

# Volunteer Handbook



Veterans Home - King

# VOLUNTEER CREED

I shall pass through  
this world but once.  
Any good, therefore,  
that I can do  
or any kindness  
that I can show  
to any fellow creature,  
let me do it now.  
Let me not defer  
nor neglect it,  
for I shall not pass  
this way again.

~ Author Unknown





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**Wisconsin Department of Veterans Affairs**

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To learn more on King visit us on [www.WisVets.com](http://www.WisVets.com)

# Welcome

Welcome! We are glad you have chosen to become part of the volunteer family at the Wisconsin Department of Veterans Affairs and Wisconsin Veterans Home (WVHK). Volunteers are a valuable addition to the King team, and we appreciate your willingness to donate your time and talents with us. Our staff pledges to do all we can to ensure you have a fun and rewarding volunteer experience.

Meeting, responding to and caring for the unique needs of the ever-changing veteran in their time of need is the task set before each one of us, staff and volunteer alike. We know each of you will gain a tremendous amount of personal satisfaction from your efforts, whether you are working directly with the members or in a clerical assignment.

Your commitment, dedication and loyalty helps make it possible for WVHK to go above and beyond in providing excellent care to those who bore the battle.

Thank you for joining us in our mission of serving veterans and their dependents at the Veterans Home. We hope that you, like us, will be proud to serve those who served us in our time of need!



**John A. Scocos**  
Secretary, WDVA



**Jim Knight**  
Commandant



**Shelley Jandt**  
Marden Center Administrator



**Amber Nikolai**  
Agency Liaison and Volunteer/  
Event Coordinator

# Wisconsin Department of Veterans Affairs **Employee Creed**

I am a professional and my mission is to work on behalf of Wisconsin's veterans community – veterans, their families and their survivors – in recognition of their service and sacrifice to our state and nation.

In accomplishing my mission efficiently and effectively, I always place the veteran first. In doing so, I recognize I hold my position as a public trust and exercise the high moral and ethical standards that are essential to the conduct of free government. This requires I adhere to the standards of my profession, follow the rules of my workplace, and maintain an atmosphere of mutual respect between supervisors, peers and subordinates.

In teaming up with my co-workers and stakeholders, I strive to provide the nation's best solutions to serving those who have served and sacrificed with excellent benefits, programs and services. I do all of this with compassionate and competent care in order to form a more perfect government, insure domestic tranquility and promote the general welfare.



# History of the Wisconsin Veterans Home



The state's proud tradition of providing assistance to veterans and their families began soon after the Civil War and was intended to alleviate the suffering of destitute veterans and families.

The Wisconsin Veterans Home at King is a state operated facility for veterans and their dependents who meet eligibility requirements. For more information, contact our Admissions Department at (715) 256-5027 or visit us on our website at [www.WisVets.com](http://www.WisVets.com).

Founded in 1887 by the Grand Army of the Republic (GAR) to provide for the needs of aging and infirmed veterans of the Civil War, the Home continues to operate today as one of the largest skilled nursing care facilities in the United States. This has been possible only through the cooperation of the federal government, the State of Wisconsin and veterans service organizations.

At a cost of \$7,265 the Greenwood Park Resort Hotel with 78 acres of land on Rainbow Lake was purchased by the City of Waupaca and presented to the GAR. In 1887, the State legislature authorized payment of \$3.00 per week per member toward the cost of operating the Home. This payment continued until 1917 when "because of the high cost of living" it was increased to \$4.50.

In 1889, the federal government began its support of the Home by paying the State \$100 per year for every veteran member. Member participation began in 1891 when every pensioner was required to pay the Home one-fifth of his pension.

In 1890, the property was conveyed to the State, but the Home continued to be operated by the GAR. Control was transferred in 1917 to a board

of managers appointed by the Governor and in 1929 control was given to the Adjutant General. When reorganization of all veterans' functions was undertaken by the legislature in 1945, responsibility of the Home was finally placed with the Director of the newly created Wisconsin Department of Veterans Affairs who reported to a board appointed by the Governor. In 2009 a change was made to the structure making the Secretary (formerly called Director) of the WDVA a direct report to the Governor and the board an advisory board.

From its original enrollment of 50 members and eight buildings in 1887, the Home has grown to a community today of almost 700 members, a staff of over 900, over 450 registered volunteers and a physical plant of 70 buildings. A long-range building program has replaced many of the wood frame turn-of-the-century structures with nursing care and service facilities.

Today, the Wisconsin Veterans Home is where love of country merges with over 125 years of Caring for America's Heroes. All branches of the armed forces are represented here. Each branch has its own esprit de corps, but all are united as veterans of this great country in a community with camaraderie borne out of shared military experience.

The Wisconsin Veterans Home is a long-term and rehabilitative care facility serving veterans and their eligible dependents. We offer quality medical and nursing care which enhances quality of life. Our highly trained and dedicated staff strive to meet the unique needs of veterans by providing compassionate care built on the foundation of integrity, honor and respect.

Spanning across 320 acres of the richest, most picturesque scenery, the Wisconsin Veterans Home at King is a gem like no other. Exquisitely nestled between the bluest of blue spring-fed lakes, embraced by lush green rolling hills, the sights and sounds of this magical setting are breathtaking. This unsurpassed beauty is not commonly home to a long-term care facility, but how appropriate a setting providing peace and tranquility for those who bore the battle.

# Introduction and Role of the Volunteer

This handbook is designed to provide information about the Wisconsin Veterans Home (WVHK) volunteer program. It is designed to give a general orientation which includes definitions, rules and ethics.

There must be assignment guidelines established for volunteer positions. There are many conventional assignments for volunteers but other assignments can be created for volunteers with special talents and/or abilities.

