

Volunteer Services

# Volunteer handbook



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# Welcome

On behalf of Touro, let me extend a warm welcome to you. Volunteers are important members of our hospital team. Your support helps Touro provide the highest quality and most compassionate healthcare and services to our patients, families and guests. Touro appreciates your time and talent, and we hope your volunteer experience will be productive, rewarding and meaningful.

Sincerely,

Wendy Lestage  
Director, Volunteer Services

## **Purpose**

To provide an efficient and compassionate volunteer staff which offers an extra dimension of care and services to patients, families and visitors as well as supportive services to the Touro staff. The objective of the Volunteer Services department is to support the goals of the hospital by utilizing volunteers in hospital services in ways which affirm the dignity and uniqueness of all people.

We welcome enthusiastic individuals of all backgrounds and abilities and do not judge applicants by race, religion or age, but rather by their commitment, dependability and desire to serve those in need.

## **Department policy**

It is hospital policy that the Department of Volunteer Services operates under the managerial guidance of the hospital and other recognized local, state and national authorities. Volunteers will follow guidelines and regulations of the hospital in their assigned positions as volunteers and will undergo a thorough orientation process prior to beginning their service. Because volunteers are considered unpaid staff, they must operate in accordance with the mission, vision, guiding principle and values of Touro Infirmary and the general rules and regulations governing employees.

## **Volunteer services location and office hours**

The department of Volunteer Services Office is located on the first floor off the Foucher St. lobby.

Office hours are:

Monday–Friday: 7:30 am–4 pm

504.897.8107

## **History of Touro**

The history and heritage of New Orleans are probably richer and more colorful than that of any city in the United States. Touro has now been a part of that history for more than 165 years.

Judah Touro was born in Rhode Island in 1775. He moved to New Orleans in 1803, where he was involved in the merchant shipping industry. In 1852, he purchased a building at auction and leased it to Dr. Joseph Bensadon to use as an infirmary to care for sailors on merchant ships. Charges at the time were \$1 to \$5, and surgery was extra. The building, renamed Touro Infirmary, was an old plantation home on the riverfront in downtown New Orleans.

When Judah Touro died in 1854, he left the building in the care of his executors to be used for a hospital with a mandate to care for the indigent sick regardless of race, color, creed, or religious affiliation. As no money was left to maintain the buildings or run the hospital, the new directors had to dig into their own pockets until, in 1874, they joined with the Hebrew Benevolent Association which agreed to raise the necessary funds to keep the little hospital alive.

By 1881, following a terrible yellow fever epidemic during which the 24-bed hospital was housing three times that number, the directors determined to raise the money to build a much larger hospital in a new location. The new location was Prytania Street, then described as “a cow pasture far removed from the hustle and bustle of the waterfront.” In 1905, the original wooden structure was replaced with the brick building which still exists today facing Prytania Street.

Touro’s history and legacy of service to the New Orleans community is a source of pride, and every employee and volunteer are part of that legacy. Judah Touro’s mandate that the infirmary serve the indigent sick is a mission that continues today, and the hospital, through expansion of the physical plant and dedication to its founder’s vision and values, now flourishes within the community as a premier multi-specialty facility offering an array of services.

# **Mission, Vision, and Values**

## **Mission**

Touro, guided by the moral and ethical principles of Judaism, is dedicated to providing compassionate healthcare of the highest quality to the people it serves.

## **Vision**

Touro shall be the preferred healthcare organization in the region and among the best in the United States.

## **Guiding principle**

Our patients' safety, needs, and dignity come first.

## **Values**

### **Welcoming spirit**

We provide a healing environment that is safe, caring, and inviting.

### **Respect**

We treat everyone with courtesy and are sensitive to cultural differences and diversity.

### **Integrity**

We serve our patients and each other in accordance with the highest ethical standards and in a reliable, accountable, and transparent manner.

### **Professionalism**

We pursue excellence in everything we do and project an appropriate image at all times.

### **Teamwork**

We effectively communicate and collaborate for the good of our patients.

### **Stewardship**

We make wise use of our resources and advance Touro's longstanding tradition of community service.

# VIA Touro

## Values and Volunteers in Action

Volunteers have countless opportunities to put Touro's values into action with patients, their families, visitors, and staff. Here are a few behaviors volunteers can use to help Touro create a culture of service excellence.

### Welcoming spirit

We provide a healing environment that is safe, caring, and inviting.

