

Job Shadow Introduction

for experiences exceeding 16 hours



External Job Shadow (16 hours & more)

An external job shadow is any person who is observing a Pullman Regional Hospital staff person or clinician without already having been onboarded as a volunteer. The length above and beyond 16 hours of an external job shadow experience is at the discretion of the department being shadowed.

The job shadow applicant must **make their own connection with the hospital staff person/clinician** and **have permission to job shadow from the department manager**. He/she will then work **directly with the hospital staff person/clinician** and will not be left alone unsupervised. The department manager or designated staff person will initiate this process and communicate with the Volunteer Coordinator. The department manager or designated staff person will share the necessary forms to the job shadow applicant. **It is the responsibility of the department head or designated staff person to explain HIPAA and patient confidentiality to the job shadow and be certain all paperwork has been completed by the job shadow applicant.** All paperwork must be completed before beginning the job shadow experience and the Volunteer Coordinator will file the forms appropriately when they are completed.

Requirements:

- Job shadow information sheet completed
- Acknowledgement sheet signed
- Health screening must be completed and approved by employeehealth@pullmanregional.org
- HIPAA form signed
- Code of Conduct Acknowledgement form signed



JOB SHADOW INFORMATION

_____	_____	_____
First Name	Last Name	Middle Initial
_____	_____	_____
Current Address	City/State/Zip	Phone
_____	_____	_____
Birth Date	Email Address	
_____	_____	_____
School or Affiliation (if applicable)	Instructor Name (if applicable)	Phone

JOB SHADOW GOALS

Please list the specific department that you will be shadowing (Same Day, Imaging, Anesthesia, Emergency Department, Primary Care, etc.)

Please list the Department contact who will be providing observation:

NAME:

CONTACT (email or phone #):

Why are you interested in the observation/job shadow experience?

How many hours are you requesting? (*Hours offered are at the discretion of the department*)

Please list any individuals to be contacted in an emergency:

_____	_____
Name	Phone

_____	_____
Name	Phone

MINOR AUTHORIZATION *(For High School Students)*

I, (PRINT) _____, am the parent/guardian of _____.

I understand that my son/daughter would like to participate in an Observational Job Shadow at Pullman Regional Hospital.

I agree that (PRINT) _____ may participate in the Observational Job Shadow Program at Pullman Regional Hospital and that they will abide by all policies, procedures and regulations that will affect them as an observer.

I am aware of the possibility of personal health and safety risks due to my child's participation in the job shadow experience, including the exposure to potentially infectious blood or other body fluids. I assume all risks, hazards, and injuries incident to such participation and do hereby waive, release, absolve and agree to hold harmless from any claim arising out of an illness or injury to my child.

In the event of injury or accident while at Pullman Regional Hospital, I understand that my son/daughter will be taken to the Emergency Department for assessment and evaluation as needed and I will be notified. I understand that I am responsible for any expenses incurred as a result of the Emergency Department visit.

Parent/Guardian Signature

Cell Phone #

Date

Acknowledgment

I agree that I have read, understand and will abide by the information outlined in the Job Shadow requirements. I understand that I am responsible for abiding by the Pullman Regional Hospital policies in relation with this material and my experience. I also understand if I have not completed this application in its entirety, it will be considered incomplete and cannot be processed for approval until the information is received.

Personal health insurance is strongly advised, given that medical benefits are not covered under the Job Shadow program. I understand that Pullman Regional Hospital may need to rely on the medical information I have provided on this form to provide assistance to me in the event of a health emergency, or during any other occasion (including illness or injury in which I may need immediate medical care.) Therefore, I certify that the information provided herein is true and correct to the best of my knowledge, and I agree to update this information in the event that my medical condition changes.

In being given permission to do my Job Shadow observation at Pullman Regional Hospital, I agree to:

1. Notify the department to Job Shadow in, prior to my assigned shadow experience if I have any cold or flu like symptoms including but not limited to cough, runny nose, fever, sore throat, and gastrointestinal issues.
2. Follow the policies, procedures and the directions of the manager/director/provider.
3. Remain in the area where I am assigned.
4. Return my Job Shadow badge to the Front Desk at the end of my shift.
5. Promise to keep CONFIDENTIAL all that I see and hear while observing at Pullman Regional Hospital.