Due to our size and mission, the Volunteer Office receives many requests from staff for the assistance of volunteers. We attempt to utilize every volunteer who wishes to provide assistance at the Wisconsin Veterans Home, whether working directly with members or assisting in a subsidiary capacity.

Volunteers do not replace staff members in any way. They **supplement** paid staff by providing a variety of services.

As a volunteer, you are a member of the WVHK team and as a team member, you are working with trained and qualified medical professional personnel. You are here not as a substitute for any other staff of the Home, but to provide your own special contribution for the welfare of the members.

The concept of “nursing home care for the sick and disabled veteran and their dependents at the Wisconsin Veterans Home at King” goes beyond the treatment of their immediate illness or injury. We seek to provide a variety of services to meet the needs of all veterans who call King their home. Services range from long-term care, end-of-life and hospice care, and also rehabilitative services for some who plan to return home to the community as capable, self-respecting and



self-supporting citizens. As a member of the WVHK team, volunteers contribute to this entire process. You are a link to the outside world which is encouraging for veterans and their dependents to want to get well and have a wonderful experience. You give them the confidence they need while they are here at the Veterans Home.

Volunteers contribute their services to the Wisconsin Veterans Home in various ways:

1. As individuals or as groups by providing services to benefit members and staff on a regular schedule of assignments.
2. By arranging and sponsoring activities for groups of veterans and their dependents.
3. By contributing supplies and materials to be used by various members and their dependents.

Remember, you are here for one primary purpose, to assist in providing the best possible care for our veterans and their dependents.

## Rewards of Volunteering

Your help is valuable and important and offers many rewards: Giving back to those who served this Great Country in our time of need!

**IT IS REWARDING TO THE MEMBER:** It makes members feel good to know someone cares enough to donate their time and energy to help them.

**IT IS REWARDING TO THE STAFF:** WVH staff recognize and appreciate the special role volunteers play in helping the Home function efficiently.

**IT IS REWARDING TO YOU:** Being a volunteer offers a sense of satisfaction, the warm feeling that comes whenever you extend yourself in the pursuit of any worthwhile goal. Don't overlook the potential for personal growth which comes from being a volunteer.

## Volunteer Service Office

The Volunteer Service Office is similar to the Personnel Office in any business. Our job is to recruit, orient and place volunteers in assignments throughout the Wisconsin Veterans Home.

- The Volunteer Office is located in the Marden Memorial Center.
- Hours of operation are generally Monday – Friday 8 a.m. to 4:30 p.m.
- Email: [VolunterServices@dva.wisconsin.gov](mailto:VolunterServices@dva.wisconsin.gov)
- Volunteer Office Phone Number: (715) 258-4247
- Free coffee and bottled water
- Remember to visit our website for more great information at [www.WisVets.com](http://www.WisVets.com). Click on the Veterans Home tab. Click on King

## Newsletter Keeping You Informed

A volunteer newsletter and activity calendar is mailed out monthly to all registered volunteers. The main purpose of this newsletter is to keep volunteers informed of general information, as well as current with upcoming activities needing volunteer assistance. We do a lot of communication by email so it is important for you to provide us with your email address.



## Pet of the Month

Each month we will feature one of our furry friends who brings joy to the members and staff of King. Guidelines for Pet of the Month submissions:

Submit to Volunteer Coordinator by the 15th of the month.

- Email [VolunteerServices@dva.wisconsin.gov](mailto:VolunteerServices@dva.wisconsin.gov) or drop off at Marden Volunteer Office
- Please no more than 250 words – things you can talk about:
  - o Pet's Name
  - o Pet's Age
  - o Pet's Breed
  - o Pet's Family
  - o How long Pet has been a volunteer
  - o If the Pet could talk – what would the Pet say about volunteering at King? (examples: favorite thing to do, favorite building, favorite member, etc.)
  - o Please send favorite picture of Pet volunteering at King

## Volunteer of the Month

Each month we will feature a volunteer at King. What volunteers do and give back is amazing and we want to highlight that. Guidelines for Volunteer of the Month submissions:

- Submit to Volunteer Service Coordinator by the 15th of the month.
- Email [VolunteerServices@dva.wisconsin.gov](mailto:VolunteerServices@dva.wisconsin.gov) or drop off at Marden Volunteer Office
- Please no more than 250 words – things you can talk about:
  - o Volunteer or organization
  - o How long you have been a volunteer at King
  - o Little bit about volunteer and/or organization (example: passion, hobbies, profession)
  - o How you became involved with the Veterans Home
  - o Why you like coming to King
  - o Your favorite memory or volunteer experience
  - o Please send favorite picture of you volunteering

# Welcome New Volunteers

Seasoned volunteers are always welcome to attend New Volunteer Orientation. We encourage you to network with and assist new volunteers with becoming acclimated to the big campus and King's important mission.

## Networking/Educational Opportunities

Networking, communication and building relationships is very important in any organization. To help foster a strong volunteer program, the Volunteer Coordinator will offer quarterly coffee klatches. This will be a time to share ideas, train each other and discuss how we can better meet the unique needs of the ever-changing veteran community.

## Community Relations

Volunteers and organizations are encouraged to keep the public informed concerning the commendable work they are doing for the veterans. Please keep the Home informed about any public information matters which come to your attention, either favorable or unfavorable.

If you want some publicity for your activity, group or organization regarding the Wisconsin Veterans Home activities, contact the Volunteer Coordinator and Agency Liaison for approval and coordination.

