ ***WBL Students should not attempt in any way to wipe or clean body fluid from any environmental surface.*** If found, it should be reported to Environmental Services or appropriate staff who will clean according to policy.

Illness Reporting

- ✓ Any illness of an infectious nature should be reported to your WBL Coordinator. It is expected that a volunteer with a fever, diarrhea, flu symptoms, draining wound, etc. should NOT report to WBL, but contact your WBL Coordinator.

Wheelchair Safety

All volunteers should be aware of the proper techniques for using wheelchairs. Safety should be the first priority. Care should be taken in helping the patient safely get into and out of the wheelchair. Please adhere to the following guidelines:

- When transporting a patient, remember to have good eye contact, smile and use a pleasing voice.
- Be compassionate and respectful at all times.
- Address the patient by their proper title and last name (ex: Ms. or Mr.).
- Protect the patient's modesty and comfort.
- **ALWAYS** immobilize the wheelchair by using **BOTH** wheelchair brakes on the standard wheelchair and releasing the handle on the STAXI wheelchair.
- Be sure the footrests are in the upright position before helping the patient into the chair. STAXI wheelchairs are designed to be entered from the side – **not the front!**
- Once patient is in chair, adjust footrests/leg rests so patient's feet/legs rest comfortably on them. Patient's arms/hands should be in their lap for safety.
- Unlock brakes (compress handle on STAXI) and proceed.
- If patient is heavy or difficult to handle, DO NOT TRANSPORT! We want to keep YOU safe! Call transporters for assistance.
- **BACK** into elevators so patient can sit facing the door that opens. When transporting patients by wheelchair, use service elevators whenever possible.
- When transporting, walk on the right side of the hallway.
- When turning corners, use mirrors on the ceiling at intersections for added safety.
- Wheelchairs should always be returned to their proper location. They should never be left in corridors or inappropriate areas.
- **NEVER** ask a patient to get out of a wheelchair and into a chair (or another wheelchair) in order to return the wheelchair to its appropriate department. Wheelchairs should never become a PR issue!
- **NEVER** lift a patient in or out of a wheelchair or vehicle! Ask staff for assistance if needed.
- Hands should always be washed after the transport of each patient.
- Wearing gloves, use disinfectant wipes to thoroughly clean wheelchairs after each use.
- Volunteers **MAY NOT ENTER** isolation rooms (exceptions are for those volunteers specially trained in their service area). Any items needing to be delivered to a patient in isolation should be left at the nurse's station.
- Wheelchairs or equipment needing repair should be taken to Facility Services (Plant Operations).



STAXI wheelchairs are designed to be entered from the side – **not the front!**



EMPLOYEE SAFETY

Healthcare Fire Safety

Essential steps to take if you discover a fire.



There are **four** essential steps to take if you discover a fire:

R	A	C	E
Rescue anyone in immediate danger of the fire.	Alarm Pull the nearest fire alarm and call fire response.	Contain fire by closing all doors in the fire area.	Extinguish small fires. If not, leave the area and close the door.



To operate an extinguisher:

Pull
Aim
Squeeze
Sweep

① **PULL** the pin
② **AIM** nozzle at base of fire
③ **SQUEEZE** the handle
④ **SWEEP** nozzle side to side

Know your extinguisher
Use the correct extinguisher
(Check your own extinguisher's label for detailed instructions.)



MAURY REGIONAL HEALTH

FIRE SAFETY:

1. Report any unusual smells (i.e. – electrical burning, strong chemicals, and foul odors).
2. Activate pull station alarm if you see smoke or flames.
3. Assist with patient evacuation and rescue of patients if necessary.
4. The person who pulls the alarm should stay there to direct help to the location.
5. On pull stations with tamper covers, you must pull the cover up and pull the T-handle lever.
6. If you activate a PULL STATION alarm and an audible alarm does not sound, call the operator immediately.
7. When the fire alarm sounds, listen for the announcement of the location on the overhead public address paging system.
8. Volunteers working in a patient care area should report to the nurse's station to receive further instructions.
9. Volunteers may assist in clearing hallways of beds, wheelchairs, carts, etc.
10. All corridor fire doors and patient room doors must be closed.
11. Elevators should only be used for emergencies during fire response activation. Employees and visitors should be encouraged to use the stairs whenever possible.
12. Review and become familiar with evacuation plans in your assigned work area.
13. Most importantly, remain calm during Code Red fire response activation. Your life, as well as others, may depend on your actions.