- Acknowledge others; make eye contact and smile
- Identify yourself and your role when meeting others
- Give directions and escort people whenever possible
- Conclude interactions by asking if there is anything more you can do
- Act quickly and decisively when anyone's physical safety or well-being is at risk
- Keep your workplace clean and clutter-free

**“Welcome every day as a new beginning and every patient or visitor as a new friend.”**

### Respect

We treat everyone with courtesy and are sensitive to cultural differences and diversity.

- Be sensitive to the needs of others and show concern for their well-being
- Preserve the dignity and privacy of others
- Be receptive to comments, suggestions, questions, and complaints
- Use everyday courtesies: “please,” “thank you,” and “excuse me”
- Treat people as individuals and as you would like to be treated

### Integrity

We serve our patients and each other in accordance with the highest ethical standards and in a reliable, accountable, and transparent manner.

- Perform your duties in full compliance with rules and regulations, policies, and procedures
- Honor others' need for and right to privacy and confidentiality
- Take responsibility for or report problems and issues as they arise and without delay
- Offer to help – whether asked or not
- Follow up to ensure satisfaction

**“Integrity is when you do the right thing even though no one is watching.”**

## **Professionalism**

We pursue excellence in everything we do and project an appropriate image at all times.

- Maintain an appropriate appearance. Keep good personal hygiene and wear your I.D. in plain view at all times
- Always speak in a respectful and polite manner
- Keep informed and improve your skills by taking advantage of ongoing education and training
- Follow infection control guidelines such as frequent and thorough hand washing
- Follow safety guidelines such as keeping all fire exits and walkways clear

## **Teamwork**

We effectively communicate and collaborate for the good of our patients.

- Listen carefully and ask questions to be sure you understand others and you are understood
- Respond quickly to coworkers' requests and follow through on commitments to others
- Coordinate your work with others, ask for help when you need it, and offer help whenever possible
- Say "thank you" and express your appreciation to your coworkers in appropriate ways
- Protect people from slipping on spills and make sure they are cleaned up properly
- Give coworkers the benefit of the doubt and work to resolve conflicts

## **Stewardship**

We make wise use of our resources and advance Touro's longstanding tradition of community service.

- Appreciate Touro's reputation and view your performance as an opportunity to preserve and enhance it
- Dedicate yourself to exceeding patients' and visitors' expectations of Touro's safety and quality
- Participate in all efforts to improve service to patients, visitors, colleagues, and staff
- Treat Touro's equipment and facilities with care and report malfunctions immediately
- Be aware of Touro's responsibility to be a good neighbor, and do your part to create an appropriate environment while on campus and in the immediate vicinity

**"Our actions are our commitments, our promises, our standards of service.**

# **Volunteer requirements**

## **Commitment**

- Volunteers are asked to commit to a minimum of three (3) to four (4) hours a week and complete a minimum of 50 hours of service.

## **Minimum age**

- Adult volunteers must be at least 18 years old. Junior volunteers must have reached their 14<sup>th</sup> birthday and have completed the eighth grade prior to assignment.

## **Application process**

- Written application and interview
- Background and reference checks
- Health clearance, including a drug screening

## **Orientation and training**

- Prospective volunteers must complete the Volunteer Services Department's orientation
- On-the-job training will be provided by departmental supervisors

## **Days and time of volunteer work**

- Placements available seven (7) days a week – morning, afternoon, or evening (Evening and weekend assignments are only available in the Emergency Department)

## **Supervision**

- The Director of Volunteer Services supervises the volunteer program
- The departmental staff supervises volunteers and evaluates their performance

## **Termination**

- At the time of termination, there may be an exit interview. Volunteers should return their photo I.D.



# **Volunteer health screening**

## **Policy**

New volunteers are required to complete a drug screening, and satisfactory physical examination with medical clearance that includes: Hepatitis B, Rubella, Rubeola, Mumps and Varicella immunity and a TB test. A flu shot is required during flu season. These tests and/or vaccinations are administered free of charge through the Employee Health Department and the outpatient lab.

## **Procedure**

1. Once interviewed, new volunteers must schedule an appointment with Employee Health, which will administer a physical exam and determine what testing is required by the outpatient lab. Volunteers may also provide documentation of testing by a private physician or another healthcare institution.
2. Test results will be shared with Volunteer Services by Employee Health.
3. Volunteers must be “cleared” by Employee Health and pass their background and reference checks before they can attend orientation.
4. Annual TB testing is mandatory for all volunteers.

