Volunteer Services

Reference Guide

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Volunteering at Allina Health

The Allina Health Spectrum of Care

Allina Health is a non-profit health system that cares for individuals, families, and communities throughout Minnesota and western Wisconsin.

Our network of care locations includes:
- 12 hospital campuses.
- 20 same-day and urgent care centers.
- 60+ primary care clinics.
- 100+ specialty care sites.
- Courage Kenny Rehabilitation Institute (CKRI) Sports and Recreation facilities.
- Vision screening at Minneapolis and St. Paul Public Schools.
- Allina Health Home Care Services.

Allina Health Code of Conduct

The Allina Health Code of Conduct requires you to carry out the Allina Health values of integrity, respect, trust, compassion, and stewardship in all of your actions.

Click the link to download a copy of the Allina Health Code of Conduct.

Diversity, Equity, Inclusion and Belonging

The purpose of our Diversity, Equity, Inclusion and Belonging (DEI&B) efforts are to improve the health of all people in our communities by leveraging the collective strength of Allina Health as a care provider, employer, purchaser, and community partner to eliminate system inequities and racism.

DEI & B Definitions

- **Diversity:** Embracing and investing in our differences to create a better us.
- **Equity:** Providing access to opportunities that support our communities' ability to reach their full potential. Creating solutions, informed by an understanding of unique needs that eliminate barriers to success and fill in opportunity gaps.
- **Inclusion:** Cultivating a safe environment where you always bring your whole self, contribute, and thrive.
- **Belonging:** When individuals or groups feel supported and safe because there is a sense of acceptance, inclusion, and respect for who they are.
- **Community:** Patients, employees, volunteers, and people who live in the communities we serve of all races, ethnicities, gender identities, sexualities, abilities, and economic means.
- **Safety:** Embodying our commitment to zero preventable harm by sustaining a culture where all are physically and emotionally safe.
- **Well-Being:** The combination of feeling good and functioning well, allowing one to flourish.

Our Commitment to Care and High Reliability

When every employee, physician and volunteer consistently demonstrates Our Commitment to Care in interactions with patients and each other, we fulfill our promise and deliver an exceptional experience in which the safety of our patients and employees is ensured.

Allina Health is committed to being a Highly Reliable Organization (HRO) by following through on our Commitment to Care and embedding high reliability skills into our daily interactions.

our COMMITMENT TO CARE

Universal skills for relationships and reliability

Relationship skills

- Offer a smile and a friendly greeting.
- Introduce the team and explain their roles.
- Actively listen and respond with empathy.
- Assume everyone is acting with the best intentions.
- Encourage the other person to ask questions and give you answers.

We're all here to help patients on their path to better health.

Reliability skills

BEHAVIORS	TOOLS
Focus attention on the task	• Self check using STAR (Stop | Think | Act | Review)
Communicate clearly	• Three-way Repeat Back and Read Back • Phonetic and numeric clarifications • SBAR approach for structured communications
Use and adhere to standard work	• Know Why and Comply: Continuous Use and Reference Use standards
Have a questioning attitude	• Clarifying questions • Question and confirm
Speak up and partner for safety & reliability	• Stop the line by saying, "I need clarity." • Cross check • 5:1 feedback

Professional Boundaries

Professional boundaries are defined by the space between the caregiver's power and the patient's or participant's vulnerability.

Boundaries are crossed when a caregiver engages in behavior with a patient or visitor that is outside the activities of their professional role.

> Your responsibility is to make sure that you are always acting within professional boundaries and maintaining respectful relationships with those we serve.

To maintain professional boundaries between volunteers and people we serve, do not:
- Socially communicate via email, phone, social media, etc.
- Share personal information.
- Perform any personal hygiene or toiletry needs.
- Contact vulnerable adults or children without the knowledge of their family.
- Socially gather (unless at sponsored events).
- Take photos.
- Post on social media.
- Provide transportation.
- Buy or accept gifts, food, coffee, tips, etc.

> These boundaries provide a safe environment for those we serve. If you witness or hear about a boundary being crossed, it is important to report it to your program supervisor or Volunteer Services.

Respectful Environment

Allina Health is committed to providing a respectful environment for all. It is aligned with our mission, vision, values, and culture of Whole Person Care.

A respectful environment promotes honesty and a healthy and positive environment. A fundamental aspect of a respectful work environment is one in which everyone treats one another as they would like to be treated.

Expectations

Allina Health has high expectations to foster a respectful and inclusive environment.

- The expectations are defined in policies including the Allina Health Respectful Workplace and Code of Conduct.
- Allina Health's expectations help us deliver our promise of Whole Person Care.
- Our goal as an HRO is zero preventable harm. As an HRO, Allina Health encourages a speak-up culture.

Whole Person Care

The Allina Health culture of Whole Person Care means that everyone fosters and maintains a respectful and inclusive environment.

