

TICHENOR CLINIC FOR CHILDREN

Volunteer Handbook



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Welcome

Welcome to Tichenor Clinic for Children! We are pleased that you have chosen to volunteer at Tichenor Clinic for Children (Tichenor).

This handbook is your guide to general information about Tichenor, including our policies, procedures, and volunteer information.

We are proud of the work we do, both for our patients who have disabilities and for their families. We hope you will share that pride and will find your volunteer experience at Tichenor rewarding.

Lori DeLaney

Lori DeLaney, Executive Director

Margie Petrusse

Margie Petrusse, Volunteer Manager (VM)

About Tichenor

Adelaide Tichenor's lifelong dream was to help children with chronic disabilities and developmental delays, regardless of their ability to pay for services.

Annually, Tichenor Clinic provides services to approximately 786 children and their families from Long Beach and the surrounding area with 14,147 visits. The children are underinsured (have Medi-Cal or a high deductible), cannot find a provider, or do not have access to services.

Programs offered include:

- Orthopedic Care – *Be Healthy*
- Occupational Therapy – *Make It Happen*
- Physical Therapy – *Move Forward*
- Speech Therapy – *Express Yourself*
- Swim Program – *Make Waves*
- Early Intervention Program – *Get Read, Set, Go!*
- Parent Support Group – *Be Empowered*

Each year our volunteers give more than 5,500 hours to our patients, families and staff. Volunteers come to Tichenor for a variety of reasons: to help our patients and families with their therapy experience, to gain experience in their professional field, to explore a new career, to give back to Tichenor or to give back to the community. Whatever their reason for being here, volunteers play an important part in our patient and family care experience.

Our Mission

Tichenor Clinic maximizes children's abilities by providing access to rehabilitative and enrichment services. We help children and their families improve their health, achieve greater wellbeing and enjoy life.

Volunteer Services Mission

The Volunteer Services program will recruit and retain skilled and committed volunteers for an engaged staff, enhancing the patient experience at Tichenor and furthering Tichenor's mission. The Volunteer Manager (VM) oversees the program who reports to the Executive Director.

Our Principles of Care

We recognize that each family and caregiver is unique and is a constant in the patient's life. We support families and caregivers in helping patients achieve their highest potential. We are partners with families and caregivers, committed to excellence in providing services to children and teenagers who have disabilities or developmental delays.

Compassion. We deliver services with compassion by listening to the unique concerns and hopes of the families. We treat everyone with courtesy, dignity, and patience.

Empower. We recognize family members and caregivers as experts and decision-makers. We exchange information to enhance their decision-making abilities. We respect each patient's and each family's strengths and individuality. We understand that a family might include relatives, foster parents and other caregivers. We use a rehabilitative and interdisciplinary approach to delivering care, which promotes a patient's independence and ability to take part in community activities.

Partner. We collaborate with other agencies to provide a safety net when there is a gap in services or barriers to care. We work with local, regional and national resources to enhance the continuum of care for children, teenagers and young adults who have disabilities.

Excellence. Our dedicated employees and medical staff have the training and expertise – as well as the dedication to continual improvement and innovation – to help patients attain the best outcomes possible.

History of Tichenor

Tichenor Clinic for Children is an established leader in providing rehabilitative services for children (0 – 18 years old). Founded in 1926 by Adelaide Tichenor, the Clinic is one of the oldest nonprofit community clinics in Long Beach. Adelaide learned that the best time to correct orthopedic problems is during childhood. Had she received treatment as a child for a clubfoot deformity, she would not have had foot problems throughout her life. Her lifelong dream to help children with chronic orthopedic disabilities, regardless of their ability to pay, was realized with the opening of the Clinic in 1926.

It has always been the Clinic's policy to treat the whole child and not just specific physical conditions. Throughout its early years, pediatricians, specialists, and numerous orthopedists donated their time to Tichenor. It was the first clinic in Long Beach to have registered physical therapists on staff. At one point in time, the Clinic was the only facility available in Long Beach for the treatment of infantile paralysis, polio, and post-polio patients. With the help of many dedicated volunteers and the staff, the Clinic was able to treat hundreds of children with polio during the 1950s.

The Clinic started the first Long Beach school for children with special needs when it opened in 1926. School age children with disabilities were integrated in the public schools in the 1950s when the B.F. Tucker School (named in honor of the first board president of the Tichenor Board) was built. The early intervention program continues at Tichenor Clinic for toddlers with orthopedic, neurologic or developmental delays.

Location

Tichenor Clinic for Children is located at 1660 Termino Avenue, Long Beach, CA 90804.

About This Handbook

The contents of this handbook are not offered as a contract and do not constitute a contract between Tichenor and any volunteer of Tichenor. This handbook is a guide to familiarize you with a variety of issues. The terms of the handbook are implemented at the sole discretion of Tichenor and may be withdrawn or changed at any time and without notice. A decision by Tichenor on the interpretation or application of the terms set forth in this handbook shall be final and binding for all volunteers.

Volunteers are free to terminate their volunteer position at any time and for any reason, and Tichenor retains the right to terminate an individual's volunteer position at any time. If you have questions while reviewing this handbook, please contact the Volunteer Manager at office@tichenorclinic.org or 562/597-3696.

Behavior Code of Conduct

Everyone who works, volunteers or otherwise provides services at Tichenor is responsible for ensuring a safe, professional and respectful environment. We hold ourselves and one another accountable for:

- Supporting a culture of civility, professionalism, mutual respect and mutual accountability
- Behaving appropriately and becoming part of the solution to addressing problematic behavior
- Promoting friendly, collegial working relationships
- Promoting communication and behavior that demonstrate a commitment to safety, quality, teamwork and respect

Tichenor volunteers should exhibit respect for multiple perspectives, practice respectful communication, and show timeliness and professionalism. Unacceptable behavior impairs or disrupts Tichenor's ability to achieve intended outcomes. Unacceptable behavior encompasses any actions that others might reasonably consider destructive or abusive, regardless of intent.