**Please make sure all photographs and recordings of members have been cleared and permission has been granted by the Volunteer Coordinator.**

# Orientation and Training

The Volunteer Services staff will give the orientation and initial training of the volunteers. Once volunteers are placed into an assignment, the supervisor of that area is responsible for providing on-the-job training and for orienting the new volunteer to the work area. If your supervisor does not do that, please ask him or her to show you around, introduce you to co-workers (volunteers and paid staff alike), show you where the restroom is, where to hang your coat, etc. You should also be informed about fire and safety procedures in your work area. Additional volunteer training will be held periodically.



## Volunteer Requirements

### 2-Step TB Skin Test

- Volunteers are required to receive a 2-step TB skin test (TST) prior to participating in any volunteer role / capacity.
- TSTs will be offered during volunteer orientation or by appointment with the WVH Employee Health Nurse.
- If a volunteer has had a 2-step TST within 90 days of their start date, they do not need another one. We will request proof for your volunteer record.
- If a volunteer has had 1-step TST elsewhere within a month of their start date, the WVH Employee Health Nurse can administer the second one here at King.
- Volunteers who have the TST administered WVHK Employee Health Nurse, and are not able to come back to King to have it read, can have it read between 48 and 72 hours later at an alternate location by an RN, LPN, or MD. We will ask for documentation for the volunteer record.
- Volunteers must have at least the first step complete before they begin volunteering.

## Flu Shots

- The Volunteer Service Office will communicate flu vaccine requirements based on vaccine availability.

## Background Information Disclosure (BID)

- In accordance with VA, state and federal laws, volunteers will be required to undergo a BID every four years.
- We will use your date of birth (DOB) as our annual compliance date. This will help us to better maintain and manage your records and remain in compliance with applicable VA, state and federal laws.

## Annual Requirements

- Health Insurance Portability and Accountability Act (HIPAA) Training
- Protected Health Information (PHI) Training
- Personally Identifiable Information (PII) Training
- Infection Control reminders / compliance
- Various reminders throughout the year

## Volunteer Assignments

The Volunteer Service Office will place a volunteer in his or her assignment following the initial interview. The individual's interests will be very important in making placement decisions.



- No assignment will be made without an established need and an approved request for the volunteer.
- Volunteer Services will make the assignments for volunteers if necessary. Reassignments are made when the need no longer exists; if a volunteer is dissatisfied with the

present assignment; or if the using service is dissatisfied with the assignment or volunteer.

- Volunteers are asked to keep Volunteer Services apprised of changes to their duties or assignment.
- Volunteers should not do more than what is outlined in their assignment or asked to do by their supervisor, provided you are trained and the Volunteer Service Office gives approval.
- If you have questions, contact your volunteer supervisor or Volunteer Services.

## Notification of Volunteer Opportunities

Volunteer opportunities will be announced using a combination of methods listed below.

- Through email announcement (please ensure we have your email address)
- Through the monthly newsletter – *The Volunteer*
- Posted on the Information/Volunteer Recruitment board, located in the Marden Center, near the Volunteer Service Office



# Volgistics

Our automated volunteer tracking tool has several capabilities to communicate and inform volunteers of opportunities. Stay tuned for updates.

- To learn more about Volgistics and its capabilities, visit [www.volgistics.com](http://www.volgistics.com).



## Changing Assignments

If you wish to change your assignment or add additional assignments, contact the Volunteer Service Office. If you should ever become dissatisfied with your assignment, please do not simply stop volunteering. Instead, contact the Volunteer Service Office and we will discuss your situation, and if needed, find another assignment for you. We have many assignments available and we know there is one just right for you.

# Recording Volunteer Hours

Each visit to the Wisconsin Veterans Home should be documented. The Wisconsin Veterans Home offers various methods for tracking your volunteer hours through our automated tracking software, Volgistics. Volgistics offers a variety of ways for your hours to be logged and tracked:

1. A computer will be made available in the Marden Center for volunteers to access and record their own hours in Volgistics.
2. Volunteers can access Volgistics from their own computer, tablet, phone, etc. Volgistics allows you to track your hours, view your volunteer profile, and much more.

## HOW TO ACCESS VOLGISTICS FROM YOUR ELECTRONIC DEVICE:

1. Go to our website [www.WisVets.com](http://www.WisVets.com)
2. Click on the Veterans Home tab
3. Click on King
4. Scroll Down to Volunteer Click on Volunteer
5. Click on Volgistics



- You will be prompted to log in into Volgistics.
- Your login will be your email address, the email address the Volunteer Office has on file.
- If you do not have an email address you will need to work with the Volunteer Coordinator who will assign you a login.
- The temporary password is 1234. Once you log in, you will be prompted to change your password.

Enter your email address and your volunteer information center password, and then click the Go button.

Login name:

Password:

[Forget your password?](#) [Help](#)  
[Need a password?](#)

- Once you are logged into Volgistics you will be able to view your volunteer profile, log your volunteer hours, and much more.

Volgistics Volunteer Software ([www.volgistics.com](http://www.volgistics.com)) has many capabilities we have yet to unveil. Stay tuned for more information and ways in which Volgistics will help us communicate and keep you informed of volunteer opportunities!

**If filling out the Volunteer Hours Report by hand:**

It is very important that you legibly complete the Volunteer Hours Report form each time you volunteer. This enables us to maintain an accurate record of your service. Please specify if you would like your hours to go toward your service organization. The Volunteer Hours Report forms are located at the Volunteer Service Office. **PLEASE BE SURE TO INDICATE WHERE YOU VOLUNTEER AND FOR WHAT.**



## Dress Code and Name Badge

You will be issued a name badge for visual identification. Volunteer Services will provide the necessary information needed to obtain name badges which must be worn at all times when at the Wisconsin Veterans Home. Volunteers who terminate their services are asked to return their name badge to the Volunteer Coordinator.

