



## **ANNUAL TRAINING**

Please read the following volunteer annual training, review the volunteer handbook in the Orientation Materials section, fill out, complete the quiz, sign certification page and return to the Volunteer Office so that you may remain an active volunteer in our system for another year!

## **The Serve Model - Interacting with Respect:**

### **SAY HELLO**

Greet the person(s) and introduce yourself

### **ENGAGE**

Identify/acknowledge/confirm the situation and/or need

### **RESPOND**

Communicate actions, how long it will take, and the impact it will have

### **VERIFY**

Confirm that they have what they need; ask if there is anything else you can help with

### **EXIT**

End the interaction courteously and if applicable, with an explanation of what will come next

## **Emergency Preparedness**

- The Hospital Incident Command System (HICS) is the emergency preparedness plan for the health care system.
- During activation of the HICS, staff/contractors/volunteers can report to the Personnel Pool for deployment to needed areas.
- Talk with your supervisor regarding your specific role.

### Emergency Codes

RED - Fire

GREEN - Psychiatric Intervention/Emergency

BLACK - Bomb Threat

WHITE - Wandering/Missing patient

BLUE - Cardiac Arrest

YELLOW - Disruptive/Dangerous Behavior

PURPLE - Person with Weapon

SILVER - The Active Shooter

## **Fire Safety**

Immediately upon discovery of a fire, contact your supervisor.

The following actions are taken:

**R** – Rescue: Remove people from the area and assist to safety

**A** – Alarm: Activate fire alarm and phone emergency phone number

**C** – Contain: Close all doors to contain and control fire and smoke

**E** – Evacuate/Extinguish: if you are trained and able

**Fire Extinguishers are strategically located throughout the facility.**

### Instructions:

**P** – Pull pin

**A** – Aim at the base of the fire

**S** – Squeeze lever or handle

**S** – Sweep extinguisher from side to side

### **Important numbers to remember:**

When calling a code or Rapid Response (fallen patient etc.)- ext. 53333

Non-Emergency business- ext. 53647

Emergency or Hazardous Spill- 858-642-1060

Radioactive Material Incident- ext. 53911

Post-Exposure Hotline (Needlestick/Splash-STIC)- ext. 57842

### **Activities that should immediately be reported to VA Police:**

- Photography- taking pictures/video of the facility, infrastructure, or patients
- Surveillance - monitoring the activity of people, facilities, processes or systems
- Expressed/Implied Threat – communicating a spoken/written threat to damage a facility
- Misrepresentation - presenting false documents/identification to misrepresent one's affiliation with an activity to cover possible illicit activity

- Eliciting Information - questioning people about the facility to include individuals probing employees in person, on or off site, over the phone or internet about functions or personnel procedures at the facility

**VA Police have the authority and may question suspicious people and activity.**

**While at the VA facility volunteers must:**

- Always wear volunteer identification badge
- Obey all laws and regulations; this includes speed limits, parking areas, stop signs, no weapons, no explosives, no alcohol, no illicit drugs (including medical marijuana), no gambling, no soliciting, and no pets are strictly prohibited

Report any suspicious incidents/items to the VA Police at ext. 53647.

**If there is an active shooter:**

**Evacuate**

- If there is an escape route, evacuate immediately.
- Leave your belongings behind.
- Do not try to move wounded people.
- Prevent others from entering the area.

**Evade**

- If you cannot evacuate, find a place to hide that is concealed from view, protected from shots fired and non-confining.
- Turn your cell phone or pager to silent.

**Engage**

- If you cannot escape or evade, engage.
- Be aggressive: throw items, yell and improvise weapons.
- Commit to your actions.

## **Comply**

When law enforcement arrives:

- Remain calm and follow instructions.
- Drop items in your hands.
- Raise your hands and keep them visible at all times.
- Do not yell, scream, or point anyone who witnesses or has reason to believe an individual is armed with a weapon actively causing death or serious bodily injury to others must immediately call ext. 53333 (clinics must press 911 to report an active shooter event).

