



To: New Volunteer

From: LifeCare Alliance Volunteer Services

The following information is included in this packet:

- LifeCare Alliance Community Service Safety Policies
- Funding Agencies Codes of Ethics
  - PASSPORT Employee Code of Ethics
  - Title III Orientation
  - Franklin County Senior Options Provider Code of Ethics
  - HIPPA Training Outline

All paperwork is yours to review at your leisure and retain for your own records.

If you have any questions or concerns about the procedures or forms presented at Volunteer Orientation, you may call us at 614-437-2859.

**THANK YOU FOR VOLUNTEERING!**

## **GENERAL STATEMENT OF POLICY**

LifeCare Alliance is committed to serving all clients in Franklin County who need and qualify for LifeCare services. The Board of Directors and Leadership of LifeCare Alliance are concerned with the personal safety of all staff. Developing and using resources, monetary and otherwise, to reduce the risk to, and increase the safety of staff engaged in the delivery of services is a priority. Staff is expected to be concerned about and act responsibly in matters of employee safety, including taking reasonable precautions to reduce risk and potential danger.

## **GUIDELINES FOR STAFF RESPONSIBILITIES**

### Employee Responsibilities

1. Employees are expected to use their own sound judgment to assess situations, which are potentially dangerous, and to remove themselves from such situations when possible.
2. Any employee who encounters a situation in which he/she is threatened or feels threatened should report the incident to his/her supervisor as soon as possible and complete an Employee Safety Hazard Report.
3. Employees are encouraged to report observed criminal activity to the police.
4. Any employee who encounters a situation in which he/she is physically threatened should seek law enforcement assistance if possible. Once free of such an encounter, the employee should report the incident to his/her supervisor.
5. LifeCare Alliance employees have the same right as other individuals to protect themselves and their property from harm. As a matter of law, the reasonableness of any actions taken by an employee to defend herself/himself and his/her property will be

considered in light of all the facts of any given situation. The principles to be followed are described below.

- a) The right to defend oneself is based on a person's reasonable belief that he/she faces immediate danger even if that belief turns out to be mistaken.
  - b) If a person is threatened he/she should always attempt escape from a threatening situation without resorting to force. Once safely away, he/she should call a supervisor.
  - c) If escape is not possible, a person has the right to defend herself/himself when faced with a threat of immediate physical harm.
  - d) Reasonable force may be used to defend property. However, the degree of force used to defend property will be legally judged more stringently than force used to protect oneself or others from physical harm. In general, property should be surrendered rather than risk bodily harm to protect it.
  - e) In all situations, the amount of force legally allowed to defend person and property will be only that necessary under all circumstances.
6. All employees shall attend safety training at least annually, offered or made available by LifeCare Alliance.
7. All employees shall follow the safety guidelines established for their work group, which are incorporated herein by reference.
8. Safety concerns and ideas for improved employee safety shall be a regular agenda item at all staff meetings.

## Administrative and Supervisory Responsibilities

1. All administrators, supervisors, and line staff shall be responsive to the personal safety concerns of any of their employees or coworkers.
2. Employees experiencing job-related threats to personal safety shall be offered appropriate support and counseling by supervisors and other professionals as necessary.
3. LifeCare Alliance shall maintain an ongoing staff Safety and Health Committee comprised of representatives from every work group which shall be charged to consider all safety concerns of staff, and make appropriate recommendations and/or communications.
4. LifeCare Alliance shall publish and periodically update guidelines related to safety issues.
5. LifeCare Alliance shall provide ongoing training for staff to enhance risk assessment, crises intervention, and prevention skills related to personal safety.
6. LifeCare Alliance will seek assistance from law enforcement agencies when appropriate to promote employee personal safety.
7. LifeCare Alliance shall maintain a system for collection of Safety Hazard Reports and communication of safety/risk information throughout all departments.

## **GUIDELINES FOR PERSONAL SAFETY WHEN SERVING CLIENTS**

### Travel

1. When driving in the car, make sure all doors are locked including the door on the driver's side.
2. Windows should be rolled up most of the way. If someone tries to break into your car, sound your horn repeatedly.

