VA Palo Alto Health Care System

Volunteer Orientation

Voluntary Service

U.S. Department of Veterans Affairs
Veterans Health Administration
VA Palo Alto Health Care System
**VAPAHCs Mission Statement**
Veteran’s Health Administration (VHA) mission honors America’s Veterans by providing exceptional health care that improves their health and well-being.

**VAPAHCs Vision Statement**
VAPAHCs will continue to be the benchmark of excellence and value in health care and benefits by providing exemplary services that are both patient centered and evidence based. This care will be delivered by engaged, collaborative teams in an integrated environment that supports learning, discovery and continuous improvement. It will emphasize prevention and population health and contribute to the nation’s well-being through education, research and service in national emergencies.

**VA Core Values & Characteristics**

**Integrity**
Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

**Commitment**
Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA’s mission. Fulfill my individual responsibilities and organizational responsibilities.

**Advocacy**
Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

**Respect**
Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it

**Commitment**
Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.
Interacting with Respect: The Serve Model

**SAY HELLO**
Greet the person(s) & introduce yourself

**ENGAGE**
Identify/acknowledge/confirm the situation and/or need

**RESPOND**
Communicate actions, how long it will take, & 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

**VAPAHCS Strategic Pyramid**
- Veterans at the top
- 6 priorities
- Guides us on our mission: “Serving those who Served”

**VAPAHCS Service Improvement Model (SIM)**
Respecting people by working together in an optimal way to solve problems and continuously improve.”
**VA Voluntary Service (VAVS)**

- Founded in 1946 to provide for our nation’s Veterans while they are cared for by VA health care facilities
- One of the largest centralized volunteer programs in the Federal Government
- Over 350 organizations support VAVS
- Volunteers have provided over 688 million hours of service since 1946
- Sabrina Clark
  - Director of VAVS for the Veterans Health Administration

**VA Structure**

![VA Structure Diagram]

**VA Palo Alto Health Care System**

- VAPAHCS is one of the largest and most complex VA facilities in the nation, providing services to approximately 130,000 Veterans
- Consists of 3 inpatient divisions, Palo Alto, Menlo Park, & Livermore; and 7 outpatient clinics, San Jose, Monterey, Capitola, Fremont, Stockton, Modesto, and Sonora
- Operates approximately 800 beds, including 3 nursing homes and a 100-bed homeless domiciliary
- Home to a variety of regional treatment centers including: a Polytrauma Rehabilitation Center, a Spinal Cord Injury Center, a Comprehensive Rehabilitation Center, a Traumatic Brain Injury Center, the Western Blind Rehabilitation Center, a Geriatric Research Education and Clinical Center, a Homeless Veterans Rehabilitation Center, and a National Center for PTSD
- Over 2,800 volunteers work within VAPAHCS
- Major affiliation is with Stanford University – School of Medicine
VAPAHCS Voluntary & Hospitality Services

William Ball, Chief
Vickie Baker, Assistant Chief

Palo Alto
(650) 858-3903
Michele Larsen, Voluntary Specialist
Rajpreet Jandir, Voluntary Specialist
Colin MacDougall, Program Support Asst.
Ana Taimani, Program Support Asst.

Livermore • Stockton • Modesto • Sonora
(925) 449-6448
Jammu Owens, Voluntary Specialist
Lisa Tocci, Program Support Asst

Menlo Park • Fremont • Redwood City Vet Center
(650) 617-2753
Alberto Villarreal, Voluntary Specialist

San Jose • Monterey • Capitola • San Jose Vet Center
(408) 363-3036
Jeannine de Raddo, Voluntary Specialist
**VA Voluntary Service**

- Voluntary Service’s mission is to provide quality human resources, financial resources, and special events at all divisions and outpatient clinics of the VAPAHCs.

This involves responsibility for several key functions including:

- Providing a quality & effective volunteer program, including proactive recruitment outreach for volunteers
- Providing quality customer service focused assignments to enhance the quality of patient care
- Fundraising development and management of gifts and donations
- Manage VAVS committees, as well as, education and training for staff and volunteers
- Connect VAPAHCs to vital community links through enhancing the Voluntary Service Program

- Voluntary Service is responsible for coordinating community resources within existing national and local policies and procedures. Volunteer assignments are designed in cooperation with VA staff to supplement our facilities of human resources. Donations are accepted for patient benefit.

