

Helping Hands



Health & Wellness Center

Volunteer Handbook

July 2018

WELCOME FROM VOLUNTEER MEDICAL DIRECTOR, RIZA CONROY, M.D.

I want to congratulate you and thank you for choosing to be a volunteer for the Helping Hands Health and Wellness Center. In our clinic, we will see any patient who meets the guidelines of our free clinic. This means our door will be open to many persons of diverse backgrounds, nationalities, and current health statuses. It would be wise as you begin your volunteer experience to consider that some may be infectious. It is therefore my desire to alert you to the need to use universal precautions with all patients. This means:

- Using Rubber Gloves when contacting any skin surface or mucous membrane.
- Washing hands carefully between each examination and encounter.
- Protecting yourself against common infectious diseases like Hepatitis B (If you have not been immunized against Hepatitis B, I recommend you receive the three-shot series)
- Tdap and MMR vaccinations are also recommended.
- Taking care to reduce risk of infection via respiratory exposure (common cold, chicken pox, and tuberculosis, etc.)

We have seen several patients with active tuberculosis (TB). You should have a TB skin test before beginning your volunteer activities, and have it re-checked at least once per year. If your TB test becomes positive, you should consult your own personal physician immediately for treatment. I also recommend informing your personal physician of your plans to volunteer in this environment so that he/she might assist you in taking precautionary measures.

There is no way to protect yourself from respiratory exposure and you will need to recognize this as one of the risks of working in a volunteer medical clinic. If a patient appears ill and potentially infectious, we will, as a matter of policy try to expedite their visit to avoid unnecessary exposure. If you see such a patient, please alert the Director of Nursing or one of the physicians.

Do not allow these risks to dissuade you from participating as a volunteer. Rather, my intent is to make you aware of the need for personal protection from a potentially very ill population. Most of all enjoy your experience at Helping Hands. You are a blessing to our patients.

INTRODUCTION AND HISTORY

You probably know someone, a neighbor, friend, church member, or work associate that you could name right now who does not have the resources for the medical care they need. Many of those who started this clinic could also. In the fall of 2006, a small group of faithful servants from a gathering of several churches felt called by God to start the clinic to be the helping hands of Jesus to heal those in need. The Helping Hands Health and Wellness Center, Inc. is a community based free medical clinic that serves the uninsured and underserved in the Central Ohio area. It is faith based and built by a multi-denominational gathering of churches in our community.

We provide health care, health education, medical specialty referrals, social services, counseling and spiritual guidance. We also provide vision referrals, dental referrals, and Ohio Benefit Bank services with some medication assistance. We are affiliated with the National Association of Free and Charitable Clinics, the Charitable Healthcare Network and a group of Free Clinics in Central Ohio. We ask all to pray for God to continue to bless this work in His name.

MISSION STATEMENT

The Mission of the Helping Hands Health and Wellness Center is to be the caring hands of Jesus to provide medical care, health education, counseling and social services to those with needs.

HOURS OF OPERATION

The clinic is open every Thursday evening from 2:30-6 p.m., with the exception of holidays. Doors open to receive patients at 2 p.m. Please check the official schedule posted at the clinic or on our website at www.helpinghandsfreeclinic.org. The clinic is located at 5100 Karl Road, Columbus, Ohio 43229. All volunteers listed with email will be notified through our monthly newsletter.

PARKING

Parking is available in the parking lot to the rear of the building. The parking lot is well lit and is equipped with security cameras but, as always, it is up to the volunteers to be responsible for awareness of their surroundings.

CONFIDENTIALITY STATEMENT

It is the policy of Helping Hands Health and Wellness Center to ensure that the operations, activities and business affairs of Helping Hands Health and Wellness Center, Inc. and our clients are kept confidential. All information is to be handled in strict confidence and is not to be discussed with anyone outside of the organization.

As a volunteer of the Helping Hands Health and Wellness Center, you will be asked to sign a Statement of Confidentiality. By signing this statement, the volunteer agrees to maintain confidentiality of all privileged information. Failure to adhere will result in corrective action or termination of the volunteer relationship with the Helping Hands Health and Wellness Center, Inc.

