



Guidelines to Volunteering

Together, through Creativity, Volunteerism, and Philanthropy, we profoundly change the experiences of aging, serious illness and grief – one family at a time.

Welcome

We are honored you are choosing to share your time and talents with Hopewest and those we serve. As you begin volunteering with us, please review our *Guide to Volunteering at Hopewest*.

Ask any of us what brought us to, or keeps us at Hopewest, and I will hazard a guess you'll hear themes including; mission, teamwork, quality, and/or compassion. What do they all have in common? They are all rooted in feeling. Hopewest is a feeling. A living, breathing feeling, demonstrated in how we care for those in our service, how we care for our community, and how we treat our healthcare partners and each other.

The reputation of Hopewest is exceptional, stemming from the values we collectively uphold and live out in our work: Honor and respect, Openness and curiosity, Personal accountability, Enjoyment and appreciation, Wisdom -seeking, Empathy, Volunteerism, and Teamwork with trust.

We truly are living out our mission through the passion of our team and you, our volunteers, and the sustained financial support of our donors and services.

Welcome to the Hopewest team!



Table of Contents

Overview

Volunteering

Privacy & Technology Use

Operations

Safety & Security

Questions & Contacts

Overview

What would we do...without our volunteers?

Hopewest considers volunteers to be the “heart” of our organization for one very simple reason: every day, in ways both great and small, volunteer support allows Hopewest to continue our mission of providing care and services to our community. Gardening, patient care support, serving as a Board Member, fundraising, administrative support....the list of volunteer activities goes on and on.

In 2023, volunteers donated 77,158 hours to HopeWest, the equivalent of 37 full time staff (approximately \$2.4 million in savings)...AMAZING!!! We hope that means we are meeting our commitment to provide a volunteer experience in a supportive environment where your invaluable contributions are respected and appreciated.

Without you, there would be no us.



Overview

This guide was created to provide basic information on volunteering at HopeWest. It reiterates our beliefs, values, and standards and offers guidance on issues and situations you may face during your volunteer time at HopeWest. We encourage you to use it as a resource, becoming familiar with its contents to ensure you have a rewarding volunteer experience.

- ❖ HopeWest encourages our volunteers to use their education, training, and skills to their fullest potential to assist in meeting the organization's goals and objectives. We realize that no one person can meet these goals alone, which is why our volunteers and employees work together as a team. We succeed by sharing work to the best of our ability.
- ❖ If you have any questions regarding anything contained in this guide, please speak with your supervisor or a member of the Volunteer Services team for clarification.
- ❖ From time to time, these guidelines may require changes, and HopeWest retains the right to update policies at any time in the best interest of the organization.



Mission, Vision, Values

Mission

Through creativity, volunteerism, and philanthropy we profoundly change the experiences of aging, illness, and grief – one family at a time.

Vision

- To offer comfort, control and choices to individuals and families facing serious illness.
- To set the standard for access to care, community collaboration and cooperation.
- To be the Western Slope's leading resource for education and expertise in the clinical and ethical issues of serious illness, dying and grief.
- Through philanthropy and creativity, to be the region's premier provider of serious illness and grief-related services.
- Through our work, to help our communities accept death as a natural part of life.

Values

Honor & Respect: We respect the dignity and worth of each person we work with and to whom we provide care and freely express our appreciation.

Openness & Curiosity: We find innovative ways to meet the needs of those facing serious illness or grief through an attitude of openness and curiosity and a commitment to constantly improve.

Personal Accountability: We maintain organizational and financial integrity through each person's actions and accountability and follow through with responsibilities and commitments.

Enjoyment & Appreciation: We share our energy, laughter, compassion and inner strength and also appreciate each other and the gifts that have been shared.

Wisdom-seeking: We "seek first to understand" and assume best intent from each other. We provide opportunities for teaching and learning throughout the organization and the community.

Empathy: Each person offers an understanding presence to those we work with and to whom we provide care.

Spirit of Volunteerism, Generosity & Service: Each person offers a willingness to volunteer time and talent to preserve the culture of generosity and the commitment of service to others.

Teamwork with Trust: We foster trusting relationships with those we work with and serve, knowing only together can we accomplish the wholeness of caring for others.

The Hope West Way

The Hopewest Way is the intentional, meticulous creation of a high-quality patient, family, participant experience or feeling of care. It's also the supportive structure that gives rise to ultra high confidence levels in team members, creating the high-quality experience or feeling.

Components of The HopeWest Way:

- ❖ A model of care for the creation of high quality, predictable experience and feeling
- ❖ The intentional design of a culture simultaneously balancing purpose and financial realities to create sustainable, WORLD-CLASS experiences, for our patients, participants, clients, their families, our healthcare partners, and our team
- ❖ A collection of evidence-based, best-known practices
- ❖ Delivery of the “Perfect Visit” and other prescribed encounters assuring nothing “falls through the cracks” and the patient and family know what to expect from every member of the clinical team
- ❖ The elimination of inefficiencies in process, giving team members the time and energy to focus on the necessary and key portions of their job
- ❖ Team member knowledge and accountability for standards of their position and the education needed to assure success
- ❖ Team members who are “master teachers” – helping patient, clients, participants and their families as well as each other
- ❖ A workplace where high performing teamwork is valued and team members have work-life balance/blend

What are you?

