



Volunteer Orientation Handbook

**Volunteer Services Program
Marbridge Foundation, Inc.
2310 Bliss Spillar Road
P.O. Box 2250
Manchaca, TX 78652**

**Volunteer Office: 512-282-1144, ext. 1050
www.marbridge.org/get-involved/volunteer**

Orientation Guide

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Volunteer Services Program

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Volunteer Staff

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Office Hours
Monday-Friday
8:00am-4:30pm (or by appointment)



Dear Volunteer:

Thank you for choosing to become a Marbridge Volunteer. On behalf of the residents and staff, we would like to welcome you to Marbridge.

We are very proud of the men, women and teens that give their time; people like you who have a strong dedication to helping others.

You will find that Marbridge Volunteers enjoy a variety of activities in addition to their regular volunteer shifts. For example, we have an annual volunteer appreciation event along with quarterly meetings that will allow you to participate in fundraising and social events and form friendships with other volunteers. You will also discover that you are making a difference in the lives of those who live at Marbridge.

We welcome you and hope you find volunteering at Marbridge a rewarding experience.

Sincerely,

Haley Koop

Haley Koop, CTRS
Volunteer Program Coordinator

How To Become A Marbridge Volunteer

Included in this Volunteer Orientation Handbook, there will be several documents for you to read, initial and sign. These will be kept on file with your **Volunteer Application**. These include:

Volunteer Agreement –This is your agreement to comply with the rules and requirements of the volunteer program at Marbridge and is your official acceptance as a member of the Marbridge volunteers program.

Safety Module Statement of Understanding

HIPAA Privacy Statement of Understanding and Resident

Criminal Background Check Policy and Authorization to Perform Background Check – the policy explains the Marbridge policy regarding background checks. The authorization to perform a background check, which will be signed by you and maintained in your file in the Volunteer Office, allows the Marbridge Foundation to conduct a background check prior to accepting you as a Volunteer.

History of Marbridge

A respected past...

Founded in 1953 by Ed and Marge Bridges, Marbridge began as a small working ranch for young men with cognitive disorders. From its beginning, Marbridge offered training structured around the idea that adults with cognitive disorders can learn skills that help them build self-esteem and be contributing members of the community. By the 1960s, Marbridge had already received national attention for its groundbreaking approach to helping adults with special needs. Gifts of land expanded the campus, and Mabee Village and the Villa were built in the 1980s to broaden the scope of residents that Marbridge could serve.



...an innovative future

Today, more than 240 adults live and work on the Marbridge campus, enjoying opportunities to **learn** new skills, **experience** new discoveries and **achieve** their highest potential through our Life Options program. The Life Options program is built upon five fundamentals:

1. Individualized Care
2. Training & Education
3. Life Enrichment
4. Vocational Support
5. Benevolent Care

Marbridge Mission

Marbridge is a non-profit residential community that offers transitional and lifetime care to adults with a wide range of cognitive abilities and, through compassion and faith, provides them opportunities to learn, experience and achieve a whole new life.

Marbridge Philosophy

At Marbridge, we focus on individuals first and cognitive challenges second. Our goal is to enable residents to reach their maximum potential through our Life Options Program. It is the goal of the program to provide a lifestyle based on each individual's unique capabilities, interests and goals. We provide stimulation and encouragement that residents need to learn and enjoy life in a comfortable, non-threatening, and positive environment, surrounded and encouraged by their peers. Residents enjoy the personal satisfaction of being as independent as possible, overcoming individual challenges, and making a meaningful contribution to the Marbridge and Austin communities.



Marbridge provides a safe, loving community. For some, Marbridge serves as a post-secondary, college-like training experience where young adults make the transition from Special Education student to adult, living and interacting in a community of peers. For others, it provides a stimulating, yet supportive community of peers who live, work, and play in a supervised, semi-independent cottage community. For older adults, Marbridge offers skilled nursing care if needed as residents age and need more assistance.

