What This Orientation will Cover

• Veterans Affairs Overview

• Veteran Appreciation

• Voluntary Service Programs and Relationships

• Volunteer Process Health Records/Paperwork

• Benefits to you

  (Be consistent with your name on all paperwork. Use your driver’s license as the example.)
The White House

VBA
Veterans Benefits Administration

VHA
156 Medical Centers and over 800 community-based clinics. VHA has facilities in all 50 states

NCA
National Cemetery Administration
VA Structure, continued

Local Facilities

**VACC:** Veterans Affairs Community Clinic offers primary care health services in various locations convenient to many Veterans' homes.

Otherwise known as CBOC.

**Vet Centers:** provide individual, group and family counseling to all Veterans who served in any combat zone.

Services are also available for their family.
Veterans Affairs Community Clinics

**Anaheim**
2569 W Woodland Dr.
Anaheim, CA 92801
Phone: 714-763-5300

**Santa Ana**
1506 Brook Hollow Dr.
Santa Ana, CA 92705
Phone: 714-434-4600

**Laguna Hills**
25292 McIntyre Road
Laguna Hills, CA 92653
Phone: 949-269-0700

**Whittier/Santa Fe Springs Clinic**
10330 Pioneer Blvd Suite 180
Santa Fe Springs, CA 90670
Phone: 562-466-6080

**Villages at Cabrillo**
2001 River Ave, Bldg. 28
Long Beach, CA 90806
Phone: 562-388-8000
Executive Leadership

DIRECTOR
Walt C. Dannenberg

Associate Director
Jean Gurga

CHIEF OF STAFF
Elizabeth Aubry

Associate Director Patient Care Services, Chief Nurse Executive
Cory Ramsey

Assistant Director
Bryan E Arnette

Dep. Associate Director, Patient Care Services, Chief Nurse Executive
Marla Weiss
What is Voluntary Service?

- Voluntary Service is responsible for recruiting, orientating and placing volunteers within the VA.
- Voluntary Service handles volunteer human resource issues, track volunteer hours, and conduct an annual award recognition ceremony.
- Voluntary Service is the focal point for accepting and recording all donations made to the medical center.
VA Vision

To provide Veterans the world-class benefits and services they have earned – and to do so by adhering to the highest standards of compassion, commitment, excellence, professionalism, integrity, accountability, and stewardship. ICARE

VA Mission

To fulfill President Lincoln’s promise – “To care for him who shall have borne the battle, and for his widow, and his orphan” – by serving and honoring the men and women who are America’s Veterans.
Volunteer Process

Online
• Orientation
• Mandated TMS Training
• HIPAA Privacy Act
• Privacy and Information Security Training

Appointment Day
• Submit Application
• Submit Assignment Guide
• Schedule T.B. Screening
• Live Scan (Fingerprints)
• Badging
Veteran Appreciation

Duty
Honor
Courage
Sacrifice

Yesterday, Today and Tomorrow
VA Core Values and Characteristics

Because I CARE, I will…

**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, full 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.

**Excellence:** Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and be rigorous in correcting them.
Voluntary Service Programs and Relationships

• Ambassador Program
• Archery
• Disabled Veterans SCUBA Project
• National Games
• Deep Sea Fishing

• Project Healing Waters
• Photography
• Lapidary
• Wood Shop
• Computer Lab
• Photography
Voluntary Service Programs and Relationships

- Disney Goals
- National Guard
- Sunburst Youth Academy
- Girl Scouts of America
- National Football League
- Los Angeles County
- Drum Circle
- California Military Department
- Veteran Service Organizations
- Major Baseball League
- Facility Golf Cart Service
- Long Beach Unified School District
Voluntary Service Programs and Relationships

- National Salute to Veterans
- Volunteer Awards Ceremony
- VVRC Christmas
- Welcome Home
- Stand Down

- Woman’s Health Fair
- Veterans Carnival
- Veterans Baby Shower
- VVRC Thanksgiving
- Women Veterans Recognition
- Military Musters
Ambassador Program

A critical component to patient care throughout the Medical Center. As a team member, please work with your associates to better enhance the visit of our Veterans. There are various areas where Ambassadors are needed as they are an operational asset to our Veterans and VA Long Beach.

- Facility Wide Patient Transport – Ambassador Stations
- Events and Activities – Evening Activities and VA Events
- Volunteer Driver – Golf Cart & DAV
- Red Cross Bedside Assistance
- Kiosk Center Assistance
Youth Volunteers

• VA Long Beach has the largest youth program in all VA
• Parental/guardian consent required under the age of 18
• Must be at least 15 to begin volunteering at Long Beach VA. If under 18, and have shot records, please bring on next visit.
• Scholarship Opportunities
• Each state has differing laws regarding youth and employment/volunteering.
Veterans Affairs Police Department

VA Police are Federal Police Officers
Parking Areas

Now everyone can park close to the Buildings and not walk so far.