A **Feeling** – a feeling is more memorable than a task

What do you perceive yourself as?

A **Teacher** – our role is to teach and empower others to provide care or do their job in our absence

What day is it today?

The **Best Day of My Life!**
We each own our life – and all growth starts with accountability.

Living the HopeWest Values

How we live our values drives the culture at Hopewest. We strive to uphold our values through these actions.

Respect

- Listen to understand
- Dress to communicate professionalism
- Use respectful language

Wisdom Seeking

- Blameless problem-solving
- Look for third-best answer
- Practice relentless curiosity

Innovative

- Push care innovation
- Practice transparency
- Openly collaborate and communicate

Empathy

- Walk in others' shoes
- Practice cultural humility
- Respond quickly to urgent needs

Accountability

- Follow Up and Through
- Don't Waste
- Be Clear on Expectations

Volunteerism

- Help your neighbor at work
- Volunteer for something outside of work

Gratitude

- Always say thank you
- Keep your sense of humor and joy
- Be thoughtful

Teamwork

- Ask for help
- Embrace adaptation
- Assume best intentions

Commitment to Diversity, Equity, Inclusion & Belonging

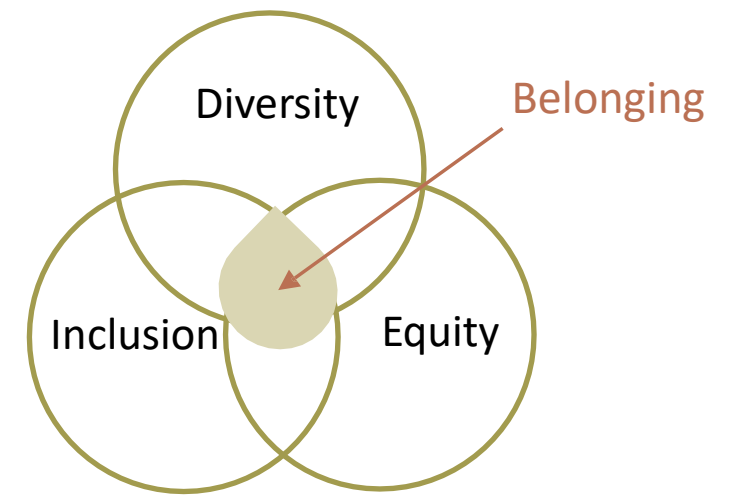
Diversity, equity, inclusion & belonging (DEIB) are embedded in the core values of Hopewest. We respect and seek out inclusion of differences, realizing we can learn from each other. We are committed to building a team with a variety of backgrounds, skills and views that represent the diversity of the communities we serve. The Hopewest way is to celebrate difference, foster equity, promote inclusion and generate a sense of belonging throughout our team.

Diversity: People have a wide spectrum of attributes like personal style, age, race, gender, gender expression, gender identity, ethnic heritage, sexual orientation, language, physical ability, religious affiliation, family, citizenship status, socio-economic circumstances, education, and life experience. The differences among people is what we call Diversity. We believe that a diverse work force provides a greater sum than its parts.

Equity: We value and encourage “cultural humility” – a genuine interest in and attempt to understand each person’s identity. We must assume with humility that we often do not know the beliefs, experiences, needs and challenges of others and seek to understand rather than make assumptions. This understanding leads to equity – providing what each person uniquely needs. We strive to promote fairness through equity rather than equality.

Inclusion: We believe in empowering all team members to participate fully in the activities of the organization. We value a climate of diverse ideas, perspectives, backgrounds, and individual/group differences. We value and encourage team members to communicate openly, respectfully and sensitively. This concept of inclusion drives the most effective teamwork, decision-making and high-quality outcomes.

Belonging: By respecting and valuing the individuality of each team member, we become an organization that fosters belonging. This sense of belonging both embodies and drives our mission. A sense of belonging fosters innovation and creativity, allowing us to be of service to our communities in a fuller way.



HopeWest Philosophy

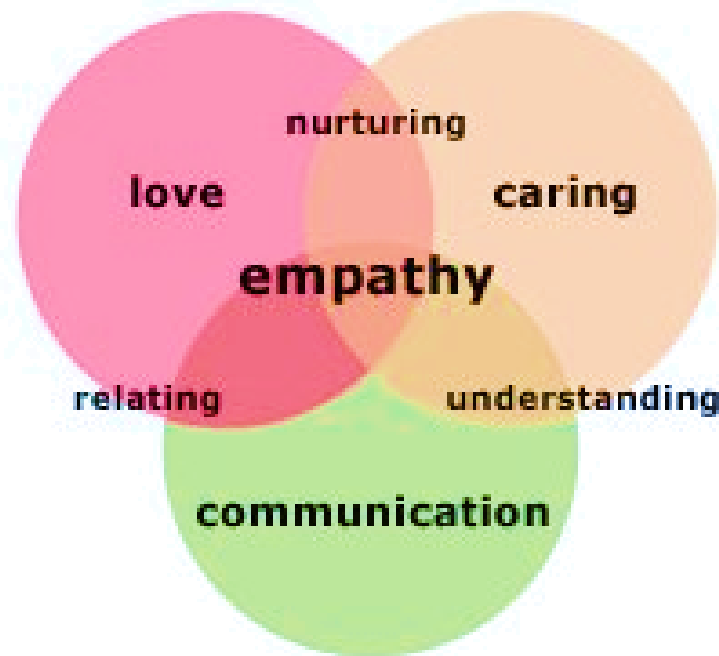
Our commitment to serving our communities began 30 years ago with a vision to offer compassionate support and comprehensive care to individuals and families throughout western Colorado.