All three care centers—The Ranch, The Village and The Villa—are located on one, interconnected campus. In addition, Marbridge provides skilled nursing and rehabilitative care on a temporary basis through The Bridges, located adjacent to The Villa. It serves residents and

people from the surrounding community who need recovery or rehabilitative care from medical conditions such as surgery, heart attack or stroke. The Villa Skilled Nursing Center also accepts people from communities outside of Marbridge. The Villa enables Marbridge to provide care for adults with intellectual disabilities from age 18 to end of life, making it one of only a handful of communities of its type in the U.S. with this capability.

Golden Rules of Volunteering

1. Please be helpful, courteous and cooperative at all times with Marbridge personnel, residents, visitors and other volunteers. Ask how you can help. Do not sit idle.
2. Do unto others as you would have them do unto you.
3. Accept your service area chairperson's suggestions, instructions and requests and learn from them.
4. Be responsible for your own actions and respect the residents, ie asking for permission when entering their room, redecorating, helping with their personal belongings, and give encouragement and positive words to them.
5. **Please do not attempt to perform duties that you have not been taught to do.** Marbridge staff will not mind repeating instructions if you don't understand them at first. You are responsible for asking them for more instructions. When in doubt about **anything**, ask your service area chairperson before you act.



In general, please respect all persons you come in contact with as individuals. Treat them as you would like to be treated. Keep your sense of humor, have fun, and most of all **learn** as much as possible.

Why Volunteer?



Because one person can make a great difference!



Please join us at our monthly JAM (Just About Marbridge) session! Every month we host a JAM session on the 2nd Thursday @ 9:30am. Each one-hour session guides you through the Marbridge community where our philosophy of care focuses on individuals and abilities as they Learn, Experience and Achieve. This is a great & fun opportunity to learn more about us and our awesome residents!

Don't forget to *LIKE US ON FACEBOOK!!* 😊

Volunteer Program Guidelines and Rules

Please read the following guidelines and rules carefully. We expect you to follow these rules during your volunteer work with us. How you conduct yourself as a volunteer reflects on the entire Volunteer Program, and your compliance and cooperation is required. You are an important part of the caring team.



Arrival

Arrive on time for your “shift.”

Please track your volunteer hours and sign in for each shift in the Volunteer Binder. Blank sign-in sheets are available in the back of the volunteer binder. Volunteer hours are collected on a monthly basis, so please be prompt in recording your service hours.

Report to your assigned service area.

Absenteeism

If you need to take an unplanned absence, contact your service area chairperson as soon as possible and no later than the start of your shift and contact Haley via email or text at hkoop@marbridge.or or 512 743 7860.

In certain service areas, volunteers are not required to supply a substitute in the event of an absence. If this is the policy in your service area, be sure to notify your service area chairperson and volunteer coordinator if you plan to miss a shift.

Dress Code

Be clean, neat and appropriately dressed at all times.

Please do not wear inappropriate clothes such as; low cut shirts, short shorts, jean shorts or short skirts.

Wear the appropriate shoes for the service area in which you volunteering. We do not recommend sandals or open-toe shoes. Volunteer name badges should be worn above the waist and be clearly visible to staff, residents and visitors.

Other Guidelines and Rules

1. Please keep your cell phone with you at all times and make sure that the staff has your phone number, just in case they need to get a hold of you or the resident you are with. Please leave your number in the Volunteer Sign-In Binder when you sign in.
2. **DO NOT GIVE YOUR PHONE NUMBER OUT TO RESIDENTS WITHOUT TALKING TO VOLUNTEER COORDINATOR FIRST!**
3. **NO ALCOHOL.** If you are going off campus with a resident to dinner, movie, etc. it is imperative that you and the resident consume **nonalcoholic** beverages only. This is an extreme safety issue.
4. Please bring all problems, issues, criticisms, and concerns to the Volunteer staff. If there is a situation that needs immediate attention, inform the nearest staff member. Issues can include, but are not limited to: resident behaviors, staff behaviors, other volunteer's behaviors, building concerns. We are always ready to talk with you and conversations are confidential.

Resident Confidentiality – HIPAA Compliance

On April 14, 2003 The Health Insurance Portability and Accountability Act (HIPAA) Privacy Regulation went into effect. For the purposes of HIPAA Privacy Regulation compliance, volunteers are treated as part of the Marbridge workforce. This means we need to provide you with training on the basics of the HIPAA Privacy Regulation.