- Visitor Parking
- Staff Parking
- Employee Parking
- VA Tickets
TEMPORARY Parking Pass

1. Limited-time use.

2. 30 days or more requires approval.

3. Get your parking pass at Building 5c!
Parking Decals and Designations

Consultants

Volunteers

Staff & Employee

Special Functional Needs

Spinal Cord I & D

Acquired thru HR
1. Warnings (2)
2. No Charge
United State District Court
Violation Notice

1. Actual Fine.
2. Paid thru U.S. Magistrate
Los Angeles Courts
T.B. Health Requirements

Ways to complete Tuberculosis (T.B.) Screening at VALB

Adults 18 and over – Records show within 1 year

• **Option 1** - Blood draw from Occupational Health at VA Long Beach
• **Option 2** - Records of a TB Blood Test from another agency with results

Youth under the age of 18 – Records showing within 1 year

• **Option 1** - Blood draw from Occupational Health at VA Long Beach
• **Option 2** - Records of a TB Blood Test from another agency with results
• **Option 3** - Submit shot records showing all current vaccinations
Assignment Guides

You must have an Assignment Guide to Start the Volunteer Process.

WHY?: The Assignment Guide describes the capacity you are going to Volunteer in for VALB. (How you should be badged).

Including:

• What your function is (HCG/Service)
• Your Supervisor (must be a VA employee)
• Where you are Volunteering (Location)
• What capacity of privacy information will you be around
• Is computer access necessary

If you ever wish to change your assignment, see Voluntary Service
Assignment Guides

Common Questions:

• Can I change my Assignment Guide?  Yes

• Can I Volunteer in more than one area?  Yes (no more than 2 areas)

  See Voluntary Status boards for Volunteer opportunities.

  Voluntary Service must have record of your new/additional Assignments.

New or additional assignments can:

• Impact the type of badge you wear

• Support Joint Commission and Office of Inspecting General Audits

• Require new or updated training
Types of Volunteers

Assignment Guide’s determine what type of Volunteer category you are placed in.

Type “B” - No Background required – Flash Badge

Type “C” - SAC Background. Required – Non PIV Badge

Type “D” - NACI Background. Required – PIV Badge

Type “B” must complete 50 hours of Volunteering before a permanent badge is issued
SAC is required for Volunteers whose assignments involve:

• Home health care
• Access to patient records
• Access to any sensitive data
• Clinical research
• Contact with pharmaceuticals or biological agents
NACI - Level of background check is determined by assignment sensitivity.

• NACI background checks are required on Volunteers who require computer access
• Criminal history is not an automatic disqualifier for volunteering
• Violations are reviewed on a case by case basis
What is the purpose of PIV?

• To enhance security
• To increase Government efficiency
• To reduce identity fraud
• To protect personal privacy
The PIV Process

• Complete VA Form 0711ID proofing:
• The applicant:
• Must have two (2) forms of ID
• Must appear in-person at least once before the issuance of a PIV credential
• Must complete background investigation requirements (no background for Flash Badge)
Examples of Badges

Employee
Contractor
Affiliate / Volunteer
Flash badge
Volunteer ID Badge

- VA ID cards are initiated by Voluntary Service. You will receive an authentic VA ID Badge after 50 hours of volunteer service.

- **Volunteer IDs must be worn at all times when working as a volunteer.**

- Return badge when you feel you won’t volunteer any longer.

- If badge is lost, you must make a police report with the VA police in building 5c.
Universal Precautions

Control of infections in hospitalized patients is the responsibility of all health care facilities.
Universal Precautions Best Practices

• Sneeze or cough into a tissue or upper sleeve, rather than into your hands, then wash your hands.

• Avoid patient contact when you have a respiratory infection or cold.

• Stay home when you have symptoms such as vomiting, diarrhea, fever, skin rash, or the flu.