PERSONAL APPEARANCE AND Demeanor

Volunteers are required to maintain themselves and their apparel in a clean and neat state. Footwear must be worn at all times and special items of apparel will be required in laboratories and clinical areas.

Laboratory & Clinics: Because of actual and potential biologic or physical hazards, and for reasons of professional appearance in situations where there is contact with the public, special apparel and/or footwear are required. Lab coats are suggested to be worn for protection of such hazards.

All Volunteers:

- Professional attire or appropriate street clothes
- Closed-toed shoes
- Name tag must be worn (see Volunteer Coordinator for name tags)

SEXUAL AND OTHER UNLAWFUL HARASSMENT

It is the Helping Hands Health and Wellness Center's policy to regard sexual and other unlawful harassment as a serious matter and to prohibit it in the workplace by any person and in any form, and to provide a work environment free from all forms of sexual or other unlawful harassment or intimidation.

Employees and volunteers of Helping Hands Health and Wellness Center are not required to endure insulting, degrading, or exploitative sexual harassment. No management or supervisory personnel shall threaten or insinuate, either explicitly or implicitly, that refusal to submit to sexual advances will adversely affect the volunteer's assigned duties, shifts or other conditions of his or her volunteer commitment.

Other sexually harassing conduct in the workplace by any personnel is also prohibited, including but not limited to:

- Unwelcome sexual flirtations, advances, or propositions.
- Verbal or written abuse of a sexual nature.
- Graphic verbal comments about an individual's body or attire.
- Sexually, racially, or otherwise degrading words or communications used to describe an individual.
- The display in the workplace of sexually suggestive objects or pictures.

Any volunteer who believes he or she has been harassed should report the alleged act immediately to the Executive Director. There will be no discrimination or retaliation against any volunteer for making a sexual harassment complaint, and all actions taken to resolve a sexual harassment complaint through the internal investigations shall be conducted confidentially. Any volunteer who is found, after appropriate investigation, to have engaged in sexual harassment will be subject to appropriate disciplinary action up to and including termination.

IMMUNITY FROM CIVIL LIABILITY

The 121st General Assembly passed Amended Substitute House Bill 218. This act establishes immunity from civil liability for nonprofit shelters or health

care facilities and care professionals who volunteer to provide services to indigent and uninsured persons.

RELEASE OF LIABILITY

Helping Hands Health and Wellness Center requires all volunteers to sign a Release of Liability. This release applies to all claims, related to or arising out of the volunteer experience for Helping Hands Health and Wellness Center, Inc. The clinic also provides liability insurance for its regular medical employees and other volunteers during their work at the clinic. This includes retired physicians.

COMPLAINT RESOLUTION

If at any time a volunteer has a complaint regarding his/her experience at the Clinic or has concerns regarding the services provided by the Clinic, he/she should direct such complaint to the Executive Director. All complaints and concerns are taken very serious, and the Executive Director will attempt to resolve them and/or take them to the appropriate person on the Clinic staff. All reasonable efforts will be made to respect the confidentiality of volunteers who come forward with complaints or concerns.

SERVICE TERMINATION

Helping Hands Health and Wellness Center acknowledges the service of all volunteers with the understanding that the agreement may be terminated at any time, or any reason. Volunteers should notify the Volunteer Coordinator in a timely manner of their intent to terminate their relationship with the Clinic.

IMMUNIZATIONS AND INFECTIOUS DISEASE COMPLIANCE

All medical volunteers should complete the immunization and infectious disease requirements prior to beginning their volunteer experience. If you

have not been immunized against Hepatitis B, please consult your physician to receive the three-shot series.

It is also recommended that volunteers should have a tuberculosis (TB) skin test and have it re-checked at least once per year.

TRAINING AND ORIENTATION

Position descriptions will be provided for all volunteers. During the volunteer's first shift at the clinic, he/she will be oriented to the facility and given any necessary group or individual training to fulfill their volunteer activities. A name badge will be provided. Please see the Volunteer Coordinator if a name badge was not provided.

SCHEDULING

Volunteers are required to sign-up for specific times of service, and to sign-in and out of each clinic night. This will allow the Volunteer Coordinator to prepare a schedule of available volunteers and to track volunteer involvement.