WE...

- ❖ Will use a caring, sensitive, family centered approach to provide care. Services will be individually designed to respond to physical, emotional and spiritual needs and will emphasize comfort, dignity and choice.
- ❖ Recognize that our success is dependent upon the commitment and quality of our Board, staff, and volunteers.
- ❖ Endeavor to provide a positive work environment that fosters teamwork, enthusiasm, creativity, and growth.
- ❖ Appreciate our special partnership with the community. The community's contribution of volunteer and financial resources makes HopeWest possible.
- ❖ Pledge to be responsive to the community; we are responsible stewards of resources entrusted to us and will be models of collaboration, cooperation, and non-duplication. We enthusiastically share our expertise with the region through consultation and education.

Relationships at HopeWest

Honor and respect are two of HopeWest's most important values. Our mission is to provide care and services to people from all walks of life, facing some of the most challenging circumstances and events we face as human beings.



HopeWest volunteers interact with persons in exceptional circumstances. Many of the people we serve are tired, afraid or in pain. At times, these manifest as irritability, anger, or depression. Courtesy, kindness and, above all, patient understanding will help those we serve overcome these feelings.

We take pride in the fact that HopeWest has a reputation for being one of the warmest, most friendly, and courteous health care providers in the area. We owe this reputation to our dedicated employees and volunteers who have shown compassion and concern for the people we serve.

The responsibility for maintaining good client and community relationships is shared by all HopeWest volunteers and employees who act as HopeWest ambassadors. Our actions reflect on the organization and its image in the community. We encourage our volunteers and staff to uphold the values that support positive relationships.

Our disposition, manners, and actions are reflected on the organization and its image in the community. We expect our team members and volunteers to uphold the values that support positive relationships.

Volunteering

Volunteer Management & Support

Volunteer hours show wonderful community support, allowing us to obtain grant funding and meet the Medicare requirement for volunteer hours (patient care and administrative) totaling 5% of clinical staff time. We meet our Medicare Requirement by reporting and tracking volunteer hours, and we need your help to ensure that all hours are reported accurately.



- ❖ Every volunteer will have a supervisor to serve as your point person. This person will help support and coordinate your volunteer assignment.
- ❖ We understand that there are times when you may be unable to participate in your regularly scheduled volunteer time and encourage you to contact your supervisor as soon as possible when that occurs. If you are experiencing symptoms of illness, but believe you are still able to volunteer, please contact your supervisor before coming to HopeWest.
- ❖ Volunteers are also welcome to go to any member of the Volunteer Services staff for support and assistance with questions or concerns.
- ❖ The Volunteer Services staff will ensure you are assigned to an area or department that is well suited to your interests, personal preferences, skills, and availability. They will also arrange for any orientation or training you may need to be successful. If at any point you would like to try a different volunteer job or assignment, the Volunteer Services staff will be happy to explore options with you. We want volunteers to look forward to and enjoy their time spent volunteering at HopeWest.
- ❖ HopeWest has both regularly scheduled volunteer opportunities and those with flexible hours to meet volunteers' specific availability. Regular schedules are helpful for many, but there are independent activities that can be accomplished whenever you have time (e.g., sewing). There are options for volunteer assignments and responsibilities that can be fulfilled at home, in a nursing facility, in a patient's home, at the Care Center, in the office or at Heirlooms.

Name Badges

Volunteers are issued a Hopewest name badge, and we ask that you wear your name badge at lapel level while volunteering.



If you lose your name badge, please notify Volunteer Services as soon as possible to obtain a new name badge.

If you decide to leave the program permanently, please return the badge to HopeWest.

Badges may be shown at Heirlooms, and Spoons bistro & bakery for a volunteer discount on items purchased!

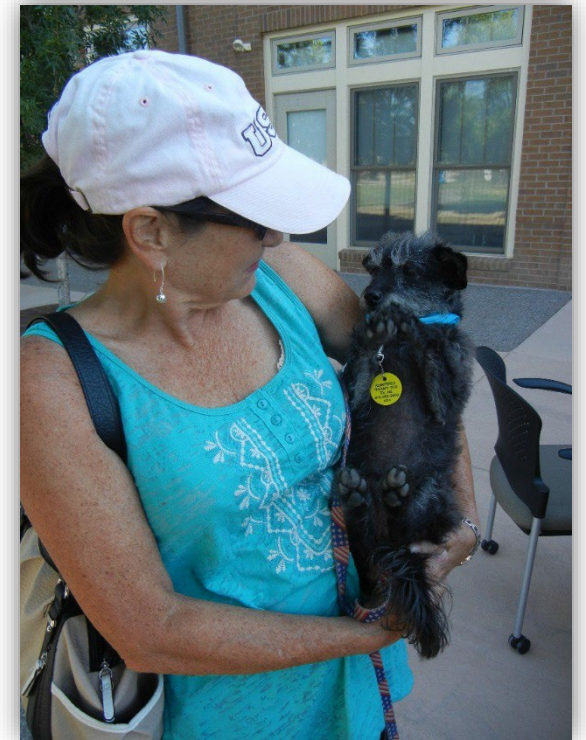


Animals at HopeWest

Hopewest has a formalized pet therapy program, and we invite and encourage our volunteers to participate in this wonderful opportunity to share therapy pets with our patients.