Signature

Date

HEALTH SCREENING PROCESS



If you are Job Shadowing **over 16 hours** at Pullman Regional Hospital, you will be required to share your proof of updated vaccinations with our Employee Health Coordinator. Below are the listed steps that must be completed before being able to Job Shadow at Pullman Regional Hospital.

STEP 1: Pull ALL (specifically, **Tdap, MMR, Varicella, Hepatitis B, TB test & Flu**) of your records of vaccinations, these can be from your University database, your Primary Care doctor, your electronic medical record. Make sure you have these available to share with the PRH Employee Health Coordinator.

STEP 2: Email our PRH Employee Health Coordinator at **EmployeeHealth@pullmanregional.org**. Introduce yourself and share that you are sharing vaccine records to be approved for a Job Shadow opportunity at Pullman Regional Hospital. **Be sure to attach your vaccination records to the email.**

STEP 3: Our Employee Health Coordinator will review your records and let you know if you are approved, or need updated vaccinations. Your TB test should be a two-step or QuantiFERON Gold test (and must be within the last 6 months.) If you are informed to update your vaccines they can be done at your Primary Care Clinic, Pullman Regional Hospital, Cougar Health Services (for WSU students) or Whitman County Department of Health. **These are not covered by Pullman Regional.** When you have completed your necessary updated vaccinations, and shared them with our Employee Health Coordinator, they will inform the Volunteer Coordinator that your Health Screening has been approved. When you have completed ALL of your paperwork, you will email your completed packet with ALL forms signed to **volunteers@pullmanregional.org**. **They will let your department know you are approved to Job Shadow.**

***Please be aware that the time between emailing the Employee Health Coordinator and getting approved could take 2 weeks or more, so be aware of this time issue.**

(This part will be completed by Pullman Regional Hospital Staff)

Approved By Volunteer Coordinator: _____

Date Completed: _____

HIPAA Confidentiality Agreement

Employees/Students/Volunteers

Pullman Regional Hospital ensures the confidentiality and integrity of protected health information (PHI) as required by HIPAA, professional ethics, accreditation standards, licensure requirements and other legal standards. Additionally, our patients need to trust that their PHI is secure and being used for business purposes only. Employees/students/volunteers are expected to follow the Hospital's policies and standards for patient privacy which are mandated by HIPAA.

Pullman Regional Hospital employees/students/volunteers are required to comply with all the following relevant standards:

- Participate in HIPAA training with the hospital staff person/clinician you are shadowing
- Must not access or disclose PHI for any other purpose than treatment, payment or health care operations and only with a legitimate need to know such information
- Must not discuss PHI in a public area or outside of the Hospital's premise
- Must not access PHI related to you as an individual or to any family member through any means other than the MyChart patient portal
- Must secure PHI to avoid inadvertent disclosure
- Must not intentionally access or disclose PHI in a manner inconsistent with Pullman Regional Hospital policies and standards for personal gain, curiosity, concern or any other reason not permitted by HIPAA
- Must not put any patient PHI on social media
- Must report any breach of HIPAA privacy or security standards to their supervisor or the HIPAA Privacy Officer

In accordance with our Collaborative Just Culture policy, Pullman Regional Hospital will not take any disciplinary action or retribution against any employee/student/volunteer who makes an internal complaint or who makes a disclosure to a federal or state oversight agency or accreditation organization authorized to oversee relevant conduct of the Hospital, as long as it is done in good faith.

I acknowledge and understand the standards outlined above. I further understand that these standards apply during work hours and during off duty time, and that they apply even after my departure from Pullman Regional Hospital. I understand that my failure to comply with these standards during or after my job shadowing may result in disciplinary action up to and including termination, civil liability and/or criminal prosecution.