• Keep appropriate vaccinations current (influenza, tetanus, etc.).
When To Wash Your Hands

You must wash your hands:

• Before and after work shifts
• Before and after each contact with a patient or objects used by the patient (i.e. pushing wheelchairs or stretchers)
• Before eating, drinking, or handling food
• After restroom use, smoking, eating, grooming, touching face, hair, money, etc.
• Anytime your hands are dirty or may be contaminated
How to Wash Your Hands

Hand Washing Technique - Takes 20 seconds and includes the following steps:

1. Wet hands
2. Apply soap
3. Work up lather for 15 seconds
4. Rinse hands
5. Dry hands with paper towel
6. Turn off water faucet with paper towel

Alcohol sanitizers are effective and may be used instead of soap and water unless your hands are dirty or contaminated.
DISASTER/EMERGENCY PREPAREDNESS

**DISASTER** – Significant Impact on;
- Life Safety; Patient Care; Building Infrastructure; and Operational Systems
- Requires significant resources

**EMERGENCY** – Localized, contained using on-hand resources with minimal impact to patient care.

**TYPES OF THREAT OR RISK ASSESSMENTS**
- Natural Disasters
- Man-made Disasters
- Technological Disasters

**Ambassador and Volunteer role in a Disaster/Emergency:**
Accountability/Responsibility on Station
- Assist where you are assigned to Volunteer at VA
  - Check-in with your immediate Supervisor
  - Tell Your Supervisor you need to check in with Voluntary Service with your name and location at Extension 5715.
  - Ambassadors Check in with your Supervisor in Voluntary Service with your name and location at Extension 5715.

**VALB utilizes the Incident Command System designed for hospitals, better known as the HICS System**
Emergency Preparedness

Police phone:
Ext. 5800
Emergency Ext. 5000

VA Main Phone #
562-826-8000

Report incidents immediately to your supervisor
Fire & Safety

• Rescue
• Alarm
• Confine
• Extinguish or Evacuate

Call Ext. 4444
Fire Extinguishers

Do not attempt to put out a fire unless you have been trained on how to use a fire extinguisher.

When using a fire extinguisher:

- **Pull the pin**
- **Aim nozzle at the base of the flames**
- **Squeeze the handle**
- **Sweep the extinguisher back and forth across the fire until the fire is extinguished**
HAZARDOUS COMMUNICATION

- Confirm that required protective equipment is in use and contain the spill
- Leave the area and close the door, restrict access if in a hall
- Ensure those exposed are given emergency medical care and enact spill procedures
- Access the MSDS and check clean-up procedures/precautions
- Notify the Supervisor and Safety Manager

Call EMS – Ext. 3421
Earthquakes

During an earthquake:
• Drop – Cover - Hold On
• Take cover under desk or patient bed
• Stay away from heavy furniture, large panes of glass, or other large objects.
• Open hallways are one of the safest places.
• Always be aware of possible exits.
VALB Smoking Policy

• Smoking by employees, volunteers, visitors, and patients is authorized **ONLY** in the designated outside patio areas.

• Smoking receptacles are provided in areas marked for smoking.

• Fully enclosed patios connected to the Medical Center are considered part of the Medical Center
• Smoking is not permitted in these areas.
VOLUNTEER DRESS CODE

• Close-toed shoes
• No PJs or sweats
• No holes in pants and shirts
• Must have a clean appearance

If you work in areas such as EMS, the Laboratory or others that require a specific dress code, for example having a requirement to wear a medical gown or Steel toe shoes you are required to do so.
Professional Conduct

• Zero Tolerance to Harassment; physically, psychologically, sexually or verbally by any employee, volunteer, student or visitor.

• Maintain professional conduct by using appropriate language. This includes refraining from profanity, as well as talking about drugs or other illicit behavior.
Customer Service
Conflict Resolution

Steps to Remember

• Manage stress while remaining alert and calm
• Control your emotions and behavior
• Pay attention to the feelings being expressed
• Be aware of and respectful of differences
COMMUNICATION

When assisting Veteran patients, communication is key;

• You may think the Veteran needs help; however, the assistance may be unwanted and unwelcomed

• Communication is the key. Always ask the Veteran first if they need or want assistance before lending assistance
Body Mechanics

• Do not lift anything you can not handle
  • If the object is an awkward shape, get help
• Do not lift - anything more than 30 lbs. without help
• If you are working in an office environment and require ergonomic interfaces, please advise your supervisor
Community Service - Please be sure to let us know if you are here for Community Service or Court Ordered, otherwise you may not receive credit.

- Only as an Ambassador
- No more than 8 hours/day
- Hours must be in whole numbers only
- Hours must match VSS and VS court log book
- No weekends or holidays
Benefits of Volunteering…

• Meal provided when volunteering four (4) or more hours a day
• Tax free shopping at Canteen Service
• Letters of reference or recommendation
• Personal satisfaction from serving those who served our country
• Credit Union
• Valet Parking
• Free flu shots
• Recognition and award opportunities
• Farmers Market
Wrap up

Statement of Commitment and Understanding
• Print, Sign and Date

Volunteer Annual Orientation Certification of Training
• Sign, Date and check for VS Handbook & knowledge
• After HIPAA film I will Sign your Certificates

KEEP ALL DOCUMENTS IN YOUR FOLDER UNTIL YOU COMPLETE YOUR CHECKLISTS

UPON COMPLETION OF VOLUNTEER CHECKLIST
BRING COMPLETED FOLDER TO VOLUNTARY SERVICE
Thank you for donating your time with America’s Heroes
By signing this Volunteer Orientation Self Certification, I’m declaring that I have completed orientation in its entirety and fully understand its content.