ATTENDANCE AND PUNCTUALITY

Volunteers should arrive at the clinical site on time. Please allow yourself at least ten (10) minutes prior to your scheduled shift to prepare yourself to provide your full attention to the people that the clinic serves. If you will be late or unable to attend your scheduled clinic session due to illness or personal reasons, it is your responsibility to contact the clinic by phone at 614- 262-5094 or by email at info@helpinghandsfreeclinic.org prior to start time.

Violence Prevention Plan:

POLICE CASES

The police should be notified, regardless of the victim's decision whether or not to press charges, in any of the following cases: 1) any injury resulting from the discharge of a firearm; 2) any injury related to a criminal offense (whether the patient is responsible or the victim); 3) any animal bite; 4) suspected child abuse or neglect; 5) alleged sexual assault; 6) domestic abuse. The police department of the location where the alleged incident occurred is to be notified. If the location of the incident is unclear, notify the Columbus police. The officer's name and badge number should be documented.

CHILD OR ELDER ABUSE OR NEGLECT, SUSPECTED

In accordance with the laws of the State of Ohio, Helping Hands Health and Wellness Center medical professional volunteers must report all cases of suspected child abuse or neglect. Franklin County Children's Services (614-229-7000) must be notified. If the physician determines that temporary protective custody is necessary, then it will be necessary to transport the child by ambulance to a hospital or other facility. For a suspected case of elder abuse, notify at the proper location.

SEXUAL ASSAULT, ALLEGED

Due to the medical and legal complexity of alleged sexual assault, victims presenting with this complaint will be transferred to an emergency room for treatment and collection of specimens. The physician will decide whether the patient needs to be transported by ambulance. In the event that the patient refuses transfer to an emergency room, it must be documented that they understand the possible consequences, including infection and lack of evidence necessary for criminal prosecution. As discussed above, the police must be notified regardless of the patient's decision to collect evidence or press charges. Helping Hands Health and Wellness Center's social worker or counselor may be notified of any such cases as appropriate.

DOMESTIC ABUSE OF SPOUSES AND PARTNERS, SUSPECTED

When a medical professional volunteer becomes aware of suspected domestic abuse of a patient, the patient must be interviewed in a private setting, and the physician must decide whether or not the medical treatment required is within the scope of services available at Helping Hands Health and Wellness Center; if not, then the patient must be transferred to an emergency room. As discussed above, the police must be notified regardless of the patient's decision to collect evidence or press charges. Detailed documentation of the history, including the patient's own words, and a detailed description of the injuries. It is incumbent upon the physician to ensure that the patient be discharged to a safe environment. The Witness Assistance Program may also be called. Helping Hands Health and Wellness Center social worker will be notified of any such cases of domestic abuse for their input and management.

ACCIDENT/INCIDENT ON PREMISES

Definitions:

Accident: an event resulting in injury or death (i.e. slip and fall)

Incident: an event that has the potential to result in harm (i.e. argument or fight inside the building or in the parking lot)

Procedures:

- If needed, provide for the immediate care of any injured persons (refer to medical emergencies section)
- If the incident involves threatening or violent behavior notify person in charge (refer to Threatening and Violent Behavior section)
- Notify Executive Director they will complete the INCIDENT/ACCIDENT REPORT FORM
- Fill out the incident/accident report form with the injured person found in the file drawer of the central office.

General Safety Procedures:

SPECIMEN COLLECTION AND PROCESSING

OSHA guidelines must be strictly adhered to when handling specimens. All specimens must be labeled with patient name and ordering doctor, and placed in the collection box in the manner required by the laboratory. Whenever there are specimens to be retrieved, it is the responsibility of the designated volunteer to take them to Riverside lab.

PATIENT OCCURRENCES

Occurrences involving patients that adversely affect the health or comfort of the patients, or that involve the quality of services provided should be reported in writing to the Executive Director. Occurrences requiring a report include:

- 1) Personal injury (real or suspected) due to accidents;
- 2) Patient falls;
- 3) Medication errors-real or suspected;
- 4) Incorrect labeling of specimens;
- 5) Patient identification errors; or
- 6) Equipment failure.