Animals involved in a therapeutic role with patients and/or clients should be certified and accompanied by their owner at all times. These animals will be leashed, under control and registered with the Volunteer Services staff.

The only exception to this policy applies to a fully trained and certified service animal as defined by the Americans with Disabilities Act. Any volunteer utilizing a service animal should notify the Volunteer Services staff.



Volunteering



Dress Code & Appearance

The dress code guidelines for Hopewest are rooted in concern for the people we collaborate with and serve. The facilities we collaborate with have their own policies and dress code, and we comply with those guidelines when working in facilities. It shows the staff at the facilities that we are working as a team with them.



Overall, volunteers will appear well-groomed and dressed appropriately for their assigned activities. Those volunteers helping with patients should wear enclosed shoes. If you have any questions regarding appropriate volunteer attire, please discuss with your supervisor and or a member of the Volunteer Services staff.

Drug Free Environment

Hopewest is committed to safe and healthy volunteer conditions and prohibits the use/apparent use or being under the influence or apparent influence of alcohol or drugs while volunteering. Hopewest also prohibits the use, sale, dispensation, manufacture, distribution, or possession of alcohol, drugs, controlled substances, or drug paraphernalia on any company premises or worksites. This prohibition includes company owned vehicles or personal vehicles being used for company business or parked on company property.



Ethical Conduct

Hopewest is committed to ethical business conduct and takes health care fraud and abuse very seriously. The field of ethics is devoted to the conflicts that exist between people and situations that concern the following values:

- ❖ Justice is fairness. Care must be fairly, justly, and equitably distributed among a group of patients.
- ❖ Beneficence is doing good and the right thing for the patient.
- ❖ Nonmaleficence is doing no harm, as stated in the historical Hippocratic Oath. Harm can be intentional or unintentional.
- ❖ Accountability is accepting responsibility for one's own actions.
- ❖ Fidelity is keeping one's promises.
- ❖ Autonomy and patient self-determination are upheld when the volunteer accepts the client as a unique person who has the innate right to have their own opinions, perspectives, values and beliefs.
- ❖ Veracity is being completely truthful with patients.

One approach to difficult situations is to simply be aware of the conflicts in values that may be occurring. If you see something that you are questioning relative to ethical appropriateness, you are encouraged to speak with your supervisor or a member of the Volunteer Services staff.

Confidentiality / Conflict of Interest

Protected Health Information includes all individually identifiable health information, including demographic data, medical histories, test results, insurance information and other information used to identify a patient.

Soliciting or providing services (outside of Hopewest services) to Hopewest patients and/or families because of being a volunteer is not allowed (e.g., a volunteer offering paid yard services to a patient, customer, and/or family member.). This would be considered a conflict of interest.

All information obtained by HopeWest about its patients and their families should be kept confidential in accordance with the Notice of Privacy Practices. Within HopeWest and contracting organizations, information about patient and families can only be shared with those individuals who have a need to know; therefore, we only share the information necessary for volunteers to carry out their duties (i.e., access to medical records will only be provided to those volunteers with medical records responsibilities).

When volunteering, please:

- ❖ Use fax cover sheets.
- ❖ Use a shredding bin to dispose of confidential information.
- ❖ Be aware of your surroundings when discussing a patient.
- ❖ Remove any PHI (Personal Health Information) from your vehicle.

- ❖ Don't share patient information with anyone unless the patient record specifies you can do so.
- ❖ Protect your documentation from access by others.
- ❖ Follow computer guidelines.
- ❖ Protect your computer screen to avoid unauthorized people from seeing the information.
- ❖ Do not share your computer or other passwords with anyone.

Gifts & Gratuities

Patients, families, and community members may be grateful for the kindness HopeWest volunteers have extended to them and often respond by wanting to give the volunteer "a little something."

While the intention should be gratefully acknowledged, it is a conflict of interest for volunteers to accept gifts or items of value* from:

- ❖ Clients, their families, or friends for whom service was performed as a volunteer
- ❖ Vendors, suppliers, contractors, or others seeking to do business with or engaging in business with HopeWest.

**Items of value mean cash, gift cards, or any other items valued at more than \$50 or any item considered a family heirloom.*

If you receive an offer of a gift of value as described above, please:

- ❖ Thank the gifting party for their offer.
- ❖ Explain that you are not able to personally accept the offer.
- ❖ Advise the gifting party that donations can be made to HopeWest or another organization of their choosing.

Report the offer of a gift of value to your supervisor or a Volunteer Services staff member so HopeWest can follow-up as appropriate. Inquiries about contributions and donations should be directed to your supervisor.



