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Mission, Vision & Values

Mission: We provide quality health care to veterans in an environment of compassion, education and research.

Vision: Be a model of clinical and organizational excellence.

Core Values: Trust, Respect, Commitment, Compassion and Excellence.

VA Voluntary Service – The Story

For almost two decades, volunteers have been participating in the care and treatment of veteran patients. Throughout the nation they have provided more than 10 million hours of service to the sick and disabled who served in the military. Before deciding if this program is right for you, please review the following information:

The Department of Veteran Affairs operates the largest network of hospitals and resident homes for veterans in the United States, with more than 170 modern, well-equipped hospitals in communities from coast to coast. Veteran patients require care ranging from long-term highly specialized treatment for the seriously disabled to periodic visits at an ambulatory outpatient clinic. To serve these needs the VA operates outpatient clinics, day treatment centers and restoration/nursing home care units. In this process, the VA makes significant contributions to the nation's medical teaching and research efforts.

Why are volunteers needed? Volunteers contribute to the veteran's overall recovery by keeping him or her in touch with the familiar outside world. By bringing the "community" into the hospital, a patient's recovery is enhanced and expedited. The volunteers often take the place of "good neighbors" by helping with the discharge process, escorting the inpatient to the clinic or to the transportation that will take him or her home. This helpful, common touch is often the final stage of recovery.

Why volunteer? Americans volunteer at the VA for a number of different reasons: some have veterans in the family, some have received treatment at the VA and would like to give back, and others want to gain work experience in a hospital setting. Some find personal satisfaction in caring for the veterans who made a great sacrifice. The need for volunteers is increasing.

Volunteers are needed. We appreciate your interest in being a volunteer with the Southern Arizona VA Health Care System.

The VA expects volunteers to have the following qualifications:

- Sincere interest in rendering service to hospitalized veterans.
- Sense of responsibility and dependability.
- Willingness to accept medical center standards of conduct and supervision.
- Ability to work with people in a group, as well as with individuals.
- A sense of humor, tact, patience, warmth and the ability to control feelings of curiosity and pity.
- Physical ability to perform the assigned tasks.
- Sense of pride in serving others.

Youth volunteers, between fourteen (14) and eighteen (18), can serve as regularly scheduled volunteers with written parental approval.

Orientation & Introduction

All regularly scheduled volunteers are required to attend an orientation before beginning their Voluntary Service careers. The orientation is an introduction to the Medical Center.

The basic purpose of the orientation is twofold:

- a. To provide information related to the policies, functions and objectives of the Medical Center.
- b. To provide an understanding of the fundamental principles and procedures of volunteer service in the Medical Center. The supervisor in the assigned area will provide on-the-job training.

TUBERCULOSIS SKIN TEST

Since the incidence of TB has increased significantly, before working with patients all scheduled volunteers must receive a skin test for tuberculosis (PDP). To insure patient and volunteer safety, this test will be repeated annually on each volunteer's birthday.

IDENTIFICATION BADGES

Each volunteer will receive a VA picture identification badge from the Voluntary Service Office. This I.D. badge should be worn in plain view while serving on VA property. Lost badges should be reported to the Voluntary Service Office immediately. When you are no longer actively serving, you should return the badge.

LOGGING IN HOURS

Each volunteer must log in. This may be done on computer terminals located throughout the Medical Center and in the Voluntary Service Office. If you are unable to log in due to a computer problem, please notify the Voluntary Service Office as soon as possible.

The sign-in code is the first initial of your last name plus the last four numbers of your Social Security number. EXAMPLE: "B2344"

Signing in is important because it activates your insurance liability coverage and allows the staff to locate you in case of an emergency or in the event that someone has a special message for you. It also allows the VA to give you credit for the hours you work. Volunteer hours are transferable from one VA to another. If you have previously been a volunteer at another VA facility, please let the office know so that your hours can be transferred

Volunteer Quick Reference Guide

Screen 1 : *Welcome Volunteer Screen*

The first screen you should see at the sign-in kiosk is the ***Welcome Volunteers*** screen. If the screen does not say ***Welcome Volunteers***, please contact the Voluntary Service staff.

1. Enter your identifying code, which is the first letter of your last name followed by the last four digits of your Social Security number.
2. Click on the green **Log In** button.

Screen 2 : *Combination Codes*

If you have more than one Combination Code assigned, click on the **Select** button next to the Combination Code you will be entering for hours.