Volunteers should be well groomed, neat, and clean. Clothing must be in good repair and shorts, if worn, of an appropriate length. Please do not wear revealing attire, spaghetti straps, backless clothing, or shirts which reveal an exposed midriff. Footwear must be safe, sanitary, and sturdy. Hair must not interfere with member contact. If you are affiliated with a service organization, you are encouraged to wear their uniform, smock, cap, or pin.

## Volunteer Parking

Please obey all posted traffic rules. If you encounter parking problems, contact the Volunteer Coordinator. Parking stickers are available through the Volunteer Service Office.

- Volunteers will receive a parking sticker.
- Sticker is to be placed on left side passenger window.
- Parking lots are considered open lots for employees, members, volunteers and visitors.
- Do not park on roads or lanes unless clearly marked.
- Do not park in stalls marked “Member Parking” or areas marked as “No Parking.”

## Meals

You may be furnished a meal, at no charge, if your assignment extends over an established meal period. To qualify, you should work at least 2 hours prior and 2 hours after lunch. To order a meal, volunteers need to sign the meal sheet at Marden Center or call the Volunteer Coordinator no later than 9:00 a.m. the day you need the meal.



## Registered Volunteers

**Registered Volunteers** are those who normally participate in volunteer service on a regularly scheduled basis, under staff supervision, at least twenty-five hours per year.

**Registered Volunteers** are considered by the Home to be “without compensation” support.

**Registered Volunteers** receive individual hourly credit, as well as credit for their organization, if they so desire.

Volunteers are considered “registered” provided they have:

1. Completed the volunteer registration packet;
2. Completed volunteer orientation and associated paperwork;
3. Been accepted for volunteer work by the Volunteer Coordinator.

## Occasional Volunteers

Occasional volunteers are individuals or support groups who assist in special events on an infrequent basis. They do not have a regularly scheduled assignment and are not eligible for the benefits to which the Registered Volunteer is entitled.

## Affiliated or Non-Affiliated

Registered and Occasional Volunteers have the choice of serving on either an affiliated or non-affiliated basis.

## Youth Volunteers

The minimum age for youth volunteers is 14, with maturity of the individual serving as the final deciding factor. Written parental permission is also required. Youth are expected to remain in the area to which they are assigned unless they are sent on an errand by their supervisor.

Through volunteering, you have a unique opportunity to explore the options of a healthcare career, and can use this experience on continuing education applications.

## Therapeutic Pet Visits

Pet visits are recognized as a therapeutic intervention for the members of the Wisconsin Veterans Home. Only pets up-to-date with all immunizations are allowed to be brought onto the WVHK property. The owner of said animal must provide the Volunteer Services Coordinator with proof of the animal's current vaccinations.



Owners must accompany their pet at all times and keep them appropriately secured and controlled at all times. Pets are not allowed in areas where food is being prepared, served or stored. Pets must be housebroken and the owner is responsible for providing all cleanup materials and disposal of waste in outdoor receptacles.

Owners will respect the rights of members who are not interested in or afraid of animals. If the pet

becomes stressed or unruly, or procedures are not being followed, the owner and pet will be asked to leave.

# Recruiting New Volunteers

Because we know a satisfied volunteer is our best source of additional volunteers, we encourage you to recruit family members, friends and neighbors. Have them contact the Volunteer Service Office for an application so they too can enjoy a rewarding volunteer experience.



You can also go to the WDVA website to learn more about the endless possibilities we have for you to become involved. There are many resources for you to explore on how you can assist with improving the lives of the members at the Wisconsin Veterans Home.

1. [www.WisVets.com](http://www.WisVets.com)
2. Click on the Veterans Home tab
3. Click on King

On our website you can also:

- Take a virtual tour of King
- Access marketing materials (brochures, newsletters, major events)
- View activity calendars
- Fill out and submit a Volunteer application

## References and Recommendations

At times, volunteers request references or recommendations for schools, employment, awards, and other reasons. Please express your needs to the Volunteer Coordinator.

# Donations

Individuals, groups, or organizations contemplating a donation should consult the appropriate staff prior to making the donation to determine the appropriateness and the Home's need of the item. Donation suggestions and the current "Wish List" are available, online by visiting [www.WisVets.com](http://www.WisVets.com) or by request, from the Donations Specialist.



Donations will be accepted only after it has been determined the donor has a clear understanding complete title thereto passes to the Home and the donor relinquishes all control over the future use or disposition of the gift. All donations should be delivered or sent to the Marden Donation Center. Checks should

be made payable to the Wisconsin Veterans Home. All donations should be accompanied by a note designating the intended or suggested use, as well as the complete name, title (when appropriate), service organization (if applicable), and complete address of the donor for an acknowledgement letter.

## Gifts from Members

It is against Wisconsin Veterans Home regulations for volunteers and employees to accept gifts of any kind from members for services rendered. We realize it is sometimes difficult to avoid these situations without hurting the member's feelings; however, we ask for your cooperation in using diplomacy to avoid this type of problem.

## Dollars and Sense

One of the quickest ways for a volunteer to encounter a problem is by handling a member's funds. This means you cannot assist a member with their banking needs, nor involve yourself with their safe deposit arrangements. Making purchases for members can create problems and is discouraged. Never loan money to or borrow from a member.



## Boundaries

Volunteers will not participate in any type of activity or relationship with members considered to be contrary to the best interests of the Wisconsin Veterans Home and the membership it serves. Activities or relationships which might result in a conflict between the private interests of staff, members, volunteers and his or her duty and obligation to the Wisconsin Veterans Home are not acceptable. Social, sexual, or financial relationships between volunteers and members in any setting are contrary to the best interests of the member and are prohibited.