Signature: _____ Date: _____

Print name: _____

Code of Conduct Acknowledgement

I certify that:

1. I have read and understand the Code of Conduct.
2. I agree to act in accordance with the Code of Conduct.
3. I will promptly report any conduct that I believe to be illegal or in violation of the Code of Conduct in accordance with the procedures.
4. I will seek advice from my department report concerning appropriate actions that I may need to take to ensure that I comply with the Code of Conduct.
5. I understand that failure to comply with the Code of Conduct may result in disciplinary action, up to and including termination of my opportunity with Pullman Regional.

Signature

Date

Print Name

Department

 X

Job Shadow participant

Please see following pages for Policy.

CODE OF CONDUCT

What Pullman Regional Hospital Expects of You

Below are general behaviors that are expected of each and every member of our team.

- To interact with everyone in a professional manner.
- To perform assigned tasks in an efficient manner.
- To be punctual.
- To demonstrate a considerate, friendly, and constructive attitude toward everyone in the hospital.
- To live out our values, vision and mission statements.
- To abide by all policies and procedures as they exist today and as they change in the future.
- To be an engaged volunteer.

Customer Service

Each of us at Pullman Regional Hospital is sincerely interested in exceeding the expectations of others in a courteous, respectful, and friendly manner. We accept personal responsibility to understand each person's needs and to provide individualized service.

Expectations:

- Contributes to a welcoming atmosphere at Pullman Regional Hospital by greeting others pleasantly.
- Expresses confidence in hospital employees contributions.
- Manages personal life circumstances in a manner that is considerate of the impact on others in the work place.
- Strives to reduce the negative consequences of unfavorable events/interactions.
- Open to opportunities for improving interpersonal/ customer service performance.
- Seeks to understand and not just to be understood.
- Displays patience and thoughtfulness when addressing others and their needs.
- Accepts requests willingly or offers alternatives for solutions.
- Is aware of the needs of others, and supports action to meet those needs when appropriate.
- Demonstrates an awareness of the perception of others.

Accountability:

Accountability is a personal choice to demonstrate the ownership and commitment necessary to achieve organizational goals. At Pullman Regional Hospital, the spirit of ownership includes making, keeping, and answering to personal commitments while paying attention to what matters to the entire organization. To choose accountability makes you an owner and a partner in pursuing the vision and expectations of your role and the organization as a whole.

Expectations:

- Does not easily give up, but strives to achieve goals.
- Takes the initiative to explore, search, and ask questions when solutions are difficult to find.
- Open to receiving feedback.
- Takes responsibility for results even when they are less than desirable.
- Does not blame others.
- Does not make excuses for not meeting expectations.
- Consistently demonstrates the ownership and commitment necessary to achieve goals.
- Takes 100% responsibility for personal attitudes and responses to work/life circumstances.
- Learns from past experiences, and applies that learning in moving forward.

Living Our Values

As we pursue our shared vision for the future, we value personal integrity and commitment to provide compassionate, responsible, quality services to our community; an environment that allows individuality, teamwork, and communication to flourish; the enriching nature of diversity, creativity and innovation; honesty and leadership in the atmosphere of mutual respect and trust.

Expectations:

- Treats others with respect by exhibiting open-mindedness for differences.
- Recognizes the impact of one's own actions on other parts of the hospital and exhibits positive interactions.
- Provides positive feedback in a constructive manner.
- Provides negative feedback in a constructive manner.
- Participates in direct communication
- Exhibits ability to work with the changing needs of one's opportunity.
- Recognizes and embraces the strengths of others.
- Communicates honestly to the right person at the appropriate time and place.
- Seeks out input from those they are observing.
- Demonstrates a trust in people.

Discrimination Free Environment

Pullman Regional Hospital is committed to providing a workplace free from unlawful discrimination at a minimum. We value a workplace where each individual is respected and treated fairly. As such, we will not tolerate discrimination against any job shadow applicants by department leaders, co-workers, customers, vendors, and any other third parties.

Discrimination occurs when an individual is subject to an adverse action because of the individual's membership in a protected category. Protected categories include race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or certain classifications based on genetic information.