Report a “Code Silver” to VA Police and give the location and description of the assailant(s)

## **Prevention of Violence in the Workplace**

- Workplace violence includes behavior such as:
  - **Intimidation**
  - **Harassment**
  - **Threats**

Assaults toward another person

Destruction of property

- Perpetrators of violence may be employees, patients, visitors, or volunteers.
- It is the responsibility of all volunteers to maintain a safe environment.
- Customer service is the single most important violence prevention tool we have.
- All threats and incidences of violence should be reported to your supervisor, voluntary service and the VA police.

## **Sexual Harassment Policy**

The Department of Veterans Affairs’ policy is to maintain a work environment free of sexual harassment. Sexual harassment is unacceptable conduct in the workplace and will not be tolerated.

## **Definition of Sexual Harassment:**

Sexual harassment is defined as 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 employment;

Submission to or rejection of such conduct is used as the basis for employment decisions affecting that individual;

Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment

## **Ethics/Boundaries**

Relationships between volunteers and patients within this health care system exist only for therapeutic purposes.

Relationships should be kept professional and should not co-exist with personal, intimate, social, or business relationships.

To go beyond the traditional volunteer and/or patient relations (even if initiated by the patient) constitutes a boundary violation.

Volunteers will not engage in any activity with patients for private gain while on or off duty.

Volunteers must never use their position to take advantage of any patient. Do not be in a secluded area with patients or in patient rooms with the door closed.

Volunteers must not engage in financial transactions (cashing checks or purchasing items) with patients or handle patients' money and must not accept money (in any form), gifts, tips, or favors from patients.

Volunteers are not permitted to loan or borrow money from patients.

Infractions involving patients' fund could result in termination of the volunteer.

## **Infection Control**

The most important factor in preventing infections in the healthcare system is proper hand washing/hand disinfection. Wash or disinfect your hands after physical contact with a patient in a patient care or clinical area. Wash or disinfect your hands if you have touched surfaces that may have been contaminated, before and after using the

restroom. In addition, if you have worn gloves, wash/disinfect your hands when you remove your gloves.

### Hand Disinfection Procedures

#### **Alcohol hand sanitizer:**

- Apply alcohol hand rinse
- Distribute sanitizer to all surfaces of your hands, including nail beds
- Rub hands dry, and do not use paper towels

#### **Washing hands:**

- Pump paper towel dispenser to have paper towel available
- Turn on faucet and wet hands
- Keep hands lower than your elbows and apply washing soap
- Wash vigorously for at least 20 seconds using friction and pay attention to fingertips and nails
- Rinse well, keeping hands in downward position
- Use paper towel to turn off faucets after drying hands

### **VA Information Security**

VASDHS Information Security Officer [ext. 51559](tel:51559)

#### **What is Information Security?**

Information security is the protection of sensitive or legally protected information, specifically personal health and privacy information

- Understand what information you have access to and why
- Only access information systems through approved hardware, software, solutions, and connections
- Take appropriate steps to protect information, network access, passwords, and equipment
- Don't use automatic password-saving features found on web sites
- Control access to patient files or information saved on a disk

## **VA National Rules of Behavior**

<https://www.saginaw.va.gov/docs/VA6500ROB.pdf>

Please click (or copy and paste to your web browser) the link above and read the VA National Rules of Behavior in its entirety.

## **VA Privacy Training**

For personnel without access to VA Computer Systems/Direct Access/Use to VA Sensitive Information:

The Department of Veterans Affairs, VA must comply with all applicable privacy and confidentiality statutes and regulations. One of the requirements in VA is to have all personnel trained annually on privacy requirements. "Privacy" represents what must be protected by VA in the collection, use, and disclosure of personal information whether the medium is electronic, paper or verbal.

