

SEATTLE/KING COUNTY CLINIC 2018

General Support Orientation

Thank you for your generous contribution of time, compassion and expertise at the approaching Seattle/King County Clinic. Volunteers are the life blood of this Clinic – without you it could not happen. We are most appreciative!

Please read this document carefully; it contains important information about the procedures and principles that will be followed during the Clinic. **If your plans change and you are unable to participate, please update your registration at <http://volunteers.seattlecenter.org> or contact Clinic staff at 206-615-1835 or SKCClinic@seattlecenter.org**

Contents

General Support Leaders - Page 1	What to Bring - Page 2
General Support Assignments - Page 2	Breaks & Meals - Page 3
Arrival & Parking - Page 2	What to Expect - Page 3
Attire - Page 2	Additional Questions & Information - Page 4

Additional reference materials including maps, check-in and orientation times, select assignment training videos, and more, can be found at seattlecenter.org/orientation **Please take time to review them!**

General Support Leadership

When you are on site, if you have a question or are asked a question you don't know the answer to, please contact a member of the leadership or the supervisor for your assigned area.

- Dave Nichols, CEM – General Support & Logistics Director
- Shane Knode, Michael Chandler, Ned Dunn & Jerin Howard – Patient Line/Ticket Facility
- Molly Korab, Erin Martin & Casey Collins – Volunteer Check In
- Ray & Douglas Kusumi – Volunteer Information & Reassignment
- Steven Colson – Volunteer Break Room & Patient Snacks
- Sarah Miller & Aaron Mullen – Patient Entrance/Return for Care Escorts
- Mike Whaley, Steve Sneed & Allison Elliott Tew – Patient Registration
- Kym Kinoshita & Tina Maloney – Patient Main Exit/Wristband Entrance
- Alanna Beebe, Anne Reub, Iris Saravia & Kayli Dragoo – Interpretation
- Adel Clifton – Patient Line Escorts & Waiting Area
- David Efroymsen & Naw Khin – Patient Intake Escorts & Waiting Areas
- Kim Demacedo & Mike Washington – Dental Escorts & Waiting Areas
- Juanita Jackson, Susanne Daniell & Carla Barrick – Dental Exit
- Danielle Dufault, Francisca Schwarz & Sue Van Zante-Peiser - Medical Escorts & Waiting Areas
- Colt Nelson, Lynnette Smith & Kaleigh MacDaniels – Medical Exit
- Sandina Antoine & Sarah Castaldo - Vision Escorts & Waiting Areas
- Christine Lindquist & Mandi Lewis – Vision Exit
- Bertha Sanders & Joshua Henriot – Records Processing
- Stephen Burke & Walter Wittel - IT

General Support Assignments

With exception of the “As Assigned” role which is intentionally designed to be flexible, you have been allowed to select your assignment(s). While we will do our best to honor the assignment(s), adaptability is critical to the success of the Clinic and we do reserve the right to move you to other assignments according where there is the greatest need.

Please visit the Volunteer Information & Reassignment Desk by Volunteer Check In for general questions and/or if you have been released from an assignment and are without something to do.

Arrival & Parking

Except for those working an early morning shift in the tent on Fisher Pavilion (patient line), please arrive and pick up your badge at the southeast corner of KeyArena, corner of 2nd and Thomas Streets by the Seattle Center Skatepark (see Seattle Center map at seattlecenter.org/orientation). The check in and orientation times specific to your assignment can also be found at seattlecenter.org/orientation Volunteers need to check in each day by having their badge scanned and must wear their badge to gain access to Clinic facilities. Patients begin entering the Clinic at 6:30 AM. The Clinic operates until 6:00 PM Thursday through Saturday and 5:00 PM on Sunday.

Please be sure to notify the Director or Lead in your assigned area before you leave for the day, so they can continue to monitor workflow and capacity.

Free parking is available in the 1st Avenue North Parking Garage or the Mercer Street Garage (see Seattle Center map at seattlecenter.org/orientation). Validation will be given at Volunteer Check-In on set-up and take-down days. On Clinic days volunteers will be able to come and go without a ticket. **DO NOT LEAVE VALUABLES IN YOUR CAR. KEEP ALL PERSONAL ITEMS OUT OF SIGHT.**

Attire

Please wear clean and tidy clothes that allow you to move freely. Refrain from wearing torn or ragged jeans, or any attire with inappropriate language or images. Wear comfortable closed-toed shoes. Volunteers have found compression socks can lessen “leg-weariness.” Volunteers will be given a Seattle/King County Clinic t-shirt. We encourage you to wear the t-shirt to differentiate you from the patients, but it is not required. Some areas of KeyArena can feel a cool for volunteers, so long sleeve shirts or layers are helpful. Interpreters will be asked to wear vests to make them easily identifiable.