3. Before getting into your car, check the back seat, the floor, and under the car for someone hiding there.
4. If you are involved in an auto accident, make a police report and notify your supervisor. As soon as possible complete an Employee Occupational Illness/Injury Report.

#### Personal Property

1. Keep your bag, purse, and personal belongings out of sight in your car. It is better to lock your personal belongings in the trunk of your car rather than taking them into the home. LifeCare Alliance does not assume responsibility for lost or stolen personal property. Do not carry valuable property or money.
2. If someone should attempt to rob you, DO NOT resist or hesitate to give up your bag, wallet, or purse. Call the police immediately, write down everything you can remember about your assailant, and notify your supervisor. Complete an Employee Safety Hazard Report form.

#### Dwellings

1. When going into an apartment building for the first time go to the manager's office and ask if he or she will accompany you to the client's apartment, if you feel a need to do so.
2. Be cautious around elevators: if you are at all suspicious of another passenger, wait for the next car.
3. If you are uncomfortable with activity in the surrounding environment near a client's home do not stop. Telephone your supervisor and notify him/her of your concern(s).

#### Identification

1. Always have your employee photo identification with you and wear it at eye level once in the client's home.

2. Make a personal decision concerning the wisdom of identifying yourself or your vehicle with a LifeCare Alliance badge or sign in any given neighborhood.
3. Never leave stethoscopes hanging on rear view mirror or other items visible that identify you with the healthcare field.

### Clients with Guns

In today's society, we recognize that many people own guns. We must assure that the safety of our employees is not jeopardized. Therefore, the following guidelines will be followed:

1. The supervisor is to be notified when it becomes known that a client has a gun in his/her possession.  
Additional information needed from employee includes where the gun is kept, the client's stated purpose in having the gun, whether or not the gun is kept loaded, if known, and the employee's impression of the client's state of mind regarding the gun.
2. The Supervisor will contact all clients whose possession of a gun appears to present a threat to employees, and unless agreement along the following lines is reached, services will be stopped.
  - a. The gun is to be out of sight during the time that the employee is serving the client. The employee should not handle the gun.
  - b. If the client keeps the gun close to his person, he must acknowledge the employee's presence in some way before the employee enters the home.
  - c. If the gun is handled or pointed at the employee, the employee is to leave the home as soon as safely possible, call the police from the nearest phone and then notify the office of the incident.  
Future services will be cancelled. (An Employee Safety Hazard Report will be completed by the affected employee.)

- d. The supervisor will confirm this agreement in writing to the client and the employee. A copy will be placed in the client's file.

### Pet Policy

1. LifeCare Alliance informs clients that dogs and cats must be controlled at the time of service. Dogs or other potentially dangerous animals must be either properly chained or confined to an area away from LifeCare staff.
2. The pet owner will be advised that they are responsible for any injuries to LifeCare staff resulting from or caused by their pets.
3. If a client refuses or fails to confine an animal that is perceived by LifeCare to be dangerous, service will be suspended and the client will be advised as to the reason.
4. Animal attacks or bites will be reported to the appropriate authorities. At this time the Columbus Health Department at 614-645-6134 receives reports from Columbus and Worthington, other areas of Franklin County report to 614-462-3160.
5. Employees are authorized to use reasonable force to protect themselves from animals, including the use of pepper spray.
6. Employees who sustain an animal bite or other injury are advised to wash the wound immediately with soap and water and must notify his/her supervisor. An Employee Safety Hazard Report and an Occupational Illness/Injury Report will be completed the day of the injury. These forms may be completed with the nurse in Employee Health.

### Hostile, Threatening or Sexually Aggressive Clients

1. Homebound clients who have been hostile, threatened staff, or acted in sexually aggressive ways, and who after reasonable requests do not change the behavior, but still

need the requested service, may be visited by two persons. After sharing the problem with the supervisor and writing an Employee Safety Hazard Report, the assigned staff person may request the second person. The immediate supervisor and the Safety and Health Director will make a decision about the feasibility of a two employee visit and any other arrangements for the visit to be safely accomplished. If appropriate, the supervisor may make a referral for intervention by a mental health professional. Decisions to discontinue or deny service will be made by the Safety and Health Director in consultation with staff.