This document satisfies the "basic" privacy training requirement for contractors, volunteers, or other personnel only if the individual does not use or have access to any VA computer system, patient health information (PHI), whether paper or electronic. This training outlines your roles and responsibility for protecting VA sensitive information (medical, financial, or educational) that you may incidentally or accidentally see or overhear.

If you have access to a VA computer system where there is protected health information such as CPRS, VistA Web, you must take "Privacy and HIPAA Focused Training" (TMS 10203). "VA Privacy and Information Security Awareness and Rules of Behavior" (TMS 10176) is always required in order to use or gain access to a VA computer systems or VA sensitive information, whether or not protected health information is included. Both trainings are located within the VA Talent Management System (TMS).

## **What is VA Sensitive Information/Data?**

All Department information and/or data on any storage media or in any form or format, which requires protection due to the risk of harm that could result from inadvertent or deliberate disclosure, alteration, or destruction of the information. The term includes not only information that identifies an individual but also other information whose improper use or disclosure could adversely affect the ability of an agency to accomplish its mission, proprietary information, and records about individuals requiring protection under applicable confidentiality provisions.

## **What is Protected Health Information?**

The HIPAA Privacy Rule defines protected health information as Individually Identifiable Health Information transmitted or maintained in any form or medium by a covered entity, such as VHA.

## **What is an “Incidental” Disclosure?**

An incidental disclosure is one where an individual's information may be disclosed incidentally even though appropriate safeguards are in place. Due to the nature of VA communications and practices, as well as the various environments in which Veterans receive healthcare or other services from VA, the potential exists for a Veteran's protected health information or VA sensitive information to be disclosed incidentally.

You overhear a healthcare provider's conversation with another provider or patient even when the conversation is taken place appropriately.

You may see limited Veteran information on sign-in sheets or white boards within a treatment area of the facility.

Hearing a Veteran's name being called out for an appointment or when the Veteran is being transported/ escorted to and from an appointment.

## **Safeguards You Must Follow to Secure VA Sensitive Information:**

Secure any VA sensitive information found in unsecured public areas (parking lot, trash can, or vacated area) until information can be given to your supervisor or Privacy Officer. You must report such incidents to your Privacy Officer as soon as possible.

Do not take VA sensitive information off facilities grounds without VA permission unless the VA information is general public information, i.e., brochures/pamphlets.

Do not take pictures using a personal camera without the permission from Voluntary Service or Public Affairs.

Any protected health information overheard or seen in VA should not be discussed or shared with anyone who does not have a need to know the information in the performance of their official job duties, this includes spouses, employers, neighbors, friends, or colleagues.

Do not share VA access cards, keys, or codes to enter the facility or to sign in as a volunteer.

Immediately report lost or stolen Non-Personal Identity Verification (NPIV) badges or VA volunteer badges, any VA keys or keypad lock codes to your supervisor, voluntary service and VA police.

Do not use a VA computer using another VA employee's access and password.

Do not ask another VA employee to access your own protected health information.

You must request this information in writing from the Release of Information section at your facility.

What are the Six Privacy Laws and Statutes governing VA?

1. Freedom of Information Act (FOIA) compels disclosure of reasonably described VA records or a reasonably segregated portion of the records to any person upon written request unless one or more of the nine exemptions apply.

2. Privacy Act of 1974 provides for the confidentiality of personal information about a living individual who is a United States citizen, or an alien lawfully admitted to U.S. and whose information is retrieved by the individual's name or other unique identifier, e.g. Social Security Number.

3. Health Insurance Portability and Accountability Act (HIPAA) provides for the improvement of the efficiency and effectiveness of health care systems by encouraging the development of health information systems through the establishment of standards and requirements for the electronic transmission, privacy, and security of certain health information.

4. 38 U.S.C. 5701 provides for the confidentiality of all VA patient and claimant information, with special protection for their names and home addresses.