Screen 3 : *Entering Hours Worked*

1. Click on the down arrow and a list of hours will be available.
2. Click on the number of hours that you will be working today.
3. Once that number is highlighted, click on the green **Submit** button.

Screen 4 : *Meal Authorization Screen*

1. Screen 4 indicates if you are eligible for a meal. Click on the green **Yes** if you would like a meal.
2. Click **No** if you don't want a meal and the system will return you to Screen 1.

Screen 5: *Meal Ticket With Print Option*

If you answered **Yes** for a meal ticket for lunch, a meal ticket will display and a print screen will appear. Click on **Print** or press the **Enter** key for your meal ticket to print.

Note: This may not apply to all facilities. Please check with your Voluntary Service staff.

Screen 6 : *Log Off Screen*

The final screen will reflect "Thank You" and indicate you are logged off. To log additional hours, click on the green **Log In** and it will take you back to Screen 1.

Note: If problems are encountered during this process, contact your Voluntary Service staff for assistance.

VSS Volunteer Quick Reference Card

- Screen 1- *Welcome Volunteer Screen*
- *Enter Identification Code*
- Screen 2 - *Combination Codes*
- Screen 3 - *Entering Hours Worked*
- Screen 4 - *Meal Authorization Screen*
- Screen 5 - *Meal Ticket With Print Option*
- Screen 6 - *Log Off Screen*

MEALS

Every volunteer who works a minimum of four (4) hours a day is entitled to a complimentary hot meal in the Patient Dining Room, as long as at least one (1) hour of service precedes the meal period.

The following guidelines apply:

- Before eating, all volunteers must turn in a signed meal ticket (usually obtained from the computer during sign-in process).
- All food must be consumed in the dining room.
- A Volunteer I.D. badge must be worn.
- Only single-portion, regular diets are served.

The automated sign-in system will print your meal voucher at the beginning of each shift. This voucher must be signed in front of the Food & Nutrition person in charge. Problems with the meal ticket printer should be reported to the Voluntary Service Office in Building 3, Room 107, or by calling Ext. 1822. In the event of a computer failure, the Voluntary Service Office can provide a meal voucher.

ACCIDENTS & ILLNESSES

Emergency medical treatment will be furnished to any volunteer who is injured or incapacitated while performing his or her assigned duties. All volunteers who serve on a regularly scheduled basis are considered employees and are eligible for injury compensation benefits as provided by Section 108 (b) of Public Law 357, 81st US Congress, as long as they are injured while performing their assigned duties.

Regardless of how minor, all injuries must be reported to your VA Volunteer Supervisor. For treatment, the volunteer should report to the Employee Health office during the day or to the Life Support Unit (LSU) evenings and weekends or in case of emergency. The volunteer's supervisor should complete a standard VA accident report within 48 hours of the injury.

CANTEEN SERVICE

Volunteers are authorized to use the Veterans Canteen Service (VCS) and the retail store located in Building 3. These services are normally available Monday through Friday. Hours of operation are posted at all canteen entrances and may vary.

VOLUNTEER PARKING

Reserved volunteer parking is available in parking lot Q, adjacent to Voluntary Service, Building 4, and parking lot G, adjacent to Building 80. All volunteers who drive to the Medical Center must register their vehicles with the hospital police and affix an SAVAHCS registration decal to their vehicles. Handicap license plates are required for parking in any handicap-designated areas.

SAFETY

All volunteers are requested to observe the Medical Center safety rules and regulations and participate in all fire drills in their assigned area. The supervisor will show the volunteer where the fire extinguisher and fire alarms are located.

CODES:	Red:	Fire
	Green:	Urgent Care Team/Police
	Orange:	Disaster
	Blue:	Urgent Care Team/Medical
	Yellow:	Individual With Weapon
	White:	Missing Patient

During a Code White, one representative from EACH Escort Service shall report to the Auditorium for further instructions.

FIRE PREVENTION

- R. Rescue**
- A. Alarm, pull-dial 222**
- C. Confine-close doors**
- E. Extinguish**

FIRE PREVENTION DISASTER PLAN

Volunteers on duty at the time of a disaster should continue their assigned duties until their supervisor determines that they might be more useful in another area. Volunteers may be asked to report to the disaster manpower pool.

Volunteers on duty may be called in if additional manpower is required to meet the emergency.

