



ARMED FORCES RETIREMENT HOME VOLUNTEER APPLICATION

Instructions

Please fill application out completely. Sign every space that calls for your signature and give complete information on background check form. Residents of Harrison County, MS also have to fill out the Harrison County Background check form.

The long version of the 10 terms are yours to keep for reference and the shorter bullet form with your signature block is given back to me. Only the pages of the application that ask for a signature and date have to be sent back.

Once you have completed the form, please fax application to 228 897-4488, Attn: Adelina Hay-Sowell, Volunteer Coordinator. You may also scan and email the completed application to me.

Once background check has been completed, you will be called and an appointment set up for orientation.

We so appreciate your desire to be a part of giving back to our country by serving our nations honored veterans. It's a privilege to know them and actively promote a high quality of life for them.

If you have any questions, please call me at 228 897-4417 or email me at adelina.hay-sowell@afrh.gov



Armed Forces Retirement Home - Volunteer Services

Community Volunteer Application

(Please Print)

Name: _____ Date _____

Address: _____

Please Include Area Codes

Home Phone # _____ Work Phone # _____ Pager/Cell # _____

E-mail Address _____

Current Occupation: _____

Education: High School Some College Vocational / Technical
 2 yr College 4 yr College Masters Other _____

Interests// Skills / Training you would like to share? _____

Community Group Affiliations: (Clubs, Organizations, Church, etc.) _____

Previous or Present Volunteer Experiences: _____

Would you like to Volunteer for special events? (Check all that apply)
 Yes No Depends on the event _____

Days preferred to Volunteer: (Check all that apply)
 Monday Tuesday Wednesday Thursday
 Friday Saturday Sunday Holidays _____

Hours preferred: (Check all that apply)
 Early Morning (0600-0800) Morning Afternoon Evening

Volunteer Interests: (Check all that apply)
 Office / Administrative Recreation Arts / Crafts
 Teaching / Instructing Other _____

Volunteer Interests at the Healthcare Center: (check all that apply)
 Assisted Living Long Term Care Office / Administrative
 Recreation Therapy (Games/Exercise) Trip Escorts Pet Therapy

Volunteer Supervisor/POC _____

3 References: Name, Phone Numbers and email address.

All information is confidential. Your personal information or email address will NOT be released to any third party or marketing companies.

Thank you for your interest in the AFRH Volunteer Program.

Attachment G
AFRH - Volunteer Agreement

Name of Volunteer _____

Position Title _____

Department / Supervisor _____

As an AFRH Volunteer, I agree to:

- 1. Fulfill the duties listed on the attached position description to the best of my abilities.**
- 2. Attend the required orientation and training (s).**
- 3. Keep an AFRH Volunteer Timesheet of my volunteer hours and submit monthly to my department Point of Contact.**
- 4. As a courtesy, notify my department Point of Contact, as soon as possible, if I am unable to attend my appointed volunteer shift.**
- 5. Discuss any concerns with my Dept Point of Contact and Volunteer Services if the current volunteer position is not suited for me.**
- 6. If using government computers, not to extend the boundaries set forth by AFRH policy and regulations. Failure to do so will result in immediate termination of my volunteer position.**
- 7. If I observe an unsafe situation or receive an injury while on my volunteer shift, I will immediately notify my Department Point of Contact. If they are not available, an AFRH Staff member will be notified.**

Volunteer Signature _____ **Date** _____

The AFRH Volunteer Services agrees to:

- 1. Provide clear, concise standards and policies.**
- 2. Provide initial orientation to the mission and benefits of Volunteer Services.**
- 3. Accurate record keeping of your volunteer hours and achievements for 3 years and then on a continuum basis.**
- 4. Provide quarterly opportunities for you to participate and socialize with other AFRH Volunteers.**
- 5. Provide a professional environment and encouragement to excel.**



**ARMED FORCES RETIREMENT HOME
1800 BEACH DRIVE
GULFPORT, MS 39507**

STATEMENT OF CONFIDENTIALITY & ACKNOWLEDGEMENT OF MONITORING

PATIENT INFORMATION

All information, written, verbal, or electronic, with respect to the patient's chart or learned through conference with physicians, patients, family members and other authorized representatives of the patient is to be handled in a highly confidential manner and is not to be discussed with anyone except on a need to know basis and in accordance with policies.