Some behaviors are always unacceptable. They include:

- making physical threats shouting, yelling, using foul language or making other verbal outbursts
- throwing objects when it may cause physical harm
- making sexual innuendos or performing other types of sexual harassment
- making racial, ethnic, religious or socioeconomic slurs
- refusing to perform assigned tasks
- retaliating against anyone who addresses or reports unacceptable behavior injuring the reputation of Tichenor or its standing in the community

Other behaviors may be considered to be unacceptable when a pattern develops. These include, but are not limited to:

- making inappropriate comments or innuendoes
- being rude or disrespectful
- interrupting others (if not necessary in the interest of patient care)
- using negative, derogatory or condescending words, gestures or voice inflections

- accruing or blaming other people or departments rather than working together to seek solutions
- exhibiting an uncooperative attitude, such as being reluctant to or refusing to answer questions and return phone calls or pages
- showing impatience with others
- making critical or belittling remarks about other employees, medical staff, volunteers, departments, patients, caregivers or patients' families

Customer Service Expectations

Everyone at Tichenor, including volunteers, has “customers” and each contact you have with people leaves an impression. Here are some tips to ensure that those impressions are good ones:

- Maintain a positive, professional and friendly attitude – and more importantly, SMILE!
- Be helpful, concerned and courteous to each person you meet.
- Treat everyone with the dignity and respect you would offer a special guest.
- Take time to answer questions. If you don't know the answer, say so and find someone who does.
- Do your job efficiently and enthusiastically.
- Ask if help is needed.
- Escort families and visitors to their destination if they are unclear about directions.
- Be polite. “Please”, “Thank you”, and “May I” are never out of date.
- Be a good listener! Be attentive to the patient you are with, but not inquisitive.
- Report anything you are concerned about to your supervisor.
- If you are with a patient when a doctor or therapist needs to examine the child, excuse yourself immediately. You may return to the child after the staff is through.
- Always introduce yourself to patients and parents, and state that you are a volunteer. Asking the child their name and then addressing them by that name is appropriate.
- Don't eat food in public areas.

You – as a volunteer – are part of our Tichenor team and represent Tichenor to the public. Please represent us in a responsible manner.

Expectations of Volunteers

Tichenor volunteers provide important assistance and support to our patients, families, staff and organization. We ask that all volunteers understand and meet the following expectations of their volunteer service:

- Comply with the guidelines and policies of Tichenor including patient confidentiality, HIPAA guidelines, and customer service expectations
- Provide adequate notice to your supervisor if unable to work your assigned shift
- Complete all required volunteer trainings (including but not limited to new volunteer orientation session, on-line orientation modules, annual education) and health screenings
- Have access to a computer and an email address or provide your cell phone number. The Volunteer Manager (VM) utilizes email to communicate important information to volunteers when possible.

Expectations of Tichenor

We will provide for all volunteers:

- A meaningful and safe volunteer opportunity, including a description of your role and duties
- Comprehensive training and orientation including confidentiality, HIPAA, infection control, attendance expectations and more

Volunteer opportunities will NOT allow

- Handling soiled linen or items or contact with bodily fluids
- Assisting patients in bathrooms or changing diapers
- Lifting or moving patients or heavy objects
- Feeding patients

Guidelines

Americans with Disabilities Act

The Americans with Disabilities Act of 1990 (ADA) extends federal protection to people who face barriers to their full participation in daily life because of disabilities. The goal of the ADA is to remove all existing barriers for people with disabilities.

It is Tichenor's policy to give the same consideration to people with disabilities as is given to those who don't have disabilities in regard to application procedures, hiring, advancement, discharge, training, or other terms, conditions and privileges of volunteering.

Assignments

Volunteers are under the general supervision of the Volunteer Manager (VM). And, volunteers are under the direct supervision of a staff member in their assigned area. Each volunteer is assigned to a specific area of the clinic for a certain day and shift. Volunteer shifts are generally 3-4 hours long depending on the position.

After filling in your timesheet (or logging into the computer in the reception area), report to your supervisor. Please let your supervisor know when you are leaving the department for a break or to go home.

Be aware of your limitations. Don't undertake any duties, tasks, or assignments you are uncertain about or which might endanger you or a patient. If you are unsure about what to do or how to do something, ask your supervisor. Respect advice and suggestions from your supervisor. Be sure to ask questions if you don't understand.

Attendance

Absence and Tardiness

Volunteers provide many of the individualized and personalized services that make Tichenor a special place. Each volunteer brings special talents and your service is valuable and appreciated. Because we depend on our volunteers, we ask that you attend regularly and be on time for your assignment. Absences create gaps in the services provided and may cause loss of confidence in the volunteer program. Please accept the commitment and responsibility of volunteering and be dependable and conscientious in carrying out your assignment.

If unavoidable circumstances cause you to be tardy or absent from your volunteer shift, please notify the office as soon as possible before the shift begins. An excessive amount of absenteeism may result in a change of volunteer assignment or dismissal.

Business Closure Days

Volunteers are not required to volunteer on a holiday or during Tichenor closures (1-2 weeks for the December/January holidays and 1 week in August). If you have questions about holidays, please ask your department contact. Business closure days at Tichenor include

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the day after
- Christmas Day

Becoming a Tichenor Volunteer

Interested persons must submit a Volunteer Application and questionnaire, provide health information, (pass a criminal background study), and attend an orientation session prior to becoming a Tichenor volunteer. Information about our various volunteer programs plus applications and questionnaire forms are available on our website at www.tichenorchildren.org, click on Giving > Volunteer.

Orientation and Training

Tichenor provides orientation to acquaint you with our facilities and our policies. This will be done in two parts: reading on-line education modules on the Tichenor website and attending an orientation session at Tichenor. Initial training, on-going training and supervision of specific duties will be done by a staff person or trained volunteer in the area to which you are assigned.

This Volunteer Handbook is available on Tichenor's website at www.tichenorclinic.org (print copies can be requested) and is part of orientation and on-going training. Please refer to this handbook as needed.

Cell Phone Usage in Clinic Sites

Cell phones may be used at the lobbies and other non-patient care areas only (office and kitchen). Cell phones must be kept in a locker in the Office (on silent or turned off, please!) while volunteering. They may not be taken with you to your department.

Computer, Internet and Email Usage

Computers, computer files, e-mail, voice mail and software furnished by employees and volunteers are the property of Tichenor. These systems are intended for business use only and shall not be used for personal projects.

Volunteers shall not use a password, access a file, or retrieve any stored communication for any purpose other than appropriate for their volunteer position responsibilities.

Computer systems use

Tichenor purchases and licenses computer software for business purposes and does not own the copyright to this software or its related documentation. Only software authorized and installed by Information Systems employees will be used on Tichenor computers or network systems. Please contact your department supervisor to request access and installation of software on Tichenor computers.