Some roles of Voluntary Service:

- Defining volunteer assignments
- Recruit volunteers to fill vacancies
- Train staff on proper utilization of volunteers
- Orient new volunteers to the facility
- Provide information on policies and procedures
- Coordinate all donations to the facility
- Conduct formal recognition programs
- Manage numerous special events and programs
Emergency Preparedness

• The Hospital Emergency Incident Command System (HEICS) is the emergency preparedness plan for the health care system.

• During activation of the HEICS, staff/contractors/volunteers can report to the Labor Pool for deployment to needed areas.

• Talk with your supervisor regarding your specific role.

Emergency Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RED</td>
<td>Fire</td>
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<tr>
<td>BROWN</td>
<td>Weather Emergency</td>
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<tr>
<td>GREEN</td>
<td>Internal Disaster</td>
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<tr>
<td>BLACK</td>
<td>Bomb Threat</td>
</tr>
<tr>
<td>WHITE</td>
<td>Building Evacuation</td>
</tr>
<tr>
<td>BLUE</td>
<td>Medical Emergency</td>
</tr>
<tr>
<td>PINK</td>
<td>Missing Child</td>
</tr>
<tr>
<td>SILVER</td>
<td>Person with Weapon</td>
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</tbody>
</table>

Emergency Numbers

For emergencies at PAD, MPD, or LMD:  ext. 65500

For all clinic emergencies:  911

Point of Contact:

Kevin Storm, Emergency Management Coordinator
ext. 65554
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 – Confine: 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 are:

P – Pull pin
A – Aim at the base of the fire
S – Squeeze lever or handle
S – Sweep extinguisher from side to side

Remember, the Emergency Telephone Numbers are:

- 65500 for PAD, LMD, and MPD
- 911 for ALL CLINICS
- Safety Officer can be reached at ext. 67016
**VA Police**

It is the responsibility of each staff/contractor/volunteer to help ensure the safety and security of the facility for the protection of patients, visitors, staff, and volunteers.

This responsibility includes reporting and safe guarding against theft or vandalism of government buildings, property, records, and personal belongings.

Activities that should immediately be reported to VA Police:

- Photography—taking pictures/video of the facility, infrastructure, personnel or surrounding areas
- 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

Police have the authority, and may question suspicious people and activity.

While at the VA facility volunteers must:

- Wear volunteer identification at all times
- Obey all laws and regulations; this includes speed limits, parking areas, stop signs, weapons, explosives, alcohol, illicit drugs (including medical marijuana), gambling, soliciting, and pets are strictly prohibited

Report any suspicious incidents/items to the VA Police at ext. 65891 or at 650-858-3901
**Bomb Threat**

**Policy**
Take all bomb threats seriously. This Health Care System will respond as deemed appropriate to assure the safety of all patients, visitors and staff, and the protection of property. All bomb threats are to be communicated immediately to the Director’s Office during administrative hours and to the Administrative Officer of the Day (AOD) during non-administrative hours.

**Procedures**
BOMB THREAT BY TELEPHONE: A telephone bomb threat may be received by an employee, volunteer, visitor, patient or outside agency. The caller may target a specific person, service, building or activity. When a bomb threat is received, the recipient should remain calm and take the following actions:

- Attempt to keep the caller talking as long as possible without increasing his/her antagonism. This will provide needed time to trace the incoming call.

- At the same time, if possible, have another employee in the area contact the VA Palo Alto Police Dispatcher, ext. 65500, and inform them that a bomb threat is being received. Provide them with the extension or phone number of the incoming call.

- Immediately following the call, make a note of the caller's voice qualities (sex, age, emotional state), and any background noises which may help to identify the caller’s location. Include any other details which may help to trace the call or identify the caller.
**Code Silver: The 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. 65500 or 65891 (clinics must call 911 to report an active shooter event).

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

The most important factor in preventing infections in the health care 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. And, if you have worn gloves, wash/disinfect your hands when you remove your gloves.

When to wash rather than disinfect…

Hand Disinfection Procedure (5 Seconds)

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

Hand Washing Procedure (15 Seconds)

- 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 10 seconds using friction and pay attention to fingertips and nails
- Rinse well, keeping hands in downward position
- Tear off paper towels and dry hands
- Use paper towels and dry hands
- Use paper towel to turn off faucets
- Discard paper towels in trash
Infection Control

- Use personal protective equipment whenever you may come in contact with blood or body fluids: gloves, mask, goggles, face shields, and gowns

- Dispose of needles and sharps into grid, puncture-resistant sharp containers

- In case of needle stick/exposure to blood, apply first aid (wash the area), report to supervisor and immediately go to Occupational Health, ER, or emergency contact person for weekends/holidays/off tour/satellite areas

- In case of a blood/body fluid spill, first CONTAIN it and then call Environmental Management. If you see a spill on the floor, do not touch it! Contain it, and call EMS. If you have spilled something, such as coffee or a soda, please clean the mess yourself. EMS does not need to be called.

