

# SUNSHINE TERRACE FOUNDATION



## *Volunteer Handbook*



# SUNSHINE TERRACE FOUNDATION



## **Mission**

Our mission is to advance wellness, independence, dignity, and comfort.

## **Vision**

Bringing More to Life

## **Values**

The Sunshine Terrace Foundation CARES:

**C**ompassion- We reach out with openness, kindness, and concern.

**A**ccountability- We use our resources responsibly.

**R**espect- We honor the dignity of the human spirit.

**E**xcellence- We expect the best of one another and ourselves.

**S**ervice- We cultivate relationships that build on our legacy.

## **Sunshine Terrace Foundation, Inc.**

Revised April 2014

### **Volunteer Program Policy**

Welcome to the Sunshine Terrace Volunteer Program! Volunteers contribute immeasurably to enriching the quality of life of our residents. Volunteers assist in making many of the programs and activities provided for our residents possible. Without a doubt, many such programs that enhance the residents' quality of life would not be possible without your helping hands. The volunteer gives the most valuable of all gifts-the gift of self.

**The purpose of the Sunshine Terrace Volunteer Program is fourfold:**

- 1. Human Support**

The act of volunteering shows the resident that someone cares about him/her. Volunteers are considered real friends who prove to residents that they are not alone.

- 2. Maintain Continuity with the Community**

Residing in a rehabilitation and skilled nursing center does not necessitate cutting ties with the community, and a Volunteer Program helps prevent isolation.

- 3. Clearing Misconceptions**

Volunteers have the opportunity to experience the rehabilitation and skilled nursing center setting and to become familiar with the philosophy of long-term care. Their first-hand experience will be shared with other community members, and can do a lot to dispel myths and misconceptions about the "nursing home" setting.

- 4. Enthusiasm and Overall Spirit**

The presence of volunteers encourages an atmosphere of involvement, purpose, and happiness. Residents cannot help but be encouraged by the friendliness, patience, kindness, and optimism.

Sunshine Terrace Foundation, Inc.

### **Volunteer Rules and General Information:**

1. Please log hours into kiosk (near front desk) after each visit to the facility.
2. If you can no longer be a volunteer, please notify someone within the Recreation Therapy staff at (435) 754-0239.
3. If you cannot come in at a previously scheduled time, please call the department you are volunteering for as soon as possible. The telephone number for the Sunshine Terrace Rehabilitation and Skilled Nursing Center is (435) 752-0411, Terrace Grove Assisted Living Center is (435) 787-2855, and AquaWorx Center (435) 716-8535.
4. Volunteers can be dismissed for cause. For example, any patient abuse, neglect or exploitation is cause for immediate dismissal. This decision is the prerogative of the volunteer coordinator.
5. All volunteers must review the Volunteer Handbook, sign the waivers, and complete the HIPPA Training and Residents Rights Quizzes with a score of 70% or higher before becoming a registered volunteer.
6. Please feel free to ask questions.
7. We ask that you do not do nursing care for residents. Please find a CNA or Nurse to help the resident dress, undress, transfer, use the bathroom, etc.
8. A very basic fire/disaster rule is to stay in the resident's room or in the area you are having the activity in, behind closed doors, and let the staff accomplish their assigned duties. If you are needed, you will be instructed by the staff and/or emergency personnel on what to do.
9. Please remember that all information about the resident is confidential.
10. Wash hands thoroughly before, and after, doing anything for a resident.
11. All volunteers must be free from skin lesions, upper respiratory infections, or other communicable diseases. If you have any of these conditions, please notify the supervisor in the area you are assigned to, stay home until the infection is resolved or is no longer infectious.
12. All volunteers must stay out of isolation rooms (located behind nurse's desks, sculleries, personal offices, etc.) and areas. Under no circumstances are you to go in these areas.
13. Please remember to knock on the door prior to entering a resident's room. If you hear the staff say "resident care," do not enter until staff member comes out and says it's okay to enter. These words indicate the staff is assisting resident in personal cares.
14. Please do not give any food items (e.g. fruit, candy, cookies, etc.) to the residents without staff approval. Some of the residents have special diets and/or can choke easily.