Although not an exhaustive list, below are examples of conduct that could constitute discrimination pursuant to federal laws and this policy:

- Discrimination on the basis of any protected category;
- Retaliation against an individual for filing a charge of discrimination, participating in an investigation, or opposing discriminatory practices;
- Employment decisions based on stereotypes or assumptions about the abilities, traits, or performance of individuals of a certain sex, race, age, religion, or ethnic group, or individuals with disabilities, or based on myths or assumptions about an individual's genetic information; and
- Denying job shadow opportunities to an individual because of marriage to, or association with, an individual of a particular race, religion, national origin, or an individual with a disability, or because of participation in schools or places of worship associated with a particular racial, ethnic, or religious group.

If you believe that you or any other individual has been subject to discrimination in violation of this policy, whether by an employee or non-employee, you must promptly report the facts and names of the individuals involved to the Human Resources Department. Any employee who learns of, observes, or has reason to be concerned about discriminatory conduct in violation of this policy must immediately inform the Human Resources Department. Complaints may be oral and do not need to be made in writing.

We take complaints of discrimination very seriously. As a result, all complaints of discrimination made pursuant

to this policy will be thoroughly and promptly investigated.

Harassment Free Environment

Pullman Regional Hospital is committed to providing a volunteering space free from harassment. As such, we will not tolerate harassment of any of our job shadow applicants by department leaders, co-workers, customers, vendors, and any other third-parties.

Harassment occurs when an volunteer is subjected to unwelcome conduct that:

- Is motivated by the volunteer's membership in a protected category
- Creates a hostile work environment for the volunteer.

A hostile work environment is a workplace that is sufficiently severe or pervasive to create a working environment that a reasonable person would consider intimidating, hostile or abusive. Protected categories include sex, race, religion, national origin, disability, age or any other characteristic protected by federal, state, or local law.

Although not an exhaustive list, below are examples of conduct that could constitute harassment pursuant to this policy:

Racial Harassment

- Use of demeaning names
- References to race as a part of an insult that otherwise would be racially neutral;
- Pictures of animals as similar depictions of race;
- Making or displaying of nooses in the workplaces;
- Cartoons, jokes and emails with racial themes;
- Display of the Confederate flag in the workplace; and
- Other comments, gestures or pictures containing insulting stereotypes.

National Origin Harassment

- Use of demeaning names or epithets;
- Remarks, jokes, cartoons or pictures with insulting stereotypes;
- Ordering employees to only speak English in the workplace; and
- Complaining about or imitating employee accents.

Disability Harassment

- Assigning employees with disabilities tasks beyond physical limitations;
- Using derogatory names, slang, insults and jokes;
- Making accommodations that unreasonably draw attention to a worker with a disability;
- Ostracizing workers with disabilities; and

If you believe that you or any other individual has been subjected to harassment in violation of this policy, whether by an employee or non-employee, you must promptly report the facts and names of the individuals involved to Human Resources Department. Any employee who learns of, observes, or has reason to be concerned about harassing conduct in violation of this policy must immediately inform Human Resources Department. Complaints do not need to be made in writing.

Sexual Harassment-Free Environment

Pullman Regional Hospital is committed to providing a workplace free from sexual harassment. As such, Pullman Regional Hospital will not tolerate harassment of any of our job shadow volunteers by department leaders, co-workers, customers, vendors, agents and any other third parties. Sexual harassment is unwelcome sexual conduct that is a term or condition of volunteering. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's volunteering;
- Submission to or rejection of such conduct by an individual is used as the basis for volunteering decisions affecting such individual; or
- The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Any of the following could, if part of a pervasive pattern of abuse, constitute sexual harassment:

- Jokes, innuendos or gestures of a sexual nature;
- Sexually-charged computer programs, emails or messages;
- Language or behavior demeaning to a particular sex (women or men);
- Compliments about a person's body of a sexual nature;
- Repeated requests for a date despite refusals;
- Unwelcome sexual advances;
- Requests for sexual favors;
- Questions or comments about personal or intimate sexual matters;
- Hugs, kisses, neck rubs, or back rubs;
- Deliberately brushing up against someone else;
- Sexual epithets or name-calling;
- Sexually intimidating behavior or ridicule;
- Objects, pictures, photographs, or cartoons of a sexual nature; or
- Other verbal or physical harassment of a sexual nature.