- Understand that diversity, equity, and inclusion are central to achieving our mission.
- Embrace and value our differences.
- Lift each other up through encouragement, collaboration, and teamwork.
- Hold each other accountable to live our values of compassion, respect, integrity, trust, and stewardship.
- Foster a safe environment where all are welcome, heard, valued, and contributing to their fullest potential to advance the common good.
- Raise concerns if something is not right, regardless of power differentials.

- Support a workplace that promotes respectful values, well-being, and safety for all.
- If you experience or witness behaviors that violate Allina Health policies, speak up with confidence.

Harassment Free Environment

Allina Health strictly prohibits any type of harassment, including sexual harassment, by employees or other workforce members.

- All conduct that violates this policy is prohibited, whether or not such conduct is intended to be offensive or harassing.
- Offensive behavior that violates this policy is prohibited in any form.

Types of Conduct that May Violate Policy

Allina Health is committed to providing a safe and caring environment that is free from verbal or physical violence, threats, and/or intimidating conduct.

Allina Health's policy defines harassment as offensive verbal, written, and/or physical conduct that is directed at an individual because of their:

Race	Gender Identity.	Color.
Disability.	Creed.	Age.
Religion.	Marital or familial status.	National origin.
Covered veteran status.	Sex.	Status with regard to public assistance.
Sexual orientation.	Other status protected by applicable law.	

Sexual Harassment

Sexual harassment is prohibited. It is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical contact when:

- Submission to such conduct is made a term or condition, either explicitly or implicitly, of an individual's volunteer status.
- Submission to or rejection of such conduct by an individual is used as a factor in decisions affecting that individual's volunteer status.
- Such conduct has the purpose or effect of substantially interfering with an individual's performance or creates an intimidating, hostile, or offensive environment.

Prohibited Conduct

Verbal or Written

Examples of prohibited verbal or written behaviors include, but are not limited to:
- Slurs or jokes that relate to an individual's protected characteristic.
- Negative stereotyping.
- Explicit or degrading verbal comments directed to someone because of their protected identity.
- Unwelcome sexual flirtation, propositions, or romantic advances.
- Sexually suggestive compliments or comments.
- Obscene phone calls, voicemails, virtual chats, or email messages.

Visual

Examples of prohibited visual-related behaviors include, but are not limited to:
- Cartoons, images, or objects related to a protected identity.
  - Displayed in the environment.
  - Transmitted electronically.
- Staring.
- Offensive or suggestive gestures.
- Inappropriate virtual backgrounds.
- Sexually suggestive images.

Physical

Examples of prohibited physical behaviors include, but are not limited to:
- Any sexually offensive or abusive physical conduct.
- Intentionally impeding movement.
  - Blocking.
  - Cornering.
  - Crowding.
- Invading personal space.
- Intimidating, offensive, or hostile contact.
- Physical contact with sexual overtones.

Patient Confidentiality

To protect our patient's privacy, Allina Health follows certain rules about handling patient health information.

The Health Insurance Portability and Accountability Act (HIPAA)

HIPAA safeguards protected health information (PHI) and ensures privacy rights for individuals seeking care and healing. This federal law establishes national standards to prevent unauthorized disclosure of patient health data without their consent or knowledge.

Adhering to HIPAA standards and the expectations outlined in Allina Health's Code of Conduct fosters patient trust. Without a patient's trust, they may be less inclined to share important facts about their health with their provider. This can result in poor outcomes related to their diagnosis and treatment.

How can you protect a patient's privacy?

- Lock computers.
- Safeguard passwords.
- Turn papers face down so not visible to others.
- Lock cabinets that contain PHI.
- Not discussing patients around those not involved in patient care.
- Use confidential recycling bins to dispose of documents containing PHI.

 HIPAA applies to every patient, every time. No exceptions.

Volunteer Safety

Emergency Response Review

Name	Description	Actions
Code Green - Behavioral Emergency	A Code Green is called when patients exhibit unsafe or threatening behaviors. There are specially trained staff who respond to these events.	Stay away from the area or check in with your supervisor for immediate instructions. For disputes not involving a patient, call Allina Health Security.
Code Blue - Medical Emergency	A Code Blue response can be initiated for resuscitation of all patients and non-patients who at the time of incident are located in a patient care or visitor area. Each site has a Code Blue response team and procedures to address the situation.	Stay away from the area or check in with your supervisor for immediate instructions.
Code Red - Fire	A Code Red is initiated for fire situations that include unwanted presence of visible fire or smoke.	If you discover a fire, there are two processes to help you remember what to do: **RACE:** Rescue, Alert, Confine, and Extinguish. **PASS:** Pull, Aim, Squeeze, Sweep.
Bomb Threat or Suspicious Object	A credible threat to detonate an explosive device to cause property damage, death, injuries, and/or incite fear.	In the event of a bomb threat or a suspicious object, call Allina Health security and wait for the "all clear" to be announced. Stay away from the