TAKING PICTURES

The patient's written consent on VA Form 10-3203 must be received before pictures are taken of the patient or the patient's voice is recorded

RESIGNATION

If volunteers decide they are no longer able to serve as scheduled, they should notify the Voluntary Service Office and their supervisor. They must turn their I.D. badge and their volunteer vest in to the Voluntary Service Office.

DRESS CODE & INSIGNIA

Volunteers affiliated with an organization may wear approved uniforms and identification. All volunteers are requested to use good judgment in selecting clothing that will not hinder them in carrying out their volunteer assignment. Some examples of inappropriate items are halter tops, see-through tops, short shorts, excessive jewelry, shower shoes and bare feet. Please remember your personal appearance and hygiene reflect on the quality of all our volunteers and services.

REFRESHMENTS

No personal or food items will be distributed to patients without permission from the Voluntary Service Program Manager and the ward Nursing Supervisor.

SEXUAL HARASSMENT

Definition: *Deliberate or repeated unsolicited verbal comments, gestures or physical conduct of a sexual nature that is unwelcome.*

Examples of Sexual Harassment:

Verbal

- Sexual innuendos
- Suggestive remarks
- Insults
- Jokes and humorous gestures about sex
- Mimicking gender-specific traits
- Sexual propositions
- Repeated unsolicited requests for dates
- Excessive personal attention, such as love letters, telephone calls or gifts
- Comments or gestures about body parts or sex life
- Threats

Non-Verbal

- Suggestive or insulting sounds or gestures
- Leering, ogling or staring
- Whistling
- Obscene gestures
- Showing obscene or graphic sexual materials such as pictures, cartoons, calendars or drawings

Physical

- Touching others
- Inappropriately touching oneself
- Pinching
- Pats, hugs or shoulder rubs
- Brushing against the body
- Rape, attempted rape and assault

WHAT TO DO IF YOU ARE SEXUALLY HARASSED:

1. Remain cool and professional, avoid being overly dramatic.
2. Tell the person to “STOP” or "NO!" Be direct and candid with the person. Make your feelings known immediately and in a direct manner.
3. TELL SOMEONE (your supervisor or the EEO Manager) if the behavior continues.

When reporting sexual harassment, be prepared to tell all the facts surrounding the incident, including: who, what, where, when and exactly how it happened in graphic detail.

**Call your EEO MANAGER, Carole Lemieux
Ext. 6196**

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

Health information is any information created or received regarding a patient's past, present or future health care:

- Physical or mental health or condition
- Health care
- Payment for health care provided.

HIPAA is a summary notice regarding how health information is used and disclosed, patients' rights regarding health information, and the legal duty of SAVAHCS to protect the privacy of this health information.

Standards for Privacy of Individual Identifiable Health Information

- Full implementation mandated by April 14, 2003
- Known as the HIPAA Privacy Rule

VHA Privacy Policy

Health Insurance Portability and Accountability Act (HIPAA) impacts the entire VHA workforce, including:

- Volunteers
- Students
- Medical residents
- Contractors
- Staff who **do not** have direct patient contact

Facility Privacy Officer

- Corrine McLean, Quality Programs
- Route questions to OQ 2
- Phone: 6623

Information Security Officer, Roman Black, ISE, phone: 6169

Compliance Officer, Terry Atienza 001, phone: 6553

Privacy and Release of Information

Privacy statutes include:

- Freedom of Information Act
- Privacy Act
- VA Claims Confidentiality Statute
- Confidentiality of Drug Abuse, Alcoholism, Infection with HIV and Sickle Cell Medical Records
- Health Insurance and Accountability Act
- Confidentiality of Healthcare Quality Assurance Review Records

Use of Information

- All VHA volunteers/employees can use health information contained in VHA records **only** in the official performance of their duties for treatment, payment and healthcare operations purposes.
- Volunteers/employees must only access or use the **minimum** amount of information necessary to fulfill official VA duties.
- Use of health information for other purposes, such as research, requires additional authority, such as the veteran's **written authorization**.

Disclosure of Information

VHA volunteers/employees can only disclose individually identifiable health information (IIHI) when:

- Written authorization from the individual to whom the information pertains is obtained
- Other legal authority permits the disclosure without written authorization

Safeguards

Each facility will make certain that appropriate administrative, technical and physical safeguards are established:

- To ensure the security and confidentiality of individual identifiable information/records
- To protect against any anticipated threats or hazards to their security or integrity which would result in substantial harm, embarrassment, inconvenience or unfairness to any individual on whom information is maintained

Veteran's Rights

- To receive a copy of the VHA Notice of Privacy Practices
- To obtain a copy of his/her own record without offering an explanation/justification of the reason
- To request an amendment to any information in the record
- To request a list of all disclosures of information

- To request that the VHA restrict use or disclosure of IIHI (individually identifiable health information)
- Personal representative of a deceased individual has these rights for that individual.