Internet

Tichenor provides Internet access for volunteers to support business needs or opportunities for the facility. Occasional personal use of the Internet is permitted, but shall not conflict with Tichenor's primary business purpose or violate any applicable laws or regulations. Tichenor has the right to monitor any and all aspects of its computer systems and network, including but not limited to: user access to Internet sites, remote or web-based e-mail accounts, or any other Internet-based applications and programs.

Volunteers do not have privacy in anything that they create, store, send, or receive while using the clinic's computer systems or its Internet connection. Acceptable uses of Tichenor Internet may include:

- Researching issues relevant to the mission of the organization
- Streaming media for business purposes

Unacceptable uses of Tichenor Internet may include:

- Transmission of confidential information such as protected health information (PHI)
- Transmission of proprietary organizational data to external locations or via non-Tichenor email, messaging, social/professional networking, or blogging programs
- The display or transmission of sexually explicit images, messages, jokes or cartoons
- Transmission or use of communications that are fraudulent, harassing, illegal, embarrassing, obscene, intimidating, or defamatory
- Soliciting (sell, promote, distribute, fundraise or display written materials, propaganda) not associated with the operation of Tichenor
- Streaming music, videos or other medial without a business purpose
- Storage of PHI on any cloud storage media

E-Mail

Tichenor encourages the use of email as a method to conduct Tichenor business; however, messages received or sent through the email system are not private or confidential. Monitoring and reporting email usage is a part of Tichenor's overall systems administration practice. At all times, the email user is responsible for professional, ethical and lawful email conduct and behavior.

Email cannot be used for:

- the transmission of protected health information to email domains outside Tichenor unless encrypted
- automatic forwarding of email message to external email accounts
- harassing, obscene, derogatory, discriminatory emails to any individual or group, or defamatory and threatening emails

- wagering, betting or selling changes
- using the email system for personal gain
- copying, forwarding, or otherwise disseminating third-party work without appropriate consent from the copyright owner

Procedures:

Your department supervisor will request computer access if it is necessary for your volunteer position.

- Do not send messages from the address book under the “All Tichenor User Group” without supervisor approval
- Check emails for spelling errors using the spell check module before sending
- Keep amount of email in your inbox to a minimum and move or delete old items
- Do not allow others to send emails from your account
- Do not share your password with others
- Do not email patients directly

Computer Sign-in and out Procedure

Volunteer hours and attendance are tracked on a log sheet in the office *(or in our computer (Volgistics) database)*. A PIN number is assigned to you when you start volunteering; use this PIN number to sign into the database. Sign in on the computer touch screen using your PIN number at the beginning of your shift, and sign out at the end of your shift to record your volunteer hours. If you do not sign into the computer you do not get credit for your volunteer hours. *(Coming soon)*

If the computer does not work or you cannot sign in for any reason, leave a note for the Volunteer Manager (VM) with your name, date, and number of hours volunteered that day. The VM will update your record accordingly.

Reminder: The VM can verify only the hours recorded in the computer. If you skip signing into the computer, we cannot verify those unconfirmed hours.

Offsite Volunteers: Paper sign-in sheets will be provided at your clinic site. Please sign in each time you volunteer. Site staff will send sign-in sheets to the VM for recording in the database.

Corrective Action

Tichenor reserves the right to determine the process, nature and extent of corrective action. The process might include verbal notices, written notices, suspensions or terminations, all at Tichenor’s discretion.

Reasons for dismissal may include but are not limited to:

- Possession, sale, transfer, and use of illegal drugs and/or alcohol while volunteering, while on the premises owned or operated by Tichenor, and while operating any Tichenor vehicle, machinery, or equipment.
- under influence of drugs while volunteering
- gross misconduct (including breaking confidentiality)
- abuse, mistreatment, or harassment of staff, patients, other volunteers
- not abiding by Volunteer policies & procedures

Drugs and Alcohol

You must report for volunteering free from the effects of alcohol and/or illegal drugs. The possession, sale, transfer, and use of illegal drugs and/or alcohol while volunteering, while on all premises owned or operated by Tichenor, are prohibited.

Exceptions to possession of alcohol include unopened bottles in the volunteer's personal vehicle. Violations of this policy could interfere with Tichenor's operations and jeopardize the health and safety of patients, employees and volunteers. Any persons reporting for volunteering while under the influence of alcohol or drugs will be escorted off the premises immediately and their volunteer status may be terminated.

Employees as Volunteers

Current Tichenor employees may volunteer at Tichenor in a department other than their paid position. They may not do the same tasks as a volunteer as they do in their paid position. Tichenor employment requirements cover volunteer requirements for TSTs (Mantoux Tests), orientation, background check, etc.

Exit Interviews

The VM will attempt to schedule an exit interview with volunteers who leave Tichenor. The interview provides departing volunteers the opportunity to offer suggestions and ideas for improving Tichenor's volunteer program. Volunteers who can't schedule an exit interview are encouraged to complete an on-line exit questionnaire provided by the VM.

Friends

Do not bring friends with you to volunteer. They are not trained and cannot help you with your volunteer duties. Direct them to the Tichenor website to submit a volunteer application if they are interested in volunteering.

Harassment

Tichenor maintains an atmosphere free from harassment, intimidation, and coercion or bullying and abides by the federal and state laws that prohibit such harassment.

Harassment is prohibited on any basis, including but not limited to a person's race, color, creed, gender, religion, national origin, age, disability, marital status, status with regard to public assistance, sexual orientation, military status or any other class protected by federal, state or local laws. Such behavior is subject to the provisions of the discipline policy. Managers and supervisors will take appropriate and timely action in the event a volunteer is harassed.

Volunteers who believe they have been subject to sexual harassment may make their concerns known by confronting the person, advising their supervisor and or calling the Human Resources Department. The volunteer making the complaint will be advised of the final disposition of the complaint. Tichenor will not discriminate against any volunteer who files a harassment complaint.

Identification: Name Badge and/or Volunteer T-shirt

Tichenor provides a name badge or one of the volunteer t-shirts (*if available*) for you to wear while volunteering.