Licensure & Certifications

At the time of orientation or at any time upon HopeWest's request, volunteers must provide the Volunteer Services Department with a copy of your current professional certification, registration, insurance, license and other similar documentation for inclusion in your volunteer file. You must do likewise upon each renewal.

DRIVER LICENSE

#

ISS

NAME:

DOB:

ADDRESS:

HEIGHT: **EYES:**

WEIGHT: **HAIR:**

EXP

If a driver's license is required for your role, the volunteer is required to maintain automobile insurance for all vehicles used for volunteering and to maintain a current driver's license. The volunteer's driving record will comply with HopeWest guidelines.

It is your responsibility to maintain any current licensure, registration, or certification required for your volunteer role, including payment for the initial issuance and subsequent renewals. Please submit copies of renewed licensure, registration, and or certification to the Volunteer Services Department prior to the expiration date. Also, make sure that any professional licensure required for your role must be in your legal name.

Volunteer eligibility may be suspended if required licensure, registration and/or certification expires.

Speaking on Behalf of HopeWest

Community collaboration and relationships are critical to meeting our mission. The President and CEO is the official spokesperson for the organization and contact with the news media and public at large.

Media relations in outlying offices are conducted in coordination with the site manager, the Community Relations and Outreach Department and the CEO's office.

No volunteer may act as the spokesperson to the media unless specifically authorized by the President and CEO.

If you are contacted by the media, please refer the media representative to a Vice President in the Marketing and Community Relations Department.

Privacy & Technology

Telephones and Cell Phones

The responsibility for appropriate telephone usage rests with everyone.

- ❖ When answering the telephone at HopeWest, please use the organization's full name, "HopeWest" and add your name "HopeWest, this is (your name) " so the caller is fully aware of the organization and name of the employee that answered. Your supervisor will advise you on the proper way to answer your phone.
- ❖ Appropriate telephone etiquette should always be utilized. It is often recommended to smile or look in a mirror to assure the listener hears a pleasant voice on the other end of the phone.
- ❖ Personal phone calls during working hours are distracting and may disrupt others. Personal phone calls should be brief in nature when required and not interruptive of a volunteer's work or the work of others.
- ❖ Confidential phone calls to clients should be placed in an environment where they cannot be overheard. All business-related phone calls should be returned in a timely manner.
- ❖ Cell phones should be used in areas not disruptive to others.
- ❖ Safe operation of any vehicle in the performance of company business is the responsibility of the driver and must be always given appropriate attention. Refrain from talking on cell phones while driving as it distracts attention from driving and puts you and others in danger. Any form of texting, emailing, or internet use while driving is illegal according to Colorado law and is prohibited.

Confidential Information

Due to the nature of Hopewest's mission, and the need to ensure privacy for all patients, their families, and other clients, we ask that our volunteers maintain confidentiality of all information received during their volunteer activities.

The private information of our patients and families is very important to protect, and anyone involved with HopeWest should not discuss any diagnosis, condition, or other identifying information of the people in our care. Please avoid conversations in public places (i.e., restaurants or stores) that may be overheard by others, and please properly dispose (by shredding) of paper which has any patient identifying information after use.

Pictures or videos of our patients and/or their family members are prohibited unless HopeWest has received an official written authorization. Please contact a member of the Volunteer Services staff if you are interested in confirming whether authorization has been provided, and/or to obtain the authorization form in response to a patient or family member request.

Health Data
Privacy



Computer Security

Please ensure that the assets and information of HopeWest are protected against improper use, disclosure, theft, compromise or destruction.

Do

- ❖ Immediately inform supervisor of any attempted or actual information security breach or lapse in information security

Don't

- ❖ Work around or disable passwords, virus detection or other security protections
- ❖ Disclose or share passwords or other security features
- ❖ Attempt unauthorized access to any HopeWest computer system, device, site or asset
- ❖ Attempt to access any organization computer system, device, network, site or other asset from any unauthorized device, location or software
- ❖ Copy, move, store or back up the organization's proprietary or confidential information to a personally-owned computer or storage device, a personal mobile device that IT has not approved as a "trusted device" or an external cloud service that has not been approved by IT
- ❖ Use any non-organization system (e.g., cloud-based file-sharing sites) for the transmission or receipt of business-related information or assets unless the system has been approved by IT
- ❖ Load any outside software, screensavers, programs, games, or similar software on to a HopeWest device without prior authorization from the IT Department

How We Handle Personal Information

HopeWest understands the importance of keeping personal identifying information secure. To that end, HopeWest implements the following to ensure that personal identifying information is handled with care.