		affected area and do not touch or move the suspicious object.
Missing Person	When a patient and/or visitor is reported missing.	Security should be notified immediately of any report of a missing person. Refer to your site's emergency plan and be vigilant near locked doors to ensure others cannot gain access or leave the premises.
Severe Weather	Severe weather can impact our sites at any time throughout the year and many weather conditions may have significant impacts to normal operations.	It's important to know the location of severe weather safe areas for the facilities you serve in.
Utility Failure	This includes electrical, water, sewer, medical gases, heating and cooling, etc.	Contact your site's facilities department to report a utility failure or emergency.
Chemical Spill	Do not attempt to clean up a chemical spill unless trained to do so. If you are working in an area where a chemical spill occurs, evacuate to a safe area immediately.	Call your site's emergency number to report the spill. The best thing to do is to secure the area to prevent people from entering.
Lockdown	A lockdown is a safety and security measure in which people are temporarily restricted from entering the building during a situation that may endanger the safety of people located inside.	Understand your site's response plan to limit access. Remain in your area and do not leave the building.
Mass Casualty Incident (MCI)	An MCI applies specifically to an acute incident that is highly likely to cause either a large influx or outflow of patients. This may apply to an external or internal disaster.	In the event of an MCI, your supervisor or volunteer coordinator will notify you and provide instructions on next steps

		based on your site's response plan.
IT Outage	An IT outage may include telephone failing, internet going down, or the electronic medical record not working.	In these situations, follow downtime procedures and know where downtime devices are located.
Evacuation	Evacuation is the movement of patients out of the building to another location when the building is no longer safe or feasible to continue patient care.	Follow your site's evacuation plan depending on if the evacuation is considered urgent or emergent.
Suspicious Person or Behavior	Any suspicious or unusual activity/person.	Report all unusual behavior to security or local law enforcement.

Active Violent Events

Allina Health wants to ensure that all staff and volunteers are aware of the response options should an active violent event occur at any Allina Health campus or associated facility.

This includes events that pose a threat and/or include harmful acts with a deadly weapon.

- **Run:** Always try to escape or evacuate and encourage others to leave with you.
- **Hide:** If you can't get out safely, find a place to hide or shelter-in-place.
- **Fight:** As a last resort, and only if your life is at risk, fight the perpetrator.

Considerations

- Where are your closest exits?
- Are you able to shut a door and/or lock it?
- What can you hide behind?
- Do you have a way to call for help? (e.g. 911)

Violence Prevention

Allina Health is committed to providing a safe environment and to promptly respond to verbal or physical violence, threats and/or intimidating conduct against any patient, employee, volunteer, practitioner, visitor, contractor and all others within an Allina Health facility or when working outside of a facility.

No matter what your role is, no matter where you are working, the Universal Precautions for Personal Safety and the Universal Precautions for Violence are simple steps you can use to keep yourself and others safe.

Universal Precautions for Personal Safety

- Assess your environment.
- Be aware of improvised weapons.
- Keep an open path for your exit.
- Leave or call for help if you feel threatened.
- Ask yourself: "Do I feel safe?"
- Use your best judgement regarding the safest course of action.
- Defend yourself against assault by patients or others.
- Watch for escalating behaviors.
- Maintain a safe distance whenever possible.

Universal Precautions for Violence Prevention

- Remember that no specific diagnosis or type of patient or person predicts future violence.
- Anyone can become violent.
- Assume prior trauma.
- Avoid excessive use of devices such as phones.
- Trust your instincts and exit a situation or ask for assistance if something doesn't feel right.
- Keep others informed of your whereabouts.
- Practice effective communication and conflict resolution skills.

Escalation

To keep yourself and others safe, be intentional about monitoring the people and places around you for potential risks and escalating behavior.

What does escalating behavior look like?

Verbal Cues:
- Speak loudly or yell.
- Swear.
- Use a threatening tone of voice.
- Make verbal threats.

Non-Verbal Cues:
- Hold their arms tight across their chest.
- Have clenched fists.
- Exhibit heavy breathing.
- Use an aggressive or threatening posture.
- Appear restless or agitated.
- Throw objects.
- Have a sudden change in behavior.
- Exhibit a change in eye contact.

De-Escalation Strategies

Respect Personal Space

- Acknowledging and honoring individual boundaries.
- Fostering open communication.
- Obtaining consent for physical contact.

Offer Choices and Optimism

- Confirm that the choices offered are safe, appropriate for the situation, and align with the patient's well-being.
- Avoid choices that compromise safety or escalate the situation.
- Consider the patient's preferences and needs when offering choices.
- Tailor the options to be in line with their values and concerns.