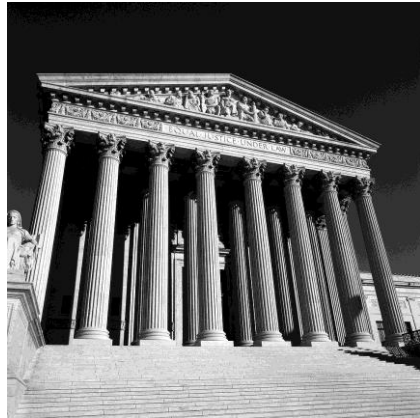
2. Clients or other people who are aggressive, hostile, combative, or otherwise disruptive at a LifeCare service site will be asked to leave. The supervisor should request that the individual leave the premises at the time of the incident. The supervisor should seek assistance from volunteers and/or security personnel if available. If the supervisor cannot approach the individual, and no one else is available or the client is threatening harm to someone, the supervisor should call police for assistance. Any incidents at a LifeCare Alliance service site should be reported to supervisors immediately and an Employee Safety Hazard Report completed as described in item 1, a decision will be made concerning a client's return to a service site.

### Sharps Management

Employees are not expected to work in homes where sharps are not safely managed. Clients who generate sharps are instructed in safe sharps management using EPA/530-SW-90-014B handout. Clients who refuse to cooperate are contacted by a supervisor to clarify this safety policy. A third contact will be made by the Infection Control Nurse to seek the client's cooperation. If all attempts to seek client compliance with safe sharps management fail, the Safety and Health Director and/or Infection Control Nurse will make a recommendation to the Program Director regarding not initiating services or discontinuing current services in that home.



# Funding Agencies Codes of Ethics



*Title III Federal Funding  
Franklin County Senior Options  
State of Ohio Passport Program*

**Ethical, Professional, Respectful and Legal Service Standards  
Requirements for Providers to Become, and to Remain, Certified  
OAC 173-39-02 (B)(8)  
Updated 7/1/19**

The provider shall not engage in any unethical, unprofessional, disrespectful, or illegal behavior including the following:

- (a) Consuming alcohol while providing services to the individual.
- (b) Consuming medicine, drugs, or other chemical substances in a way that is illegal, unprescribed, or impairs the provider from providing services to the individual.
- (c) Accepting, obtaining, or attempting to obtain money, or anything of value, including gifts or tips, from the individual or his or her household or family members.
- (d) Engaging the individual in sexual conduct, or in conduct a reasonable person would interpret as sexual in nature, even if the conduct is consensual.
- (e) Leaving the individual's home when scheduled to provide a service for a purpose not related to providing the service without notifying the agency supervisor, the individual's emergency contact person, any identified caregiver, or ODA's designee.
- (f) Engaging in any activity that may distract the provider from providing services, including the following:
  - (i) Watching television, movies, videos, or playing games on computers, personal phones, or other electronic devices whether owned by the individual, provider, or the provider's staff.
  - (ii) Non-care-related socialization with a person other than the individual (e.g., a visit from a person who is not providing care to the individual; making or receiving a personal telephone call; or, sending or receiving a personal text message, email, or video).
  - (iii) Providing care to a person other than the individual.
  - (iv) Smoking tobacco or any other material in any type of smoking equipment, including cigarettes, electronic cigarettes, vaporizers, hookahs, cigars, or pipes.
  - (v) Sleeping.
- (g) Engaging in behavior that causes, or may cause, physical, verbal, mental, or emotional distress or abuse to the individual including publishing photos of the individual on social media without the individual's written consent.
- (h) Engaging in behavior a reasonable person would interpret as inappropriate involvement in the individual's personal relationships.
- (i) Making decisions, or being designated to make decisions, for the individual in any capacity involving a declaration for mental health treatment, power of attorney, durable power of attorney, guardianship, or authorized representative.
- (j) Selling to, or purchasing from, the individual products or personal items,

unless the provider is the individual's family member who does so only when not providing services.