It is important that such occurrences be promptly reported to the Executive Director so that measures may be taken in an expeditious fashion to prevent injury and future occurrences. The written report is to be handed directly to the Executive Director and is not to be duplicated by anyone.

ON-THE-JOB ACCIDENTS

When a volunteer is injured while working, the occurrence is to be reported to the Executive Director, who, with the volunteer, will together complete an "Accident Report."

OSHA COMPLIANCE

It is the goal of this Clinic to provide a safe, hazard-free environment for all volunteers. To that end, we ask that all Clinic volunteers and employees comply with policies as set forth in our written infection control plan and to habitually observe all universal precautions.

THE FOLLOWING IS RELATED ONLY TO MEDICAL VOLUNTEERS

EXPOSURE CONTROL

Safety education program

Medical volunteers will attend a general orientation. An important part of this orientation will be the exposure control plan, drawing on information derived from the OSHA Blood borne Pathogen Standard. Also included will be a discussion regarding the Hepatitis B vaccination policy, guidelines for personal protective equipment (see below), post-exposure protocols (see below), and the medical waste management plan.

Exposure Control Plan

Authority

Occupational Exposure to Bloodborne Pathogens: Final Rule 29 CFR Part 1910.1030, effective March 6, 1992.

Objectives

To provide guidelines and procedures designed to prevent or minimize the occupational exposure of volunteers to blood borne pathogens; these are to be used as an adjunct to universal precautions, which should be observed during all patient contact. Also, to ensure compliance with the applicable provisions of 29 CFR Part 1910.1030.

Responsibility

Helping Hands Health and Wellness Center is responsible to communicate the methods of exposure control, and to maintain personal protective equipment, to provide volunteer training, to maintain a sanitary working environment, to inquire regarding Hepatitis B vaccination, to provide post-exposure follow-up of volunteers for tracking purposes only, to maintain the required records,

and to ensure volunteer compliance with all the provisions of the exposure control plan. It is the responsibility of the volunteer to comply with all provisions of the exposure control plan.

Methods of Compliance

Universal precautions are observed in all patient-care procedures to prevent contact with blood or other potentially infectious materials.

Engineering controls will be instituted whenever and wherever practical. Examples include: mechanical needle-removal devices and sharps containers.

The safe handling of sharps is essential. Recapping of needles using two hands is prohibited. Removal of needles from syringes by hand is prohibited. If recapping or removing contaminated needles from syringes must be done as required by the dental or medical procedure, it must be done by mechanical means such as the use of forceps, or using a one-handed scoop technique. The safe handling of any contaminated sharps includes: no skin contact with contaminated sharps; contaminated sharps must not be bent or broken; sharps must be retrieved from disinfecting solution with tongs; broken glass must be collected mechanically (e.g., with broom not by hand); all contaminated sharps must be disposed of in rigid, puncture resistant containers that are red or labeled with the biohazard sign; sharps containers must be removed prior to becoming full, and then disposed of correctly after careful sealing; reusable sharps containers must be disinfected on a regular basis, or whenever visibly contaminated with blood or other potentially infectious materials.

Safe work practices are to be adhered to carefully. Hand washing facilities are available in all rooms where patient contact or diagnostic testing takes place. Volunteers must wash their hands as soon as possible after removing their gloves or other personal protective equipment.

Hand washing

- Immediately or as soon as feasible after skin contact with blood or body fluid
- Between patient / resident contacts
- Before and after procedures / treatments
- After glove removal or other PPE removal

- Between tasks/ procedures for the same patient / resident to prevent cross contamination of different body sites

Procedure

1. Adjust water to desired temperature.
2. Wet hands thoroughly and apply 3-5ml antimicrobial soap.
3. Wash all hand / finger surfaces for 10 seconds, paying particular attention to nails and finger crevices.
4. Rinse thoroughly.
5. Dry with paper towels.
6. Use dry paper towel to turn off faucets. Discard used towels in waste container.