5. 38 U.S.C. 7332 provides for the confidentiality of drug abuse, alcoholism and alcohol abuse, infection with the human immunodeficiency virus (HIV) and sickle cell anemia medical records and health information.

6. 38 U.S.C. 5705 provides for the confidentiality of designated medical-quality assurance documents.

What are the Privacy Rules Concerning Use and Disclosure?

You are not authorized to use or disclose protected health information. In general, VHA personnel may only use information for purposes of treatment, payment or healthcare operations when they have a need-to-know in the course of their official job duties.

VHA may only disclose protected health information upon written request by the individual who is the subject of the information or as authorized by law.

## **How is Privacy Enforced?**

There are both civil and criminal penalties, including monetary penalties that may be imposed if a privacy violation has taken place. Any willful negligent or intentional violation of an individual's privacy by VA personnel, contract staff, volunteers, or others may result in such corrective action as deemed appropriate by VA including the potential loss of employment, contract, or volunteer status in addition to civil and criminal penalties.

Know your VA/VHA Privacy Officer and Information Security Officer. These are the individuals to whom you can report any potential violation of protected health information or VA sensitive information, or any other concerns regarding privacy of VA sensitive information.

You are responsible for protecting the confidential information of our Veterans.

## **Volunteer Responsibilities**

### **Sign-in Procedures**

- o Recording of all hours is very important. Volunteers are required to sign-in at the start of their shift upon each visit. (Time can be logged by 15 minute or hour increments).

### **Assignment Changes**

- o Changes in assignments can occur only when both new supervisor and volunteer agree. Contact Voluntary Services prior to any changes for new commitment form.

### **Dependability**

- o is the key factor to a successful relationship with staff, patients and other volunteers. If you need to call in for any reason contact your supervisor.

### **Attitude**

- o Volunteers are relied upon to create a positive, warm, and therapeutic atmosphere for our Veterans. Always use proper phone etiquette and show respect to others. Our volunteers are Customer Service agents and represent the Director.

### **Dress**

- o Professional and appropriate appearance is required. Business casual. Please review the dress code in the Volunteer Handbook in the Orientation Materials section.

## **Identification**

o Photo ID badges must be worn at all times above the waist. Temporary badges may be obtained at the voluntary service office. When you stop volunteering for more than 30 days, please let your supervisor know and turn in your badge. The VA badges are federal property.

## **Training**

o Volunteers are required to complete mandatory annual training to remain active in our system.

## **Volunteer Benefits**

### Meals

o Meals will be provided to all volunteers that work 4 hours or more through a meal period and the volunteer signs in before 11:30 a.m. Meal tickets are only valid on the date issued and CANNOT be combined or transferred with other tickets. If you are at an Outpatient Clinic (CBOC) you will receive a meal card. Meal cards will only be given on the day you volunteer. No cards will be given for previous days as payback.

### Parking

o Volunteers can park in the visitors & patient parking lots located in the front of Building 1.

### Work Experience/References

o Any student and/or adult may use their volunteer assignment as work experience on a job or school application. We do not process volunteers completing an internship or needing observation hours.

### Other Benefits

- o Canteen Retail Store and Credit Union

## **Timekeeping**

It is your responsibility to assure that the hours that you volunteer each day are recorded.

- o All volunteers should sign in prior to reporting to their assignment.
- o For your convenience, sign-in computer is in the Voluntary Service office.
- o If a computer is not available, please use a sign-in sheet, or contact the Voluntary Service at ext. 3267.

- Those volunteers who cannot sign in at the computer kiosk, please send your volunteer hours on the first of every month.

**Always sign-in for liability and emergency locating purposes**

Only those hours that have been officially recorded are applied toward awards or verification of service for school referral purposes

- Volunteers who are injured on the job are entitled to benefits provided under the provisions of Workers Compensation.
- Only authorized volunteers who have signed in for duty during the schedule they work are eligible to apply benefits.