**Requirements to Remain an ODA Certified Agency and Non-Agency Provider**  
**OAC 173-39-02 (D)(1)(b) & (D)(2)(b)**

The provider shall not engage in the following behaviors in addition to those in paragraph (B)(8):

- (i) Consuming the individual's food or drink, or using the individual's personal property without his or her consent.
- (ii) Bringing a child, friend, relative, or anyone else, or a pet, to the individual's place of residence.
- (iii) Taking the individual to the provider's business site, unless the business site is an ADS center.
- (iv) Discussing religion or politics with the individual and others while providing services.
- (v) Discussing personal issues with the individual or any other person while providing services.
- (vi) Engaging in behavior constituting a conflict of interest, or taking advantage of, or manipulating services resulting in an unintended advantage for personal gain that has detrimental results to the individual, the individual's family or caregivers, or another provider.

### Title III Orientation

Prior to service provision, a provider staff and date indicates completion of an orientation that includes:

- (i) Employee position description and expectations;
- (ii) Personnel policies;
- (iii) Reporting procedures and policies;
- (iv) Table of organization and lines of communication;
- (v) A Code of Ethics which declares that the provider staff shall not:
  - ❖ Use the participants vehicle
  - ❖ Consume the participant's food and drink without the participant offering it
  - ❖ Use the participants telephone for personal calls
  - ❖ Discuss personal problems or religious or political beliefs with the participant
  - ❖ Bring friends or relatives of the employee to the participants home
  - ❖ Consume alcoholic beverages or use medicine or drugs for any purpose other than medical while in the participants home or prior to the delivery of service
  - ❖ Smoke in the participant's home with or without the participant's permission
  - ❖ Breach the participant's privacy or the confidentiality of the participant's records
  - ❖ Bring or eat personal food in the participant's home without the participant's consent
  - ❖ A policy that assures that all participant information will remain confidential

Franklin County Senior Options  
Provider Code of Ethics

Franklin County Senior Options (FCSO) helps older adults remain as independent as possible in the own homes, by providing a variety of home and community-based services. The program is administered by the Franklin County Office on Aging.

LIFECARE ALLIANCE is a provider of HOMEMAKER, PERSONAL CARE, AND MEAL SERVICES to FCSO clients.

I understand that while working with a FCSO client:

- ❖ I will treat all clients in a respectful manner
- ❖ I will maintain the client's right to privacy and protect the client's confidentiality
- ❖ I will not use the client's car
- ❖ I will not eat at the client's home unless I have client or family permission
- ❖ I will not use the client's telephone or my cell phone to make personal calls
- ❖ I will not smoke in the client's home
- ❖ I will not give the client medical advice
- ❖ I will not borrow money from or loan money to a client
- ❖ I will not accept or attempt to obtain money, gifts, tips, or anything of value from the client
- ❖ I will not bring children, friends, pets or relatives to the client's home \*
- ❖ I will not take the client to my place of residence
- ❖ I will not sell or purchase products or personal items from the client
- ❖ I will not consume alcoholic beverages or drugs while in the client's home or before delivering service
- ❖ I will not use medicine/prescription drugs for any purpose other than medical while in the participants home or prior to the delivery of service
- ❖ I will not discuss personal issues or religious or political beliefs with clients
- ❖ I will not engage in sexual contact with the client or in conduct that may reasonably be interpreted as sexual in nature, regardless of whether or not the contact is consensual
- ❖ I will not engage in behavior that causes or may cause physical, verbal, mental or emotional distress or abuse to the client
- ❖ I will arrive on time and complete all needed tasks for the client
- ❖ I will have the client sign time slips that reflect the accurate length of time needed to complete those tasks

\* This does not apply to Meals-on-Wheels drivers whose family/friend assists the driver in delivering a meal to a client's door.



## HIPAA TRAINING OUTLINE NOVEMBER 2017

### What is HIPAA?

The **H**Health **I**nsurance **P**ortability and **A**ccountability **A**ct of 1996, otherwise known as the HIPAA privacy rule is a federal regulation that protects the health information of all individuals. Most of us share personal health information with our healthcare providers and our health insurers. This rule establishes guidelines and standards for the use and disclosure of client's personal health information.