We are grateful to you for helping our residents and staff! You are needed here, and we want you to feel comfortable and welcome.

## **Resident Rights:**

The resident has the right to:

1. Exercise his/her rights as a patient and as a citizen, and to voice grievances;
2. Be informed of all rights, rules, and regulations governing patient conduct and responsibility;
3. Be informed of all services available in the facility, and of related charges not covered by the facility's rate;
4. Be informed of his/her medical condition, and has the opportunity to participate in, and refuse treatment;
5. Be notified of transfers and discharges;
6. Be free from restraint, interference, coercion, discrimination, or reprisal'
7. Manage his/her personal financial affairs;
8. Be free from mental and physical abuse, and free from chemical and physical restraints;
9. Confidential treatment and access to his/her personal and medical records;
10. Be treated with consideration, respect, and full recognition of his/her dignity and individuality including privacy in treatment;
11. Not be required to perform services for the facility that are not included in plan of care;
12. Associate and communicate privately with persons of his/her choice through visits, mail, and telephone conversations;
13. Participate in social, religious, and community activities;
14. Retain and use his/her personal clothing and possessions;
15. Be assured privacy for visits by his/her spouse;
16. Choose a personal attending physician;
17. Review facility survey results (posted by front office on wall).

## General Code of Conduct

The General Code of Conduct policy applies to all volunteers (including members of the Board of Directors), interns or other associates. The purpose of this policy is to ensure that everyone conducts their business with respect, dignity, integrity, and in compliance with all applicable legal and regulatory requirements.

The General Code of Conduct sets forth the fundamental standards to be followed in the course of your everyday actions on behalf of the Sunshine Terrace Foundation. Because these standards are so important, we include them here:

Each volunteer must:

1. conduct Company business with respect, dignity, and integrity;
2. build appropriate professional relationships with patients, employees, vendors, contractors, and fellow volunteers;
3. become familiar with and comply with legal requirements, regulatory requirements, and Company policy and procedures;
4. avoid any activities that could involve or lead to involvement in any unlawful practice or cause any harm to the Company's customers, reputation or image;
5. provide accurate, timely, and reliable information in records submitted (including time records);
6. uphold the Company's Confidentiality and Non-Disclosure and HIPAA policies;
7. use Company equipment and property appropriately (see also "Computer Use and IT Policy");
8. promptly report to their supervisor and/or management any violations of law, ethical principles, or Company policies and cooperate fully and truthfully in any audit, inquiry, review or investigation by the Company (see also "Whistleblower Policy").

A violation of 1-8 above may result in disciplinary action up to, and including, immediate dismissal from property and/or restraint orders. Specific examples of violations may include the following non-exhaustive list:

1. dishonesty, falsifying Company records, or making false statements or reports concerning Company business;
2. theft, damaging, destroying, or un-authorized use of Company property or that of an employee or person doing business with the Company;
3. disclosure, misuse, unauthorized viewing, or any other behavior which may jeopardize the confidentiality of Company or patient information;
4. unsatisfactory work or failure to comply with Company standards, policies, or procedures including violation of attendance policy/procedures;
5. unauthorized telephone usage (personal phone or Company phone) during working hours or otherwise engaging in personal or non-work related activities during working hours without authorization;
6. insubordination, failure, or refusal to comply with work instructions, perform work assignments, or otherwise complete the essential duties and responsibilities of the position;

7. failure to comply with established health and safety rules and regulations or operating procedures, or performing acts or engaging in behavior which endangers the safety or health of any volunteer, employee, patient, or other person doing business with the Company or on Company property;
8. inappropriate volunteer/patient boundaries or improper socialization or interaction with customers of the Company;
9. unprofessional conduct;
10. possession, use, being under the influence of, or sale of drugs or alcohol on Company property;
11. unauthorized sleeping on duty;
12. vulgar, abusive, or inappropriate communication;
13. bringing onto Company property, posting, or distributing literature which is libelous, defamatory, abusive, or insulting;
14. harassment or discrimination of volunteers, employees, or other persons doing business with the Company, on the basis of any lawfully protected characteristic such as one's gender, race, color, national origin/ancestry, citizenship, age, religion, pregnancy, status as a Vietnam era or disabled Veteran or disabled person.