Safe Workplace

At Pullman Regional Hospital, the safety and health of our job shadow volunteers is our top priority. To accomplish this, the hospital will prohibit employees from performing work or duties deemed unsafe. All volunteers are required to comply with all applicable Division of Occupational Safety and Health (DOSH) regulations. A goal of this facility is to maintain occupational safety and health standards that equal or exceed the best practices in the industry.

Pullman Regional Hospital has established a safety committee, consisting of equal management and employee representatives. The responsibilities of the safety committee are vital to this organization and include identifying hazards and unsafe work practices, removing obstacles to accident prevention and helping evaluate Pullman Regional Hospital's effort to achieve an injury and accident free workplace.

All department leaders, employees and volunteers have a shared responsibility for a safe and healthy working environment.

Administration is accountable for injury and illness prevention, which includes providing information and educating employees about hazards. Regular reviews of the safety and health program are performed by administration. Employee concerns and safety suggestions will be followed up by administration, with the cooperation of the Safety Committee.

Department leaders are responsible for monitoring employees and offering on-site training for any job duties that require hands on instruction. Department leaders are required to enforce safety rules and Pullman Regional Hospital code of conduct. If employees have safety concerns, the department leader will work with a member of the safety committee to investigate and correct these issues.

All Job Shadow participants that are required to wear personal protective equipment must do so as a condition of volunteering.

Workplace Injuries

If you sustain an injury related to an accident, incident, or exposure at, or related to job shadowing, you must notify your department leader immediately, regardless of how minor the injury or illness. Notification should be in writing and completed on an "Job Shadow Report of Injury, Illness, Or Near Miss" incident report form. This requirement includes injuries suffered in or around the premises.

It is your responsibility to make a written report. Without your report of an accident, incident, or exposure causing injury or illness it is presumed not received by the hospital. The failure to timely report a workplace injury may result in corrective action, discipline, the denial, postponement, or limitation of your opportunity.

In all cases you must make the aforementioned written report by the end of your shift. If your injury is severe or requires hospitalization, the required forms may be completed at a later date, but no later than 24 hours after your release from a medical facility. If you require medical attention, you should inform the medical provider that the treatment received is a result of a work-related accident, incident or exposure. You may access the Emergency Department at Pullman Regional or you may receive care from the medical provider of your choice.

Workplace Violence Prevention

The safety and security of Pullman Regional Hospital employees and volunteers is the top priority of Pullman Regional Hospital. Violence is a recognized danger to volunteers mental and physical health, which compromises the ability to work in a safe and healthful environment. In addition, other individuals, such as customers, patients and visitors, who engage in business with this facility, may also be adversely and dangerously affected by workplace violence. Therefore, to the extent reasonably possible, Pullman Regional Hospital strives to offer an environment free of all violence, including acts of aggression, stalking and threats. Pullman Regional Hospital maintains and strictly enforces zero tolerance for all acts of violence.

The purpose of this policy is to define and outline the methods used by Pullman Regional Hospital to prevent, reduce and respond to acts of violence. Through this policy, Pullman Regional Hospital expresses employer-wide commitment for maintaining a workplace that is healthful and safe for all individuals working for or engaged in business with this facility.

Prohibited Conduct

Any act of violence that creates a hostile working environment or impairs the physical or psychological health and wellbeing of others is expressly forbidden at this facility. Any volunteer who exhibits violent behavior will be held accountable according to the Pullman Regional Hospital policy, as well as any pertinent local, state and federal regulations. For some types of violence, offenders may be subject to criminal charges, as well as workplace disciplinary actions. All threats and acts of aggression or violent behavior will be taken seriously and addressed immediately.

Such threats or acts include, but are not limited to:

- Harming, bullying, stalking or threatening to harm any employee, patient, or visitor.
- Physically striking, grabbing or pushing any employee, patient, or visitor.
- Throwing objects or operating equipment with intent to harm others.
- Coercion, kidnapping, rape or intimidation.
- Symbols or gestures that communicate a stated or implied threat of physical or mental harm
- Threatening to damage or damaging Pullman Regional Hospital property or the property of any employee or visitor.
- Possessing an unauthorized firearm or any concealed weapon or incendiary device on the Pullman Regional Hospital premises.
- Verbally assaulting any employee or visitor of this facility.