Please know the location of the nearest fire extinguisher, pull station alarm, and exits where you volunteer!



We want to maintain a safe working environment, so it is everyone's responsibility to report all safety issues!



EMPLOYEE SAFETY

MAURY REGIONAL EMERGENCY CONDITION CODES

- Fire (**RED**)
- Cardiac Arrest (**BLUE**)
- Abduction - 17 AND Under (**PINK**)
- Missing Person/Elopement (**PURPLE**)
- Severe/Inclement Weather (**GRAY**)
- Significant Utility Failure (**GREEN**)
- Hazardous Chemical Emergency (**ORANGE**)
- **DISASTER (YELLOW)**
- MEDICAL ASSISTANCE (**WHITE**)
- Facility Lockdown (**BLACK**)
- Active Shooter On Campus (**SILVER**)

“CODE 100” – Preparation for a potentially dangerous situation

“DR. RUSH” – Direct intervention required – violent behavior



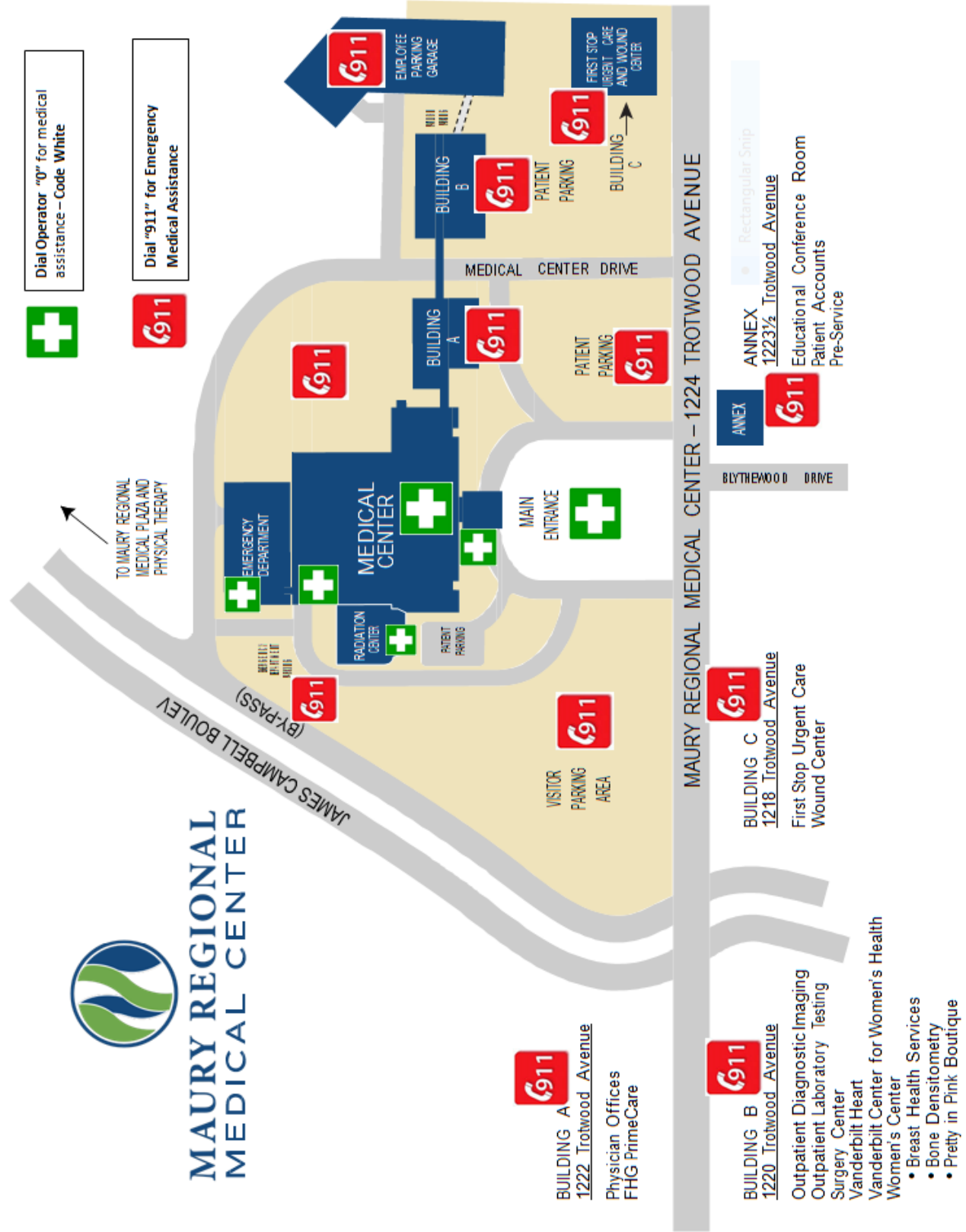
MAURY REGIONAL
HEALTH

Overhead Announcements & Who Responds

- **Fire (RED)** - “Attention All Personnel – Code Red – Method of Alarm – Location”
Response – Fire Response Team – Plant Operations and other designated personnel
(During a Code Red, volunteers should stay at their stations. Volunteers in Nursing Units should report to the nurse’s station for further instructions. Fire doors close automatically in public hallways and Volunteers should not enter or exit through closed fire doors until “Code Red All Clear” has been announced overhead.)
 - **Cardiac Arrest (BLUE)** - “Attention All Personnel - Code Blue – Location”
Response – Appropriate Medical personnel (Nursing, Respiratory, Medical Staff, ED)
 - **Abduction (age 17 and under) (PINK)** – “Attention All Personnel - Code Pink – Level (age) – Location – Gender” - Response – Security and departmental action/response plans
 - **Missing Person/Elopement/Abduction (age 18 and over) (PURPLE)** - “Attention All Personnel – Code Purple – Level (age) – Location – Gender”
Response – Security and departmental action/response plans