# Privacy and Protection/Patient Confidentiality



The protection of an individual's privacy is a key responsibility we must always remember. All volunteers are expected to recognize members' rights, especially that of confidentiality. Volunteers at the Wisconsin Veterans Home have a responsibility to safeguard and keep confidential any Protected Health Information (PHI) learned during the course of performing assigned volunteer duties.

All volunteers need to understand and follow the rules under the Health Insurance Portability and Accountability Act (HIPAA). All volunteers are to follow the rule, "What you see here and what you hear here, stays here when you leave here." Also, no photos or recordings of member voices are to be made without written consent of the member and the Volunteer Coordinator. **Please refer to the section at the end of this handbook on HIPAA and PHI for additional comments and more tips and detailed information.**

## Member Abuse

The Wisconsin Veterans Home is entrusted with ensuring the health and safety of the members who call King their "home." Member abuse of any type must be reported and addressed immediately. All staff and volunteers must pledge the following:

### **If I SEE, HEAR, or have KNOWLEDGE of a member:**

- BEING HURT
- BEING NEGLECTED
- HAVING BELONGINGS MISSAPPROPRIATED

### **I will DO the following:**

1. STOP THEM.
2. MAKE SURE THE MEMBER IS SAFE.
3. REPORT THE INCIDENT TO A SUPERVISOR IMMEDIATELY.

# Member Rights

Members of the Wisconsin Veterans Home have rights guaranteed by VA, state and federal laws. Each member has the right to be free from:

- **Interference**
- **Coercion**
- **Discrimination**
- **Reprisal** when exercising their rights as a resident of the facility and as a citizen of the United States

These rights have been outlined by the State of Wisconsin Board on Aging and Long Term Care, ([longtermcare.state.wi.us](http://longtermcare.state.wi.us)).

## **DIGNITY – Members have the right:**

- To be valued as individuals, to maintain and enhance self-worth
- To be treated with courtesy, respect and dignity, free from humiliation, harassment or threats
- To be free from physical, sexual, mental, verbal and financial abuse
- To be free from chemical and physical restraints and involuntary seclusion

## **PRIVACY – Members have the right:**

- To personal privacy during care and treatment
- To confidentiality concerning personal and medical information
- To private and unrestricted visits with any person, in person and by telephone
- To send and receive mail without interference

## **GRIEVANCES – Members have the right:**

- To voice grievances about care or services without discrimination or reprisal
- To expect the facility to promptly investigate and try to resolve concerns
- To contact the Ombudsman to advocate on his or her behalf, free from discrimination or reprisal

**ACCESS – Members have the right:**

- To be fully informed, both orally and in writing, of his or her rights and the facility’s rules before admission and during his or her stay in the facility
- To be fully informed of the services available and related costs
- To withhold a third party guarantee of payment
- To be informed and to receive assistance in accessing all benefits available through Medicare or Medicaid
- To equal access to quality care
- To be told in advance about care and treatment, including all risks and benefits
- To look at his or her records and receive copies at a reasonable cost
- To have reasonable access to any personal funds held by the facility
- To retain and use personal possessions
- To receive notice in advance of any plans to change his or her room or roommate
- To organize and participate in a Resident Council and his or her family to organize and participate in a Family Council
- To participate in social, religious and community activities, including the right to vote
- To read the results of the most recent state or federal inspection survey and the facility’s plan to correct any violations
- To contact his or her Ombudsman, or the state survey agency, or any advocate or agency of his or her choosing

**TRANSFER OR DISCHARGE – Members have the right:**

- To remain in the facility unless there is a valid, legal reason for transfer or discharge
- To receive a 30 day written notice with the reason for the transfer or discharge, including appeal rights and information
- To have a planning conference at least 14 days prior to the transfer or discharge
- To receive assistance to assure a safe transfer
- To be offered bedhold if transfer is temporary, such as for hospitalization or therapeutic leave

## **SELF-DETERMINATION – Members have the right:**

- To be offered choices and allowed to make decisions important to him or her
- To expect the facility to accommodate individual needs and preferences
- To participate in the planning of his or her care and services
- To self-administer medications
- To accept or refuse care and treatment
- To choose his or her health care provider, including doctor and pharmacy
- To manage his or her own personal finances, or to be kept informed of his or her finances if he or she chooses to let someone else manage them
- To refuse to perform work or services for the facility

## **Member Contact/Hygiene**

Most members live at WVH due to treatment for some particular illness or disability.

1. There is often emotional stress with any illness. At times, members may seem irritable or withdrawn. Volunteers should realize these attitudes or actions are not directed at you, but may be exhibited due to underlying emotions or problems.
2. The illness of a member often requires that he or she be restricted from certain foods or liquids. There may be other restrictions as well. Under no circumstances should you give food, liquids, or smoking materials to a member without consulting the nursing staff.
3. Sound hygienic practices are crucial to every nursing care facility. For this reason, anyone having contact with members should:
  - a. Wash hands frequently, using soap and water.
  - b. NOT enter rooms marked “Isolation” or “No Visitors.”
  - c. Stay home if you do not feel well. However, please call and inform the Volunteer Coordinator or your assigned supervisor.

4. Be sure to knock and wait for permission before entering a member's room. This can save the member and you possible embarrassment.
5. Conversations with members should be:
  - a. On neutral topics such as hobbies/interests.
  - b. Give and take, often with you serving as a good listener.
6. Report any unusual behavior of a member to the nursing staff or your assignment supervisor.
7. Many members are in a weakened state and are especially susceptible to certain infectious diseases. Two of the most common illnesses are the "common cold" and more serious, "influenza." These infections are spread through the air via sneezing and coughing or unwashed hands. Individuals with weeping skin lesions or sores can also spread infectious diseases.