Should you fail to comply with the General Code of Conduct or any Company policy, procedure, or standard of work, you may be asked to leave facility immediately and will not be allowed back on premises to continue volunteer work. If you observe a violation or suspected violation(s) of this policy, you should promptly report the situation to your supervisor. If you have any questions about this policy, please see your supervisor or the Human Resources Department.

### **Confidentiality and Non-Disclosure**

During your time volunteering, the Company may make available to you information that is confidential regarding our business. Such confidential information may be in various forms including written, verbal, or electronic (i.e., contained on computer hardware or software, or other media). This confidential information may be of substantial value and must be treated with care. Confidential information may be provided or disclosed to you solely in connection with your volunteer work by the Company.

In consideration of volunteering you must agree that you will:

- 1) regard and preserve the confidential information as highly confidential;
- 2) not disclose, or permit to be disclosed, any of the confidential information to any person or entity, absent written consent and approval from the Company;
- 3) not photocopy or duplicate, and will not permit any person to photocopy or duplicate, any of the confidential information without the Company's written consent and approval;
- 4) not make any use of confidential information for your own benefit or the benefit of any person or entity other than the Company; and
- 5) return all confidential information to the Company immediately upon request for same.

Confidential information should never be disclosed to a third party except as authorized by the Company or as required by law to governmental authorities. **Your responsibility to uphold and protect confidential information is an important duty and must be taken seriously.**

Please be aware that even following your termination as a volunteer with the Company, you still have a duty under the regulations of the Health Information Portability and Privacy Act (or HIPPA) to uphold the confidentiality of protected health information (see next section).

If you have any questions regarding confidentiality, please contact your supervisor or Human Resources.

### **HIPAA and Confidentiality of Protected Health Information**

The Sunshine Terrace Foundation respects the personal privacy of its clients (clients being defined as people treated here, recipients of our services, or our employees) and understands the sensitive nature of its clients' health information. The Sunshine Terrace Foundation also recognizes that federal and state laws require that individually identifiable health information must be safeguarded against improper use or disclosure. It is our policy not to use or disclose a client's health information except as permitted by law, and to adopt safeguards to protect the confidentiality of its clients' health information.

Things to keep in mind:

- 1) We **do not** share any client information unless it is for legitimate business or health care purposes, or as designated by the responsible legal party.
- 2) We **do** ask our supervisor or Human Resources questions if we are not sure about the appropriate release of health information or any other kind of information.

If you have any questions as to the Company's HIPAA policy or if a situation arises and you aren't sure what to do, please contact your supervisor.

### **Whistleblower Policy**

#### ***General***

The Sunshine Terrace Foundation has adopted a General Code of Conduct (hereafter "Code") in its Volunteer Handbook. The Code applies to all volunteers and members of the Board of Directors. The purpose of the Code is to ensure that business is conducted in accordance with Company policy, with integrity, and in compliance with all applicable legal and regulatory requirements. It is the responsibility of all volunteers and members of the Board of Directors to comply with the Code and to report all material violations of the Code in accordance with this Whistleblower Policy.

#### ***Reporting Violations***

Volunteers and members of the Board of Directors are encouraged to come forward with credible information on illegal practices or violations of adopted policies of the organization. Questions, concerns, suggestions or complaints should be reported to someone who can address them properly. Supervisors and managers are required to report material violations of the Code to the Foundation's Chief Executive Officer. Supervisors and managers who are uncomfortable reporting to the Foundation's Chief Executive Officer may contact the President of the Board of Directors, other Board members, or other management officials with whom they are comfortable.



### ***No Retaliation***

No volunteer or member of the Board of Directors, who in good faith, reports a concern will be subject to retaliation. A volunteer or member of the Board of Directors who retaliates against someone who has reported a concern under this policy in good faith is subject to discipline up to and including dismissal from the volunteer position.