What to Bring

Food Service:

- Something to tie up long hair
- An apron, if desired

Interpreters: a cell phone, if available

Other helpful items:

- Small backpack or shoulder satchel to keep items on your person
- Eyeglasses or readers if needed for reading or computer use
- Cell phone charger

Keep your belongings safe by labeling them with your name and keeping track of them throughout the day. We do not have lockers for personal belongings. A self-check for coats and other non-valuable items is available in the volunteer break room (Club Live) in KeyArena. We are not responsible for articles that are damaged, lost or stolen.

[Breaks & Meals](#)

Breakfast and lunch will be provided to volunteers in the Seattle Center Pavilion. If you have special dietary needs, you may want to bring your own food as we may not be able to meet those needs. Snacks, beverages and grab-n-go lunch will also be available throughout the day in Club Live in KeyArena and in the tent on Fisher Pavilion for Early AM volunteers. Breaks to eat and rest will be given. Please refrain from eating in the patient care areas.

[What to Expect](#)

Please make patients feel welcomed and respected. Warm smiles, introductions, eye contact, and a calm manner will put patients at ease and make their experience exceptional.

Remember, we are all volunteers working together – please be flexible, patient and understanding.

We anticipate a diverse patient population. Please review the patient population competencies at seattlecenter.org/orientation to help you best serve those who attend. Interpretation services will be available either through onsite interpreters or by using InDemand Interpreting's mobile service (additional information will be provided during orientation). Any volunteer who fluently speaks a language other than English will have the language(s) identified on their badge.

The tent on Fisher Pavilion will open at 12:30 AM for prospective patients to wait in line for Clinic admission tickets. Tickets will be distributed in line order beginning at 5:00 AM. Patients with Return for Care (RFC) wristbands will be admitted through the east doors of KeyArena at 6:30 AM. Patients with tickets will be admitted starting at 6:30 AM. It may take 3 or 4 hours to admit all patients with tickets.

Once admitted to KeyArena, patients can be identified by a colored wristband with the date printed on it. Patient companions will have a white wristband with the date printed on it. These wristbands will allow the persons wearing them to come and go from the east doors of KeyArena on that day only. Anyone who claims they are missing a wristband or a healthcare record should be sent to an Exit station, so it can be investigated.

A diagram of the patient flow and Clinic services is available at seattlecenter.org/orientation Patients can seek care in the dental, medical or vision areas if they have the correlating record(s) in their green folder. It is important that the patient always begin at the Start/Triage point for each area. DO NOT promise patients services or suggest they may be able to return for continued care on a subsequent day.

Snacks and water are available for patients and their guests in the tent on Fisher Pavilion and in two concession stands on the Main Concourse of KeyArena. These items have been specifically selected by healthcare professionals to provide nutritional value and not to negatively impact their health status (glucose etc.) which could affect their ability to receive certain types of care. Please do not take food from the volunteer areas and distribute to patients.

Medic One will be on site in the event of an emergency. Immediately notify the nearest Seattle/King County Clinic team member in a green or orange SKCC t-shirt if an emergency occurs.

Alert a member of the leadership if you need behavioral health support or security.

Notify a member of the leadership in the event of any injury or accident.

Please help us to secure and protect patient records. If you find or are handed a patient record of any type, whether complete or incomplete, please turn it in immediately to an Exit station. Patient records are important for tracking services provided at the Clinic and for supporting patient follow-up care. Remind patients to turn in records at the appropriate Exit station and/or before leaving KeyArena.

Be sure to respect patient privacy. Please do not share:

- individually identifiable information about a patient's health status or treatment
- any personal information you see or hear
- that a patient sought treatment at the Seattle/King County Clinic

Know that the Seattle/King County Clinic Leadership Team has done their best consider all aspects of the Clinic, from start to finish, when designing operations. Our processes and procedures exist for a reason. If you have questions or feedback about any of them, please find a private opportunity to share your thoughts with a member of the team, but do not implement your own processes and procedures.

[Additional Questions & Information](#)

This orientation cannot possibly cover all details about the Clinic. If you have further questions, please contact Seattle/King County Clinic staff (SKCClinic@seattlecenter.org or 206-615-1835) who will be glad to answer them or put you in touch with the appropriate leadership member.

Additional information can be found at seattlecenter.org/orientation

THANK YOU!

Thank you again for volunteering. Your contribution will make healthcare possible for thousands of underserved patients. Remember to enjoy yourself and we'll see you soon!