ELECTRONIC INFORMATION

Electronic information includes all computer-generated or stored data, voice mail, facsimile, electronic mail services, internet and telecommunications.

TAPE RECORDING

Tape recording of voice mail or other message systems, telephone or in-person communication, meetings, and the like is not allowed without proper authorization.

I understand that all electronic communication and telecommunication systems and all information transmitted by, received from or stored in these systems are the property of Armed Forces Retirement Home Gulfport.

STORED INFORMATION AND MONITORING

I agree not to use a code, access a file, or review, retrieve and/or record any stored communication or information unless authorized. I acknowledge and consent to Armed Forces Retirement Home Gulfport monitoring my use of this equipment at any time at its discretion. Such monitoring may include printing and reading email entering, leaving or stored in these systems. The AFRH may routinely monitor activities, usage and patterns of these electronic media communications without notice. Although volunteers may have passwords that restrict access to their voice mail, email, and computers, the AFRH Gulfport may access any files, voice mail, or email message stored or deleted from all information systems.

I understand that any violation of the confidentiality of patient, medical or business information or misuse of electronic communication equipment or systems may result in termination or other disciplinary action.

Date

Signature of Volunteer

Department

Printed Name of Volunteer

ARMED FORCES RETIREMENT HOME - GULFPORT VOLUNTEER SERVICES

Welcome to the Armed Forces Retirement Home Team!

Thank you for your gift of volunteering your time and skills as an Armed Forces Retirement Home (AFRH) Volunteer. AFRH Volunteers are held to a very high standard of values: personal integrity, honesty, old fashioned courtesy, and high work ethics. You will be able to enjoy many privileges as an AFRH Volunteer.

- Free parking at the AFRH while on volunteer duty.
- Access to special lectures, events and training at the AFRH.
- Invitation to AFRH Community Day.
- Invitation to Religious Service's monthly Memorial Services.
- Automatic enrollment in the Presidential Volunteer Award Program.
- Use of the Volunteer Team Room while on volunteer duty.
- Invitation to Arts and Crafts Shows.
- An opportunity to meet with our Nation's greatest heroes.

Listed below are the *Common Sense Policies for Community Volunteers*. If you are unable to abide by the *Common Sense Policies*, you will not be able to volunteer at the AFRH. Violation of any of these policies may result in administrative action, up to and including your dismissal from Volunteer Services at the Armed Forces Retirement Home.

Please read the following *Common Sense Policies* carefully.

BASIC GUIDELINES FOR COMMUNITY VOLUNTEERS:

- AFRH does not accept federal, state or military court ordered community service volunteering.
- Adult Community Volunteers must be 18 years or older to volunteer at AFRH.
- Student Community Volunteers, ages 16-18, must have signed permission from their parents or guardian to volunteer at AFRH. Students under the age of 16 must be interviewed by our Chief, Resident Services.
- AFRH Volunteer Services can refuse any individual the honor of volunteering at the AFRH for any reason.
- There are no set service volunteer requirements. AFRH recognizes the Volunteer's right to discontinue volunteering at any time for any reason. AFRH also reserves the right to end your volunteer service if it is deemed to be in the best interest of the AFRH.

ARMED FORCES RETIREMENT HOME VOLUNTEER SERVICES

OFFICIAL VOLUNTEER DUTY HOURS:

As an official Volunteer at the AFRH, you will be asked to abide by campus security measures, and only be on the AFRH campus during your scheduled volunteer hours. If you are not scheduled to be volunteering at the AFRH, you will not be permitted on the AFRH campus. If a Resident asks you to visit him or her after your normal volunteering hours, you must decline.