### ***Confidentiality***

Violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent practical, consistent with the need to conduct an adequate investigation.

### ***Acting in Good Faith***

Anyone filing a complaint concerning a violation or suspected violation of the Code must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the Code. Any allegations that are found to have been made recklessly, maliciously or knowing the report was false will be viewed as a serious disciplinary offense.

### **Computer Use and IT Policy**

Company computers, phones, or other electronic devices, including their internet access, are valuable tools for completing work assignments. Messages or communications sent using the Company's electronic equipment are subject to the same policies regarding harassment, discrimination, and confidentiality as are any other workplace communications. Offensive, harassing, discriminatory, or otherwise inappropriate content will not be tolerated by the Company (please reference the Discrimination and Anti-Harassment policy in this Handbook).

The Company-provided computers, phones, internet, and/or software systems are Company property and should be used for business purposes. Using Company computer equipment for personal matters should be kept to a minimum and excessive use, in the Company's discretion, could result in discipline. Volunteers should have no anticipation of privacy with respect to e-mail and computer-based communications sent using a Company-owned computer or other electronic device. All information contained, sent or received on the Company's computer systems (including, where applicable, Company-issued mobile devices, text and instant messaging systems, social networks and message boards) is the property of the Company.

The Sunshine Terrace Foundation reserves the right to access, monitor, or review and disclose all electronic usage including e-mails, text messages, phone calls, website visitation, and downloading to external sources other electronic communication or files stored on Company-owned computer equipment.

If you become aware of Company computers or information systems that are being misused, you are encouraged to report it to your supervisor immediately. Failure to follow the guidelines set forth in this policy may result in disciplinary action up to, and including, termination. Your signature in the Volunteer Acknowledgement and Receipt constitutes your consent to monitoring.

### **Social Networking**

You should use good judgment and take responsibility, personally and professionally, for what you publish online through the use of social networking. The Company defines social networking as all types of posting on the internet, including but not limited to social networking sites (such as Facebook, Myspace, or LinkedIn), blogs and other online journals and diaries, bulletin boards, chat rooms, micro-blogging such as Twitter, and posting a video on YouTube and similar media.

Volunteers who wish to blog or participate in social networking while not on working time and while not using Company equipment (unless for business purposes, preauthorized by the Company) are reminded that they must adhere to the Company's policies, particularly those policies outlined in the Handbook sections of "Confidentiality," "Discrimination and Anti-Harassment," and the "General Code of Conduct." Volunteers must also avoid the disclosure of trade secrets or other information regarding the Company or any of its owners, managers, employees, customers, affiliates, or business partners which would constitute false information, libel, or defamation. Volunteers must not defame or discredit the Company's products or services in online posting. The Company encourages you to bring volunteer-related complaints to your supervisor or the Human Resources Department before blogging or posting about such issues (see "Communication and Problem Solving" section for further clarification).

Volunteers may not use Company logos and trademarks on their blogs, profiles, or websites. If you identify the Company in your blog, then you must include a disclaimer that the views expressed are yours, not the Company's. Volunteers must also never disclose personal contact information for other volunteers or employees.

The Company encourages supervisors not to "friend" any of their subordinates on Facebook in order to uphold appropriate boundaries between supervisors and their subordinates.

Should the volunteer use social networking to employ language of any libelous, slanderous, or defamatory nature that would reflect negatively on the Company, the Company has the right to request the volunteer to remove such communication should the Company determine this is necessary or advisable. Abuse of social media may be grounds for discipline, up to and including immediate dismissal.

Nothing in the Company's policy may be interpreted to limit or interfere with volunteers rights under Section 7 of the National Labor Relations Act.

