

Student

# Volunteer Handbook

---

Recovery Café

Updated: March 2022

## Table of Contents

1. Table of Contents.....	pg 1
2. Contact Information.....	pg 2
3. AIDET & Professionalism.....	pg 3-4
4. Trauma-Informed Care.....	pg 5
5. Therapeutic Communication.....	pg 6-7
6. Conversation Do's & Don'ts.....	pg 8
7. Suicide Protocol.....	pg 9
8. HIPAA Guidelines.....	pg 10-11

## Contact Information

### **SLU Location**

Address: 2022 Boren Ave. Seattle, WA 98121

Phone Number: (206)374-8731

### **SODO Location**

Address: 4202 6th Ave. S. Seattle, WA 98108

Phone Number: (206)333-2314

“Recovery Cafe was founded on the knowledge that every human being is precious and beloved regardless of past trauma, mental and emotional anguish, addictive behaviors or mistakes made. We provide a beautiful, safe, warm, drug and alcohol free space and loving community to anchor Members (our most closely-supported consumers) in the sustained recovery needed to gain and maintain access to housing, social and health services, healthy relationships, education and employment”

## AIDET

- A: Acknowledge the patient
  - Utilize a calm, friendly, confident & positive attitude
  - “Hi, may I sit with you?”
- I: Introduce yourself
  - Include your skill set, your professional & training credentials, your years of service
  - “My name is Jo. I’m a nursing student in my 2<sup>nd</sup> year volunteering for the quarter. What is your name?”
- D: Duration
  - Set up a specific timeframe for how long you’ll be with them.
  - “May I sit with you for 5-10 minutes?”
- E: Explanation
  - Share why you are there.
  - “I want to get to know the community members and hear some of their stories”
- T: Thank
  - Let the individual know that you are appreciative of their time and allowing you to listen to their story.
  - “Thank you for sitting with me and telling me about yourself”

## Professionalism

- Dress Code Standards
  - Follow facility dress code standards or when in doubt, follow guidelines on business casual standards
  - Business Casual Standards
    - Slacks, khaki pants, chinos, non-denim pants or knee-length skirts
    - Blouses, sweaters, button-downs, henleys or polo shirts
    - Knee-length or maxi dresses
    - Cardigans, blazers or jackets
    - Closed-toed shoes (loafers, oxfords, pumps, flats or boots)
    - Simple, professional accessories (scarves, belts or jewelry)

## Professionalism (con't)

- What not to wear with Business Casual Standards
  - Blue jeans
  - Pants with designs or holes
  - T-shirts or tops with inappropriate designs or text
  - Stained or wrinkled clothing
  - Clothing that is too tight or too short
  - Clothing that is oversized or too loose
  - Tank tops or strapless shirts, unless paired with a blazer, jacket or cardigan
  - Backless or low-cut tops
  - Crop tops
- Guidelines for Healthy Community
  - Staff and volunteers must be drug and alcohol free to enter the space
  - Limit exchange of contact information with Café Members. Avoid giving your personal contact information (ie. phone number, email address, social media username) to Members
    - A respectful way to respond if asked for your information is, “I’m a volunteer, I’m not allowed to”.
  - Meet with Members in the Café’s main area. Avoid one-to-one interactions behind closed doors
    - For you and Members’ safety, it is helpful to be aware of the surroundings. Sit in an area where you’re able to see in and out of the room.
    - Since many Members have past traumatic experiences, find a space that is welcoming to them.
  - Be aware of the impact of touch. Many of the Members have a history of abuse that could be triggered through touch.
    - Appropriate way to ask a Member would be, “Would it be ok if I gave you a hug?”.
  - Refrain from giving money to Members. This sets-up a power dynamic that is counter productive to what the Café is trying to achieve.
  - If someone expresses harm to self or others, alert a staff member. They are trained to respond in these situations.
  - Bring concerns to any staff member at any time.