Over the course of your volunteer time, HopeWest will collect certain information that is classified as “personal identifying information,” or PII. This information may be stored in paper and/or electronic format and may include, but is not limited to, the following:

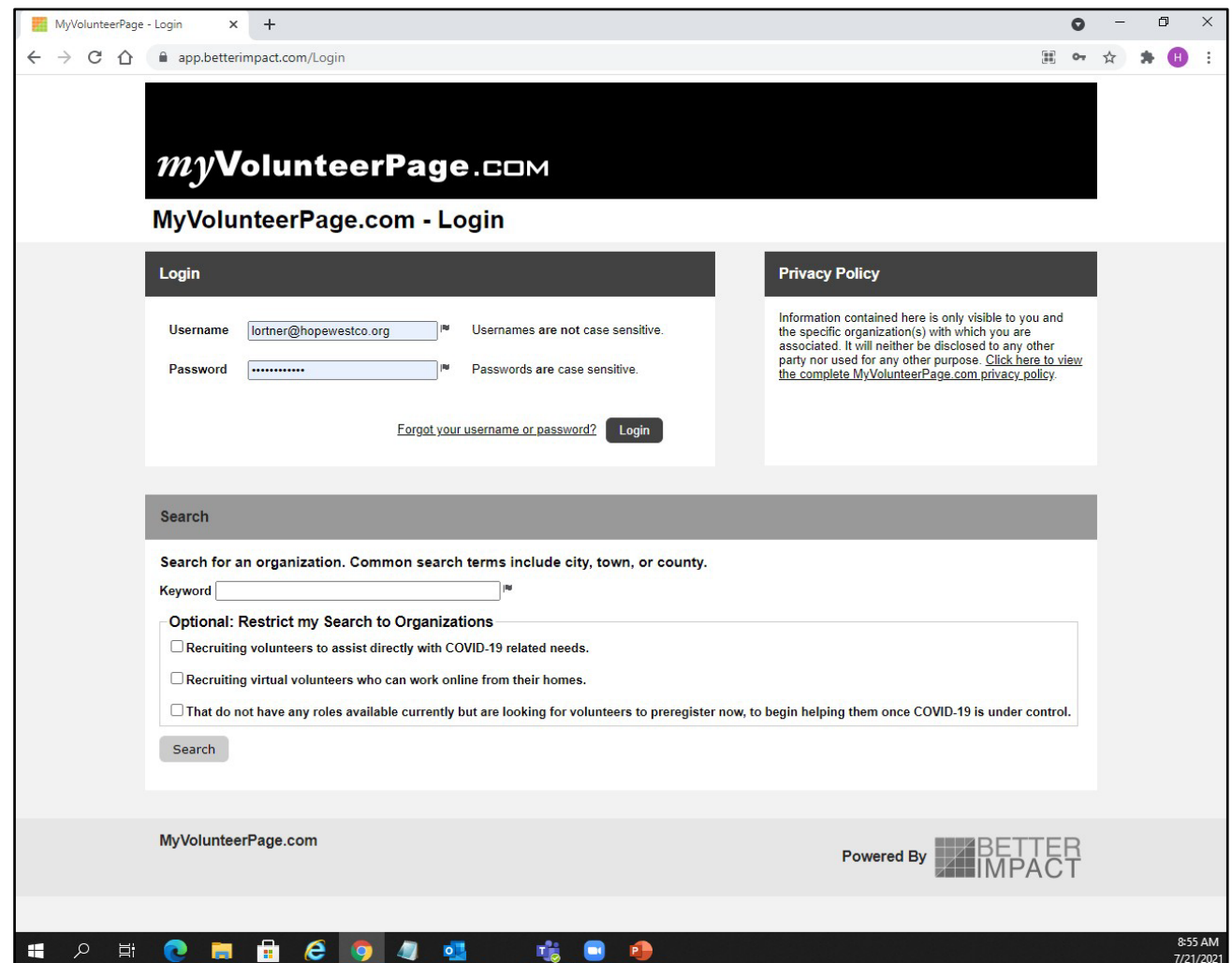
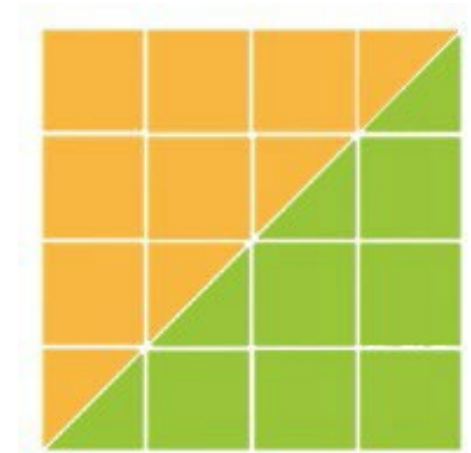
| | |
|--------------------------------------|---|
| Your first and last name or initials | Username(s) and password(s) |
| Social security number | Driver’s license, passport, or other identification card number |
| Medical documentation | Other information not noted above |

In order to protect PII from unauthorized access, use, modification, disclosure, or destruction, HopeWest limits access of PII to only those who require the information in the scope of their role.