### **Nondiscrimination and Anti-Harassment**

Sunshine Terrace Foundation (consisting of AquaWorx Physical Therapy & Fitness, Skilled Nursing & Rehabilitation, Terrace Grove Assisted Living, and Sunshine Home Health & Hospice, hereafter referred to as "Company") is dedicated to providing an equal opportunity work environment that is free from unlawful discrimination and/or harassment based on characteristics protected by federal and/or state law such as race, color, religion, gender, national origin, age, disability, genetic information, sexual orientation, pregnancy, medical condition (including cancer-related or genetic characteristic), veteran

status, or any other consideration made unlawful by applicable laws. Discrimination towards anyone based on these characteristics or those of their relatives, friends, or associates is strictly prohibited. *Additionally, admissions and services shall be provided to customers or potential customers without regard to any of the aforementioned characteristics.*

Unlawful harassment exists upon a continuum from mild to severe but, regardless of the severity, if it is unwelcome and it is based upon a protected characteristic (such race, religion, gender, national origin, disability, etc.), then it is unlawful and it is not permitted. Unlawful harassment may also be committed by a variety of people including: anyone employed by Sunshine Terrace Foundation, volunteers, independent contractors working for the Company or on Company premises, an agent of the employer or non-employees who come into contact with our volunteers (e.g. customers).

You should remember that a person's *intent does not matter*. For example, a volunteer who made a joke about another volunteer's skin color may respond that they were only kidding and that the person should lighten up. Nevertheless, *if the impact* upon the receiver of the joke, or other volunteers, *is unwelcome, then it must immediately stop*.

If you are unsure about whether a situation might constitute harassment or discrimination, you should speak to your supervisor or Human Resources for guidance *as soon as possible*.

The Company will not permit any conduct that interferes with an individual's work performance or creates an intimidating, hostile, or offensive work environment. Volunteers who engage in, or condone, unlawful harassment or discrimination that has the purpose or effect of interfering with an individual's work performance or employment opportunities may be subject to disciplinary action up to and including dismissal. In addition, disciplinary action will be taken against any volunteer who attempts to discourage or prevent another volunteer from bringing discrimination, harassment and/or a violation of law to the attention of management.

### ***Sexual Harassment***

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. Sexual harassment includes gender harassment and harassment on the basis of pregnancy, childbirth, or related medical conditions, and also includes sexual harassment of an volunteer of the same gender as the harasser. This includes, but is not limited to, the following types of behavior:

- 1) unwanted sexual advances;
- 2) offering employment benefits in exchange for sexual favors;
- 3) making or threatening reprisals after a negative response to sexual advances;
- 4) visual conduct, including leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons, or posters;
- 5) verbal conduct, including making or using derogatory comments, epithets, slurs, and jokes;
- 6) verbal sexual advances or propositions;
- 7) verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes, or invitations;
- 8) physical conduct, including touching, assault, impeding or blocking movements.

Examples of scenarios that involve sexual harassment include (a) a volunteer being dismissed or denied a volunteer position because the volunteer refused to grant sexual favors or because he or she complained about the harassment; (b) a volunteer reasonably leaving his or her position to escape harassment; or (c) a volunteer being exposed to a hostile work environment (i.e., an environment that a reasonable volunteer finds uncomfortable and is based upon one's gender).

Managers and supervisors are prohibited from providing favorable treatment to volunteers with whom they are involved in a consensual sexual relationship. Should such a relationship develop, please speak with your supervisor so that the appropriateness of reporting lines may be addressed.

### ***Reporting and Investigation Procedure***

Volunteers who have observed or been involved in conduct they believe is contrary to this policy have an obligation to report the situation according to this procedure. The Company will take action to deter any future discrimination, harassment and/or violation of law. The Company considers any discrimination, harassment, and/or violation of the law to be a serious offense which can result in disciplinary action for the offender, up to, and including discharge.

Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. Many instances of harassment or discrimination may be resolved simply by letting the person know that their conduct is not welcome. However, even though that is an appropriate first step it should not be the last step. Volunteers should still report the situation according to the reporting procedure below.

**If you believe that you have been discriminated against or you have been harassed; have witnessed possible discrimination and/or harassment; or if you believe that the Company or another volunteer has violated any applicable law in the conduct of the Company's business, you have a duty to immediately, or as soon as possible (and not exceeding thirty days), bring the incident(s) to the attention of (1) your immediate supervisor or supervisor one removed, (2) the Administrator over the business, (3) Human Resources, or (4) the Chief Executive Officer.** While it is okay to initially report the situation verbally, you should always make a written record of the situation which documents facts such as who was involved, any witnesses, specifically what happened, when it happened, and where it happened. Be as detailed and specific as possible. This record should be written as close to the actual events as possible to enable accurate reporting. Any supervisory or managerial employee who receives such a complaint must promptly notify Human Resources.