## **Student and junior volunteers**

College students and high school volunteers must provide a copy of their immunization records from their private physician or school/college student health office. These records must include up-to-date immunizations. If the student does not have a current TB test (within the past year), one will be provided.

## **Records**

Volunteers’ immunization records and most recent TB test results will be kept on file by the Employee Health Department.

## **Volunteer benefits**

Volunteers, who work three to four hours per day are eligible to receive the following benefits:

- Free parking, annual Tuberculosis screening, and flu vaccine, when available
- Appropriate skills training
- Inclusion in many hospital social functions
- Invitation to annual appreciation luncheon
- Recognition pins and certificate
- Liability insurance coverage for on-the-job injuries

### **Holidays**

The Volunteer Services office will be closed on the following holidays. Unless special activities and arrangements are made, volunteers usually take these days off as well.

- New Year's Day
- Martin Luther King Jr. Day
- Mardi Gras
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

## **Patient rights**

All volunteers and employees need to be aware that there is a National Statement of Patient Rights. The following statement is an excerpt from the hospital Patient's Rights Information and Admitting Manual:

### **A statement of your rights as a patient**

You have the right to considerate and respectful care. You, or someone acting on your behalf, have the right to understandable information on your condition, treatment and progress. You have the right to refuse treatment to the extent permitted by law, and the right to be informed of the alternatives and consequences of refusing treatment.

You have the right to personal privacy within the limits of your medical care program. You have the right to expect confidentiality of all records and communications pertaining to your case. You have the right to request an explanation of your bill for hospital charges.

You may hear patients talk about a **Living Will** or a **Durable Power of Attorney**. Refer questions about these forms to the patient's nurse, the Patient Relations Manager or a social worker in Case Management.

## **Volunteer rights and pledge**

As a Touro volunteer, you have the right to:

- Considerate supervision while learning the policies and procedures you are expected to follow
- Courteous cooperation from all paid staff members
- Limitation on the number of volunteer hours to those originally agreed upon with Touro's Volunteer Services Department
- Freedom to present complaints and grievances to the proper authorities with the expectation of receiving a suitable resolution

As a Touro volunteer, you must pledge to adhere to the following:

- "I will be on time and conscientious in the fulfillment of my duties."
- "I will accept training and supervision graciously."
- "I will conduct myself with dignity, courtesy, and consideration."
- "I will help patients and caregivers whenever possible by providing appropriate comfort and support."
- "I will adhere to the guidelines regarding 'dos' and 'don'ts' when interacting with patients."
- "I will keep confidential all information which I may hear directly or indirectly concerning a patient, doctor, or any member of the staff."
- "I will make every effort to say and do the right thing when interacting with patients."
- "I will endeavor to perform my assigned duties to the best of my ability and uphold the values of Touro."

## **Policies and Procedures**

The policies and procedures in the Human Resources Manual of the hospital are intended to provide employees with factual information on Touro policies as well as to set forth employee's responsibilities.

Certain policies, such as compensation and benefits, do not apply to volunteers. However, because professionalism is an expectation of all staff, paid and unpaid, we want you to know and abide by Touro's policies and guidelines. Therefore, if you wish to review Touro's Human Resources policies, which can now be found on-line at **inside.touro.com**, please contact the director of Volunteer Services.

A volunteer will be dismissed for inappropriate behavior that reflects negatively on the individual volunteer, other volunteers, the department of Volunteer Services, and/or Touro Infirmary.

This includes but is not limited to, the following:

- Falsification of service hours
- Evidence of an illegal, unethical, or immoral act
- Frequent unexplained absences
- Failure to abide by Touro's policies and procedures
- Failure to satisfactorily perform assigned duties
- Theft or misuse of Touro's equipment or property
- Repeated behavior or conversation that reflects negatively on the physical, sexual, racial, or ethnic characteristics of others

### **Sexual Harassment Policy**

Sexual harassment is a violation of Title VII of the Civil Rights Act of 1964, and it is against the policies of Touro for any employee/volunteer, male or female, to sexually harass another employee/volunteer, patient, or any other customer by making unwelcome sexual advances, engaging in verbal or physical conduct of an offensive nature, or otherwise creating an intimidating or hostile work environment.

Sexual harassment will not be tolerated. All employees, volunteers, managers, and non-supervisors alike will be expected to comply with this policy and take appropriate measures to ensure that such conduct does not occur. Based on the seriousness of the offense, infraction of this policy may result in disciplinary action, up to and including termination of service.