Better Impact

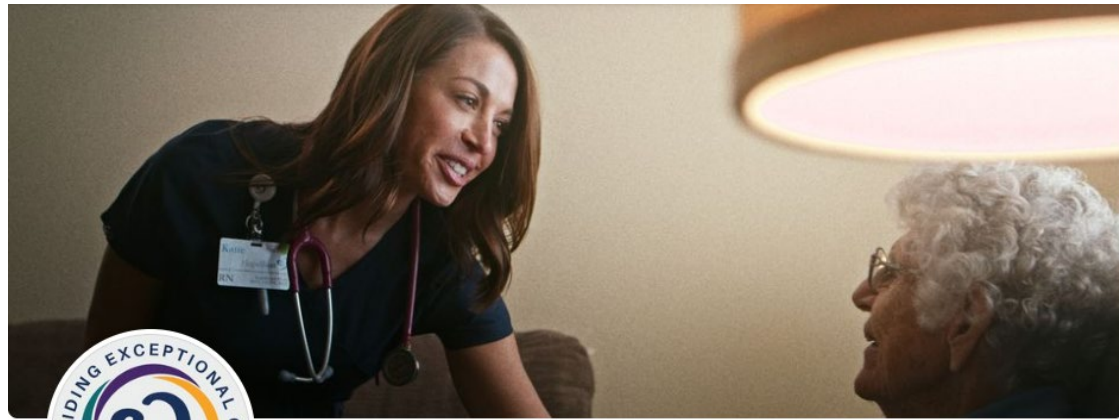
Better Impact is a database Hopewest uses to communicate with volunteers and log volunteer time.

Please confirm with your supervisor if you should enter your time in Better Impact or sign in at your volunteer location. We want to ensure we are capturing your volunteer hours to show the support volunteers provide to HopeWest. Better Impact is the program that you signed up through to be a volunteer if you completed your application online. You can go to your App Store on your phone and search for “MyImpact,” or you can go to www.myvolunteerpage.com. You will use the same email and password you created to sign up as a volunteer. If you need assistance, please reach out to your supervisor or Volunteer Services.



Social Media

HopeWest uses certain social media networks to communicate with our community.



HopeWest
4.4K followers • 213 following

Pages of Facebook

- ❖ HopeWest
- ❖ HopeWest Volunteers
- ❖ Heirlooms for Hospice

Website: www.HopeWestCO.org

Better Impact website: www.betterimpact.com



Instagram



hopewestco

627 posts 925 followers 228 following

HopeWest | Hospice Care
Nonprofit organization
We profoundly change the experiences of aging, illness, & grief – one family at a time.
Hospice Care - Palliative Care - Grief Support - PACE
linktr.ee/hopewestco



Resources



Events



Staff



Tanglewood



Volunteers

Operations

Volunteer Status

There are three volunteer status options: active, inactive, and deactivated.

| Active | Inactive | Deactivated |
|---|--|--|
| When you are consistently volunteering without missing a time period of six months or more. | When you take a leave of absence for personal reasons, your status will change to inactive. If you will be taking a leave of absence, please notify your supervisor and/or a member of the Volunteer Services staff. Volunteers may remain in an inactive status for up to two years before entering a deactivated status. | When you have decided to resign or retire from volunteering with HopeWest, we ask that you notify your supervisor as much in advance as possible and return your identification badge prior to your last assignment. |

Volunteers can return to active status - even after they have been deactivated - by simply calling a member of the Volunteer Services staff. Temporarily inactive volunteers are still welcome to attend monthly volunteer support groups, recognition events, educational presentations, and will continue to receive the monthly communication. If a volunteer has not participated in a volunteer activity for two years or more and wishes to begin volunteering again, they may be required to repeat the volunteer training.

Volunteer Files

The purpose of the Volunteer file is to maintain an organized system of record keeping in compliance with federal and state reporting requirements, and to maintain information regarding a volunteer's history (i.e., references, licensure and qualifications, competency evaluations when applicable, orientation, and role descriptions).

Official volunteer files are established, maintained, updated, and controlled by the Volunteer Services Department and the Volunteer Managers. Volunteers may review their file at any time.

Release of Information

Release of volunteer information will only occur upon written permission by volunteer.

Personal Data

Volunteers should notify the Volunteer Department if their records need updating by completing the appropriate form or by updating their information into the **Better Impact** self-service portal. Examples of changes that volunteers need to report to Volunteer Services as soon as possible, preferably the next business day after the change are:

- Home Address or Telephone Number
- Advanced certification documentation
- Driver's license status change
- Cell phone number
- Legal name
- Licensure
- Person(s) to call in case of an emergency
- Criminal record impacting ability to perform essential functions of position.
- Auto insurance

Background Checks

There are several instances in which a criminal background check and/or Motor Vehicle Report is ordered. Background checks and driving records are reviewed by a member of the Volunteer Services staff.

- ❖ All adult volunteer applicants
- ❖ At designated time frames during volunteering:
 - ❖ Annually for motor vehicle reports
 - ❖ Every three years for criminal background
 - ❖ Other instances based on a need for more information
 - ❖ Fingerprinting for Volunteers with HopeWest Kids



If there are any records on either report, Volunteer Services may reach out to the volunteer for more information about the incident. Depending on the incident that shows on the report, volunteerism may be impacted.

Safety & Security

Reporting of Quality or Safety Concerns

Hopewest is dedicated to ensuring the quality and safety of both the care provided and the overall operation of our organization.