- Red Bag trash receptacles are used for bloody disposable items. When in doubt throw Red (bloody) in Red

- Get your Annual Flu Shot free of charge through Occupational Health

- Get your Hepatitis B Vaccine if your job puts you at risk. This is a series of three injections. Occupational Health will answer any questions. The vaccine is free of charge. If you choose to decline vaccinations, then you must sign a form in Occupational Health

- Know your symptoms of Tuberculosis (persistent cough, fever, chills, fatigue, weight loss, and blood phlegm)

- Get your annual Quantiferon (QFT) Test through Occupational Health

- When to wash hands rather than disinfect, before and after eating; after using restroom; anytime your hands are dirty
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

Prevention & Management of Disruptive Behavior

http://www.paloalto.va.gov/docs/disruptiveBehavior.pdf

Please click (or copy and paste into your web browser) the above link and read the document in its entirety.

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.
- 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.

VA Information Security

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

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 a contractor, volunteer, or other personnel only if the individual does not use or have access to any VA computer system such as Time and Attendance, PAID, CPRS, VistA Web, VA sensitive information or protected health information (PHI), whether paper or electronic. You will find 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 direct access to protected health information or 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): https://www.tms.va.gov
VA Privacy Training
for Personnel without Access to VA Computer Systems/Direct Access/Use to VA Sensitive Information

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.

VA Privacy Training
for Personnel without Access to VA Computer Systems/Direct Access/Use to VA Sensitive Information

For example:
• 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 treating 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.
VA Privacy Training

for Personnel without Access to VA Computer Systems/Direct Access/Use to VA Sensitive Information

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 timely.

- Don't take VA sensitive information off facilities grounds without VA permission unless the VA information is general public information, i.e., brochures/pamphlets.

- Don't take pictures using a personal camera without the permission from the Medical Center Director.

- 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 or colleagues.

- Do not share VA access cards, keys, or codes to enter the facility.

- Immediately report lost or stolen Personal Identity Verification (PIV) or Veteran Health Identification Cards (VHIC), any VA keys or keypad lock codes to your supervisor or 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.

VA Privacy Training
for Personnel without Access to VA Computer Systems/Direct Access/Use to VA Sensitive Information

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.

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

Starting Your Volunteer Assignment
- Once your requirements are complete, you are ready to start your volunteer assignment
  ➢ We want you to be happy with your assignment!
  ➢ Please allow a reasonable assessment period if you think you want to be reassigned
  ➢ If after assessment, you aren’t happy with your assignment, or supervisor, contact Voluntary Service
  ➢ Contact the Voluntary Specialist before starting your assignment so that you may be properly trained on how to record your hours via computer, or through the hotline
  ➢ Contact your Volunteer Supervisor to go over your volunteering schedule
Volunteer Responsibilities

- **Sign-in Procedures**
  - Recording of all hours is very important. Volunteers are required to sign-in at the start of their shift upon each visit. (Round up partial hours, i.e. 1.5hrs=2.0 hours).

- **Assignment Changes**
  - Changes in assignments can occur only when both new supervisor and volunteer agree. Contact Voluntary Services prior to any changes.

- **Dependability**
  - 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**
  - Volunteers are relied upon to create a positive, warm, and therapeutic atmosphere for our Veterans. Use proper phone etiquette and respect to others at all times.

- **Dress**
  - Professional and appropriate appearance is required. Business casual.

- **Identification**
  - Photo ID badges must be worn at all times. Temporary badges may be obtained at the VA Police window.

- **Training**
  - Volunteers are required to complete mandatory annual training.
Volunteer Benefits

- **Meals**
  - will be provided to all volunteers that work 4 hours or more through a meal period. 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**
  - Volunteers can park in the visitors & patient parking lots located in the front of Bldg. 100.

- **Work Experience/References**
  - Any student and/or adult may use their volunteer assignment as work experience on a job or school application.