________________________________________
Volunteer Signature/Date

________________________________________
Print Name
“First Impressions”

Customer Service Training
TIBOR RUBIN VA MEDICAL CENTER
FIRST IMPRESSIONS MISSION

We are dedicated to serving our Veterans, their families, visitors and our staff by providing premier customer service immediately upon entering the Medical Center.
ROLE OF THE VOLUNTEER

- First Impressions Volunteers will provide premier customer service to ensure patients and visitors have a pleasant experience.
- Your responsibility is to be warm, friendly, approachable and extremely courteous 100% of the time.
- You are:
  "The Director of First Impressions"
FIRST IMPRESSIONS VOLUNTEER RESPONSIBILITIES

As a VA volunteer, you add warmth and a personalized touch to the services provided for patients and visitors at the TIBOR RUBIN Medical Center. Your contact will include not only patients, but also their families and friends. Always remember that a happy smile and cheerful manner are wonderful therapy.

- Greet people pleasantly. Be courteous and professional at all times.

- Introduce yourself and identify yourself as a volunteer. Speak quietly and discreetly.
FIRST IMPRESSIONS VOLUNTEER RESPONSIBILITIES - cont.

- Listen to patients in a sincere, friendly manner.

- Your language should always be in good taste.

- Always be helpful—it is better to spend a few minutes making or keeping people happy than to work for months to regain their goodwill.

- Treat Veterans, TRVAMC guests and staff with respect, courtesy, and compassion.

- Respect the religious and cultural practice of Veterans, guests and staff.
FIRST IMPRESSIONS VOLUNTEER RESPONSIBILITIES – cont.

- Complete all required training.

- Must be neat and clean in appearance. Always wear your *First Impressions* uniform when on duty.

- Personal biases will not affect your volunteer work.

- Please inform the Voluntary Service Office if you are going to be late or unable to make it to your assignment as soon as possible.

- Respect and adhere to the Veteran inpatient dietary restrictions and will not buy or supply the Veteran with foods or snacks.
FIRST IMPRESSIONS VOLUNTEER RESPONSIBILITIES – cont.

- Veteran patients information is kept confidential, following all Health Insurance Portability and Accountability Act (HIPAA) Privacy Rules.

- All reports of suspicion of abuse or neglect needs to be reported to the Voluntary Service Office. You may be requested to make a written report to the TRVAHCS.

- Ensure Infection Control and Patient Safety standards are followed.
FIRST IMPRESSIONS VOLUNTEER RESPONSIBILITIES – contd.

- Will not engage in activities performed by health care providers – including first aid, CPR or lifting Veterans.

- Will not sign any legal papers or documents for the Veterans or guests.

- Will not transport the Veteran or guests in personal vehicle under any circumstance.

- Will not use alcohol or controlled substances while on duty as a First Impression volunteer.
CUSTOMER SERVICE ACTIONS: These small gestures and statements do not take much time and the return on our investment is very gratifying.

Introduce – Let the person you are assisting know who you are and what department you represent to establish personal identity.

Identify – use their name to reinforce that you relate in a personal way.

Respect – Address him/her as Mr. Hernandez or Mrs. Fisher. Those who prefer to be addressed by their first names will let you know.
CUSTOMER SERVICE ACTIONS – cont.

Smile – Smiles administered at an appropriate time promote friendly environments and may be the most comforting medication you can give a person.

Greet – As you walk through the corridors and other public areas of the facility, greet everyone by saying “Hello”, “Good Morning” or “Good Afternoon”.

Compliment – Simple observations reveal many opportunities to pay sincere compliments. If you notice good work, take a few moments to deliver a compliment.

Initiate – By taking the initiative, you can EXCEED ALL EXPECTATIONS!!
PHONE ETIQUETTE

As a First Impressions Volunteer you will very likely be a patient’s and their family’s first contact with our hospital.