Research Utilizing IIHI

- Intramural research conducted by a VHA employee and approved by an Institutional Review Board requires informed consent.
- Extramural research consent authorization may be incorporated into an informed authorization notice.
- Volunteer/employee information may be released without written authorization, subject to certain provisions.

Disclosures Without Prior Authorization

- VA Contractors
- Contract Nursing Homes
- Office of General Council
- Inspector General
- Office of Resolution Management
- Veterans Benefits Administration [??]
- National Cemetery
- Board of Veterans Appeal
- Office of Employment Discrimination
- Unions
- Compensated Work Therapy
- VA Human Resources Management
- VA Police and Security

Authorizations Requirements

- Must be in writing
- Contain an expiration date
- Identify to whom the requested information pertains
- Contain the signature of the individual permitting disclosure
- Information regarding HIV, sickle cell anemia or drug/alcohol treatment may not be disclosed unless explicitly covered in the authorization

Other Types of Disclosures Requiring Authorization

- Information to be used for audit and evaluation purposes
- Release of credentialing and privileging records
- Release of photos and health information to news media
- Release of information from outside sources
- Release of name and address
- Release of information of deceased individuals

Examples of Disclosures to Non-VA Entities

- Congress
- Courts of law
- Law enforcement entities
- Next of kin, family and significant others

- Non-VA healthcare providers
- Medical care cost recovery
- Public health authorities
- State veteran homes and veteran service organizations

Complaints

- Should be made in writing
- Should be made to the VHA Privacy Officer or to the VA healthcare facility Privacy Officer

Faxes Containing Individual Identifiable Healthcare Information

- Shall only be transmitted between VA health care facilities when no other means exists to provide the requested information
- Shall only be transmitted outside VA under medical emergency situations

Emails

- Must contain only non-individually identifiable information unless the data and accompanying passwords or other authentication mechanics are appropriately secured

Penalties

- A VHA volunteer/employee who knowingly violates the provisions of HIPAA by disclosing individually identifiable healthcare information shall be fined not more than \$50,000, imprisoned not more than 1 year, or both.
- Administrative, disciplinary or other adverse actions (e.g. admonishment, reprimand and/or termination) may be taken against employees who violate the statutory provisions.

Freedom of Information Act (FOIA)

- Requires disclosures of VA records to any person upon written request
- Offers the public/stakeholders the opportunity to check what we are doing
- Is subject to certain restrictions

Accounting of Disclosures

This will include:

- Date of disclosure
- Description of the IHI disclosed
- Purpose of the disclosure
- Name, address of agency/person to whom the information was disclosed is to be retained for a minimum of 6 years

Volunteer Rules & Ethics

To make your volunteer service an enjoyable experience, you should follow these simple rules:

- Treat everyone the way you would like to be treated.
- Notify the Voluntary Service Office if you have a change of address or telephone number.
- Be punctual. Your supervisor has planned work for the day according to your commitment.
- Information concerning patients and their records are CONFIDENTIAL. Matters of confidence should be respected. All information the patient may give or anything the volunteer may learn about the patient should be kept in strict confidence. Volunteers should be as loyal to patients as to the Medical Center. Incidents occurring within the Medical Center should remain in the Medical Center and should not become a subject of general conversation.
- Please do not inquire about the patients' illness when conversing with them.
- Lending or borrowing money or other items from patients is PROHIBITED.
- Do not discuss controversial subjects with patients, staff or other volunteers.
- Patients' religious needs should be referred to the Medical Center.
- Treat all patients equally and try not to show favoritism.
- Do not enter a room posted "Isolation" or "No Visitors" unless specifically requested to do so by a nurse or a doctor.
- Patients should not receive food or drink (including water), without permission from a nurse or a doctor. The nurse must furnish all medication to the patient.

- Remember that volunteers are here to provide a service to patients; to provide this service, volunteers must keep the patients' comfort and welfare in mind at all times.

GIFTS & DONATIONS

The Voluntary Service Program Manager has been designated by the Medical center Director to accept, either monetary or material. All prospective donors should be asked to contact the Voluntary Service Program Manager, or ask the Program Manager to contact the donor.