## Transporting Members

The responsibility of transporting members by wheelchair is sometimes taken lightly. Moving members by any method is serious business and should be treated as such. Be very careful the member is secure in the chair, sitting straight, feet on the footrests, hands away from the wheels, etc. Do not hurry, push with caution, avoid any part of a member's body from striking objects such as walls of elevator or door casings, etc.

We recommend members who are being transported in a wheelchair be backed into the elevator or pulled backward while on rough terrain in the park. If you transport a member to an activity, it is your responsibility to return them to their floor after the activity. Do not leave a member with anyone other than staff or an adult volunteer.

**Under no circumstances is a volunteer to transfer a member from bed to wheelchair or wheelchair to bed. This task is to be performed by trained staff to avoid injuries.**

# Proximity Cards / Member Freedom

- Transmitters: Watch-like device worn by a wandering member
- Door Controller: Sounds the alarm when a transmitter passes
- Proximity Cards: Card/disc to bypass or reset the system
- Card Reader: Gray box by the Door Controller where you “swipe” your proximity card

## DOOR ALARMS

- **MUST not** be silenced unless the member is safe
- **MUST not** be ignored but responded to immediately
- Proximity cards reported lost or stolen will be replaced at a fee of **\$25**
- Proximity cards reported no longer working are to be taken to Security
- Proximity cards can be checked out in the Volunteer Service Office



# Emergency Procedures, Safety, Security

For fire, medical, or any other emergency, dial extension 2222. When calling the emergency number, be prepared to report all of the following information:

1. Your name
2. Your status (volunteer)
3. The specific type of emergency
4. The exact location of the emergency



If you are involved in a fire situation, utilize the **RACE** system:

- R**escue those in danger
- A**larm-pull alarm and dial 2222
- C**onfine the fire, close adjacent doors
- E**xtinguish fire, if possible

Be sure to become familiar with the location of the nearest fire alarm and extinguisher in your assigned area, as well as emergency stations.

In any emergency situation, follow the instructions provided by your assignment supervisor.

Always be sure you understand the safest way to perform any task given to you. If in doubt, ask your assignment supervisor.

Travel cautiously through corridors, especially in the areas of intersecting corridors. Always secure your purse or valuables in a lockable cabinet, desk, or the trunk of your vehicle. The Home is not responsible for losses.

Always lock your vehicle.

Always remember "It is better to be safe than sorry."

# Code Blue Emergency Stations

There are four Code Blue Emergency Stations spread throughout the King Campus. These Code Blue Emergency Stations provide a direct link to our Security switchboard. The four locations are listed below:

1. Between MacArthur Hall and the Marden Center, pictured below:
2. In the Main (Quadrangle) Park near the bandstand. This location also has a NON- EMERGENCY FEATURE.
  - In NON-EMERGENCY situations, touch the “CALL” button, enter the 4 digit extension and speak clearly.
  - In EMERGENCY situations– push RED button.
3. West end of the Marston parking lot near Hwy QQ.
4. On the South exterior wall of the King Fisher.



## Emergency Procedures for Volunteers While Away from the Wisconsin Veterans Home

Staff assigned to OFF CAMPUS trips should respond to emergencies as you have received the proper training. If a staff member is not present, CALL 911.

# Accidents and Injuries

All accidents, regardless of severity, must be reported to your assignment supervisor immediately.

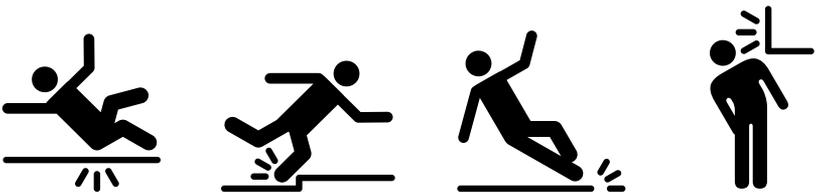
Remember – Safety is everyone’s business. If you feel uncomfortable or unsafe in any situation, stop immediately. Your next step is to see your assignment supervisor and explain your concerns. If you are not satisfied, you should contact (in order):

1. Immediate Supervisor
2. Volunteer Coordinator – (715) 258-4247
3. Security Department – (715) 258-5586 EXT: 2220

Volunteers will be asked to fill out an Incident Report (WDVA Form 3282).

## What is an Incident?

An incident is defined as an occurrence which is out of the ordinary for a visitor/volunteer or the routine operation of the Wisconsin Veterans Home. This may result in a specific injury; put someone or something at risk for injury or damage; or be a disruption of routine operation at WVHK (i.e., breaking or showing a disregard for smoking or alcohol rules, falls, inappropriate behavior, etc.).



# Smoking

The Surgeon General has determined that cigarette smoking is dangerous to your health. Smoking is not only recognized as a health hazard, but also a serious fire risk, and is offensive to others.

Smoking is not allowed in any of the buildings.

This includes field trips or any indoor areas. Smoking in the presence of a member using oxygen is extremely dangerous and must be reported to staff immediately.

Unless you are in a volunteer assignment where you are being asked to transport members to designated smoking areas, you are not to smoke in member designated smoking areas.

If you need to take a smoking break while volunteering, please inform your assignment supervisor and go outside to a staff/visitor designated smoking area.