Consequences

As workplace violence has many forms, each report of violence will be fully investigated and documented as to the findings. In some cases of violence or alleged violence, the appropriate federal, state or local authorities will assist in these investigations.

An volunteer who exhibits violent behavior may be subject to criminal charges and prosecution and shall be subject to disciplinary action up to and including discharge of opportunities.

Volunteers who make threats or commit violent acts against other employees when away from volunteering may violate the Pullman Regional Hospital Code of Conduct and Policy may be subject to disciplinary actions up to and including discharge, as well as possible legal charges.

This facility strictly forbids any form of retaliation against any person who files a complaint regarding workplace violence. Any volunteer found to be retaliating against others shall be subject to immediate disciplinary actions, up to and including discharge.

Smoke Free and Tobacco Free Campus:

Pullman Regional Hospital has a commitment to the health of its patients, staff, and visitors. Tobacco use, which has proven to be the nation's leading preventable cause of death, is inconsistent with the hospital's health care mission. Creating a smoke free and tobacco free environment demonstrates the hospital's concern for the welfare of its patients, staff, visitor, and its resolve to provide a healthier quality of life for our community.

We maintain a smoke-free and tobacco-free workplace. No smoking or use of any other tobacco product including, but not limited to cigarettes, e-cigarettes, pipes, cigars, snuff, or chewing tobacco is permitted. This policy applies to the Pullman Regional Hospital campus, including associated medical office buildings, the Summit Court facility, and any other facilities owned or operated by Public Hospital District 1-A of Whitman County, Washington. No smoking or use of tobacco products is permitted in any vehicle owned by Pullman Regional Hospital, whether the vehicle is on the grounds of the hospital or otherwise.

You may smoke or use tobacco products in your personal vehicle during your regularly scheduled rest periods and meal period. You will not leave cigarette butts or traces of other tobacco use on the ground or anywhere else on the hospital premises. This helps to keep the premise clean for all employees and helps maintain the professional image that we seek to present to customers and patients. No additional breaks beyond those permitted under our break policy will be permitted for the purpose of using tobacco or other similar products. If the volunteer is in the middle of interacting with a customer or client, under no conditions may the volunteer leave that interaction to take a smoke/tobacco break. The hospital will make resources available either at cost or at a reduced cost to staff members and their spouses or registered domestic partners who want to quit smoking or using tobacco products.

Violations of this policy may lead to disciplinary action, up to and including discharge.

Weapons Free Workplace

In order to ensure a safe environment for employees and visitors, Pullman Regional Hospital prohibits the possession, transportation, storage or presence of firearms or other dangerous weapons into our workplace. This prohibition includes the employee parking lots located on the employer's premises.

A firearm or other dangerous weapon may include:

- Any device from which a projectile may be fired by an explosive;
- Any simulated firearm operated by gas or compressed air;
- Tasers;

- Pepper spray;
- Metal knuckles;
- Any spring blade knife;
- Any other kind of knife;
- Police batons or nightsticks;
- Any martial arts weapon;
- Any toxic or flammable chemicals (e.g., acid); and
- Any explosives (e.g., pipe bomb).

This policy does not apply to:

- Any personnel authorized to carry a firearm as part of his or her job duties; or
- Any other exemptions as expressly set forth by state law.

If a volunteer believes, in good faith, that an employee, patient, or other member of the public is in violation of this policy, he or she must promptly report this information to his or her department leader, the Safety Officer, Security Staff, or Administration. Volunteers who make a report pursuant to this policy will not be subject to retaliation. If a report is substantiated, local law enforcement will be contacted, and the employer and any employees with knowledge of the report shall cooperate with the authorities during their criminal investigation.

If an volunteer is found to be in possession of a firearm or other weapon in the workplace or in his or her vehicle (where prohibited), in violation of this policy, the volunteer will be placed on leave during the investigation. If Pullman Regional Hospital determines that the volunteer violated this policy, the volunteer shall be subject to discipline, up to and including discharge.