## Professionalism (con't)

- Attendance and Time
  - On your first volunteer day, arrive at least 10 minutes early to introduce yourself to the volunteer lead. For the following days, ask your volunteer lead when they would like for you to arrive.
  - If you plan to miss a day, communicate with your volunteer lead via email at least one week in advance.
  - If you are sick, do not show up to volunteer. Contact your volunteer lead via email or as directed.
- Technology & Equipment Use
  - Keep cell phone use to a minimum. You are there to volunteer and help the facility with their needs.
- Confidentiality (See HIPAA on pg 11)



## Trauma-Informed Care

### **What is Trauma-Informed Care (TIC)?**

Trauma-Informed Care is a mindset of care for a person that recognizes that previous traumas in their life impacts the decisions and lifestyle they lead today. Exposure to trauma increases a person's risk for developing unhealthy behaviors, such as smoking and alcohol and drug abuse, and also puts them at risk for developing comorbidities like heart and respiratory disease and cancer.

Adverse Childhood Experiences (ACEs) are traumatic experiences that a person has faced during their childhood. This can include abuse in any form such as, violence, neglect, discrimination, poverty, or other adverse events. If a person has experienced one or more of these ACEs, their brain development is impacted and they will respond differently to stress. This causes issues with emotional regulation, depression, anxiety, or substance abuse disorders as these people age.

### **How does this change the way that care is provided?**

When providers are aware of how trauma and ACEs impact a person's health later in life, the conversation changes from focusing on the problem to understanding what happened to the person. Patient care will improve when the root cause of the current problem is identified because the provider will understand how to address each person's needs and how to move forward with treatment.

### **What does this mean for volunteers?**

It is important to understand that every person has a story that lead them to their current place. Experiencing trauma changes the lens that people view their world. Everyone will react a certain way to certain situations based on the trauma that they have experienced. It is not your job to investigate the link between the traumatic event and the behavior, but to be aware that there may be certain events or words that trigger an individual.



## Therapeutic Communication

The concept of "therapeutic communication" refers to the process in which the nurse consciously influences a client or helps the client to a better understanding through verbal or nonverbal communication.

### **Three distinct phases of Therapeutic Communication:**

Orientation Phase- Introduce yourself (first name only). The nurse can ask about the patient and how they are doing (understanding their needs). Trust and confidentiality is always established.

The Work Phase- Asking questions! This is where you can refer to collaborating actively and techniques!

The Termination Phase- Summarizing conversation and ending the time spoken together. Ending this with thanking the patient can sum up the conversation.

### **Social-Emotional Environment**

- Welcoming patients and ensuring that they feel respected- face to face interaction!
- Ensuring staff/ volunteers maintain healthy boundaries and can manage conflict- Get a staff member if escalation occurs! Keeping a calm tone of voice.
- Keeping consistent schedules and procedures
- Maintaining communication- Consistent, open, respectful, and compassionate
- Being aware of individuals cultures

### **Collaborating Actively**

- Active listening
- Sharing observations
- Share forms of hope
- Being humorous
- Discuss feelings
- Silence

### **Techniques**

- Relevant questions- Ask one at a time!
- Paraphrasing- Restate what you have heard from the patient, so they know you are actively listening
- Clarify- Ask questions to better understand

<https://hrcak.srce.hr/file/162627>



## Therapeutic Communication (con't)

- Focus- Focus on key points of the conversation
- Self-disclose- This shows the patient that the information is understood

Three distinct phases of therapeutic communication:

Orientation Phase- Introduce yourself (first name only). The nurse can ask about the patient and how they are doing (understanding their needs). Trust and confidentiality is always established.

The Work Phase- Asking questions! This is where you can refer to collaborating actively and techniques!

The Termination Phase- Summarizing conversation and ending the time spoken together. Ending this with thanking the patient can sum up the conversation.