 - **Severe/Inclement Weather (GRAY)** - “Attention All Personnel – Maury Regional Medical Center is currently under a Code Gray”
Response – General notification to all personnel – initiate appropriate severe weather actions
 - **Significant Utility Failure (GREEN)** - “Attention All Personnel – Code Green – specified utility”
Response - General notification to all personnel – initiate appropriate utility interruption actions
 - **Hazard Chemical/Product/Waste Emergency (ORANGE)** - “Attention All Personnel – Code Orange – Location” Response – Hazardous materials response/containment team
 - **Disaster (YELLOW)** – “Attention All Personnel – Code Yellow – Level (1,2,3)”
Response – All personnel – initiate disaster response plan according to facility and department guidelines
 - **Medical Assistance Needed (WHITE)** – “Attention All Personnel - Code White – Location”
Response – Medical Assistance /Non-Emergency – All nearby Nursing personnel, ED personnel, Security
 - **Building Lockdown (BLACK)** – “Attention All Personnel – Code Black – Level (1 or 2)
Level 1 Response – Partial Building Lockdown in specified area – area will be announced
Level 2 Response– Full Facility Lockdown – Report to assigned areas and activate full access control measures
 - **Code Silver – Active Shooter on Campus** – “Attention All Personnel – Code Silver – Location”
Response – Evacuate the Immediate area – Hide out – Take Action
- “CODE 100” – Potentially dangerous presence or escalation of a threatening behavior situation requiring security/staff consultation**
Response – House/Nurse Supervisor/Security Director/Senior Security Officer/Nurse Manager/Behavioral Health/Social Services
- “DR. RUSH” – Security/Combative Patient/Visitor “Attention All Personal – Dr. Rush– Location” -**
Response – Security and other designated personnel



MAURY REGIONAL MEDICAL CENTER





Employee Safety

Weather Awareness

Be Aware.

