

Orientation Guide for Volunteers – COVID-19

Introduction

First, welcome back! We are very happy to see you again.

The current pandemic has disrupted all aspects of our daily lives and has generated much fear. This is why we are pleased to be able to count on you to look after our patients' wellness during their stay.

We have prepared this document to ensure your safety and that of our patients; it provides you with very important information about the virus and on how to protect yourself. Take the time to read and understand it.

We will then schedule a meeting with you to make sure you understood the information and to answer any questions you might have.

If you have any questions or concerns, please feel free to share them with us.

1) COVID-19



The virus spreads through:

- Droplets of saliva when an infected person coughs or sneezes;
- Close and extended personal contact (under two metres) with an infected person;
- Touching an object that has the virus on it and then touching your mouth, nose or eyes before washing your hands.

2) Self-assessment

People infected with COVID-19 may have little or no symptoms. Someone might be unaware that they have symptoms of COVID-19, as they are similar to those associated with a cold or the flu. Symptoms may take up to 14 days to appear after exposure to COVID-19.

Before showing up for your volunteer shift, you must take the self-assessment (Appendix 1).

This monitoring may seem repetitive to you, but it is crucial to keep the workplaces safe.

3) Physical distancing

For everyone's protection, we ask that you follow these directives:

- Avoid shaking hands with other people or touching them;
- Avoid crowded elevators (respect the number of people allowed on elevators and wear a mask);
- If possible, avoid sharing telephones, pens, computers and other work tools with other people. If sharing some work tools cannot be avoided, clean them often.

Also, measures have been put in place in our facilities to promote physical distancing. Here are some examples:

- Limiting the number of people in elevators;
- Limiting the number of people per table at the cafeteria;
- Placement of markings on the floor for waiting lines;
- Limiting the number of people in the volunteers' lounge.

4) Hygiene

Personal hygiene plays a key role in preventing the spread of the virus. Here are personal hygiene measures to follow:

- Avoid touching your eyes, nose and mouth;
- Practise hand hygiene often (with soap and water for at least 20 seconds or with an alcohol-based hand sanitizer);
- Maintain good respiratory etiquette (i.e. cover your mouth and nose with your arm or a paper tissue when coughing or sneezing, discard used tissues as soon as possible, then wash your hands or use an alcohol-based hand sanitizer).

Washing your hands is the best way to protect yourself.

You must complete the module on hand hygiene during your first volunteer shift.



You must use an alcohol-based hand sanitizer if you do not have access to water and soap.

Comment utiliser un désinfectant pour les mains

How to use a Hand Sanitizer

Frottez vos mains ensemble pendant 15 secondes ou jusqu'à ce que le produit soit sec.
Rub hands for 15 seconds or until product has dried.



1
Actionnez la pompe une fois et appliquez le produit sur la paume de vos mains sèches.

Apply 1 pump of product to palm of dry hands.



2
Frottez vos mains ensemble, paume contre paume.

Rub hands together, palm to palm.



3
Frottez entre vos doigts et autour de vos doigts.

Rub in between and around fingers.



4
Frottez le revers de chaque main avec la paume de l'autre main.

Rub back of each hand with palm of other hand.



5
Frottez le bout des doigts de chaque main dans la paume de l'autre main.

Rub fingertips of each hand in opposite palm.



6
Frottez chaque pouce en renfermant l'autre main autour de celui-ci.

Rub each thumb clasped in opposite hands.



7
Continuez à frotter vos mains jusqu'à ce que le produit soit sec.

Rub hands until product is dry.

5) **Wearing a mask**

Wearing a mask is meant to prevent people from spreading COVID-19; keep in mind that people who are asymptomatic or presymptomatic or who have very few symptoms can spread the disease.

All Network health care workers and volunteers **are required to wear a mask at all times.**

Employees/volunteers may only take off their mask once in an isolated area (e.g. alone in their office or in the break room) and when eating (while keeping physical distancing).

General directives

- Health care workers and volunteers must wear the mask given to them when entering the facility. Health care workers and volunteers are not allowed to wear their own mask (homemade or other).
- Masks must be changed immediately and discarded safely whenever they are damaged, soiled or wet.
- You must not touch the front of the mask. If a health care worker or volunteer touches or adjusts their mask, they must immediately wash their hands.
- Masks must be worn properly and must not be lowered under the chin. Not wearing a mask properly increases the risk of cross-contamination.

You will find information on how to put on and remove a mask on the following pages.

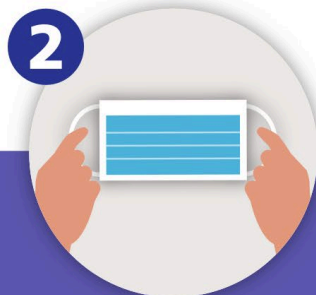
On your first day of volunteering, you can watch the video on how to put on and remove a mask at bit.ly/VidéosEPI.