Insurance Coverage

Volunteers are covered by general liability insurance and professional insurance as indicated below when they:

- have a completed volunteer application on file with the VM
- indicate the time period they are at Tichenor by signing in and out on your timesheet (*or the computer in the office – coming soon*).
- are participating in an authorized program under the direction of the VM or volunteer's direct supervisor

Insurance coverage includes:

General Liability Coverage: covers the legal responsibility of the clinic arising out of bodily injury or property damage to the public caused by negligence of the clinic's employees or volunteers working on behalf of the clinic.

Professional Liability Coverage: covers the legal responsibility of the clinic arising out of bodily injury caused by alleged malpractice, error or mistake in the rendering or failure to render professional services. A volunteer is considered an insured person under the terms of the professional liability insurance carried, but only while acting within the scope of the duties assigned to such volunteer.

Automobile Liability Insurance coverage: If a volunteer uses his/her own vehicle while acting within the scope of duties assigned on behalf of the clinic, the protection provided by the volunteer's auto insurance policy will be primary in any incident involving bodily injury or property damage. Tichenor does not provide any liability insurance protection for the operation of motor vehicles other than those owned by the facility.

Parking

Tichenor has limited parking for clients. Volunteers are asked to find street parking.

Performance Evaluations

One-on-one performance evaluations with your supervisor are Tichenor's primary way of giving formal feedback about volunteer performance, establishing individual goals, giving you and your supervisor a chance to address any concerns or questions about Tichenor and your position. Meaningful feedback also should happen throughout the year, and your supervisor should raise performance concerns as they occur.

Evaluations will be done once a year for volunteers who meet the following criteria: Volunteers who have been actively volunteering for 12 consecutive months

Photos

Photos may not be taken of patients or families without written permission from parents or guardians. Contact the Office Manager for permission form.

Patient or family members may want to take your photo as a memento of their time at Tichenor. Patients often like their photo taken with volunteers they have gotten to know while at the clinic. Volunteers are not required to allow this, it is your choice to allow or not.

Recognition

Volunteers will be recognized for their service to Tichenor. Recognition will come in a variety of forms – letters of thanks, certificates, gifts, or treats in the staff lounge/kitchen.

We truly appreciate all you do for our patients, families and staff!

Reference Forms and Letters/Volunteer Hours Verification

The VM will gladly write a reference letter or complete a reference form for you when you have completed 35 volunteer hours at Tichenor.

The VM will provide written verification of volunteer hours at any time. Please submit your request via email to office@tichenorclinic.com.

Smoking Restrictions

To provide a safe environment for patients, staff, volunteers and visitors, smoking is prohibited within all Tichenor facilities and grounds, including the parking areas.

Social Media

Tichenor's policy for appropriate use of social media sites includes

- Social networking (Facebook, Instagram, Snapchat)
- Business/Technical networking (LinkedIn, Spoke)
- Video/photo sharing (YouTube, Flickr)
- Wikis (Wikipedia, Wikia)
- Blogs (WordPress, Blogger, TypePad, Caring Bridge)
- Micro-Blogging (Twitter)

Follow all Tichenor policies regarding patient privacy, HIPAA, photo images, and patient confidentiality. Write in the first person; make it clear you are speaking for yourself, not Tichenor. It is okay to share public news about Tichenor and to encourage friends and family to get involved in Tichenor events.

Protect and enhance Tichenor's reputation: Do not publicly discuss patients, services, vendors, or staff whether confidential or not. Use your personal email address only.

Be respectful and professional in your postings. Volunteers are discouraged from initiating and accepting friend requests with patients and families. If you accept a friend request from co-workers, co-volunteers, managers, etc., the pictures and site content should be kept professional. You can be held responsible if your comments are considered defamatory, obscene, insulting, racist or proprietary by any offended party, including Tichenor.

Valuables

Tichenor is not responsible for lost or stolen articles. Don't bring anything of great value with you as we may not have a secure place to keep it. While volunteering, lock your purse, car keys and other valuables in a locker in the Office area. Do not leave a wallet, purse or backpack in the open in the office and do not leave valuables such as car keys in your coat pockets.

Volunteer Illness and Communicable Diseases

In keeping with Tichenor's commitment to patient safety, we ask staff, volunteers, and contractors who have an infectious communicable disease not to interact with patients, families and co-workers during that time. A communicable disease is any illness that can be transmitted

to others by touch, by shedding upper respiratory droplets, or by contaminating surfaces with body fluids or excretions that others might contact. The goal is to keep Tichenor patients, staff and volunteers healthy and to put in place measures to stop the spread of disease.

If you feel ill:

Stay home if you feel ill, have a fever over 100°F, or are experiencing diarrhea. If you have had a recent exposure to Chickenpox, please wait 10 days before returning to volunteering as you are carrying the disease and may infect our patients. If you have been exposed to the flu or a member of your household has flu-like symptoms, please do not volunteer for 10 days.

If you have any questions about your symptoms, please call the Office at 562/597-3696. Identify yourself as a Tichenor volunteer.

Volunteer Records

TST (Mantoux Test) reports, Vaccination Reports, etc. The VM keeps computer copies of volunteer documents including orientation documents (Confidentiality Agreement, etc), TST (Mantoux Tests) and vaccination reports and background studies and hours are logged in a database. Copies of documents can be requested from the VM.

Your Responsibilities as a Tichenor Volunteer

Confidentiality

Tichenor is required by law and medical ethics to protect the privacy of patients. Because of this responsibility to the patients, volunteers as well as paid staff must keep all information seen and heard at Tichenor confidential.

Specific information about patients and their families is NOT to be discussed with anyone except Tichenor staff, and this must be done in a confidential setting. This includes parents – don't discuss specific information about patients with parents.

Generalized information, not using patient names, is appropriate if you need to talk or write about your experiences, such as for school papers.

You must handle any information regarding Tichenor's business, employees and patients in a confidential manner. Don't discuss confidential issues with anyone unless that person's job requires such disclosure. Contact your supervisor or the VM if you have questions.

Dress Code

Our volunteers represent Tichenor to patients, families, physicians and the community. Your dress and appearance reflect an image of Tichenor, and we want that to be positive!

Name Badge or Volunteer T-shirt

On your first day of volunteering, you will wear a name badge *(or be given one of the volunteer t-shirts to wear for the day)*. You should wear your name badge or a volunteer t-shirt *(if available)* whenever you are volunteering.

Personal Hygiene, Perfumes, Etc.

All volunteers are expected to exercise good personal hygiene, be well groomed, and present a clean and neat appearance when volunteering at or visiting any Tichenor location.