Be Prepared.

Take Action.



Code Gray- Weather Emergency Levels

Level 1



- SEVERE THUNDERSTORMS
- HIGH WINDS/HAIL
- LIGHTNING
- CONDITIONS RIGHT FOR TORNADO FORMATION

Level 2



- TORNADO WARNING
- SEVERE WIND ADVISORY
- TORNADO FORMATION LIKELY
- MRMC MAY BE IN THE PATH OF A TORNADO

Level 3



- MRMC IN THE PATH OF A TORNADO
- IMPACT TO STRUCTRE IS IMMINENT
- INITIATE INTERNAL LOCK DOWN

Level 4



- MRMC IS UNDER A SNOW/ICE ADVISORY
- VEHICLE TRAVEL IS LIMITED AND DANGEROUS
- ONLY DESIGNATED ESSENTIAL PERSONNEL ARE TO REPORT TO WORK



MAURY REGIONAL
HEALTH

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

QUICKLY DETERMINE THE MOST REASONABLE WAY TO PROTECT YOUR OWN LIFE. PATIENTS AND VISITORS ARE LIKELY TO FOLLOW THE LEAD OF EMPLOYEE AND MANAGERS DURING AN ACTIVE SHOOTER SITUATION.

1. EVACUATE

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

2. HIDE OUT

- Hide in an area out of the active shooter's view
- Block entry to your hiding place and lock the doors
- Silence pager or cell phone

3. TAKE ACTION

- As a last resort and only when your life is in imminent danger
- Attempt to incapacitate the active shooter
- Act with physical aggression and throw items at the active shooter

CALL 911 WHEN IT IS SAFE TO DO SO

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES ON THE SCENE

1. HOW YOU SHOULD REACT WHEN LAW ENFORCEMENT ARRIVES:

- Remain calm, and follow officers' instructions
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

2. INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

RECOGNIZING SIGNS OF POTENTIAL WORKPLACE VIOLENCE

AN ACTIVE SHOOTER MAY BE A CURRENT OR FORMER EMPLOYEE. ALERT YOUR SUPERVISOR, PUBLIC SAFETY AND HUMAN RESOURCES DEPARTMENT IF YOU BELIEVE AN EMPLOYEE EXHIBITS POTENTIALLY VIOLENT BEHAVIOR. INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR MAY INCLUDE ONE OR MORE OF THE FOLLOWING:

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism, and/or vague physical complaints
- Depression/Withdrawal
- Increased severe mood swings, and noticeably unstable or emotional responses
- Increasingly talks of problems at home
- Increase in unsolicited comments about violence, firearms, and other dangerous weapons and violent crimes

Maury Regional Health Additional Policies

Alcohol and Drugs in the Workplace

- ✓ WBL Students are prohibited, while on duty, from being under the influence of alcohol and/or illegal drugs or from being impaired by the use of prescription or over the counter drugs. The violation of this policy is grounds for immediate termination.

Tobacco Free Campus

- ✓ Maury Regional is a tobacco-free campus inside and outside (this includes the use of all forms of tobacco and related products, including but not limited to cigarettes, cigars, pipes, chewing tobacco, oral and nasal snuff, and any related tobacco or tobacco-substitute smoke or smokeless tobacco products). ***Any violation of the hospital-wide policy will result in corrective action.***

Hands-On Care

- ✓ ***WBL Students are NEVER permitted to assist patients with hands-on care.***

Harassment and Discrimination

- ✓ ***The medical center, WBL Program and the Volunteer Services Department are committed to providing a work environment that is free of harassment and/or discrimination.*** This includes any actions, words, jokes, or comments engaged in by an employee, WBL student or volunteer, patient, physician, visitor or vendor. Continuation of any harassment and/or discrimination may result in termination.