**UNDER NO CIRCUMSTANCES ARE VOLUNTEERS TO PURCHASE OR GIVE TO MEMBERS: SMOKING MATERIALS (CIGARETTES, MATCHES, LIGHTERS) OR OVER-THE-COUNTER MEDICATIONS!**

## Recognition and Awards

An awards and recognition ceremony is held every spring, where awards are presented to registered volunteers for total hours of service accumulated during the previous year, **March 1 through the end of February.**

### **AWARDS ARE AS FOLLOWS:**

Certificate, Pin, Hours Bar	100 Hours
Certificate	200, 300, 400 Hours
Certificate, Hours Bar	500 Hours
Certificate	750 Hours

Certificate, Hours Bar	1,000 Hours
Certificate	1,250, 1,500, 1,750 Hours
Certificate, Hours Bar	2,000 Hours

Certificates will be awarded for each additional multiple of 250 hours. Hours bars will be awarded for each additional multiple of 1,000 hours.

Registered volunteers with at least 25 hours of documented service will receive an invitation to attend the recognition ceremony.

## Attendance and Termination Policy

All **registered volunteers** are expected to be present at their agreed upon assignment. If you plan to be absent or go on vacation, please notify the Volunteer Coordinator and your assignment supervisor as far in advance as possible.

Volunteers who are inactive for a **one year period** will be contacted via letter. If the volunteer no longer wishes to participate, the volunteer's paperwork will be placed in an inactive file. Volunteers who have been inactive should contact the Volunteer Coordinator if they plan on returning to volunteer.

By accepting a regularly scheduled assignment, you have stated your willingness to serve the Veterans Home and staff. Once definite hours and days of service are agreed upon, it is essential to maintain that schedule for a smooth-running organization. The Wisconsin Veterans Home will rely on you to be present on the days and times you have pledged to serve. You are expected:

1. To notify by telephone or other agreed upon means; early in the day or the day before if possible, of any unexpected absences due to sudden illness, emergency, or other justifiable reason.
2. To notify your supervisor and the Volunteer Service Office of an anticipated absence or vacation. Please try to give one week's notice, if possible.

3. To be punctual and to stick to your assignment schedule.
4. To remain on duty for the entire time agreed upon.
5. To take pride in making your service function perfectly.

If you must take leave of your assignment, be sure to notify the Volunteer Service staff, or ask your supervisor to notify them. Please do not leave an assignment without notification. If you wish to change assignments, please contact the Volunteer Coordinator.

## Veterans Home Rules and Etiquette

These rules are really just common sense, but because the Wisconsin Veterans Home setting may be new to you, here are some reminders:

1. If you have a regularly scheduled assignment, please be punctual.
2. Sign in each time you volunteer. Please take responsibility for your own hours and do not ask or expect anyone else to record your hours for you. Please remember to ALWAYS report your assignment hours to the Volunteer Service Office or your building supervisor.
3. Be warm and friendly, calm, patient and understanding, slow in speech, a good listener, and always be truthful with the member.
4. Please be helpful to the members and visitors traveling through the Wisconsin Veterans Home.
5. If member asks for personal information, please be sure to discuss it with your supervisor first.
6. Be cognizant of boundaries when interacting with members.
7. Members in wheelchairs are to be escorted with care. Always be sure you return them to their assigned area.
8. If you have a problem or criticism, discuss it with your supervisor or the Volunteer Coordinator.
9. Keep conversational topics general in nature to avoid controversial subjects. Do not discuss personal problems with members.
10. Show an interest in the member. Treat all members with the same consideration and render whatever assistance is indicated within your capabilities.

11. Never accept gifts from members or staff.
12. Do not bring drugs, medications, or other unauthorized articles into the Wisconsin Veterans Home. Check with your supervisor and gain permission before bringing food into the facility.
13. Respect supervision and give full cooperation to your organizational representative, deputy representative and/or your supervisor. Respect advice or suggestions and follow instructions carefully.
14. Do not reveal information concerning members or their records. Never discuss members outside of the Veterans Home. Recognize that your observations are confidential.
15. Never discuss the condition of a member with their visitors, family, or outside the Wisconsin Veterans Home.
16. Report any unusual requests, conversations, or behaviors of the member to your supervisor. Be sure to report these incidents in a private setting so others do not overhear your conversation. Make no promises to fulfill unusual requests.
17. Report to your Wisconsin Veterans Home supervisor if a member takes advantage of a situation or if a situation comes up that you cannot handle.
18. Every activity must be scheduled and supervised.
19. Observe the posted traffic regulations including parking, stop signs, and speed limitations while on the King campus.
20. Liquor and firearms are prohibited on government property.
21. Unauthorized sales and solicitation is not allowed on government property.
22. Monetary transactions of any kind are not permitted with members of King.
23. Never take pictures of a member without the authorization of the Wisconsin Veterans Home staff supervisor to which you are assigned.
24. Acquaint yourself with and follow the smoking policy of the Wisconsin Veterans Home.

# Privacy and HIPAA Training for WVH Volunteers

## REQUIRED TRAINING

### What does a volunteer need to do to complete HIPAA training?

Volunteers simply need to read an information sheet on both sides, and complete the form titled HIPAA Agreement, WDVA form 4707, which is provided with your orientation packet. Please print your name, sign your name, date the form, and fill in your social security number in the appropriate spaces and then give the form to the Volunteer Services Coordinator.



### What does HIPAA require?

Since HIPAA protects individual health information when it is maintained or transmitted, electronically, written, or verbally, volunteers need to know that all individual member and related health information is confidential. It is important for all volunteers to safeguard any member health information you may come across during the course of your duties. The safeguards and extensive legislation which have been put into place by HIPAA are designed to safeguard confidential health information.

### What does a volunteer need to know about HIPAA?

Protected health information, PHI, must be kept confidential. Examples of PHI are as follows:

- Personally Identifiable Information (SSN, health information)
- Demographic information (address, phone, age, gender)

As a volunteer you are required to keep all PHI encountered during the course of your assigned volunteer duties strictly confidential. PHI can

be in any form, verbal, written, electronic. Here are some requirements:

- No talking in public areas about PHI.
- Keep PHI out of public areas including elevators, stairwells, open areas.
- Secure any records you may be working with before walking away.
- No discussing with anyone, inside or outside the facility, any PHI you may learn while carrying out your assigned duties as a volunteer.