Hospital Property

Pullman Regional Hospital has significantly invested in the property and equipment provided to employees and volunteers. Employees/volunteers should take care of all hospital property and equipment provided to them. Employees/volunteers should report any and all issues with hospital property and equipment to the Maintenance Department.

Personal use of hospital property and equipment is prohibited unless specifically authorized by the policies contained in this guidebook, or upon express written permission of your department leader. Any violation of any of these rules may result in discipline, up to and including discharge. Pullman Regional Hospital property must not be removed from the premises for personal use without permission of the appropriate department leader. If you are removing an item from an area for use within another area of the hospital, leave a note so that others will know where the item has gone and return all items to their appropriate location after using them.

Patient Information

When a patient enters Pullman Regional Hospital, all personnel are required to keep all matters pertaining to the patient confidential. Reasons for admission, diagnosis, and treatment are absolutely confidential. Discussing a patient or any information about a patient with any person except as is medically necessary, either in or out of the hospital must be avoided. No records shall be reviewed nor should any information concerning a patient be obtained unless it is directly related to your line of duty.

Volunteers are expected to abide by the HIPAA Confidentiality Agreement that each Job Shadow volunteer signs prior to beginning job shadowing at Pullman Regional Hospital.

Pullman Regional Hospital business depends on maintaining confidential and proprietary information. During the course of volunteering, you may have access to and be privy to the employer's confidential and proprietary information and specific patient information and you are expected to safeguard this information and such information may not be disclosed, shared or revealed to any individual or entity under any circumstances. Further, the use any

of the employer's confidential or proprietary information for your own benefit or for the benefit of others outside of Pullman Regional Hospital is strictly prohibited.

The use of any confidential and proprietary information for unauthorized purposes is not allowed, unless such information has already become public knowledge, or unless you are required by law to disclose the information. This policy applies to all volunteers, and they may be required to sign an additional non-disclosure agreement as a condition of volunteering.

Information that is created, obtained, or controlled by Pullman Regional Hospital and is not common knowledge, is considered confidential and proprietary and must be kept secure.

This type of information, includes, but is not limited to, the following:

- Computer processes
- Computer programs and codes
- Patient Information
- Customer preferences
- Competitive information like pricing
- Compensation data
- Financial information
- Marketing strategies
- Business Plans
- Pending projects and proposals
- Proprietary operational processes
- Research and development strategies
- New products or product research
- Technological data
- Technological prototypes
- Supplier and vendor lists
- Acquisition and divestment deals
- Any privileged information from internal or external counsel

Information related to employee or hospital activities not generally available to the public is also considered confidential and should not be disclosed unless the recipient has a legitimate need for the information in the normal course of business or unless such disclosure is required by law.

Pullman Regional Hospital works with the proprietary data of a variety of partners and suppliers, as well as with customers and patients. Volunteers should never disclose this confidential or proprietary information to anyone outside the hospital, and volunteers should only share such information they are privy to with those internally on a need to know basis.

When not in use, confidential and proprietary information must be stored on the hospital's premises in appropriate storage facilities. Under no conditions should a volunteer leave documents and A. B. C. information containing confidential and proprietary information where unauthorized persons could view their contents or otherwise allow unauthorized employees access to this type of information.

Confidential and proprietary information must be stored in a locked filing cabinet or under strict password protection for electronic media. Confidential information should be stored in one specific location and should not be moved from location to location unless absolutely necessary. If the volunteer has any questions on where to store information or who to go to for the appropriate locks or password, the volunteer should contact a department leader.

To better ensure that confidential and proprietary information is protected, department leaders also will: identify who has a key or card key for access to the physical space; will keep a log of who accesses the materials; and will only allow access on an established need to know basis.

Any time a volunteer is authorized to share confidential and proprietary information; the volunteer should approach management for the purpose of structuring a written agreement, which details how confidential or proprietary information will be shared and the responsibilities and/or obligations of both sides.

This duty of confidentiality extends even after the volunteers relationship with Pullman Regional Hospital ends and continues perpetually. Any documents or files, including any and all copies, in the volunteers possession with confidential or proprietary information shall be returned to the hospital immediately upon termination of job shadowing, if not before, and must be properly stored on the employer's premises as outlined above. Any violation of this policy could lead to disciplinary action, up to and including, discharge of volunteering.