Perfumes, colognes and other heavy fragrances are prohibited and should not be worn while volunteering. Many of our patients have allergies and fragrances can trigger a respiratory issue.

Hair should be clean and well-groomed. Extreme or loud hair colors are not permitted (i.e., purple, blue yellow, etc). Volunteers interacting with patients should pull or tie long hair back. Beards and mustaches should be neatly trimmed.

Shoes and socks are required while volunteering with patient contact. We ask everyone to wear socks only (no shoes) in treatment areas with mats, including volunteers. Volunteers in offices or those with no patient contact are not required to wear stockings and may wear sandals or slides. Shoes must be clean and in good repair for all volunteers.

Hoop earrings and long necklaces may get caught, pulled or broken. Please leave them at home.

Artificial fingernails are prohibited from being worn by volunteers who are in direct patient contact. Artificial nail is defined as any substance or device applied to the nail for the purpose of cosmetics, strengthening, or lengthening. This includes but is not limited to acrylics, nail extenders, bonded nails, wraps, gels, porcelain tips, overlays, etc.

Clothing should be clean and appropriate for a professional workplace. Volunteers are often moving around, bending, and playing with patients so we suggest:

- Khaki, black, navy pants
- Blue jeans (except when they have holes, patches, are frayed or too faded)
- Shirts and blouses, sweaters, jackets
- Shoes and socks

Clothing that should be avoided:

- Tops or pants that show any portion of a volunteer's midriff
- Tops that show any portion of a volunteer's cleavage
- Spaghetti straps or halter tops
- Casual clothing such as sweatpants, sweatshirts or hoodies
- Clothing or items with promotional writing or ads that are visible with the exception of Tichenor logo items
- Shorts of any type, short skirts unless leggings are worn underneath
- Flip flops or slides
- Body piercings. Volunteers may only wear visible piercings in their ears. All other visible piercings are prohibited, including tongue piercings.
- Tattoos must be covered.

Should religious beliefs or practices conflict with these guidelines, reasonable accommodation will be made as long as the accommodation does not pose a safety hazard. Requests for accommodation should be made to the VM.

Exceptions to these guidelines may be made on an individual basis to accommodate job responsibilities with the approval of VM.

Please note: this Tichenor Dress Code Policy is the minimum requirement of all Tichenor employees, volunteers, agency staff, and students. Individual departments may establish additional dress code guidelines as appropriate.

Family Centered Care

We promote the philosophy that pediatric health care must be family-centered. We recognize and respect parents as key decision-makers in their caregiver team. Each family is unique and has special strengths and needs, which our staff and volunteers must consider. By serving families, we best serve our patients.

Food & Drink While Volunteering

Please do not eat or drink while volunteering in a waiting room or public area. Clerical and office volunteers should check with their supervisor before bringing food or drink into the department.

Grievance Process

Difficulties and problems arise in every workplace. In order to maintain a positive and mutually supportive work place, volunteers are asked to bring any concerns to the Volunteer Manager (VM). If you are uncomfortable with this, you may contact the Executive Director instead. If you prefer to remain anonymous, you may write a message outlining your concerns, address it to VM, and drop it off in the office.

Professional Boundaries

The volunteer role is therapeutic in nature. Volunteers should be friendly, caring and supportive. All clients should be given equal respect and consideration. Volunteer interactions should be oriented to support existing resources by following your supervisor's directions and the written volunteer position description. Volunteers should limit their interactions to duties defined in their volunteer position description.

Religious Views

Tichenor serves a very diverse population with diverse religious affiliations. Please do not express unsolicited religious views or hand out religious materials to patients, visitors, staff or other volunteers.

Resignation Process

If you plan to terminate your volunteering at Tichenor, please confirm this with both the VM and your supervisor at least two to four weeks in advance. This will help facilitate filling your position in a timely manner.

Tips and Gifts

Please do not accept tips or gifts from visitors or patients. If they insist, inform them that you will bring anything over **\$100.00** to the VM to be donated to Tichenor.

Transfer/Switch Volunteer Assignments

Contact the VM when you want or need to switch assignments or your volunteer schedule. We will accommodate your request if possible.

Visitor/Family Complaints

In the event of a visitor or family member complaint, please follow these guidelines:

- Do not argue with them or belittle their concern. Empathize with them by saying, "I am sorry you are having this problem. Let me find someone to help you."
- Do not offer advice or suggestions. You may not be aware of the complete situation or have all the facts.
- Direct them to a staff person who will assist them in resolving their complaint or will direct them to the appropriate staff to do so. If you do not know who to connect them with, contact the VM for help.

Volunteer Contact Information

To keep mailing and other information up to date, please inform the VM of any changes in your mailing address, email address, telephone number, name or emergency contact.

Health and Safety at Tichenor

Clinic Emergency Response: dial 911 for emergency response.

Fire Safety

Use the RACE protocol when in an area of fire:

- R – Rescue anyone in immediate danger
- A – Alert by pulling the fire pull station by the back door from the parking lot
- C – Confine the fire by closing doors and windows

- E – Extinguish the fire if safe to do so

Manual fire pull stations and fire extinguishers are located in each hallway, usually by an exit or at the ends of the corridor. Know where the closest one is located in your department or area.

Your supervisor will instruct you on the department's fire safety procedures on your first day.

If there is a fire alarm, it will be announced by staff and an alarm will sound. The location of the fire will be announced. If you are in the announced location, follow staff to an evacuation route immediately. Staff will call notify Vanguard Security at 800-839-8055 and call 911 to give the location of fire to the fire department (include address of 1660 Termino Ave., nearest cross street of Wilton/Termino, and call back number of 562-597-3696).

General Safety

Tichenor strives to identify and eliminate unsafe conditions and to promote safety awareness. If you detect any safety or health hazards, please bring them to your supervisor's attention immediately.

Volunteers are asked to keep patient safety and their own safety in mind at all times. The following are responsibilities for all of us to make the clinic a safer place:

- Handwashing is the single most important factor in controlling the spread of germs. Wash hands before and after direct contact with a patient. Direct contact may be touching the patient, touching anything in the patient's room including their wheelchair or clothing, or even just handing them their backpack. Wash your hands!
- Pick up litter and report spills to your supervisor or to the office
- Report broken items and frayed cords to your supervisor
- If something is blocking a fire exit or fire equipment, move it
- If you see something that needs correcting, take action or report it to your supervisor. Don't assume someone else has already taken action
- Chairs and stools are for sitting on, not standing on
- Small children and vulnerable adults cannot assume responsibility for the environment. Please look for safety hazards and correct them.