DRESS CODE:

As a professional Volunteer at the AFRH, you represent a positive image of the community at large to the AFRH. Volunteers will dress appropriately for their volunteer position. Short shorts, short dresses, see-thru clothing, inappropriate sayings on T-shirts, clothing too tight for flexible movement, and flip flop sandals are not acceptable volunteer apparel.

PROFESSIONAL CONDUCT AND LANGUAGE:

Community Volunteers are expected to follow rules of conduct that will protect the interest and safety of all Residents, Staff, and Volunteers. Volunteering while under what appears to be the influence of alcohol or illegal drugs will be reason for immediate automatic dismissal. Unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs on or off the AFRH campus, and disrespectful conduct to a Resident and/or staff member will also be reason for immediate automatic dismissal. As a professional Volunteer, please use appropriate language at all times. There is never an occasion for the use of profanity.

BACKGROUND CHECKS:

All regular volunteers must fill out a background check form and be cleared before they can begin volunteering. Details regarding needed background checks will be communicated to individual Volunteers as required.

VOLUNTEER OPPORTUNITIES:

Volunteer Services seeks to find the best fit for our Volunteers. If you would like to try another volunteer opportunity, please advise Volunteer Services so we can work together for a beneficial reassignment.

VOLUNTEER RECOGNITION:

All Community Volunteer hours are credited to the Presidential Volunteer Service Award and AFRH awards. A formal recognition ceremony is held once a year, and informal appreciation parties are held throughout the year.

RECORDS MANAGEMENT:

Volunteer Services maintains records on each Volunteer throughout their service to the AFRH. Records include dates and hours of volunteer service and awards/special recognition received. Volunteer records, which include completed application, reference and background checks (if applicable), are confidential. Volunteers are responsible for recording their hours and updating phone numbers and/or addresses.

ATTENDANCE AND TIME:

Volunteer attendance is important to the operation of each AFRH department. ALL VOLUNTEERS MUST SIGN THE VOLUNTEER SIGN-IN SHEET, AS WELL AS SECURITY'S CHECK-IN SHEET, EVEN ONE TIME VOLUNTEERS. Volunteers must notify their Staff Point of Contact and Volunteer Services as soon as possible by phone or e-mail if they are unable to volunteer on their scheduled day and/or time.

PETS AT AFRH:

Pet Therapy is an important volunteer activity at the AFRH. All potential volunteers must meet with the Volunteer Coordinator and Recreation Therapist to discuss their pet's temperament, provide up-to-date shot and medical records, and agree to a non-calendar announced trial visit. This trial visit will determine if the pet will be allowed to be part of the Pet Therapy Program.

HIPAA:

HIPAA is the Health Insurance Portability and Accountability Act of 1996, which restricts the use and release of medical information, and holds covered entities accountable for privacy violations with serious penalties for non-compliance. Community Volunteers can listen to a Resident tell of their medical condition, but are not to discuss any Resident's health information or medical condition with anyone except that Resident's healthcare provider. If you would like a safe place to talk, please see Volunteer Services.

SAFETY:

Staff, Residents and Volunteers work hard to keep the AFRH a safe haven. Please report all safety concerns and/or incidents immediately to your Staff Point of Contact and Volunteer Services.

SECURITY:

To avoid problems with missing personal items, Volunteers are requested to keep all their personal items, including purses, cell phones, jewelry and coats in their possession at all times.

REPORTING CONCERNS AT THE ARMED FORCES RETIREMENT

HOME:

The Armed Forces Retirement Home (AFRH) continually strives to make the AFRH a safe and clean environment, and is dedicated to improving services for all of our residents. During your official volunteer duty if you should notice a situation that causes you concern, please verbally notify your Staff Point of Contact and Volunteer Services.

ACCEPTING MONEY OR GIFTS FROM RESIDENTS:

Due to the kind hearts of our Residents, many will want to reward you for volunteering. *You are not allowed to take month, tips, or gifts from Residents as a thank you for your services as a Volunteer.* If you find yourself in receipt of a gift from a Resident, please notify your Staff Point of Contact and Volunteer Services immediately. Also, please don't give money or expensive gifts to Residents. Sending cards and notes are a wonderful gesture.