Volunteers are not permitted to eat, drink, smoke, apply cosmetics or lip balm, or handle contact lenses in exam rooms or the nurse's station. Volunteers are not permitted to keep food or drink in storage area or refrigerator in a place where blood or other potentially infectious materials are present. Universal precautions will be used when handling all patient specimens.

Personal protective equipment (PPE) will be provided to volunteers at risk of occupational exposure, and will be appropriate to the task being performed. PPE must prevent blood and other potentially infectious materials from coming into contact with skin, eyes, mucous membranes, undergarments, or street clothes of the volunteer under normal conditions of use, and for the duration of time the PPE will be used. Examples include: gloves, gowns, aprons, masks with shields, and masks.

Disposable PPE that fits the definition of regulated waste will be discarded in a red plastic bag that displays the biohazard symbol and word. In all patient-care and nurse's station areas, surfaces will be cleaned and decontaminated by the health care volunteer after contact with blood or other potentially infectious materials. Contaminated work surfaces will be decontaminated with a tuberculocidal hospital approved disinfectant immediately or as soon as is feasible following contamination. All bins, pails, or other receptacles intended for reuse and having a reasonable likelihood of becoming contaminated with blood or other potentially infectious materials will be inspected at the time of regular waste removal and decontaminated monthly and whenever visibly contaminated.

Emergency Response Safety Kit (Spill Kit)

1. Wear disposable gloves when potential for exposure to body fluids exists.
2. Put on face mask and eye protection to prevent splashing, spraying, etc. of potentially contaminated fluid on the face.
3. Wear protective garments where soilage of personnel clothing is likely to occur.
4. Properly discard used kit components, potentially contaminated kit bag and other soiled materials by placing in the Bio-hazard disposal bag and seal with tie-band. Dispose in red plastic biohazard bag.
5. For personal hygiene, use antiseptic wipe and/or gel.
6. To clean-up spills, wear personal protective equipment, sprinkle the Isolyser powder onto the liquid. Allow 5 to 10 minutes for the liquid to solidify. Use the plastic scoop to pick-up the solidified liquid and dispose of properly.
7. Spoiled hard surfaces can be cleaned with disinfectant spray. Read container for specific instructions and cautions.

Recordkeeping- Volunteers

Helping Hands Health and Wellness Center will maintain an accurate medical record for each volunteer including occupational exposures for tracking purposes only. This record will include information regarding the volunteer's Hepatitis B immunization status, TB testing status, influenza immunization status. Helping Hands Health and Wellness Center will ensure that this record is kept confidential, and thus will not be disclosed or reported without the volunteer's express written consent to any person within or outside the workplace, except as required by the OSHA Standard, or as may be required by law. The employer will maintain the records for at least the duration of volunteerism plus 5 years.

Post-Exposure Protocols

Exposure to blood or other potentially infectious materials

- Volunteers who work with blood or other potentially infectious materials shall be advised that they should notify their health insurance carriers of their volunteer activities involving blood borne pathogenic materials. Neither Helping Hands Health nor Wellness Center will not fund post-exposure follow-up procedures or treatments should the volunteer become exposed to blood borne pathogens. All volunteers

must sign the Infectious Exposure Policy for Medical/Volunteers prior to volunteering at Helping Hands Health and Wellness Center.

- Appropriate medical care should be sought to treat the wound, including thorough cleansing.
- Post-exposure procedure for clinic volunteers will involve statistical tracking of incidents only and will not involve medical follow-up of the volunteer's medical condition in reference to the exposure to blood borne pathogens.
- Volunteers who work with blood or other potentially infectious materials shall be required to pay for HBV vaccination. Prior to participating in any tasks which may result in exposure, the volunteer will provide written proof of vaccinations or a signed refusal of vaccination.
- Tuberculosis (TB) screening will not be provided by Helping Hands Health and Wellness Center for clinic volunteers. To prevent the spread of TB to staff, other volunteers, or clients, all clinic volunteers shall provide Helping Hands Health and Wellness Center with proof of TB screening and results. TB screening must have been completed within the past year. The Columbus Department of Health may be contacted for recommendations regarding any positive TB screening results and potential volunteering at Helping Hands Health and Wellness Center. Helping Hands Health and Wellness Center will not fund post-exposure follow-up procedures or treatments should the volunteer become exposed to TB. If a volunteer has been exposed to TB via a clinic client, the volunteer will be referred to the Columbus Department of Health or their private physician for follow-up screening and possible treatment. Post-TB exposure procedure for Clinic volunteers will involve statistical tracking of incidents only and will not involve medical follow-up of the volunteer's medical condition in reference to the exposure to TB.
- An "Unusual Incident Report" and Sharps Injury Log, if applicable, must be completed for tracking purposes