“Good Morning, this is Mike at the Information Desk. How may I help you?”
Staxi Transport Chairs

- Lift arm rest to enter & exit chair from the side
- Ensure patient is securely seated before transporting
- Ensure the patient’s feet are placed on footrests
- Squeeze handle bar and push forward to move
- Slow to a stop before releasing handle bar
- Instruct patients to always enter or exit chair from side
- Footrests can be left in down position at all times
- Maximum weight capacity of red Staxi chairs is 500 lbs.
- Blue bariatric chair weight capacity is 1,000 lbs.
- Staxi chairs must be cleaned between patient use
- Always wear gloves provided before using chemical wipes
- Use Accel chemical wipes to sanitize chairs
- Extension numbers are provided in the Volunteer Resource Book to order gloves, Accel, and towels for delivery directly to your location
BASIC MANUAL WHEELCHAIR PARTS

- Push Handle
- Armrest
- Push Ring
- Brake
- Rear Wheel
- Anti-tip Bar
- Castor
- Backrest
- Cushion
- Seat
- Frame
- Calf Strap
- Footplate
Patient Privacy

- HIPAA (Health Information Portability & Accountability Act)
- Training provided to all new volunteers and must be reviewed annually by all registered volunteers
- Legal duty to protect patient’s rights regarding health information
- Personal Identifiable Information – duty to protect patient’s personal information (address, phone number, etc.)
- Never discuss patient information in hallways, elevators, at home, other public places, or with other staff not involved directly with their care
- Only volunteers/employees may use health records if needed in the official performance of their duties
FIRST IMPRESSIONS GREETERS PROCEDURES

As a First Impressions Greeter your main role is to greet and serve Veterans and guests. You will be assisting with directions, making referrals to resources, and making all our customers more comfortable in our hospital environment.

Acknowledge everyone that walks through our door with a smile and a greeting.
First Impressions Procedures

- Specific duties are outlined in your Volunteer Position Description
- Providing superior customer service is primary purpose
- Use the First Impressions Volunteer Resource Book for local resources
- Remember, you are on duty and you should focus on your environment not reading, chit chat, or cell phones
- Please limit your personal cell phone use to urgent phone calls or when you are on breaks away from the duty station
- Keep your work area neat and clean
- The interaction our guests have with you most often dictates their first impression – help us to make their experience here a positive and memorable one
- You are “The Director of First Impressions”
First Impressions Procedures – cont.

• Do not make derogatory remarks or express negative opinions of a situation. Diplomatically alert the proper channels to express your concerns.
• Volunteers should never accept tips or gifts of any kind from patients or visitors.
• Solicitation or distribution of literature on hospital property is prohibited.
• Problems relating to an area of voluntary service should be discussed with a Voluntary Service staff person. Questions or suggestions are also welcome. A volunteer who is unhappy about an assignment in a particular department may request a transfer.
First Impressions Procedures – cont.

Time Off
- When you are ill it is better for you to stay home
- If you have a planned vacation, please let us know as far in advance as possible
- Contact the Voluntary Service office to advise

Uniforms
- Specific uniform required while on duty
- Black slacks, white collared shirt, red vest, socks or hose, and comfortable clean shoes
- At completion of today’s training, you will receive your red vest
- Cleaning of your vest is your responsibility
Tibor Rubin VA Medical Center

Self-Certification of Completion

First Impressions

Voluntary Service Customer Service Training

By signing this Customer Service Self Certification, I’m declaring that I have completed my First Impressions training in its entirety and fully understand its content.

Volunteer Signature/Date

Print Name
Tibor Rubin VA Medical Center

Self-Certification of Completion

First Impressions

Voluntary Service Customer Service Training

By signing this Customer Service Self Certification, I’m declaring that I have completed my First Impressions Training in its entirety and fully understand its content.

Volunteer Signature/Date

Print Name
I, ____________________ will

- Follow direction provided by my supervisor.
- Remain flexible with my daily assignment location based on the needs of the day.
- Always treat others with a courteous, friendly and positive attitude at ALL TIMES.
- Create & maintain a peaceful and quiet environment in my assigned area.
- Greet every person upon their arrival to my area.
- Listen to the individual entering my area and use appropriate and welcoming body language.
- Politely repeat the concern or requests of each individual to make sure I fully understand them.
- Apologize and empathize with the individuals when a concern is raised.
- Assist them with their concern/issue by identifying the appropriate area or staff and offering to escort them.
- Go the extra mile to assist everyone entering the medical center.
- Act in a professional, positive manner consistent with my First Impressions volunteer assignment.
- Thank each Veteran at the end of my communication with them.
- Wear my Red Volunteer Vest at all times when on duty.

I understand any deviation from the above First Impressions Code of Conduct could result in a reassignment of my volunteer position.

______________________________________________  ______________________
Signature                                            Date

______________________________________________  ______________________
Staff Witness Signature                              Date