Just what is HIPAA all about? HIPAA is one of the newest regulatory changes that affect the healthcare industry. Congress passed the HIPAA Regulations to standardize the way we maintain, protect and secure Personal Healthcare Information.

Who must follow these new Regulations? Healthcare Billing Companies, Healthcare Insurance Plans (i.e. Dental, Vision and Healthcare), and Healthcare Providers (i.e. Hospitals, Doctors' Offices, Pharmacies, Ambulance Companies, Durable Medical Equipment Companies, and Extended Care Facilities).

What type of information is protected by the Privacy Regulations?

Names	License Numbers
Addresses	Vehicle Identification Numbers
Telephone/Fax Numbers	Account Numbers
E-mail Addresses	Biometric Identifiers
Social Security Numbers	Full Face Photos
Medical Record Numbers	Any Other Unique Identifiers
Health Plan Numbers	

Protected Health Information (PHI) is any piece of information that can be used to identify a resident.

Remember: Only those people who are providing treatment services to residents, working on billing/payment type activities for the facility, or working on quality improvement type activities have the right to use or access this information.

Access to resident information is always based on a "need to know" basis and that access is only to the minimum necessary for that person to do their job.

Why should we protect Resident Health Information? Residents and their families have a fundamental right to expect their personal Protected Health Information will be maintained in a confidential manner and it will be used only for treatment, billing or quality improvement type activities.

Remember: Treat resident information that you come in contact with in the same manner that you would want your health information treated. It is simply common sense!

So, what happens if you don't keep the resident's Protected Health Information confidential? The HIPAA Privacy Regulation holds not only healthcare institutions liable

in the court of law, but also holds individuals liable! You will be held responsible for maintaining confidentiality of the information you come in contact with.

What can you do to protect the confidentiality of resident information?

1. Do not repeat or discuss the confidential information you may come in contact with anyone other than the staff who is providing care or services to the resident.
2. Do not access information that you are not authorized to use.
3. Do not share passwords and make sure to log-off the computer when finished.
4. Dispose of resident health information appropriately (i.e. shredding).
5. Treat this information as if it were your own!

Everyone is responsible for protecting resident information!

If you have any questions, please contact the Volunteer Coordinator or the Director of Human Resources.

Appropriate Conduct with Marbridge Residents

Marbridge does not allow sexual activity among our residents. We want our volunteers to promote friendly relationships, but please refrain from direct body contact that could be misunderstood. Please utilize a handshake for greetings and encourage this behavior on a continual basis. Should you have any questions or concerns, please contact the volunteer staff.

Code of Conduct

Your volunteer service for Marbridge may be terminated at the discretion of the Director of Human Resources or the Volunteer Program Coordinator at any time for failure to follow Marbridge Policies and Procedures, Volunteer Program Guidelines and Rules, and/or failure to maintain a high standard of performance.

Volunteers Taking Residents Off-Campus

If you are a volunteer who will be driving a resident, either in a Marbridge vehicle or your personal vehicle, it is imperative for you to understand the protocol of signing residents in/out with a staff member and why this is extremely important. Marbridge wants to ensure the safety of all residents by knowing where they are and who they are with at all times. Below are the steps for taking a resident off campus

1. Email Haley (hkoop@marbridge.org) about your plans, so she can confirm the resident or group is available
2. When you arrive to the Marbridge community check in with the staff and they will assist you in gathering the resident.
3. Fill out the OOP (Out on Pass) form, leaving your phone number and name, and have the **staff initial** that you are taking the resident off campus.
4. Ensure that the residents are safe in the vehicle at all times.
5. When returning to Marbridge, check back in with the staff and have the **staff initial** in the OOP binder that the resident has returned.

Volunteers identified as not consistently following protocol for whatever the reason will be contacted individually and reminded of proper protocol.

Mandatory driver training that needs to be completed if you are driving a resident.

Login Website is with Philadelphia Insurance:

<https://www.phly.com/>

There is a generic login you can use that gives you access to the training materials. The generic login information to the site:

Username: **LossControl**

Password: **Riskservices1**

This login is case sensitive so enter it exactly as noted above.