Clinic Staff and Volunteer Sharps Injury Log

A Sharps Injury Log is maintained by Helping Hands Health and Wellness Center showing needle sticks of Clinic volunteers. The types of devices involved are also listed with each needle stick.

FM/LSS Safety Committee

The FM/LSS Safety Committee will review each occurrence of reported exposure of staff or volunteers. Review will consist of what contributed to the exposure. The identity of the staff or volunteer will not be identified.

WASTE MANAGEMENT PLAN

Purpose and responsibility

Helping Hands Health and Wellness Center has developed a waste management plan in order to maintain a cost-effective approach to the management of waste, to provide a safe environment for all volunteers, employees and patients, and to assure waste is handled in accordance with prescribed guidelines and regulations. It will be the responsibility of the Executive Director, Medical Director and Clinical Director to ensure that the guidelines provided below are adhered to and to recommend prudent changes of policy.

Potentially Infectious Medical Waste (PIMW)

Potentially Infectious Medical Waste (PIMW) is defined:

- Any solid or liquid waste which may present a threat of infection to humans. Examples include:
- Non-liquid tissue from humans
- Laboratory waste which contains human disease-causing agents
- Discarded sharps
- Blood, blood products and body fluids from humans
- Body fluids – those fluids which have the potential to harbor pathogens such as HIV and HBV and include lymph, semen, vaginal secretions, suctioned product, menses, cerebrospinal, synovial, pleural, peritoneal, pericardial, amniotic fluids and saliva. In instances where identification of the fluid is difficult, it shall be considered to be a regulated body fluid.

The following are also included:

- Used absorbent materials saturated with blood, body fluids, or excretions or secretions contaminated with blood (absorbent materials include items such as bandages, gauzes and sponges)

- Used absorbent materials saturated with blood or blood products that have dried (absorbent materials include items such as bandages, gauzes and sponges)
- Non-absorbent disposable devices that have been contaminated with blood, body fluids or blood contaminated secretions or excretions and have not been sterilized or disinfected by an approved method. These materials must all be handled following the guidelines of universal precautions.

Body fluids to which universal precautions do not apply (unless they are visibly contaminated with blood, or you are aware that they are contaminated with a potentially infectious material) include: sputum, sweat, nasal secretions, feces, tears, vomits', and urine.

Handling of Waste:

PIMW. Gloves should be worn when handling PIMW. Gowns should be worn when clothing could become contaminated with PIMW, and face shield with mask should be worn when there is a chance for splattering of fluids. PIMW should be placed in a red bag or a puncture resistant container marked with the biohazard sign as close to the source as possible. Such a receptacle must be present in every room where there is the potential for generation of PIMW.

Sharps. Disposable syringes, needles, scalpel blades, and other sharp items should be placed in puncture-resistant containers. These containers should be in every room where there is potential for use. When the sharps containers are full (but not overfull, as it is not acceptable to remove items in order to close), they are to be sealed shut before transport for disposal. Sharps are never to be disposed of in the regular trash or red plastic bags.

Chemically Hazardous Waste. Any hazardous chemicals must be clearly labeled as such and must always be kept in a safe place and well-sealed. Extreme care will be taken in the handling of such chemicals. At a minimum, gloves should be worn when handling chemicals.

Physically Hazardous Waste. (Any item that is not PIMW, radioactive, chemically hazardous waste that during transport, use, or disposal could pose a potential health risk to patient, volunteer, or employee) Non-contaminated sharps are to be placed in puncture-proof containers; any other materials will

be handled as directed by manufacturer. At a minimum, gloves should be worn when handling such waste.