Do Not Provoke

- Prioritize active listening, respect personal space, use open and non-threatening body language.
- Be mindful of tone and volume.
- Maintain a respectful and courteous demeanor.

Provide Hope

- Use a calm and positive tone when communicating with the patient.
- A positive demeanor can help create a more optimistic atmosphere.
- Reinforce their efforts and express optimism about continued progress.

Be Concise

- Be direct.
- Keep communication centered on the immediate concern.
- Avoid delving into unrelated topics that may further escalate the situation.
- Give them time to respond.

Debrief

- Explain the purpose of each action taken.
- Explore and problem solve to prevent further escalations.

Listen Closely and Pay Attention

- Resist the urge to interrupt while they are speaking.
- Allow them to express themselves fully, as this shows respect and can lead to better understanding.
- Paraphrase their statements to confirm understanding and encourage further communication.

Identify Wants and Feelings

- Express empathy and understanding.
- Let them know that you are there to listen and help, which may encourage them to share their true needs.
- Pay attention to non-verbal cues, such as gestures, facial expressions, and body language.

Establish Verbal Contact

- Acknowledge the patient's emotions and concerns. Validating their feelings can help them feel understood and heard.
- Encourage the patient to share their thoughts and feelings by asking open-ended questions.
- Quietly remove bystanders or uninvolved people.

Agree or Agree to Disagree

- Assure the patient that it's okay to feel a certain way.
- Normalize their emotions by saying, "It's completely normal to feel upset or scared in this situation."
- Find areas of agreement or shared concerns to establish common ground.

Preventing Infection

Standard Precautions

Standard Precautions mean treating everyone's blood and body fluids as if they are infectious.

To protect yourself and others from infection, follow these general rules:
- Wash hands with soap and water after using the restroom, before and after meals, and/or after touching contaminated surfaces.
- Use sanitizer when appropriate and disinfect high touch surfaces.
- Wear personal protective equipment (PPE).
- Cover your cough/sneeze.
- Maintain good personal hygiene and health.
- Receive recommended immunizations (pneumonia, influenza, COVID-19).

Transmission Based Precautions

Transmission Based Precautions are used when transmission cannot be completely interrupted using Standard Precautions alone such as when a patient has a known or suspected communicable disease.

> Volunteers will not visit patients with Droplet, Contact, Neutropenic, Enteric, Airborne, nor Enhanced Respiratory precautions.
>
> Do not enter patient environment if any of the above precautions are in place. Contact your Volunteer Coordinator to review your assignment.

If you have any of the following symptoms, notify your volunteer coordinator and do not volunteer:
- Fever of 100F or greater.
- Cough.
- Diarrhea.
- Shortness of breath.
- Unexplained headache.
- Vomiting.
- Sore throat.
- Loss of smell or taste.
- Body/muscle aches.
- Congestion/runny nose.

Abuse and Maltreatment

Abuse includes any knowing, intentional, or negligent act by a caregiver or any other person that causes harm or serious risk of harm. The harm suffered may result from abandonment, exploitation, and/or neglect (including self-neglect).

Abuse

- Physical abuse is the use of force that may result in bodily injury, physical pain, or impairment.
- Emotional abuse intends to produce mental or emotional distress, including unreasonable confinement.
- Sexual abuse involves non-consensual sexual contact of any kind.

Neglect

Failure to provide for food, clothing, shelter, medical care, and/or supervision.

Financial Exploitation

Misuse of funds, assets, or property or the failure to use their financial resources to care for them, which results in or is likely to result in detriment to the person.

Warning Signs

- Unexplained burns, bites, bruises, or broken bones.
- No food in the home, unkempt.
- Unexplained withdrawal or non-communicative.
- Strained or tense relationships between the caregiver and the individual.
- Emotionally agitated or upset.
- Use of power or control by caregivers.
- Unexplained bleeding or infections of private areas.

Right to Know

The OSHA Hazard Communication Standard (29 CFR 1910.1200), often referred to as the Employee Right-to-Know Law, gives staff and volunteers a way to learn about chemical hazards in the workplace and how to work safely with these materials.

All efforts are made to avoid placing volunteers in a potentially harmful situation including exposure to chemicals and infectious agents. Allina Health provides information on infectious agents and other possible hazards to volunteers.

What Can I Do If I Feel Unsafe?

You have the right to refuse to volunteer under dangerous conditions.

- Notify your volunteer coordinator if you feel you have been exposed to a harmful chemical, drug, blood/body fluid, or hazardous agent.
- For emergency situations, dial 911.

Reporting Accidents

Accidents or potential accidents need to be reported.

If you witness an accident or see a situation which could cause an accident or injury, please report it immediately by notifying your volunteer coordinator and/or security.

Resources

Phone Numbers

Name/Title	Phone #

Notes