FINANCIAL AND FAMILY MATTERS:

Resident's Family Members: AFRH Community Volunteers are not to call Resident family members unless specifically directed by the Staff Point of Contact or Volunteer Services. Under no circumstances should Community Volunteers become involved in the personal and/or financial matters of AFRH Residents. Additionally, Community Volunteers **are never** to have themselves appointed as legal guardian or seek to secure Power of Attorney for any Resident. This breach of ethical conduct will lead to an immediate suspension and possible federal prosecution.

I understand that violation of this agreement may result in administrative action, up to and including my official dismissal from Volunteer Services at the Armed Forces Retirement Home.

My signature indicates that I have read the above information and agree to follow *Common Sense Policies* for volunteering at the AFRH.

Volunteer Name (Print)

Volunteer Signature

Date

PERSON-CENTERED CARE
10 TERMS THAT AFRH STAFF, CONTRACTORS, & VOLUNTEERS KNOW
(PLEASE DO NOT SEND THIS PORTION BACK, THIS IS YOURS TO KEEP FOR REFERENCE)

CARF

The **Commission on Accreditation of Rehabilitation Facilities (CARF)** is an independent, nonprofit organization that focuses on advancing quality services to best meet the needs of service users. CARF accredits AFRH as required by law, focusing on both quality and results.

CARF assist service providers such as AFRH to improve the quality of their services and to meet internationally recognized standards. Following guidelines established by CARF signals a service provider's commitment to continually improving services, encouraging feedback and serving the community.

Person-centered Care

The concept of person-centered care reflects a shift from "care and protection of the body" to "support of people in obtaining lives of personal satisfaction." In a person-centered care setting, the individual is empowered to become an active participant in planning, selecting, and evaluating services provided by the organization, and empowers staff to become a resident advocate. This culture change results in individual choices that enable the person to feel as if he or she were at "home" no matter where one resides (i.e., independent living, assisted living, long term care, or memory support).

Person-centered care begins with every caregiver understanding the residents' needs and then adjusting the program of services and the living environment to fit the needs of each individual resident. Person-centered case management is unique for each resident according to each resident's specific needs and wants. In adopting the philosophy of person-centered care, AFRH honors each resident's dignity, rights, self-respect, and independence by given them choices, respecting their wishes, meeting their needs, involving them in the decision making process, giving them greater control of their life, and keeping them actively involved, happy and as healthy as possible.

Health & Wellness Philosophy of Aging

AFRH Vision: A retirement community committed to excellence, fostering independence, vitality and wellness for veterans and staff, making it a vibrant place in which to live, work and thrive.

Wellness is a positive state of well-being...the opportunity to feel strong, active, wise and worthwhile...to achieve personal fulfillment and quality of life. It is achieving a balance of an active and healthy lifestyle, focusing on all eight facets of wellness to enable AFRH residents to live life to the fullest:

- **Physical Wellness** - Physical Wellness by definition is the ability to complete various physical tasks such as walking, moving about, reaching, hearing and seeing. AFRH offers many ways in which residents can maintain their physical wellness, improve cardiovascular endurance, strengthen muscles, and enhance flexibility and balance.
- **Social Wellness** – Social wellness encompasses a resident's ability to establish rewarding social relationships. Residents of AFRH participate in an extensive program of leisure and recreational activities with other men and women who share a unique background in service to our country.
- **Emotional Wellness** – A person who is emotionally well is happy and more adept at coping each day in a positive and optimistic manner.

PERSON-CENTERED CARE

10 TERMS THAT AFRH STAFF, CONTRACTORS, & VOLUNTEERS KNOW

- **Intellectual Wellness** – Intellectual wellness is the ability, at any age, to learn, to think independently, and to use information to enhance our quality of daily living.
- **Spiritual Wellness** - The enjoyment of life, nature and the spiritual community is at the center of spiritual wellness. The AFRH offers many ways in which residents can become involved in their faith and express their personal values and beliefs that define each individual.
- **Vocational Wellness** – Vocational wellness can be expressed through personally rewarding paid and volunteer activities that make a significant contribution to the overall wellbeing of the community. They can involve learning new skills or fine tuning lifelong expertise, affording residents meaningful expressions of personal growth.
- **Nutritional Wellness** – Eating right and understanding the value of proper nutrition are at the center of nutritional wellness.
- **Environmental Wellness** – A positive relationship with the environment in which one lives, one which promotes socially responsible activities to protect the environment, results in environmental wellness.