Camera Policy

While Pullman Regional Hospital recognizes that many cellular phones and tablets are equipped with photograph taking capabilities, the use of such devices in the workplace may lead to violations of patient privacy or risk the exposure of Pullman Regional Hospital's confidential information and trade secrets. For this reason, cameras, cellular phones or tablets with photographic capabilities or video recording equipment should not be used to take any photographs that would violate patient privacy rights and/or trade secret information in any way. Violations of this policy could result in disciplinary action, up to and including discharge.

Personal Appearance

The personal appearance policy of Pullman Regional Hospital establishes standards that ensure a safe, respectful, and inclusive environment for everyone. During working hours and/or while participating in a work-related activity in the community, volunteers are expected to follow the personal appearance policy.

Volunteers who work in patient care area have the option to wear personally provided scrubs or other professional attire. Some areas of the organization require that volunteers wear specific attire which are provided to employees in that area free of charge. Volunteers in non-patient care areas of the organization are encouraged to wear professional attire that is comfortable to move in and appropriate for their work area.

Footwear needs to meet safety standards. In areas such as patient care, food service, environmental services, and maintenance, footwear needs to be closed-toe with either a closed-heel or a heel strap and non-slip. For areas of the organization that are non-patient care, footwear requirements are less stringent and may include open-toed shoes/sandals.

Visible tattoos must be devoid of any reference to violence, discrimination, profanity, sexually explicit content, or illegal or intoxicating substances. If a tattoo does not meet these criteria, it must be covered with bandages, clothing, or cosmetics.

Piercings and other jewelry are limited and must not pose a safety hazard. Excessive or large piercings or other jewelry that may interfere with job duties are not allowed. If a piercing or other jewelry does not meet these criteria, it must be required to be removed.

Hair should be clean, well-groomed, and styled in a manner that does not interfere with job duties or present a safety risk. Extreme hairstyles and colors that may be distracting or disruptive in a healthcare environment are discouraged.

Strong fragrances and smoke odors should be avoided as they may trigger allergies or sensitivities in patients and colleagues.

The personal appearance policy will not impose any restrictions that disproportionately affect certain groups based on race, color, religion, sex, pregnancy, gender identity, sexual orientation, national origin, age, disability, genetic information, or any other characteristics protected by applicable law. Requests for reasonable accommodations related to the policy will be considered in accordance with applicable laws.

Department leaders are responsible for administering this policy consistently and fairly in accordance with the Collaborative Just Culture Program.

This policy serves as a general guideline and may be subject to updates or revisions as necessary to comply with changing regulations, industry standards, or organizational needs.

Parking

As a commitment to our customer service expectations and showing respect to our patients and visitors, all employees and volunteers are to comply with Pullman Regional Hospital parking regulations. This means that you must park in the clearly designated employee parking areas. If you choose to park in spaces or areas marked for ambulances, emergency vehicles, physicians, patients, visitors, and the disabled, you may be subject to disciplinary actions.

The paved parking spaces along the backside of the hospital are designated as a no-smoking/no tobacco area. If you choose to smoke or use tobacco products (such as but not limited to cigarettes, e-cigarettes, pipes, cigars, snuff, or chewing tobacco) while at work you must be in your personal vehicle during a regularly scheduled rest period or meal period, and you must park in the designated employee gravel parking lots on the east end of the west end of the hospital's property.

Theft

You are strongly advised not to bring excessive amounts of money or valuables to work. Pullman Regional Hospital is not responsible for the loss or theft of personal items.

Job Shadow Badges

You will check out a Pullman Regional Hospital Job Shadow badge at the front desk at the start of your shift. Your Job Shadow badge is to be worn around the neck with the badge visible to others at all times for safety, security, and customer service purposes.

If a Job Shadow badge is lost, stolen, or destroyed, it must be reported to the Volunteer Coordinator at **volunteers@pullmanregional.org**. When you have completed the shift at the end of your day, please return the badge to the front desk. If you are Job Shadowing multiple days, you will have to check in and check out the badge each day you volunteer.