Comment **mettre** un masque How to **put on** a mask

à boucles | with ear loops



Pratiquez l'hygiène des mains.
Practise hand hygiene.



Tenez le masque par les boucles.
Hold the mask by the ear loops.



Assurez-vous que la pince nasale en métal est vers le haut et que les plis pointent vers le bas.
The metal nose piece must be on top and the pleats should point down.



Passez les fixations derrière les oreilles.
Position the ear loops around your ears.



Dépliez complètement le masque pour qu'il couvre le dessus du nez jusqu'à sous le menton.
Fully unfold the mask so that it covers the top of the nose to under the chin.



Ajustez la pince nasale sur le nez et les joues.
Place the metal nose piece to fit around the bridge of the nose and cheeks.

Comment **enlever** un masque

How to **remove** a mask

à boucles with ear loops



Pratiquez l'hygiène des mains.

Practise hand hygiene.



Tenez le masque par les boucles, soulevez-le doucement, puis retirez-le.

Remove the mask by grasping the ear loops, gently lifting and removing the mask.



Ne touchez pas le devant du masque. Jetez le masque à la poubelle.

Do not touch the front of the mask. Place in a waste receptacle.



Pratiquez l'hygiène des mains.

Practise hand hygiene.

à attaches with ties



Pratiquez l'hygiène des mains.

Practise hand hygiene.



Détachez les attaches inférieures.

Untie the lower strap.



Détachez les attaches supérieures.

Untie the top strap.



Jetez le masque à la poubelle.

Place in a waste receptacle.



Pratiquez l'hygiène des mains.

Practise hand hygiene.

6) General information

Entrances

You must use the designated doors (visitors' entrance) to enter and exit the facility.

ID card

You must have your ID card to enter the facility and have it visible at all times while volunteering.

Locker room/volunteers' lounge

- Respect physical distancing guidelines and the maximum number of people allowed at the same time in the locker room/volunteers' lounge.

Meals

- No food is permitted in the areas used for storing clothing/shoes or for changing. However, a water bottle will be allowed as long as it is cleaned at least before each shift and physical distancing can be maintained during use. Reminder: perform hand hygiene before and after removing your mask.
- Check with the Volunteer Services Manager regarding the designated meal/snack areas.

Lab coat

Your lab coat must be washed after each use. You have the option of using the hospital Laundry Department or washing your lab coat at home. If you choose to wash your lab coat at home, you must take it off and place it in a sealed plastic bag before leaving the hospital.

Cell phones

Cell phones are potential vectors for germs.

Cell phones or pagers required for work are allowed at the workplace.

Personal cell phones are allowed during meals and breaks, but they must be disinfected at least before each shift. They are not allowed on nursing units.

Tips to ensure the safety of volunteers

Before



- Do the self-assessment at home.
- If you have symptoms of COVID-19, do not come for your volunteer shift and call the manager.
- Make sure your fingernails are clean and short and do not extend past your fingertips.
- Leave your rings and jewelry at home.
- Tie your hair if it is long.

During



- Practise hand hygiene often (before entering the facility, before each interaction, after touching your mask, etc.).
- Do not touch your eyes, nose or mouth.
- Avoid touching shared surfaces and objects (pens, telephones, etc.).
- Wear your lab coat.
- Wear a mask and stay two metres away from others.
- If symptoms of COVID-19 appear, even if they are mild, you must immediately separate from others. Notify Volunteer Services staff before leaving the facility, then call 811.

After



- Leave your lab coat at the hospital laundry.
- Disinfect your ID card and glasses.
- Change clothes when you get home.
- Stay active and maintain a healthy lifestyle.
- Anyone who has symptoms of COVID-19, even if they are mild, must stay home to avoid spreading the virus and must call 811.

APPENDIX 1

Self-assessment COVID-19

Symptoms

- ☐ Fever above 38°C or having chills
- ☐ Cough (new cough or worsening of chronic cough)
- ☐ Headache
- ☐ Sore throat
- ☐ Runny nose
- ☐ Diarrhea
- ☐ New onset of fatigue
- ☐ New onset of muscle pain
- ☐ Loss of sense of taste or smell
- ☐ Purple markings on the fingers and toes (in children)

Additional information/history

- ☐ You travelled outside the bubble approved by New Brunswick's Public Health within the past 14 days.
- ☐ You have been in contact with a confirmed COVID-19 case within the past 14 days
- ☐ You have been in close contact with a person with acute respiratory illness
- ☐ You have been exposed to a group exceeding the limits allowed by Public Health within the past 14 days

If you have **2 or more symptoms** or checked a box in the additional information/history section:

- Stay at home
- Contact Volunteer Services to notify us
- Call 811 or your family doctor / nurse practitioner to get tested

Attestation – Orientation Guide for Volunteers – COVID-19

Date: _____

Name: _____

I affirm that I have read the Orientation Guide for Volunteers – COVID-19 and I agree to respect the precautions listed in the guide.

Signature: _____