Aging in Place

Aging in place is the ability of an individual to remain in one's own home or living unit of a retirement community for as long as possible, making use of supportive services, technology, special design features and other assistance as needed in order to live as independently and as comfortable as possible as their needs change over time. In order to assist residents age in place, AFRH initiated the Independent Living Plus (ILP) pilot program in February 2010. Residents requiring additional support in order to remain independent benefit from the AFRH Resident Support Team which provides service referrals as well as assistance in activities of daily living within the resident's room in Sheridan.

Safety

Safety is freedom from the occurrence or risk of injury, danger, or loss. It is the condition of being protected against physical, social, spiritual, financial, political, emotional, occupational, psychological, educational or other types or consequences of failure, damage, error, accidents, harm or any other event. An individual's safety can be enhanced by removing recognized hazards from the environment or one's lifestyle, or reducing such elements to an acceptable level of risk so as to protect the individual or possessions from exposure to something that causes health or economical loss.

Resident Rights

The rights of all residents of senior housing and long term care communities are guaranteed to protect their quality of life and care. These resident rights are mandated under federal law, with the goal being to protect the individual from loss of dignity, loss of rights, and the absence of quality care within an institutional setting. Resident rights cover all aspects of an individual's stay, including admission, living in the care setting, and discharge. In addition to the federally mandated resident rights applicable to all

PERSON-CENTERED CARE

10 TERMS THAT AFRH STAFF, CONTRACTORS, & VOLUNTEERS KNOW

individuals living in care settings, AFRH maintains its own special rights for AFRH-W and AFRH-G residents.

Accessibility

Accessibility refers to the degree to which a product, device, service or environment is accessible to as many individuals as possible. A barrier to accessibility can be described as anything that prevents a person from fully participating in all aspects of society including:

- **Architecture:** Width of doors and doorways, steps and/or ramps, elevators, flooring surfaces that are difficult or unsafe to negotiate
- **Environment:** Signage, lighting, noise
- **Attitudes:** Assumptions based on age, ethnic background, religious beliefs, or socioeconomic status
- **Finances:** Ability to pay for services, the need for additional resources to offset additional needs, financial fees
- **Employment:** Employ of care attendants whose main language is not English, shortages of key personnel, no convenient access for employees to use public transportation
- **Communication:** Appropriate formats of materials for various stakeholders (size of print, complexity, contrast of text against background color), training of staff on diversity and cultural awareness, availability of assistive technology to augment communication, hearing amplification in public areas for persons served
- **Transportation:** Accessible public transportation, provision of transportation to persons served, limitations on vehicles for persons served that do not address various physical impairments (height, weight, mobility), price of gasoline
- **Community integration:** Opportunities to engage with community organizations such as those pertaining to religious, educational, social, and volunteer issues

Cultural Competency

Cultural competency is the ability to recognize, respect, and address the unique needs, worth, thoughts, communications, actions, customs, beliefs, and values that reflect an individual's racial, ethnic, religious, and/or social groups or sexual orientation. Cultural competence focuses on effective interaction with or between people of different cultures through initial awareness as well as targeted communication skills.

Customer Service

Success depends upon our ability to consistently satisfy ever-changing customer preferences. In order to ensure exceptional customer service, AFRH pledges to be innovative and responsive, while offering high quality products and services at competitive prices. Good customer service calls for positive resident-employee interactions – as well as positive employee-employee interactions.

PERSON-CENTERED CARE 10 TERMS THAT AFRH STAFF, CONTRACTORS, & VOLUNTEERS KNOW

Professional Conduct (Expectations)

Professional conduct refers to the skill, good judgment, and polite behavior that are expected from a person who is trained to do a job well - no matter what level of mental or physical impairment of the person served....or the person serving.