- **Other Benefits**
  - Canteen Retail Store, Credit Union, recreation/gym facilities during employee hours

**Note:** If you are assigned to an OPC, site-specific procedures will be covered by the location specialist.
Timekeeping

- It is your responsibility to assure that the hours that you volunteer each day are recorded.
  ➢ All volunteers should sign in prior to reporting to their assignment.
  ➢ For your convenience, sign-in computers are located in the Voluntary Service office.
  ➢ If a computer is not available, please use a sign-in sheet, or the Volunteer Hotline at ext. 66068 if at MPD, PAD, SJ Clinics only
    - If using external number/phone, please dial 650-493-5000, press “1”, and then enter extension “66068”
  ➢ 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/court 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 are eligible to apply benefits.

Conclusion

Please sign and date the Orientation Self Certification Certificate and the yellow highlighted areas of the Compliance signature documents (1-5) attached.

Return signed certificate & Compliance forms to your Voluntary Service Specialist.

WELCOME TO THE TEAM!

All information covered in this presentation is available on the VAPAHCS intranet site.
Volunteer Orientation Checklist

<table>
<thead>
<tr>
<th>ORIENTATION</th>
<th>DATE</th>
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<tbody>
<tr>
<td>1. Volunteer Requirements</td>
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<tr>
<td>A. Background Clearance</td>
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<tr>
<td>B. Health Clearance</td>
<td></td>
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<tr>
<td>C. TMS Training (if required)</td>
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<tr>
<td>D. Completed Online Orientation</td>
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<tr>
<td>2. VA Policies &amp; Procedures</td>
<td></td>
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<tr>
<td>A. Emergency Preparedness</td>
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<tr>
<td>B. Fire Safety</td>
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<tr>
<td>C. VA Police</td>
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<td>D. Infection Control</td>
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<td>E. Prevention of Violence in the Workplace</td>
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<tr>
<td>F. Prevention &amp; Management of Disruptive Behavior</td>
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<td>G. Sexual Harassment</td>
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<tr>
<td>H. Ethics &amp; Boundaries</td>
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<tr>
<td>I. VA Information Security &amp; Rules of Behavior</td>
<td></td>
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<td>J. VA Privacy Training</td>
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<tr>
<td>3. Quality Improvement</td>
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<tr>
<td>A. Understands role in quality improvement process</td>
<td></td>
</tr>
<tr>
<td>B. Understands VAPAHCS Mission, Vision, &amp; Values</td>
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<tr>
<td>4. Facility Level Orientation</td>
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<tr>
<td>A. Volunteer Responsibilities</td>
<td></td>
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<tr>
<td>B. Benefits</td>
<td></td>
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<tr>
<td>C. Timekeeping</td>
<td></td>
</tr>
</tbody>
</table>

The above named volunteer has been oriented and understands the Volunteer Orientation.

Type/Print Volunteer’s Name | Signature | Date
Voluntary Services Specialist Name | Signature | Date

Please print this form to complete it.
Volunteer Acknowledgment of Understanding of Policies

VA Privacy Security Awareness Training
I acknowledge that I have read and understand the VA Privacy Security Awareness Training.

Type/Print Volunteer’s Name  Signature  Date

◆◆◆◆◆◆◆

VA National Rules of Behavior
1. I acknowledge that I have received a copy of the Rules of Behavior
2. I understand, accept, and agree to comply with all terms and conditions of the Rules of Behavior

Type/Print Volunteer’s Name  Signature  Date

◆◆◆◆◆◆◆

VA Privacy Training
for Personnel without Access to VA Computer Systems or Direct Access or Use to VA Sensitive Information
I acknowledge that I have read and understand the VA Privacy Training.

Type/Print Volunteer’s Name  Signature  Date

Please print this form to complete it.
Volunteer Assignment of Functions

<table>
<thead>
<tr>
<th>Volunteer/Employee’s Name:</th>
<th>Job Title: VOLUNTEER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Department/Service Assigned:</td>
<td></td>
</tr>
<tr>
<td>Rating Period: 10/1/20__ to 9/30/20__</td>
<td>✓ Annual</td>
</tr>
</tbody>
</table>

- If employee falls into more than one functional category listed below, access should be granted based on the less restrictive category to meet the need of an intended purpose.
- This table shows access or non-access to PHI in regards to functional category, it does not show if a user needs access to their own System of Records in order to complete their job functions.