Hazardous Materials

Volunteers will not access or use hazardous materials while volunteering. There are, however, a number of hazardous materials and substances located in the clinic. There are controls available to protect staff from hazardous substances such as gloves, safety goggles, etc.

"Material Safety Data Sheets" (MSDS) are located in the office **(and on the Tichenor Intranet where staff can immediately access needed information)**. You may call the Poison Control Center at 1-800-222-1222 for additional information regarding any hazardous substance.

Health and Safety for volunteers

Health Assessment

All volunteers are required to submit medical documentation prior to their first day or volunteering. Required medical documentation includes a current Tuberculin Skin Test (TST or Mantoux Test) documentation (less than 90 days old) and a physical. Volunteers may submit documentation from their own medical clinic. It is recommended that volunteers have:

- two Rubella, Rubeola, Mumps (MMR) vaccinations (Tichenor recommends immunizations for people with negative rubella and/or rubeola titer results.)
- Varicella (Chickenpox) vaccination or titer or self-report of Chickenpox disease
- Tetanus, Diphtheria, Pertussis vaccination (Tdap) for volunteers over 18 years of age

TSTs are required annually for all volunteers on or around their start date. If you have a history of tuberculosis or a positive TST, active disease must be ruled out before starting to volunteer and every year thereafter. If you have a positive TST, you will need to obtain a chest x-ray through your own insurance carrier and any related treatment at your own expense. Volunteers who experience positive chest x-rays will not be allowed to continue volunteering at Tichenor.

Injury or Illness While Volunteering

Observe all safety regulations and learn the safest method of performing any required tasks. If in doubt, ask your supervisor.

Immediately report to your supervisor and to the VM all injuries and illnesses that occur while you are volunteering. With assistance from your department contact or other witness, complete an Incident Report and submit the form to the VM.

Infection Control

We can become sick by coming into contact with microorganisms such as bacteria and viruses or communicable diseases. We can get sick by touching our noses with contaminated hand, our mouths by eating or drinking with unclean hands or eating contaminated food, or touching our eye tear ducts and mucous membranes with contaminated hands. To protect yourself, please follow these recommendations:

To prevent the spread of germs:

- Follow proper hand hygiene and handwashing
- Cover your cough (cough into your elbow or sleeve).
- Wash hands immediately after sneezing
- Get a flu vaccination (flu vaccinations are offered free to volunteers every year)
- Observe worksite cleanliness and clean office equipment often

Handwashing is the best way to prevent the spread of germs from a patient to you, from you to a patient, and from patient to patient. Wash your hands

1. At the start and at the end of your volunteer shift
2. Before and after eating
3. Before and after you enter a patient's space
4. Before and after patient contact
5. After removing gloves
6. After using the bathroom
7. After sneezing and coughing
8. After pushing wheelchairs or strollers

How to wash hands properly: The foam soap in the bathrooms is formulated to be less drying to your skin.

1. Moisten Hands
2. One pump of soap onto hands

3. Wash all surfaces including under nails for 15 seconds
4. Rinse thoroughly
5. Pat hands dry or use the hand dryer
6. Apply lotion to hands at least 5 times a day to maintain hand skin health

How to apply Hand Sanitizer: Hand sanitizer is available in patient treatment areas and halls throughout the clinic.

1. Apply enough product to hands to be effective. Hand surface should be dry after 15 seconds of rubbing
2. Rub all hand surfaces, even under fingernails

Nail hygiene. No artificial nails are allowed on volunteers who have direct patient contact.

Don't Volunteer Sick

Be respectful of our vulnerable patients and don't come in to volunteer when you are ill. This also prevents exposures to colleagues. Staying at home and resting will help with your recovery. Please call the VM if you have questions.

Flu.

You must stay home if: you have been exposed to the flu or if a member of your household has flu-like symptoms, or you have the following flu symptoms

- Fever of 100+ degrees
- Muscle aches
- Chills
- Cough
- Sore throat or upper respiratory issues

Call the office at 562/597-3696 if you have questions about your symptoms. Identify yourself to as a Tichenor volunteer.

Safety for our Patients

To protect our patients, please follow these guidelines:

- Report any unusual occurrences to a staff person (i.e., falls, seizures, fights, cuts, etc.)
- If a child falls while you are with him, call for help and stay with him until help comes. Never lift the child.
- If a patient indicates a need to use the bathroom, let staff know. Volunteers should not take patients to the bathroom.
- Volunteers may hold or carry babies and small children who weigh less than 25 pounds ONLY and only after receiving permission and instruction in any special techniques from a staff person. Children weighing over 25 pounds may not be held or carried by volunteers.
- If a patient requests food or drink, check with staff first. Do not give gum or candy to our patients.

Toy Safety

- Please keep patient safety in mind when interacting with our patients:
- Stuffed toys are to be used by only one child and are never shared.

- If food spills on a toy or a child “mouths” a toy, clean the toy before sharing it with another child.
- Take all broken toys to office staff.
- Toys with sharp edges or small pieces that could be swallowed and cause choking may only be given to children 5 years or older. Remove these items from younger children.
- Mylar balloons are allowed at Tichenor. Latex balloons are NOT allowed due to latex allergies.

Security

Local police provide security at the clinic. Please call 911 for emergencies. Tichenor has security cameras to monitor several areas.

Interacting with Persons with a Disability

A disability is a functional limitation that interferes with a person’s ability to walk, hear, talk, learn, etc. Do not label people as part of a disability group – don’t say “the disabled”, say “people with disabilities”. Use the word “handicap” only to describe a situation or barrier imposed by society, the environment or oneself.

People with disabilities are individuals with families, jobs, hobbies, like and dislikes, and problems and joys. While the disability is an integral part of who they are, it alone does not define them. Don’t make them into disability heroes or victims; treat them as individuals.