There is 1 course that should be completed:

- [Online Interactive Defensive Driver Training](#) (it is the 3rd from the bottom of the list)

Be Marbridge-Safe Module 1: Safety

It is very important that safe conditions are maintained for residents, visitors, volunteers, and staff. As a volunteer, you have a responsibility to help ensure that safe conditions are maintained, so that accidents are prevented from occurring.

Why do accidents happen?

Sometimes they are seemingly unavoidable, but often accidents occur as the result of careless behavior resulting in unsafe acts, as well as unsafe conditions. Often, staff becomes accustomed to an unsafe condition or act, to the point that they fail to recognize it as unsafe.

What's my role as a volunteer?

Actually, you have several:

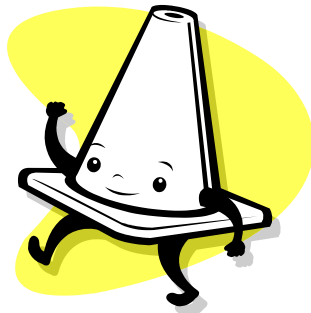
Be aware of your surroundings, and if you see potential hazards, report them to the person-in-charge

Practice common safety sense

Practice personal safety when volunteering: wear protective equipment, such as gloves, and practice good technique when doing physical tasks

Always follow the direction of the staff person-in-charge with regard to safety

In case you have an accident of any kind while volunteering, report it to the Volunteer Office or the Director of Human Resources for assistance in completing an incident report. If IMMEDIATE medical care is needed, go to an emergency room. Be sure that the Volunteer Office is alerted and receives a copy of the incident report. An incident may seem inconsequential at first, but have repercussions later—you should always report.



Be Marbridge-Safe Module 2: Body Mechanics

What is body mechanics?

It's a term that describes safe ways to position and move your body while doing your work as a volunteer. These safety measures are designed to protect your body, and also provide the most stability in your work, thus reducing risks of unsafe conditions.

What should I do when lifting/moving objects?

There are a few principles that can guide you:

Stand close to the object being lifted, and bend your knees slightly.

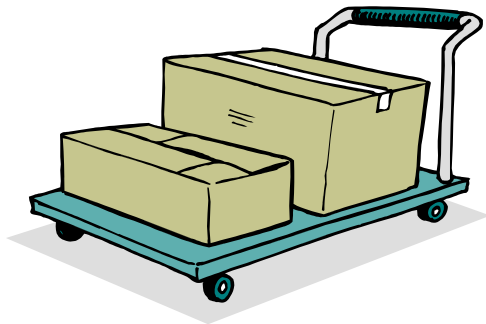
Always keep your spine in a neutral position, avoiding severe angles of bending or twisting.

Always lift with the strong muscles of your legs, not the weaker muscles of your back.

If you have to push or pull, such as with a cart, stay close to the load, use both hands, and tighten your stomach muscles to avoid excess curving of your spine.

If possible, always push instead of pulling.

If you have to stand for long periods of time, change positions frequently, using a footstool or other object to minimize back strain.



If you are ever asked, as a volunteer, to move or lift something that you are not comfortable with doing, please inform the staff person-in-charge that you are not comfortable. You know best what your body can (and cannot) do to protect it from injury.

What about safety in moving residents in wheelchairs?

Please follow these guidelines:

To prepare for resident entry into wheelchair: open wheelchair all the way, push footrests out of the way, and lock both wheels.

Stand behind the wheelchair while the resident is being seated, to provide extra stability.

Place resident's legs in foot or leg rests.

If on a steep incline, back down the incline, to maintain control of the wheelchair.

When going through closed doors, back through the door, using your hip to push the opening bar.

Before the resident leaves the wheelchair, lock both wheels, and again provide extra stability to the chair.



Be Marbridge-Safe Module 3: Infection Control

As a volunteer, you must always take seriously the infection-control precautions, which help to prevent the spread of infections from residents to other residents, visitors, staff, or volunteers. To move from an infected resident to other persons, germs are sometimes carried in the air, but most often by people and equipment. Thus, you certainly have a role as a volunteer in breaking the chain of transmission of infections.

What are my roles in controlling infections?

Hand hygiene: Hands are the primary carriers of infection, and hand hygiene is the single most effective method for decreasing the risk of transmission. Hand hygiene consists of traditional hand washing with soap, water, and friction, as well as the use of waterless antibacterial gel or alcohol foams.