Suspected Abuse, Neglect or Exploitation

- ✓ It is Tennessee State Law that any case of suspected abuse, neglect or exploitation, or the threat of such must be reported to the Department of Human Services. Staff/volunteers must report suspected abuse/neglect to a Social Worker (extension 1901 or 2274), department manager, or Volunteer Services. The Tennessee Department of Human Services investigates all reports.

Injury/Accident Reporting

- ✓ If you experience an injury (or witness an injury, fall or accident) while here for your WBL assignment, report this to the manager in your area or WBL Coordinator immediately!
- ✓ To help prevent accidents, notify Environmental Services of any spills on floors in public areas and notify Facility Services (Plant Operations) of any safety issues that could cause an accident or injury.

WBL Uniform and Appearance Guidelines

- You are expected to present yourself to your WBL assignment with a clean, neat and professional appearance. Clothing should be pressed, clean and free of stains.
- Your ID badge must be worn at all times while on duty. Wear your badge on the right side of your uniform.
- For ALL WBL participants, the ***ASSIGNED NAVY POLO is the required uniform top EACH time you present for your assignment. NO EXCEPTIONS! If you do not have your uniform top when you arrive to check in, YOU WILL BE SENT BACK TO SCHOOL.***
- Students have the option to wear ***KHAKI PANTS*** or ***BLACK SCRUB PANTS***. *No Scrub Tops are ALLOWED. If you will be observing a procedure, you will change into hospital scrubs upon arrival and back into your regular clothes BEFORE leaving the campus. NO HOSPITAL SCRUBS WILL BE TAKEN HOME BY THE STUDENTS UNDER ANY CIRCUMSTANCES.*
- Clothing items that are not acceptable include: faded, torn, ripped or frayed clothing; t-shirts or other tops with logos; jean pants of any type or color; leggings, “mini” skirts or dresses, shorts or skorts; flip flops, recreational or beach sandals; hats/caps/bandanas unless approved through the department.
- WBL Students are required to wear closed toed shoes at all times.
- Colognes, perfumes, and aftershaves are discouraged and jewelry should be kept to a minimum.
- Fingernails should be clean & neatly trimmed for patient safety.

Policy on Tattoos & Body Piercing

- Tattoos and body art must be covered whenever possible. Tattoos/body art are prohibited on the head, face, neck or scalp. Tattoos and body art must not be visible through clothing.
- Any tattoo/body art that is excessive, obscene or advocates or symbolizes discrimination or harassment based on sex, race, religion, ethnic and/or national origin, age, disability or other protected criteria is prohibited. In addition, tattoos and body art that advocate or symbolize gang affiliation, supremacist or extremist groups, or drug use are prohibited. Tattoos and body art must not be visible through clothing. Reasonable accommodation will be made for bona fide religious beliefs.
- Tongue piercing, visible body piercing (other than earrings), ear lobe “spacers/gauges” or any other extreme form of adornment is not permissible. Single nose studs are acceptable if their size is not considered extreme.
- Three (3) earrings per ear which are appropriate in size and nature are allowed.



PHONE NUMBERS:

We recommend you place the WBL Coordinator & Assigned Department #'s in your cell phone.

WBL Coordinator (Office)	931.380.4047
Cindy Short Cell	931.797.2017
Sharon Shaw Cell	901.289.8724

WBL Departments

Cardiac Cath Lab	Ext. 1760
Cardiac Diagnostics	Ext. 1190
Cardiac Rehab	Ext. 1321
Clinical Educator	Ext. 7428
Express Clinic	Ext. 1575
Imaging	Ext. 4055
Jaelyn Wallace	Ext. 1372
J.D. Waller	Ext. 1376
Respiratory	Ext. 1520
Supply Chain	Ext. 4494

For all extensions, you must dial 931.381.1111, then the Extension.