### **Possible outcomes of non-compliance with HIPAA:**

- The organization may receive specific sanctions such as lawsuits, not receiving accreditation, etc.
- The victim may file a complaint for the privacy policy violation. The violator may receive civil or criminal penalties for the HIPAA violation.
- The violator may be fined up to \$50,000 or imprisoned.

### **Summary:**

All volunteers must be responsible for safeguarding protected health information. As a volunteer at our facility, you have a responsibility to keep all patient information learned during the course of your duties confidential and secure. Do not discuss any PHI discovered during the course of your assignments with anyone. Remember that you would want your personal information and healthcare records treated in the same confidential and professional manner. As a volunteer, take pride in knowing your organization is concerned about privacy and recognizes its importance in providing quality health care.

# Personally Identifiable Information

## Tip Sheet

### What is PII?

PII, (Personally Identifiable Information), is all protected and unprotected personal information which identifies, or can be used to identify, locate or contact (or impersonate) an individual.

### Examples of PII are:

Full Name (if not common)	Telephone Number
Social Security Number	Nickname
Vehicle Registration Plate	Mother's Maiden Name
Credit Card Numbers	Email Address
Birthplace	Medical Records
Screen Name	Fingerprints
Debit Cards	Date of Birth
Home Address	Login Name
Passport Number	Certification Numbers
Driver's License Number	Phone Number (fax number)
Digital Identity	

## Veteran/Dementia Related Resources

### Veteran:

- [www.soulinjury.org](http://www.soulinjury.org) – Books / Tools / Resources
- [www.opuspeace.org](http://www.opuspeace.org) – Books / Tools / Resources
- [www.sgtbrandi.org](http://www.sgtbrandi.org) - Books / Tools / Resources

### Dementia/Alzheimer's Disease Resources:

- [www.alz.org](http://www.alz.org)
- [http://www.alz.org/documents\\_custom/facts\\_2016/statesheet\\_wisconsin.pdf?type=interior\\_map&facts=undefined&facts=facts](http://www.alz.org/documents_custom/facts_2016/statesheet_wisconsin.pdf?type=interior_map&facts=undefined&facts=facts)

- [http://www.alz.org/research/video/alzheimers\\_videos\\_and\\_media\\_understanding.asp](http://www.alz.org/research/video/alzheimers_videos_and_media_understanding.asp)
- <http://www.namastecare.com/namaste-care-program.html>

## Important Contacts

WISCONSIN VETERANS HOME AT KING  
 N2665 County Rd QQ | King, WI 54946-0600

### **Fire or Other Emergencies ..... (715) 258-5586 EXT: 2222**

Office of the Commandant .....(715) 256-5022  
 Marden Center Administrator..... (715) 256-5019  
 Volunteer Service Coordinator ..... (715) 258-4247  
 Volunteer Office Email..... VolunteerServices@dva.wisconsin.gov  
 Admissions Department .....(715) 256-5027  
 Marketing Specialist ..... (715) 258-5586 EXT: 2234  
 Marden Center Donations Specialist.....(715) 256-5020  
 King Commissary (KX) ..... (715) 258-5586 EXT: 2206 or 2352  
 Veterans Café ..... (715) 258-5586 EXT: 2364  
 Alley 5 Bar .....(715) 258-5586 EXT: 2713

### **Activity Therapist Contact Information:**

Marden Center Activities .....(715) 258-5586 EXT: 3311  
 Marden Center Library..... (715) 258-5586 EXT:2366  
 Ainsworth Hall Legends on the Lake .....(715) 258-5586 EXT: 2513  
 Ainsworth Hall 3 and 4 .....(715) 258-5586 EXT: 2514  
 MacArthur Hall .....(715) 258-5586 EXT: 2630 or 2375  
 Olson Hall ..... (715) 258-5586 EXT: 2410 or 2449  
 Stordock Hall .....(715) 258-5586 EXT: 2266 or 2245  
 Music Therapist..... (715)258-5586 EXT: 3556  
 Spiritual Care / Chaplains .....(715) 258-5586 EXT:2374



WISCONSIN  
**DVA**  
 VETERANS' HOMEWARD

Veterans Home - King

To Hwy 22 WildRose

To Hwy 70 & 54 Waupaca

**STORDOCK HALL**

- Basement:**  
 Spiritual Care  
 Staff Development  
 Classroom
- First Floor:**  
 Administration  
 Admissions Office  
 Community First  
 Credit Union  
 Finance  
 Personnel

**MOSES CENTRAL SERVICES**

- First Floor:**  
 Staff Development  
 Training Area
- Second Floor:**  
 Kitchen

**MACARTHUR HALL**

- First Floor:**  
 150 Occupational Therapy  
 116 Outpatient Clinic  
 153 Pharmacy  
 150 Physical Therapy  
 136 Speech Therapy  
 169 Staff Development  
 Offices  
 135 X-Ray

**MARDEN CENTER**

- Basement:**  
 39 Alley 5  
 05 Bowling Alley  
 25 Fitness Room  
 and Activities  
 Office  
 22 King Exchange  
 36 Social Room  
 11 Theater  
 30 Veterans Café
- First Floor:**  
 126 Multi-Purpose  
 Room  
 120 Museum  
 102 Gift Shop  
 115 Ken Wendt  
 Meeting Room  
 113 Marden  
 Administrator's  
 Office  
 107 Marketing Office  
 130 Member IT  
 Support
- Second Floor:**  
 202 Library/  
 Computer Lab  
 204 Day Room