How should you decide which of these two methods to use?

You should always wash your hands:

- ◆ when coming on and going off duty
- ◆ after using the restroom
- ◆ before eating, drinking, or handling food
- ◆ when hands are obviously soiled

Otherwise, the antibacterial gels and foams are actually preferred, as they are less drying and very effective at killing bacteria.



Standard Precautions:

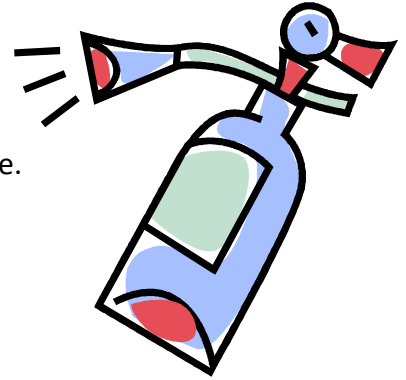
- ◆ Wear gloves when anticipating any contact with a resident's body fluids. If you are allergic to latex, make sure to let a Department Supervisor know.
- ◆ If you ever get body fluids on you, immediately wash your hands and any other affected areas of your body. If you are exposed to BODY FLUID and your skin is cut, or you have exposure to your eyes, nose, or mouth, report directly to an Emergency Department for appropriate follow-up. As with any incident you will also want to notify the Volunteer Office.
- ◆ Follow the warning signs: Please do not enter any area that has been designated off limits.

Be Marbridge-Safe Module 4: Fire Safety

Why is fire safety so important?

For each area in which you volunteer, you should know the following:

- The location of all fire alarm stations
 - The location of all fire extinguishers
 - The location of all fire exits and how to find them in dark or smoke.
- Some ways you can help to prevent fires in your volunteer area:
- Never prop open doors
 - Report any lights out in "Exit" signs on hallways
 - Do not stack objects closer than 18 inches to the ceiling



What should you do if you see smoke or fire?

Remember "RACEE", which stands for the following:

- Rescue** Remove all residents, visitors, and personnel who are in immediate danger.
- Alert** Pull the handle of the nearest fire alarm box.
Dial "0" for the operator, give your name, identify yourself as a volunteer, and give the location and type of fire.
Alert other staff and volunteers in the immediate area.
- Confine** Close all doors that have not automatically closed already, to prevent the fire from spreading
- Extinguish** If you are safe and out of danger at this point, use a fire extinguisher to fight the fire, or a blanket to smother the flames. Do not risk your safety for this step.
- Evacuate** Check with the person-in-charge for a decision about evacuation of the area. If you are in a resident area, follow the staff's lead in evacuation procedures.

What should you remember about how to use a fire extinguisher?

Remember PASS!

- Pull** Pull the pin to snap the safety wire
- Aim** Aim at the base of the fire, to deliver the most extinguishing action at the fire's source
- Squeeze** Squeeze the two handles together
- Sweep** Use a side-to-side, sweeping motion

Be Marbridge-Safe Module 5: Workplace Violence

We hear about workplace violence—what does that mean?

Often, it begins with an aggressive threat, made in frustration, and the situation can be calmed with early and appropriate intervention. However, it can also escalate to an actual act of violence. Marbridge has a policy prohibiting anyone from bringing a weapon to its facilities, but our environment contains many objects that could be used as weapons, so it is important for you to know how to be safe.

What should you do?

You may not be able to control the situation, but you can control yourself:

- Have someone dial 911 if a weapon is involved.

- keep a calm and caring attitude

- avoid giving orders (“Sir, you just have to calm down”)—this is not helpful

- avoid arguing—just listen

- don’t match their threat with one of your own—it can escalate the situation quickly

- keep a safe personal distance, placed so that a quick exit is possible



You will need to use your judgment about whether to use the tactics above, or just exit the situation. If the situation seems volatile to you, take advantage of your non-employee status to exit, with a statement such as “I’m just a volunteer (or student) here, but I can see that you’re upset, so I’ll go find someone who can help resolve this situation.” If, at any time, you need emergency help, dial “911” and stay on the line to give your location.