No action will be taken against any volunteer in any manner for filing a good faith complaint, or otherwise participating in an investigation with respect to discrimination or harassment.

Any reported incident of harassment or discrimination will be thoroughly investigated, with confidentiality maintained to the fullest extent practical. It is the obligation of all volunteers to cooperate fully in the investigation process.

**Sunshine Terrace Foundation prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such report.** Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be

subject to disciplinary action.

Sunshine Terrace Foundation will not condone nor tolerate bad faith complaints of unlawful harassment (e.g., complaints known to be false and fictitious at the time they were made). The laws and regulations governing discriminatory grievance procedures may be examined in the office of Scott Hoffman, Human Resources Director, (435-754-0275), who has been designated to coordinate the efforts of the Company to comply with Federal Regulations. Individuals who are deaf or hard of hearing may use state Relay services by calling 711 and then giving the Relay operator Human Resources number (435-754-0275).

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

## **Acknowledgment and Receipt**

I understand that I am responsible for reading this Volunteer Handbook, familiarizing myself with its contents, and adhering to all of the policies and procedures of Sunshine Terrace Foundation, whether set forth in this Handbook or elsewhere. I understand that this Handbook is designed to familiarize me with the Company's major policies and to answer common questions posed by volunteers.

I understand that if I ever have questions or concerns about the Handbook, I will consult my immediate supervisor or other appropriate staff for further clarification.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# HIPPA Training Quiz

Name: \_\_\_\_\_

Date: \_\_\_\_\_

1. As a volunteer for the Sunshine Terrace Foundation, I have a right to know most of the patient information. TRUE FALSE
2. If I am not sure whether or not I would be disclosing patient information, I should ask my supervisor. TRUE FALSE
3. It is okay for me to take Protected Health Information off-site, email it to my own email address, or take a photo of a patient with my phone because I know it will be safe. TRUE FALSE
4. If you believe that you have been discriminated against or you have been harassed; have witnessed possible discrimination and/or harassment; or if you believe that the Company or another volunteer has violated any applicable law in the conduct of the Company's business, you should:
  - a. Keep it to yourself
  - b. Wait until you get home and tell your family/friends about what happened
  - c. Tell your supervisor or other appropriate staff immediately
  - d. None of the above
5. It is okay to use Sunshine Terrace logos or trademarks on my website, blog, or other social media websites. TRUE FALSE

## Resident Rights Quiz

Name: \_\_\_\_\_

Date: \_\_\_\_\_

### True/False

- T/F Residents have the right to voice grievances
- T/F Residents and their family have the right to be informed of all rights, rules and regulations governing patient conduct and responsibility
- T/F Freedom from physical and mental abuse is not a resident right
- T/F Residents have the right to be informed of all services available in the facility, and of related charges not covered by the facility's rate
- T/F Residents have the right to be informed of their medical condition(s), including examination of their personal and medical files
- T/F Residents do not have the right to refuse treatment
- T/F Residents have the right to manage their personal financial affairs
- T/F Administering a chemical or physical restraint to a resident may infringe upon their rights
- T/F Residents have the right to be treated with consideration, respect, and full recognition of his/her dignity and individuality including privacy in treatment
- T/F Residents may associate and converse with anyone of their choosing through in-person, email, or telephone conversations
- T/F Residents have the right to participate in social, community, and/or religious activities
- T/F Residents have the right to retain and use their personal possessions and clothing
- T/F Residents have the right to review survey results for the facility

Which of the following is a resident guaranteed to be free from while in the facility?

- A) Discrimination
- B) Restraint
- C) Interference
- D) Coercion
- E) All of the above

If I ever have a concern that a patient's rights have been violated I should report it as soon as possible to:

- A) My supervisor, an Administrator, or Social Services
- B) My friend
- C) None of the above