Team Effort: Tearing Down Silos

Organizational silos are dysfunctional units within an organization, characterized by their tendency to protect themselves, hold and maintain duplicates of data and services that are available centrally, communicate more within the unit than outside the unit, and to place their own goals ahead of the larger goals of the organization as a whole.

Organizational silos waste money and make implementation of corporate-wide processes difficult or impossible.

Teamwork and collaboration across service areas are essential for success.

PERSON CENTERED CARE

10 TERMS THAT AFRH STAFF, CONTRACTORS & VOLUNTEERS SHOULD KNOW

- #1 CARF** -The **C**ommission on **A**ccreditation of **R**ehabilitation **F**acilities (CARF) is an independent, nonprofit organization that focuses on advancing quality services to best meet the needs of service users.
- #2 Person-centered Care** -The concept of person centered care reflects a shift from “care and protection of the body” to “support of people in obtaining lives of personal satisfaction.” AFRH PCC is the careful manner in which resident needs are considered while developing proactive plans of care and delivering meaningful services.
- #3 Health & Wellness Philosophy of Aging**- Wellness is a positive state of well-being...the opportunity to feel strong, active, wise and worthwhile...to achieve personal fulfillment and quality of life, even as one ages.
- #4 Aging in Place** -Aging in place is the ability of an individual to remain in one’s own home or living unit of a retirement community for as long as possible, making use of supportive services, technology, special design features and other assistance as needed in order to live as independently and as comfortable as possible as their needs change over time.
- #5 Safety**-Safety is freedom from the occurrence or risk of injury, danger, or loss.
- #6 Resident Rights**-The rights of all residents of senior housing and long term care communities are guaranteed to protect their quality of life and care.
- #7 Accessibility**-Accessibility refers to the degree to which a product, device, service or environment is accessible to as many individuals as possible. A barrier to accessibility can be described as anything that prevents a person from fully participating in all aspects of society
- Cultural Competency**-Cultural competence focuses on effective interaction with or between people of different cultures through initial awareness as well as targeted communication skills.
- #8 Customer Service**-Success depends upon our ability to consistently satisfy ever-changing customer preferences
- #9 Professional Conduct (Expectations)** -Professional conduct refers to the skill, good judgment, and polite behavior that are expected from a person who is trained to do a job well - no matter what level of mental or physical impairment of the person served....or the person serving.
- #10 Team Effort: Tearing Down Silos** Teamwork and collaboration across service areas are essential for success.

My signature indicates that I have received orientation of the *AFRH Person-Centered Care Philosophy*.

Volunteer Name (print)

Volunteer Signature

Date

ARMED FORCES RETIREMENT HOME-GULFPORT

Standards
Do's and Don'ts

- Identify Yourself
- Smile and Make Eye Contact
- Answer or Refer Inquiries
- Professional Appearance
- Use Names and Titles
- Explain Why You are There
- Anticipate Needs
- Be Positive and Courteous

DO SMILE - it breaks the ice and makes the patient/family more comfortable.

DON'T TALK ALL THE TIME - sometimes "quiet good cheer" is more comforting.

DO INTRODUCE YOURSELF - residents/families like to know your name.

DON'T TELL YOUR PROBLEMS TO RESIDENTS/FAMILIES - they have enough to worry about.

DO REMEMBER - sometimes when you are ill, you feel irritable and often times residents may feel that way too.

DON'T ENTER A RESIDENTS ROOM WITHOUT KNOCKING. This is their home and we need their permission to enter!

THANKS. . . WE APPRECIATE YOUR BEING HERE!

Name _____ Date _____

**EMPLOYEES/STUDENTS/VOLUNTEERS
NON-DISCLOSURE AGREEMENT**

The Armed Forces Retirement Home (AFRH), Gulfport has a legal and ethical responsibility to safeguard the privacy of all residents and protect the confidentiality of their health and other personal information. In the course of my employment /assignment at the AFRH I may come into possession of confidential resident information, even though I may not be directly involved in providing resident services.