And last, but MOST important: Report the incident to the person-in-charge right away. Department personnel alone may be able to resolve the situation, or they may need to get safety and security resources involved. In either case, **the key is quick and early intervention.**

Resident Rights

Residents of Texas nursing facilities have all the rights, benefits, responsibilities, and privileges granted by the Constitution and laws of this state and the United States. They have the right to be free of interference, coercion, discrimination, and reprisal in exercising these rights as citizens of the United States.

Dignity and respect

You have the right to live in safe, decent, and clean conditions be free from abuse, neglect, and exploitation be treated with dignity, courtesy, consideration, and respect be free from discrimination based on age, race, religion, sex, nationality, disability, marital status, or source of payment practice your own religious beliefs keep and use personal property, secure from theft or loss choose and wear your own clothes be free from any physical or chemical restraints used for discipline or convenience and not required to treat your medical symptoms n receive visitors

Freedom of choice

You have the right to make your own choices regarding personal affairs, care, benefits, and services choose your own physician at your own expense or through a health care plan manage your own financial affairs in the least restrictive method, or to delegate that responsibility to another person

n access money and property you have deposited with the facility and to have an accounting of your money and property that are deposited with the facility and of all financial transactions made with or on your behalf participate in activities inside and outside the facility place in your room an electronic monitoring device that is owned and operated by you or provided by your guardian or legal representative refuse to perform services for the person or facility providing services use advance directives as defined in the Texas Health and Safety Code, §166.002 n designate a guardian or representative to ensure quality stewardship of your affairs, if protective measures are required

Privacy and confidentiality

You have the right to privacy, including privacy during visits, phone calls and while attending to personal needs have facility information about you maintained as confidential n send and receive unopened mail and to receive help in reading or writing correspondence

Participation in your care

You have the right to receive all care necessary to have the highest possible level of health participate in developing a plan of care, to refuse treatment, and to refuse to participate in experimental research refuse treatment, care, or services receive information about prescribed psychoactive medication from the person who prescribes the medication or that person's designee have any psychoactive medications prescribed and administered in a responsible manner as mandated by the Texas Health and Safety Code, §242.505, and to refuse to consent to the prescription of psychoactive medications access personal and clinical records, which will be maintained as confidential and may not be released without your consent communicate in your native language to acquire or to receive treatment, care, or services

Transfers and discharges

You have the right to not be relocated within the facility, except in accordance with nursing facility regulations to discharge yourself from the facility unless you have been adjudicated mentally incompetent to not be discharged from the facility, except as provided in the nursing facility regulations receive a 30-day written notice sent to you, your legally authorized representative, or a family member to appeal the discharge within 10 days of receiving notice in a Medicaid facility to be readmitted to the facility as provided by nursing facility regulations

Information

You have the right to receive a written statement or admission agreement describing the services provided by the facility and the related charges to be informed of Medicare or Medicaid benefits receive a copy of the Statement of Resident Rights and to be informed of revisions to be informed in a language you understand about your total medical condition, recommended treatment and expected results (including reasonably expected effects, side effects and associated risks), and be notified whenever there is a significant change in your condition.

Complaints

You have the right to complain about care or treatment and receive a prompt response to resolve the complaint without fear of reprisal or discrimination to organize or participate in any group that presents residents' concerns to the administrator of the facility. Your rights may be restricted only to the extent necessary to protect you or others, or to protect the rights of others, particularly those rights relating to privacy and confidentiality. These described rights are in addition to other rights or remedies an individual may be entitled to, according to rules and under the law.

For more information or to file a complaint:

DADS Consumer Rights and Services

— 800-458-9858

Long-Term Care Ombudsman (Advocacy) Program

— 800-252-2412

www.dads.state.tx.us

Marbridge Staff Directory

President	James Stacey
Vice President of Finance	Chris Lynch
Vice President of Operations	Scott McAvoy
Vice President of Development	Becca McPherson
Director of Admissions	Barbara Bush
Director of Training and Education	Jana Kay
Director of Human Resources	Janis Bennett
Director of the Village at Marbridge	Will Hoermann
Director of the Ranch at Marbridge	Marcus Mercer
Director of the Villa at Marbridge	Duncan Murray
Director of Facilities	Michael O'Shieles