Tips for interacting with our patients and families:

- It’s the “Person” first – then the “disability”. When speaking with a patient, remember that children or adults with disabilities are like everyone else except they happen to have a disability.
- Many of our patients use wheelchairs or walkers; many of our patients don’t. Each patient is unique!
- Communicate directly with the person who has the disability. Talk directly to them, make eye contact. When talking for more than a few minutes with an individual who is in a wheelchair, sit down so you are at their eye level.
- Listen but do not offer advice – VERY IMPORTANT! Patients may share information about their disability. Please listen and acknowledge their situation.
- Emphasize abilities, not limitations
- Don’t patronize or give excessive praise or attention to a person with a disability
- If you are unsure about offering help – ASK, then LISTEN to the answer. Do not assume what an individual can or cannot do. Ask first before helping. Pay attention to the directions given and follow them.
- A wheelchair is part of an individual’s personal space. Do not move, push or lean on it without asking permission.
- Do not pick up a child without staff permission and instructions. The child may have unseen bandages or sutures and incorrect handling may cause discomfort, strain or injury to the child.
- Notify staff if a parent or child seems upset, angry or expresses a particular need.
- Adult-to-adult discussions that do not include the patient should be very brief.

- Please don't ask "What is wrong with you?" or "Why are you here?" Suggested topics of conversation with patients include pets and families, hobbies, where they live, did they drive a long way to come to Tichenor today, where do they go to school.
- Choice and independence are important. Let people with disabilities do or speak for themselves as much as possible. Do not offer a choice when one does not really exist. Example: Never ask "Do you want to go to therapy?" The patient has to go to therapy, they have no choice.
- Avoid making promises to a child or parent. You can't be sure of what is realistic and you may disappoint them. Example: promising a hungry child that he can eat soon. He may not be allowed to eat due to a scheduled procedure later that day. Relay the request to staff for an answer.

Diversity

Tichenor serves a very diverse patient population. Volunteers interact with patients and families of diverse races, cultures, and religions every day and we treat everyone with respect and caring.

When discussing culture with a patient, use "I" statements as much as possible. Talk about your reactions and your response rather than analyzing some else's behavior. Respect the rights of others to state their own opinion.

Information Especially for DP Volunteers

Play in healthcare settings fulfills a number of functions for patients including:

- Allowing a child freedom of choice. This is especially needed when so much health care treatment is not freely chosen. When a child rejects an activity, he has been allowed to exercise some control.
- Encouraging engagement in activities that are personally satisfying.
- Permitting control of and manipulation of materials (this can be especially satisfying in settings where so much seems to be done to children).
- Allowing a safe acting out of aggressive and hostile feelings. Feelings are facts. Safe expression in play helps release tension and can also reveal a child's misconceptions about treatment and care. Professional staff can intervene appropriately.
- Providing opportunities for socialization.
- Providing a pleasant diversion from worry or stress.
- Allowing imitation, critique, commentary and trying out of adult roles. It can reveal a child's frequently accurate and humorous perspective.
- Providing a sense of accomplishment by mastering a game, skill, or art project.
- Taking pride in creativity with arts and crafts made by self, family or friends.

When interacting with our patients and families as a DP volunteer, please observe the following general guidelines:

- If children or parents talk to you about their problems or illness, be a good listener but do not offer advice.
- Notify a staff member if a parent or child seems upset, angry, or expresses a particular need.
- You may have questions, concerns, or ideas about a particular child, family or illness. Please share this with the appropriate staff person but be aware of privacy and

confidentiality. Never have this kind of discussion in the presence of others or other public places where you can be overheard.

- When you are with patients, adult-to-adult discussion which does not include the child should be kept brief.
- Avoid making promises to a child or parent. You can't be sure what you promise is realistic.
- Never pick up a child without guidance from staff first.
- Maintain eye contact at a comfortable level with the adult or child to whom you are talking. Sit down or kneel so you are at eye level and not towering over them.

Using Interpreters

Please keep the following in mind when using interpreters:

- Communication will proceed s-l-o-w-l-y.
- Ask the interpreter to sit to one side so you can see the patient or family member.
- Look at and speak directly to the patient or family member as if they understand what you are saying. The interpreter will translate what you have said.
- Use clear, short bits of information. Allow the interpreter time to translate what you have said.
- Avoid slang, use common words.
- Be sure to listen, observe nonverbal responses, be respectful and be patient.

Child Development and Guidelines for Interaction

The following are guidelines to help you understand where the patient is in their development, why they react as they do, and to help you interact with them appropriately.

Infants (0-12 Months)

Growth and Development

- Basic needs: trust, love, security
- Need for sensory stimulation
- Foundation of personality is established during this period
- Total dependence on mother or mother substitute
- Functions on "pleasure principle"
- Period of very rapid physical growth
- Sucking is a need for physical and emotional gratification
- Developmental milestones (approximate ages only):
- Social smile 6 weeks
- Follows objects or light with eyes 1-3 months
- Supports head 3 months
- Rolls over 3-6 months
- Holds own bottle 6 months
- Fears of strangers begins at 6 months
- Sits up without support 6 months
- Random reaching ends 7 months
- Crawls 9 months
- Walks 12 months

Guidelines for Interaction

- When mother is not available, staff can assist with providing consistent interaction.
- Provide tactile and other sensory stimulation (such as rocking, holding, speaking to, singing to and playing with the infant).
- Environment of the clinic can be over stimulating to infants, and staff must be aware of and monitor this. It is better to have only one toy or activity at a time.
- Infants will often put toys in their mouth. This is acceptable as long as toy is safe and clean (i.e., no sharp edges, no small pieces, toy should not be dirty).
- Human contact is MOST important, with toys as secondary source of stimulation.

Toddlers (1 to 3 1/2 years)

Growth and Development

- Developing sense of autonomy, although still very dependent on mother or mother figure.
- Learning to deal with separation anxiety.
- Struggle between independence and dependence leads to show of defiance, negative attitude and/or temper tantrums.
- Child begins to differentiate mother from other figures perceptually and reacts with “stranger anxiety” when confronted with an unfamiliar face.
- Needs constant, loving discipline.
- Learning to function on “Reality Principle” (i.e., bowel and bladder control).
- Acquiring language skills.
- Cause and effect learning.
- Loves to explore very curious.
- Parallel play, primarily.
- Developing large muscles (i.e., walking, climbing).

Guidelines for Interaction

- When parents separate from their child, encourage them to assure their child of their return.
- Provide for the need of physical activity in a safe, supportive environment.