I understand that such information must be maintained in the strictest confidence. As a Condition of my employment/volunteer assignment, I hereby agree that unless directed by my Supervisor, I will not at anytime during or after my employment/volunteer assignment with the AFRH, Washington disclose any resident information to any person whatsoever or permit any person whatsoever to examine or make copies of any resident reports or other documents prepared by me, coming into my possession, or under my control, or use resident information other than as necessary in the course of my employment/assignment.

When resident information must be discussed with other AFRH, staff in the course of my work, I will use discretion to assure that such conversations can not be overheard by others who are not involved in the resident's care.

I understand that violation of this agreement may result in administrative action, up to and including removal.

Name/Title of Employee/Student/Volunteer
(Please print your name, title and circle your status)



HIPPA ensures patient privacy by setting rules for when and how a patient's protected health information (PHI) may be used and released. This means that communications with or about patients involving PHI will be private and limited to those who need the information to provide **treatment**, obtain **payment** and support healthcare **operations** (TPO).

Treatment is the provision, coordination or management of healthcare services by healthcare providers, the referral of a patient from one provider to another; or the coordination of healthcare or other services among healthcare providers and third parties authorized by the health plan or the individual.

All staff and **volunteers** are charged with the responsibility of maintaining our patients' privacy as it pertains to the information found in their medical records and/or other documents. The medical record and the information it contains is confidential, access to which is restricted to the patient.

Privacy Complaints and Computer Security Incidents. PURPOSE:

To establish an internal complaint resolution process that provides for identification, investigation, resolution and follow-up of complaints, incidents, or issues relating to the privacy and security of protected health information. This process is in accordance with the regulations issued by the Department of Health and Human Services relating to privacy and security of protected health information pursuant to the Health Insurance Portability and Accountability Act of 1996 (the Privacy Rule and the Security Rule).

POLICY:

Armed Forces Retirement Home will reasonably safeguard protected health information from any intentional or unintentional access, use or disclosure. Mr. Frank Leonard (AFRH Washington, DC) is the Director, Health Information Management is the contact to answer questions, concerns, complaints, or a recommendation relating to the privacy and security of protected health information by a patient, a patient's authorized representative, staff, general public, health oversight agencies, or other interested individuals in accordance with the Privacy Rule and the Security Rule.

PROCEDURE:

A complaint for purpose of this policy is defined as a written or verbal request, objection, problem, issue, recommendation or concern relating to the privacy of protected health information.

PROCEDURE FOR DISPOSAL OF CONFIDENTIAL INFORMATION

Confidential information that does not need to be retained will be disposed of by shredding or through an approved, certified storage and disposal agency.

Date

Signature of Volunteer

Department

Printed Name of Volunteer



**ARMED FORCES RETIREMENT HOME
1800 BEACH DRIVE
GULFPORT, MS 39507**

STATEMENT OF CONFIDENTIALITY & ACKNOWLEDGEMENT OF MONITORING

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Tape recording of voice mail or other message systems, telephone or in-person communication, meetings, and the like is not allowed without proper authorization.

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I agree not to use a code, access a file, or review, retrieve and/or record any stored communication or information unless authorized. I acknowledge and consent to Armed Forces Retirement Home Gulfport monitoring my use of this equipment at any time at its discretion. Such monitoring may include printing and reading email entering, leaving or stored in these systems. The AFRH may routinely monitor activities, usage and patterns of these electronic media communications without notice. Although employees may have passwords that restrict access to their voice mail, email, and computers, the AFRH Gulfport may access any files, voice mail, or email message stored or deleted from all information systems.

I understand that any violation of the confidentiality of patient, medical or business information or misuse of electronic communication equipment or systems may result in termination or other disciplinary action.

Date

Signature of Employee

Department

Printed Name of Employee

ARMED FORCES RETIREMENT HOME-GULFPORT INFECTION CONTROL FOR VOLUNTEER SERVICES

The Armed Forces Retirement Home is responsible for providing a safe environment for patients, visitors, staff, students and volunteers alike. This includes the prevention and control of infection and disease. Please direct any infection control questions or concerns encountered during your orientation or routine activities to your area supervisor or the Volunteer Services Office.

