

### **Health Insurance Portability and Accountability Act (HIPAA) Standards:**

Confidentiality means protecting a client's privacy and sharing client business only with those who have a need to know. The "need to know" is defined as the need to have information to perform your job as a volunteer. Confidential client information includes, but is not limited to: client's participation in Neighbors Helping Neighbors (NHN), personal information (name, phone #, date of birth, etc.), medical and financial information, quality assurance and quality improvement information, and risk management data. When you become a volunteer you agree to maintain absolute confidentiality of all NHN information. This expectation pertains to clients as well as their family members (including children, parents, spouses, siblings.) Any breach of confidentiality is grounds for corrective action.

### **Dress Code:**

We ask that volunteers dress in a neat, clean and modest manner. One way to check the appropriateness of your attire is to determine if you can bend, kneel, reach and move around with ease and modesty. Wear comfortable clothing and shoes when you're in the field as you will often be walking, standing and climbing stairs. Volunteers are asked to always wear a name tag identifying them as an NHN volunteer.

### **Dependability:**

Once you become a volunteer, we depend on you and are short-handed when you don't make an assigned visit with a client. If you must miss an assignment due to illness or emergency, please notify the NHN Program Coordinator as soon as possible so we can make every effort to meet the needs of the client.

### **Core Values:**

- NHN is committed to assuring that both clients and volunteers are treated with respect.
- NHN employees and volunteers are motivated by love and compassion within a network of healthy boundaries.
- NHN employees and volunteers will continually grow in the knowledge and capacity to connect clients with the resources they need to regain their health and independence. We do not personally provide transportation, medical or personal care.
- NHN employees and volunteers are committed to loving our neighbors without judgment or prejudice.

### **Prohibited Acts of Kindness:**

While we appreciate kind and generous hearts, we require that volunteers agree not to engage in activities that may make the client dependent upon NHN or the volunteers. Our role is to connect clients with resources, not to provide them ourselves. Please remember that we are not rescuers; our goal is to help the client achieve independence. We do not personally provide meals, housing, medical care, transportation, loans, gifts or other provisions. Volunteers are prohibited from receiving any gifts, household items or money from the client. Our services are free and receiving gifts negates that concept.

### **Training:**

All NHN volunteers agree to complete an initial eight-hour training workshop and attend monthly training meetings. If an emergency comes up and you cannot attend the monthly meeting you must notify the NHN Volunteer Program Coordinator so that other arrangements can be made.

### **Reporting:**

Volunteers agree to record all contact with the client and to record any efforts, interventions or collaborations made on behalf of the client. Reports will include personal mileage and the total time spent with the client (or working on their needs) as well as the results of the efforts. In addition, NHN volunteer activities not designated to a specific client (such as training or general office projects) are also recorded. Reports will be completed same day or next day.

### **Examples of Connections We Facilitate:**

NHN volunteers offer a wide variety of services that may include, but are not limited to, the following:

- Provide a listening ear to understand the client's concerns.
- Research available resources and connect the client to new resources.
- Organize a system for tracking and paying medical bills.
- Connect the client to financial, medical or energy assistance programs.
- Encourage communication with a primary care provider for oversight of health conditions and medication management.
- Link the client to programs like Meals on Wheels, Senior Center services, Agency on Aging services, Eagle Transit transportation services, Veteran's services or grocery and prescription delivery programs.