<https://hrcak.srce.hr/file/162627>



## Conversation Do's & Don'ts

**DO:** Introduce yourself, set clear boundaries, listen actively, treat them with respect, ask about their hobbies, let them lead the conversation, go to a staff member if you feel uncomfortable or do not know what to do, respond with a friendly and engaged tone, give a high-five/fist bump if initiated by a member AND you feel comfortable, say thank you at the end of your conversation

**DON'T:** Share personal information, ask them why they are homeless or why they became an addict, bring up drugs or alcohol in conversation, have a one on one conversation alone in a room with a closed door (this may bring up past trauma), give money to members

What To Do If...

- Someone isn't interested in talking? That's okay! Find someone who does want to have a conversation.
- Someone becomes angry? Validate their feelings, end the conversation and find a staff member.
- Someone brings up harming themselves or others? Immediately find a staff member and report what happened to them.
- Someone becomes upset? Validate their feelings, if you need help locate a staff member.
- Someone is making you uncomfortable? Remove yourself from a conversation and find a staff member.



# Suicide Protocol

## **Risk Factors:**

- Alcohol/substance abuse
- Victim of abuse
- Widowed or divorced
- Family history of suicide
- Death of friend/family member
- History of prior suicide attempt
- Physical/mental illness
- Chronic pain/illness
- Poor support system, living alone
- Legal/disciplinary problems

## **Symptoms of Suicidal Ideation:**

- Hopelessness
- Anhedonia- lack of pleasure
- Insomnia
- Severe anxiety
- Impaired concentration
- Psychomotor agitation
- Panic attacks
- Verbalization of a plan to hurt or kill themselves

## **Role of the Student:**

If the patient shares anything with you that is concerning or puts their own or others' safety in jeopardy:

1. Listen
2. Thank patient for being brave and sharing this information with you
3. **Report this information to a Recovery Café staff member** (Especially if patient expresses a plan to hurt or kill themselves/others)



# HIPAA (Health Insurance Portability & Accountability)

## **What is HIPAA?**

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that mandated the adoption of nationwide regulations to prevent confidential patient health information from being revealed without the agreement or knowledge of the patient.

The HIPAA Privacy Rules, Security Rules, and Breach Notification Rules are the three key components of the HIPAA rules and regulations.

The purpose of HIPAA is to increase the health industry's efficiency, promote health insurance portability, safeguard patients' and health plan members' privacy, and guarantee that health information is maintained secure and that patients be notified of breaches of their health data.

## **Why is HIPAA important in this setting?**

Employees who understand how the HIPAA law works are significantly less likely to make mistakes.

People who have experienced homelessness are more prone than the average population to have poor physical and mental health. Moreover, homeless, and mentally ill individuals are also a highly vulnerable population. For that reason, it is especially important to understand the HIPAA law to reduce the risk of violating HIPAA regulations and exposing the members of Recovery Café's confidential information.

## **Examples of HIPAA Violations:**

- Leaving electronics in unprotected areas
- Providing information with those who are not supposed to have access to it
- Disposal of PHI records in an unsafe manner
- Using unprotected locations to access PHI
- Posting PHI on social media
- When devices are lost or stolen.

## **What are the consequences of violating HIPAA?**

If there is a HIPAA violation, the individual's employment or volunteer position is terminated. However, it is critical to do so consistently for the company's long-term success.

For serious breaches of HIPAA rules, the minimum penalty is \$50,000. Individuals who violate HIPAA face a possible criminal penalty of \$250,000. The victims may also be entitled to

## HIPAA (con't)

compensation. A criminal violation of HIPAA Rules is likely to result in a prison sentence in addition to a heavy fine.

### **How do I obey HIPAA guidelines?**

The root of all the HIPAA violations that have been addressed so far are a lack of employee training. For that reason, you can prevent the chances of violating a HIPAA regulation by taking these precautions:

- Protect your passwords or login information and refrain from letting others use your login.
- Sign out of your electronic devices if you leave your workstation.
- Do not text the members medical and personal information.
- When disposing of PHI, it should be shredded and never discarded in a regular waste bin.
- If you are curious about a member's records or personal information, do not look them up.