As a volunteer you have a very limited potential for exposure to blood and body fluids. However, it is important to practice some of the protective measures used throughout the home and to be aware of other practices observed by the direct care staff.

Hand Hygiene Saves Lives!

	<i>When to use</i>	<i>How to use</i>
<u><i>Alcohol Foam</i></u>	Before and after patient or environmental contact	Apply product to palm of one hand and rub hands together, covering all surfaces of hand and fingers until hands are dry.
<u><i>Soap and Water</i></u>	<ul style="list-style-type: none"> • When hands are visibly soiled • After going to the restroom • Before eating • After 10-15 uses of the foam 	<ul style="list-style-type: none"> • Wet hands • Obtain soap, rub hands together vigorously for at least 15 seconds covering all surfaces of the hands and fingers • Rinse hands and dry thoroughly • Turn off faucet with a paper towel

Standard Precautions

1. Standard precautions are used throughout the hospital.
2. Blood and body fluids from ALL persons are considered potentially infectious.
3. Disposable gloves are available in all patient rooms and are to be worn whenever you anticipate contact with blood or body fluids. Gloves do not take the place of hand hygiene.
4. Do not eat, drink, smoke, apply cosmetics, use lip balm or handle contact lenses in the patient service areas.
5. Report exposures to blood or body to your area supervisor immediately

Communicable Illness

Avoid exposing patients and co-workers to any communicable illness that you have. For example, stay home or avoid all patient contact in the early stages of a cold. Do not come to the hospital if you have the flu. Seek medical attention for potentially communicable conditions, such as open sores, conjunctivitis (pink-eye) and shingles, before coming to the home.

Name _____

Date _____

AUTHORIZATION FOR RELEASE OF INFORMATION

PRIVACY ACT INFORMATION

In compliance with the Privacy Act of 1972, the following information is provided:

Basic authority for collecting the requested information is contained in provisions of Title 24 USC, as amended.

This form will be furnished to individuals and organizations for the purpose of information from them about you and your activities in connection with an official Armed Forces Retirement Home (AFRH) background security check concerning clearance for volunteer services with the Armed Forces Retirement Home (AFRH) and in the conduct of authorized investigative activities therein. Furnishing the requested information is voluntary, but failure to provide all or part of the information may result in the Armed Forces Retirement Home (AFRH) being unable to process your application.

AUTHORIZATION

By this release,

I authorize any official representative of the Armed Forces Retirement Home (AFRH), Security Division to request and obtain from any school, residential management agent, physician, hospital, employer, law enforcement agency, institution, individual or any other entity, information relating to my personal history, medical and health information, and results of any disciplinary action, arrests and convictions.

I authorize you to provide the requested information to the Armed Forces Retirement Home (AFRH), Security Division presenting this release. I have been advised that any information requested and provided will be used only for official purposes by the Armed Forces Retirement Home (AFRH), Security Division and may be disclosed to third parties as necessary in accordance with applicable laws and regulations in fulfillment of official responsibilities.

I release any individual or organization from any and all liability for actual or alleged damages to me as a result of good faith compliance with this authorization.

Should you have questions as to the validity or scope of this release, you may contact me as indicated below.

Last Name	First Name	Middle Name
Social Security Number	Date of Birth	Place of Birth
Current Address		
Other Names Used		
Signature	Date	



HARRISON COUNTY SHERIFF'S OFFICE

Melvin T. Brisolara, *Sheriff*

Phone 228-896-0627 Fax 228-896-0625

Date _____

CRIMINAL BACKGROUND CHECK

I request a criminal background check from the Harrison County Sheriff's Office. I understand this criminal background check consists only of records of incarceration in the Harrison County Jail. I release the Harrison County Sheriff's Office from any liability regarding my criminal history.

SIGNATURE _____

PRINT NAME _____

SSN _____ Date of Birth _____