Immediate Supervisor: Please check off “Functional Category”, review with employee, obtain signatures, and maintain copy in the Volunteer/Employee’s Competency Folder.

☐ Access or use of Protected Health Information (PHI) not required (EMS, Veterans Canteen Service, Mailroom Employee, etc.)

<table>
<thead>
<tr>
<th>Functional Category</th>
<th>Type of PHI Accessible</th>
<th>Conditions for Access to Information</th>
</tr>
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<tbody>
<tr>
<td>Direct Care Provider</td>
<td>Entire Medical Record</td>
<td>Treatment of Individuals</td>
</tr>
<tr>
<td>Department Of Veterans Affairs (VA) Researchers</td>
<td>Entire Medical Record including research records</td>
<td>Activities as approved by an Institutional Review Board or Privacy Board; reparatory to research</td>
</tr>
<tr>
<td>Indirect Care Provider</td>
<td>Entire Medical Record, where necessary to complete assignment</td>
<td>In support of treatment of individuals</td>
</tr>
<tr>
<td>Business Office Adm.</td>
<td>Limited Medical Record</td>
<td>For oversight of reimbursement, payment and financial services</td>
</tr>
<tr>
<td>Health Information Support Services</td>
<td>Entire Medical Record, where necessary to complete assignment</td>
<td>Assign, diagnostic codes to transcribe, file, release information, provide or input registry data</td>
</tr>
<tr>
<td>Quality, Oversight and Investigations</td>
<td>Entire Medical Record including research records</td>
<td>Medical inspections, investigations, complaint review and resolution, quality reviews and compliance, congressional response</td>
</tr>
<tr>
<td>Mail Room</td>
<td>No Need for access to PHI</td>
<td>Mail Room Staff</td>
</tr>
<tr>
<td>Chief of Police</td>
<td>Limited Health Record</td>
<td>Chief of Police looking up patients information in Patient Inquiry</td>
</tr>
<tr>
<td>Police and Security Service</td>
<td>No Need for access to PHI</td>
<td>Security Police, and Police Staff</td>
</tr>
<tr>
<td>Safety</td>
<td>No Need for access to PHI</td>
<td>Patient safety, radiation safety and environmental safety, biomedical safety</td>
</tr>
</tbody>
</table>

Please print this form to complete it.
<table>
<thead>
<tr>
<th>√</th>
<th>Functional Category</th>
<th>Type of PHI Accessible</th>
<th>Conditions for Access to Information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Information Security, Privacy, Compliance, VISN</td>
<td>Entire medical Record including research records</td>
<td>Monitoring and tracking of security issues</td>
</tr>
<tr>
<td></td>
<td>Staff, Patient Advocate Security</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Operations Support and Environmental Services</td>
<td>No need for access</td>
<td>Contracting, Human Resources, acquisitions, environmental, engineering, employee education service, forms, publications, library</td>
</tr>
<tr>
<td></td>
<td>Leadership &amp; Management</td>
<td>Entire Medical Record including research records, where necessary to complete assignment</td>
<td>Operation and Management, executive decisions for health care operations</td>
</tr>
<tr>
<td></td>
<td>Non Health Information Administrative Support</td>
<td>Limited medical record, where necessary to complete assignment</td>
<td>Administrative Support, medical media, public affairs, mail room, telecommunications, information desk</td>
</tr>
<tr>
<td></td>
<td>Eligibility &amp; Enrollment Staff</td>
<td>Limited Medical Record</td>
<td>For enrollment, eligibility, income and insurance verification</td>
</tr>
<tr>
<td></td>
<td>Information Technology</td>
<td>Entire Medical Record including research records, where necessary to complete assignment</td>
<td>Computer systems maintenance and support</td>
</tr>
<tr>
<td></td>
<td>Veterans Canteen Service</td>
<td>No need for access</td>
<td>Cafeteria, retail store</td>
</tr>
<tr>
<td></td>
<td>Volunteer Services (not covered elsewhere)</td>
<td>Limited Medical Record</td>
<td>Transportation and other services</td>
</tr>
</tbody>
</table>

**Volunteer/Employee’s Signature**  ________________________________  **Date**

**Voluntary Services Specialist Signature**  ___________________________  **Date**

*Please print this form to complete it.*
SELF-CERTIFICATION

Voluntary Service Orientation Certificate

By signing this Volunteer Orientation Self Certification, I’m declaring that I have completed the online orientation in its entirety and fully understand its content.

Volunteer Signature/Date

Print Name