### When does it take effect?

The rule was enacted on August 14, 2002 but takes effect April 14, 2003.

### If I am a volunteer or a student do I need to understand and follow the HIPAA rule?

Yes, according to the definition in the HIPAA regulation text: "workforce members include employees, volunteers, trainees and other persons whose conduct, in the performance of work for the agency, is under the direct control of the agency, regardless of whether they are paid by the agency."

### What are the benefits of HIPAA?

- ✓ Ensures that all individuals receiving healthcare have greater access to his/her own health information and medical records.
- ✓ Ensures that healthcare providers take reasonable precautions to protect personal health information by imposing restrictions on its use and disclosure.

### What is a covered entity (CE)?

A covered entity is defined as a **health care provider**, a **health plan** or a **healthcare clearing house** that transmits any health information in electronic form. Attorneys, accountants, software vendors and others providing business services to covered entities are NOT considered covered entities.

### What is considered Protected Health Information (PHI)?

All individually identifiable health information that is used or disclosed by a covered entity in **any form, electronic, written or oral**. This includes information relating to the past, present or future physical or mental health of an individual, provision of care to an individual, or the past, present or future payment for health care provided to an individual.

### What does this mean for LifeCare Alliance?

- ✓ All our programs are affected because we transmit electronic PHI.
- ✓ We must protect the personal health information of **ALL** our clients.
- ✓ We must let clients know what we are doing to protect their personal health information.

### When can I use or disclose PHI?

PHI can be used for treatment, payment and healthcare operations (TPO) without a specific authorization.

- ✓ "Treatment" means the provision, coordination or management of health care and related services among health care providers.
- ✓ "Payment" means the activities of health care providers to obtain payment or be reimbursed for their services.

- ✓ “Healthcare operations” means administrative, financial, legal and quality improvement activities of a covered entity that are necessary to run its business and to support the core functions of treatment and payment.

#### **What is the minimum necessary standard?**

Workforce members are to use only the minimum amount of protected health information that is necessary to effectively perform their jobs. LifeCare Alliance program directors and supervisors will determine the amount of information that each workforce member needs access to in order to complete their job. LifeCare Alliance will make reasonable efforts to limit the PHI used, disclosed or requested.

*An exception to this rule is the use or disclosure of records for treatment purposes.*

#### **Sharing information concerning client’s health condition and/or hospitalization**

In order to remain compliant with the HIPAA privacy standard we will be unable to share information with our volunteers when clients are removed from the route for any health related reason, including illnesses and hospitalizations.

#### **What is the Notice of Use of Private Health Information?**

This is the privacy notice developed by LifeCare Alliance that describes in detail, with examples, how LifeCare Alliance will use and disclose protected health information.

This notice is available in print and on the LifeCare Alliance website [www.lifecarealliance.org](http://www.lifecarealliance.org) and is posted at the site of service when possible.

#### **What is a privacy officer and who is it at LifeCare Alliance?**

The privacy officer is the individual at LifeCare Alliance who has the responsibility to interpret and implement the HIPAA regulations. The privacy officer is responsible for investigating any complaints of privacy violations. The LifeCare Alliance privacy officer is Mildred Gain, Vice President & CFO. She can be reached at 614-437-2875 or by writing to her at LifeCare Alliance, 1699 West Mound St. Columbus, Ohio 43223.

#### **What are the patient’s privacy rights?**

- ✓ To receive the “Notice of Use of Private Health Information” on the first date of service.
- ✓ To request restrictions on the use and disclosure of PHI.
- ✓ To obtain copies of medical records.
- ✓ To inspect and correct PHI.
- ✓ To contact the privacy officer with any concerns.

#### **What are the duties of LifeCare Alliance?**

- ✓ To develop privacy policies, procedures and forms.
- ✓ To educate the workforce including volunteers.
- ✓ To determine how much information each workforce member needs in order to complete his/her job.

#### **Where can I get more information?**

Contact the privacy officer 614-278-3130