## **Code of conduct**

Every volunteer, like every employee, is governed by Touro's Code of Conduct. Every volunteer is responsible for knowing and adhering to this code. This includes your responsibility to report known violations. Volunteers may report violations to their departmental supervisor, to the Director of Volunteer Services or to the Corporate Compliance Office:

**Director of Volunteer Services: 504.897.8420**

**LCMC Health Corporate Compliance Hotline: 855-9COMPLY**

Examples of unethical or unlawful behavior include, but are not limited to the following:

- Unauthorized use of possession of property belonging to Touro or others
- Knowingly place false statements in your records
- Use of intoxicating or controlled substances while on duty or on hospital premises
- Treating others in a physically or verbally abusive manner
- Violating Touro rules or policies
- Any action that causes harm to a patient
- Failure to follow hospital safety standards
- Violation of conflict of interest policy
- Any action, omission, or conduct detrimental to patient care or hospital operations
- Failure to comply with infection control or OSHA related policy and procedures
- Failure to abide by governmental laws and regulations
- Failure to accurately complete all records, reports, and other documentation
- Knowingly misrepresenting fact in carrying out your responsibilities

The responsibility to follow and to report violations of the ethical standards and laws embodied by Touro is the duty of every employee – and volunteer. Violations of this policy can lead to disciplinary action and include termination.

# Ethical standards

**All** healthcare workers, including volunteers, are bound by ethical standards.

**Information** about patients is to be kept strictly confidential.

**Resist** the urge to ask doctors and nurses for professional advice for yourself.

**Refrain** from asking for information concerning patients.

**Advice** and counsel should be given to patients only by staff trained to do so.

- The most important person at Touro is the patient. Respect the patient's need for privacy. All information concerning patients or Touro business is held in strictest confidence and must not be discussed with anyone who is not directly involved in the patient's care.
- Doctors alone have the professional and legal right to diagnose and treat a disease. **Do not** give opinions concerning care or diagnosis. Never discuss a patient's illness or treatment with the patient. **Do not** relate your own experiences or the experience of others to the patient.
- Never, under any circumstances, seek free medical advice for yourself or friends.
- **Do not** burden patients, caregivers, staff members, or fellow volunteers with your personal problems.
- No religious, sectarian, political, or fund-raising activity – other than those activities approved and supported by Touro – should be conducted at hospital. No advertising slogans are to be worn on clothing or uniforms. No literature should be distributed. Refrain from participating in any controversial subject matter which may be disruptive.
- If you see someone soliciting on the premises of Touro, immediately notify the staff.
- Despite the warm, relaxed atmosphere of our facility, we must demonstrate the proper respect to doctors, staff, patients, and visitors. It is normally best to address a patient by his/her last name unless the patient gives you permission to use his or her first name.
- **Do not** discuss any information given to you by a patient or caregiver in confidence with anyone else.

## **Office procedures and information**

As a volunteer you are expected to be dependable and to accept the responsibilities that go with your volunteer commitment:

- Sign-in upon arrival
- Sign-out only when leaving for the day
- Report to your assignment dressed appropriately with your lanyard and photo I.D.
- Notify the Volunteer Services office and the department where you work of any anticipated absence(s), as far in advance as possible.
  
- If you must end your volunteer commitment sooner than expected, please try to give at least a week's notice
- Turn in your I.D. on your last day
- One 15-minute break is allowed in each four-hour work shift
- A 30-minute meal period is allowed for those working a three to four-hour shift
- Volunteer work may be included on job applications and resume
- Volunteer Services will provide written references, upon request, after a volunteer has fulfilled his/her commitment to contribute at least 50 hours of service
- Volunteer personnel files are treated with the same confidentiality as employee files
- Volunteers may attend hospital in-service trainings and educational seminars when appropriate

## **Personal appearance**

It is important that all patients, visitors, and customers have a positive image of Touro. Personal appearance and hygiene contribute to this image. Volunteers are expected to present themselves in a professional manner and to always be neat, clean, and well groomed.

### **General guidelines**

- Clothes – clean and pressed
- Shoes – clean and polished
- Hair – neat, clean, and “contained”
- Beards/Mustaches – permitted as long as they are neat and trimmed
- Minimum of makeup
- Jewelry – not excessive, small earrings only, no visible body piercing, including tongue and nose (ears excepted)

- Body art – tattoos that are extreme, large, numerous, or may be perceived as offensive must be covered by clothing
- Nails – no artificial nails or gel manicures and natural nails no longer than ¼” for those with direct patient contact
- No perfume in patient areas
- No gum chewing
- Name tag – visible at all times while on duty

### **Attire**

Business casual attire is acceptable for volunteers: dresses, slacks or skirts, with a collared shirt. Touro does not allow jeans, t-shirts, shorts, or flip-flops.