Preschool (3 1/2 to 6 1/2 years)

Growth and Development

- Development of a conscience (guilt feelings often present).
- More independence with strangers experiencing separation anxiety to a lesser degree.
- Cooperative play with other children.
- Developing awareness of role as boy or girl (i.e., “family romance”).
- Language improves.
- Imaginative, much fantasy and magical thinking.
- Continues to develop large muscles and begins to develop more fine muscle coordination.
- Fear of dark, monsters, etc.
- Sensitive to physical handicaps and anomalies whenever she/he sees or hears of them.

- Begins to focus on sexual differences and has an awareness of self as separate person with physical differences.

Guidelines for Interaction

- Identify purpose and role to child immediately after greeting.
- Provide abundant play opportunities for continued development and promotion of mastery and self-awareness.
- Reassure the child that no one is to blame for their illness or injury.
- Provide constant verbal support and encouragement to show child that you are there for them.
- Provide activities and games that will use fine motor skills as well as gross motor skills.

School Age (6 1/2 to 12 years)

Growth and Development

- Separation anxiety decreases.
- Developing sense of industry and independence.
- Eager to learn.
- More emphasis on emotional and intellectual growth, physical growth is less emphasized.
- Peer group becoming more important. Focus is on activities with peer group and gaining cooperation skills.
- Playmates usually selected from same sex.
- Receives gratification through cooperation with others.
- School activities are important.
- Able to control drives and feelings.
- Improved problem-solving, decision-making skills

Guidelines for Interaction

- Encourage child to talk about their interests, skills and abilities.
- Give child opportunities to make choices regarding types of activities or how much involvement they would like to have. Making choices allows the child to feel a sense of control.
- Provide abundant play opportunities.

Adolescent (13 to 18 years)

Growth and Development

- Developing sense of self-identity privacy is valued!
- Developing sense of intimacy (being comfortable with self). This age group tends to focus on body image, physical changes and personal integrity. A sexual identity is forming.
- Conflict with dependence/independence is an ongoing struggle.
- Peer group is extremely important and provides emotional support. Social acceptance is paramount to feelings of self-esteem.

Concerns:

- independence from family
- accepting new body image
- deciding on job or vocation
- developing relationships with member of opposite sex
- rapid physical growth with many personality changes
- the turbulence of this period leads to ambivalence in some adolescents

Guidelines for Interaction

- Encourage teen to talk about interests, skills and abilities.
- Give teen opportunities to make choices regarding types of activities or how much involvement they would like to have.
- Respect privacy if teen does not wish to participate in activities.

About Disabilities

Canes, Crutches, Walker, and Wheelchairs

People who use canes or crutches need their arms to balance themselves. Never grab the person – it may unbalance them.

People who use walkers or wheelchairs have different disabilities and varying abilities. Some can use their arms and hands. Some can get out of their wheelchair and even walk for short distances.

Cerebral Palsy

As a result of injury to the central nervous system, people with cerebral palsy (CP) have difficulty controlling their muscles. Many people with CP have slurred speech and involuntary body movements.

Deaf or Have Hearing Loss

Persons who are deaf or have hearing loss may use some hearing but may also rely on amplification and/or seeing the speaker's lips to communicate effectively. Follow their cues to find out if they prefer sign language, gesturing, writing or speaking. If you have trouble understanding them, let them know.

Before speaking to a person who is deaf or hard of hearing, make sure you get their attention. For simple interactions, writing back and forth is usually okay. Don't shout at them – if they use a hearing aid your shout will sound distorted.

People who are deaf make and receive phone calls through a TTY or TDD (teletypewriter). This has a keyboard, screen and couplers for the phone receiver.

Developmental Disabilities

People with developmental disabilities learn slowly. They have a hard time using what they have learned and applying it from one setting or situation to another. Although they have certain limitations, most people with learning disabilities have average or above-average intelligence. When interacting with them, speak in clear sentences, using simple words and concrete concepts. Help them understand complex ideas by breaking them down into smaller parts. Don't use baby-talk or talk down to people who have developmental disabilities.

Epilepsy (Seizure Disorders)

Epilepsy is a neurological condition characterized by seizures that happen when the electrical system of the brain dysfunctions. Beepers and strobe lights can trigger seizures in some people. Seizures may be convulsive, or the person may appear to be in a trance. During complete partial seizures, the person may walk or make other movements while they are, in effect, unconscious. If a person has a seizure, you cannot do anything to stop it. If he has fallen, be sure his head is protected and wait for the seizure to end. Please alert staff when you witness this behavior.

Hidden Disabilities

Not all disabilities are apparent and obvious. A person may make a request or act in a way that seems strange to you. That behavior may be disability-related. Even though these disabilities are hidden, they are very real. Respect their needs and requests whenever possible.

Multiple Chemical Sensitivity (MCS) and Respiratory Disabilities

People with MCS and respiratory disabilities such as asthma or emphysema react to toxins in the air. Stale air, fumes from cleaning products, perfume, carpeting or air freshener can trigger a severe reaction. Do not use fragranced body-care products like cologne, hair spray, hand lotion or after-shave.

Short Stature

There are 200 diagnosed types of growth-related disorders that can cause dwarfism and that result in a person being 4 feet 10 inches in height or less. Communication with persons of short stature is easier when people are at the same height. Kneel, stand back, or sit in a chair. Act natural and follow their lead.

Speech Disabilities

A person who has had a stroke, is severely hard of hearing, uses a voice prosthesis or has a stammer or other type of speech disability may be difficult to understand. A quiet environment makes communication easier. Give them your full attention. Don't interrupt or finish their sentences for them. If you don't understand, don't act like you do. Ask them to repeat what they said. In most cases the person won't mind you asking and will appreciate your effort to hear that they have to say.

Traumatic (or Acquired) Brain Injury

People with traumatic brain injury (TBI) have had damage to their brain usually as a result of trauma, such as an accident or stroke. They may have a loss of muscle control or loss of mobility that is not obvious. They may have poor impulse control and may make inappropriate comments and not understand social cues or "get" indications that they have offended someone. They may be unable to follow directions due to poor short-term memory or poor directional orientation.

Visual Disability

A person may have a visual disability that is not obvious. Be prepared to offer assistance, for example with reading, when asked. Identify yourself before you make physical contact with the person. Tell him/her your name and identify yourself as a volunteer.

Don't touch the person's cane or guide dog. The dog is working and needs to concentrate. Walk on their side opposite the dog. Their cane is part of their personal space. If they put the cane down, do not move it. Let them know if it is in the way.

For questions about this handbook, please contact the Volunteer Manager at 562/597-3696.