Solid Waste (Any non-contaminated trash that through normal handling and use would not pose a health risk) Gloves at a minimum should be worn when handling solid waste. If the potential for splattering is present, then goggles, mask, and/or gown should be worn as well. Caution should be exercised when handling solid waste because improper disposal of contaminated or sharp waste can render such waste very hazardous to the volunteer. Bags should be carried away from the body, and one must never use hands or feet to compress trash in a waste container.

Waste Disposal

Solid waste can be disposed of in the usual fashion, being placed in a dumpster and then transported to a licensed sanitary landfill. Special arrangements with a licensed waste hauler will be made for the disposal of PIMW, hazardous chemicals, and physically hazardous waste.

Environmental Surface Cleaning

1. All surfaces that came in contact with patients including chairs, counters, and examination table shall be cleaned with disinfectant at the end of each clinic session or after each patient if the surface was **LIKELY** contaminated by blood or body fluids.
2. If surfaces, equipment, and other items (such as light handles or trays) have been protected with coverings (such as plastic wrap or foil), these materials must be replaced when contaminated or at the end of clinic.
3. Reusable receptacles such as bins, pails, and cans that have a likelihood for becoming contaminated, must be inspected and decontaminated on a regular basis and when visibly contaminated.
4. Equipment that has had contact with blood or other potentially infectious materials and serviced either on-site or shipped out of the Clinic for maintenance or other service must be decontaminated to the extent feasible or labeled as a biohazard indicating which parts were not able to be decontaminated.

General Spill Cleanup Procedure

When a spill occurs, it is very important to identify the type of substance spilled and to follow the appropriated guidelines for that substance. The immediate response to a spill is to remove everyone from danger. Next, notify

other personnel that the spill has occurred. When the spill is contained, initiate the appropriate cleanup procedures for that type of spill. It is the responsibility of the person involved in the spill for the initial cleanup, and then it is the responsibility of the medical volunteer or the Clinic Director to complete the cleanup (including disinfection, if necessary) at the next practical opportunity. If the spill will involve a complicated cleanup procedure, then the room will not be used the remainder of the clinic, and the cleanup will occur when the last patient has been seen. Finally, any spill involving PIMW must be reported the Medical Director.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Definitions

Gloves, gowns, masks, goggles, and various eye, face, head, hair or foot shields or coverings.

Indications

PPE shall be worn/used during patient care procedures or during patient contact activities when it is **LIKELY** that contact may be made with blood or body fluids including microorganisms transmitted by contact, or droplets, or airborne.

Personal Protective Equipment must not allow blood or other potentially infectious materials to pass through to workers' clothing, skin, or mucous membranes.

The selection of appropriate PPE depends on the quantity and type of exposure expected. Gloves, clinic jackets, lab coats, disposable gowns, and the combination of masks with eye protection must be worn whenever splashes, spray, spatter, or droplets of blood or other infectious materials may be generated.

- Wear appropriate gloves when contact with blood, mucous membranes, on-intact skin, or potentially infectious materials is anticipated; when performing vascular access procedures; and when handling or touching contaminated items or surfaces.
- Replace disposable, single-use gloves as soon as possible when contaminated or if torn, punctured, or barrier function is compromised.

- Use full face shields or face masks with eye protection, goggles, or eye glasses with side shields when splashes of blood and other bodily fluids may occur and when contamination of the eyes, nose, or mouth can be anticipated.
- Cotton or cotton/polyester clinic jackets or lab coats are usually satisfactory barriers for routine medical procedures. Clinic jackets, lab coats, gowns, and other protective clothing and equipment must be removed immediately or as soon as feasible when penetrated by blood or other infectious materials, and prior to leaving the work area.

Disposal

1. All disposable PPE shall be patient specific, removed immediately after use, AND discarded in trash receptacles.
2. Grossly or obviously contaminated PPE shall be placed in red plastic biohazard bags.
3. Do not reuse disposable (single-use) gloves.
4. Using clean gloves, the red plastic biohazard bags shall be knotted, closed and discarded.

Volunteers are responsible for:

- wearing PPE as required;
- caring for and maintaining PPE as required; and
- informing the Medical Director or Clinic Director when PPE needs to be replaced