### **Badges**

- Official volunteer photo I.D. must be worn at all times while on duty
- Photo I.D. should be displayed on a Touro Volunteer lanyard or, if on a clip, always above the waist
- Service pins may be worn on the shirt collar, or the lanyard itself
- Upon completion of their volunteer service, volunteers should return their I.D.

## **Infection control for volunteers**

It is essential that volunteers have an understanding of hospital infection control policies and procedures, such as the use of non-sterile medical exam gloves, which are required for specimen transport, as well as hand hygiene. Volunteers may transport specimens to the lab that have been placed in a secondary container at the request and direction of nursing staff. Volunteers receive orientation to hospital infection control policies during their initial orientation and any updates regarding changes in policies thereafter.

### **Hand washing**

Although hand washing has been proven effective in reducing the spread of germs in healthcare facilities, studies indicate that healthcare personnel often do not wash their hands when recommended. This has been attributed to inconvenience, time-consumption, “clean” appearance of hands and skin irritation/dryness associated with frequent hand washing.

Many healthcare workers may not realize germs are actually present on their hands after performing simple tasks such as pulling a patient up in bed, taking a blood pressure/pulse, touching a patient’s hand/gown, or touching commonly used equipment, electronic vital sign machines, bedside rails, or over-bed tables. Some patients carry resistant bacteria without symptoms of infection. This is



referred to as “colonization.” Colonizing bacteria can be transmitted from one patient to another by the hands of healthcare personnel.

### **Surveillance of hospital acquired infections**

The hospital monitors hospital acquired infections including ventilator-associated pneumonia, surgical site infections, and bacteria related to central lines. Resistant organisms, TB cases, and employee exposures are also monitored.

### **How/when should I perform hand hygiene?**

**Wash with soap and water**....when hands are visibly soiled

- Wet hands with warm water
- Apply adequate amount of soap
- Rub hands vigorously for at least 30 seconds, covering all surfaces of hands and fingers including nails
- Rinse hands with water, and dry thoroughly with paper towel
- Use paper towel to turn off water faucet

**Apply alcohol-based rub**....when hands are not visibly soiled...before and after direct patient contact...after contact with equipment or furniture (bedside table, tray, side rails, etc.)...before and after donning gloves

- Apply an adequate amount of alcohol rub gel to palm of one hand
- Rub hands together, covering all areas of hands, including nails until hands are completely dry
- After using alcohol-based rub three consecutive times in the course of your duties, you must return to soap and water for proper hand hygiene

### **Gloves**

- Non-sterile medical exam gloves are worn when hands are likely to be contaminated with potentially infective material such as blood, body fluids, or secretions
- After the task is completed, gloves should be removed, and hand hygiene performed **prior** to leaving the room or patient area
- Gloving does not replace hand hygiene. Hands must be cleaned either with soap and water or alcohol gel **before** and after gloving

## **Universal/standard precautions**

**All patient's blood/body fluids will be treated as infectious.** Appropriate personal protective equipment will be worn as needed: mask, eye protection, gloves, gowns, etc. Volunteers should not have contact with blood or body fluids, or equipment contaminated with blood or body fluids.

## **Additional precautions**

Isolation signs will be posted outside a patient's room if there is the suspected presence of a communicable disease. **Volunteers should not enter these rooms.**

## **Biohazardous waste**

Biohazardous waste is placed in a leak-proof red plastic bag and stored in a labeled, rigid container with a tight-fitting lid.

- Liquid blood
- Saturated wound dressing (drippy)
- Microbiology/lab waste
- Full, sealed sharps container

## **Disposal of Sharps**

All needles, sharps, and glass are placed in puncture-resistant containers.

**Volunteers should never touch needles.**

## **Linen**

- Clean linen must be covered during transport and storage
- Dirty linen must be contained in bags and linen hampers must be covered during transport
- All soiled/dirty linen is treated the same and placed in regular linen bags
- Wear gloves when handling soiled linen

## **Sick days**

Please do not come to the hospital if you are experiencing any respiratory or gastrointestinal symptoms.