Gifts and donations will be accepted only after the donor understands that the complete title of the donation passes to the VA. The donor may direct that a gift or donation be devoted to a particular use, provided that this use is proper, practical and not in violation of VA policy. Articles donated for a specific purpose and which are usable only for that purpose may be returned to the donor if the purpose for which the articles were donated cannot be accomplished.

INCOME TAX DEDUCTIONS

Volunteers may be able to deduct certain expenses relating to their service to the VA. Please contact your accountant or the local IRS representative for guidance.

RECOGNITION OF VOLUNTEER SERVICE

Awards and Banquet

April marks National Volunteer Recognition Month throughout the VA system. Because of the valuable assistance volunteers provide and the understanding that volunteers play a critical role in fulfilling the SAVAHCS mission to serve our veterans, we take time out to honor our volunteers each year. At a special dinner we present awards for male, female and youth volunteer of the year.

In addition, awards are presented to volunteers who have satisfactorily completed VA orientation and served the required number of hours:

- 50-Hour Youth Award
- 100-Hour Award
- 150-Hour Award

300-Hour Award
300-Hour Youth Award
500-Hour Award
750-Hour Award
1,000-Hour Award
1,750-Hour Award
2,500-Hour Award
3,750-Hour Award
5,000-Hour Award
6,250-Hour Award
7,500-Hour Dedicated Service Award Plaque & Pin
8,750-Hour Award Plaque & Pin
10,000-Hour Silver Bowl Honor Award & Pin
12,500-Hour Award & Pin
15,000-Hour Exceptional Honor Medallion Award & Pin
17,500-Hour Award & Pin
20,000-Hour James H. Parke Achievement Silver Tray & Pin
22,500-Mantle Clock & Pin
25,000-Hour Award
27,500-Hour Award
30,000-Hour Award
32,500-Hour Award
35,000-Hour Award
37,500-Hour Award
40,000-Hour Award
42,500-Hour Award
45,000-Hour Award
47,500-Hour Award
50,000-Hour Award
Secretary's Award

VAVS organizations present various awards to members for volunteer service at the VA Medical Center. The organizations set their own criteria for making these awards, which are not to be confused with VA awards.

Terms & Abbreviations

VAVS — VA Voluntary Service

NATIONAL VAVS ADVISORY COMMITTEE — The committee is composed of one representative and up to three deputy representatives of each of the national organizations meeting VAVS membership requirements. The committee acts in an advisory capacity to the VA Central Office staff on VAVS.

VAVS REPRESENTATIVE (NATIONAL) — The person who represents his/her national organization on the National VAVS Advisory Committee and who gives national leadership to VAVS participation by his/her organization at all hospitals in which the organization serves.

MEDICAL CENTER VAVS COMMITTEE — The committee is composed of one representative and up to three deputy representatives for each of the service organizations providing voluntary service locally. The committee acts in an advisory capacity to the hospital on VAVS.

VAVS REPRESENTATIVE (HOSPITAL) — The VA title for the person selected by each organization serving at a VA hospital to represent the organization on the VAVS Committee. The organization may also have up to three deputy representatives.

VOLUNTARY SERVICE PROGRAM MANAGER — The VA staff member responsible for the administration and operation of the VAVS program under the leadership and supervision of the Human Resource Manager and Associate Director/Chief Resource Manager.

VOLUNTARY SERVICE SPECIALIST – The VA staff member responsible for the orientation, training, supervision and placement of volunteers under the management of the Voluntary Services Program Manager.

R.S. VOLUNTEER — Regularly scheduled volunteers are those persons who agree to accept a designated volunteer assignment on a regular schedule, with a minimum of four visits per year, under the supervision and guidance of VA staff.

OCCASIONAL VOLUNTEER — Occasional volunteers are those persons who give of their time on a varied schedule and who generally participate in activities as a member of a group.

UNAFFILIATED VOLUNTEERS —Persons who offer their assistance as volunteers, but do not represent a community organization.

(MAPS Facility and layout of building 80)

Personal Information

Name: _____

Assignment: _____

Day: _____

Time: _____

Name of Supervisor: _____

Supervisor's Telephone Number: _____

Important SAVAHCS Contact Information	
Voluntary Service:	629-1822
Emergency:	222
Web Site:	http://www.va.gov/678savaahcs/