# Reminders for clinical volunteers

## Volunteers do not:

- Give food or drink to any patient without first checking with the nurse
  - Administer medication
  - Bathe patients
  - Adjust traction
  - Handle bedpans or urinals
  - Change linen on occupied beds
  - Exchange food items on patients' trays
  - Operate or adjust equipment requiring technical knowledge
  - Accept or chart orders or medical instructions for patients
  - Handle narcotics
  - Obtain patient's signatures for treatment
- 
- Perform any function involving access to confidential information regarding patient's condition
  - Raise or lower a bed without checking with the patient's nurse
  - Transport infants or mothers in labor

Volunteers should perform only those duties to which they have been **assigned** and for which they have been **properly trained**. When in doubt, **ask**.

If asked to do something you have been instructed not to do, simply say:

"I'm sorry, I would like to help, but volunteers are not permitted to perform those duties." Then, if at all possible, try to get someone who can perform the task.

## **Transporting a patient by wheelchair**

Volunteers must be properly trained in the hospital before transporting a patient by wheelchair.

When a patient is getting in or out of a wheelchair, be sure the wheels are “locked,” and footrests are positioned out of the way.

If you are moving a patient in a wheelchair, you should push the chair from behind except when getting on an elevator. When entering an elevator, pull the wheelchair backwards into the elevator. You will then be positioned to push the wheelchair forward to get off the elevator.

When moving a patient in a wheelchair down a steep incline, take the chair down backwards. Stand behind the wheelchair with your back facing the direction in which you want to go. Walk backwards slowly, holding the chair and moving it carefully down the incline. Glance behind now and then to make sure of your direction and to avoid collisions – as if you were driving a car in reverse.

## **Environment of care, quick reference**

**To report an emergency** – dial 8585

**To call security** – dial 8751

### **Emergency codes**

<b>Code Red</b>	Fire
<b>Code Blue</b>	Cardiac/Respiratory arrest
<b>Code Pink</b>	Infant abduction
<b>Code Green</b>	Patient elopement
<b>Code Black</b>	Bomb threat
<b>Code Yellow</b>	External disaster (mass casualty)
<b>Code White</b>	Security alert (violence/hostage)
<b>Code Orange</b>	Hazardous materials/toxic release
<b>Code Purple</b>	ED capacity management
<b>Code Grey</b>	Severe weather
<b>Code Silver</b>	Active shooter

## **In case of fire**

Use the extinguisher for small fires.

**Exception:** Never use a water extinguisher on an electrical fire because there is danger of electrical shock.

1. Do not place yourself between a fire and the door.
2. If you cannot control the fire, close the door and save yourself.
3. Let the rest of the staff know about a fire and designate one person to notify the operator at **8585**, and another person to pull the alarm.
4. **Do not** use elevators.
5. The Touro Fire Responder Team will respond to the alarm. There will be one person from each of the following departments:
  - a. Security
  - b. Maintenance
  - c. Pulmonary
  - d. Nursing staff
6. If the Fire Responder Team cannot control the fire, they notify the Hospital Operator, who in turn, notifies the Fire Department.
7. If it is necessary to evacuate, go from your area to a safe area behind a fire door (This is called horizontal evacuation).
8. If it is necessary to evacuate the unit, close all windows and doors, and leave the lights on for the Fire Department.

### **Fire/Smoke: R.A.C.E.**

**R** = Rescue anyone who may be in danger

**A** = Alert others by pulling alarm and dialing 8585

**C** = Confine; close all doors

**E** = Extinguish, if fire is small

### **How to operate a fire extinguisher**

**P** = Pull the safety pin, allowing handles to be depressed

**A** = Aim at the base and front edge of the fire

**S** = Squeeze the handles to discharge agent, holding extinguisher upright

**S** = Sweep horizontally across the base of the fire

# Telephone operation and etiquette

Knowing the basics about telephone operation is important because regardless of your placement, you may find it necessary to use the phone correctly. You will need some training in your department. Ask for it.

## Standard telephone etiquette

1. Answer a call in no more than three (3) rings
2. Always ask if you may place the caller on hold
3. When transferring a call, unless otherwise directed, announce the caller before hanging up

## The telephone: The first impression

Greeting: Good morning, afternoon or evening

Identification: Touro and department's name

Identify self: Your first name

Offer to help: May I help you?



**Volunteer Services**

1401 Foucher St.  
New Orleans, LA 70115

504.897.8107  
[touro.com/volunteer](http://touro.com/volunteer)