Please report any quality or safety concerns including issues of security, communication, process/procedure, vendor performance, or other related issues to your supervisor immediately. For after hours concerns, please call (866) 310-8900. Types of concerns that should be reported include:

| | |
|-------------------------------------|--|
| Staff or Volunteer Injury/Near Miss | A work- or volunteer-related injury or an “almost” injury |
| Visitor Incident/Injury | An incident or injury involving a visitor |
| Customer or Vendor Concern | Issues that have an actual or potential impact on the quality and safety of care provided and/or the overall operation of our organization. Examples include: ❖ A concern voiced by a patient or family member about their care ❖ Issue of vendor performance ❖ Concerns that communication was inadequate to support the process or procedure |
| General Concern | Concerns regarding safety or internal process |
| Patient Concerns or Risks | ❖ Equipment breakage or failure ❖ Falls ❖ Apparent medication reactions ❖ Loss of personal property ❖ Expression of suicide ideation ❖ Awareness of communicable disease or condition ❖ Environmental safety concern |

Smoking

As a provider of health care services, it is Hopewest's goal to provide a healthy environment in which to volunteer and provide services to our patients. This mission also includes the support and development of a healthier lifestyle within our community; therefore, smoking in any Hopewest facility, property, or work area is prohibited. This includes smoking of any kind, including e-cigarettes and vaping.

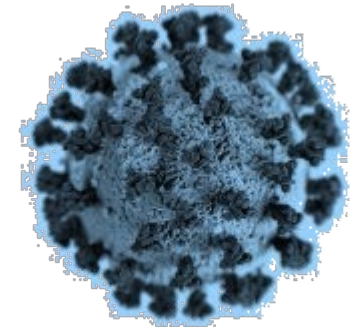
- ❖ HopeWest believes that allowing smoking within our various facilities is not in line with our mission as a health care provider.
- ❖ Colorado's Clean Indoor Air Act prohibits smoking or vaping in any indoor area including any business or hotel, including restaurants and health care facilities. Additionally, the Act prohibits smoking or vaping within 25 feet of the main entrance of these buildings.
- ❖ Smoking is limited to designated smoking areas outside HopeWest. Additionally, volunteers must not smell of cigarette smoke while volunteering on behalf of HopeWest.



Commitment to Safety

To ensure a safe and healthy environment for everyone, volunteers should stay home when ill to minimize exposure to other volunteers, employees, patients and their family members. If a volunteer reports to work when ill, they will be asked to go home. The volunteer's insurance is primary. As a volunteer, workers compensation is not available.

Please make sure to wash your hands thoroughly and often, particularly those volunteers working in food services and clinical care. If you are interested in reviewing additional policies related to infection control and pandemics, please discuss with your supervisor. Protocols issued at times of declared emergencies will be shared on a real time basis, and volunteers are required to comply.



Most volunteers will not be routinely exposed to bloodborne pathogens. If for any reason you should come in contact with any body substances through direct care of patients, please follow these guidelines:

| How do you get exposed? | What should you do if you get exposed? |
|---|--|
| Contact of eyes, nose, mouth, or broken skin with blood | <ul style="list-style-type: none"> ❖ Flush nose, mouth, or skin with water ❖ Irrigate eyes with water, normal saline, or use eye wash station when available |
| Assaults – bites, cuts, knife wounds | <ul style="list-style-type: none"> ❖ Wash with soap and water |
| Punctures | <ul style="list-style-type: none"> ❖ Wash with soap and water |
| Splashes | <ul style="list-style-type: none"> ❖ Flush nose, mouth, or skin with water ❖ Irrigate eyes with water, normal saline, or use eye wash station when available |

Immediately report exposure to blood or bodily fluids to the volunteer department for further instruction.

Questions & Contacts

Volunteer Supervisor Contacts

| Group/Team | Name | Phone Number | Email Address |
|----------------------------------|-----------------------------|------------------------------|--|
| Administrative & Teen Volunteers | Terri Earl | 970-257-2375 | TEarl@HopeWestCO.org |
| Bereavement | Jessica Boff | 970-255-7202 | JBoff@HopeWestCO.org |
| Development/Events | Katie Squire Terri Jones | 970-683-4914 970-201-1826 | KSquire@HopeWestCO.org TJones@HopeWestCO.org |
| Facilities | Donald Moran | 970-254-0887 | DMoran@HopeWestCO.org |
| Ferris Care Center | Carmen Rudnik | 970-255-7263 | CRudnik@HopeWestCO.org |
| Gardens/HIVE/Floral/Suite Bee | Charlotte Osmundson | 970-260-1579 | COsmundson@HopeWestCO.org |
| Heirlooms Volunteers | Briana Madison | 970-254-8556 | BMadison@HopeWestCO.org |
| HopeWest Kids | Jodi Molina | 970-773-4535 | CFlores@HopeWestCO.org |
| PACE Day Center | Linda Aluise | 970-255-7223 | LAluise@HopeWestCO.org |
| Patient Support | Kris Hicks | 970-248-8828 | KHicks@HopeWestCO.org |
| Volunteer Services Department | Lisa Ortner | 970-257-2376 | LOrtner@HopeWestCO.org |

Volunteer Supervisor Contacts

| Group/Team | Name | Phone Number | Email Address |
|---------------------|----------------|--------------|--|
| Delta Team | Amanda Twamley | 970-874-2606 | ATwamley@HopeWestCO.org |
| Meeker Team | Diana Jones | 970-878-9382 | DJones@HopeWestCO.org |
| Montrose Team | Angie Cooling | 970-497-5204 | ACooling@HopeWestCO.org |
| Plateau Valley Team | Ashley Reinke | 970-487-3844 | AREinke@HopeWestCO.org |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Contact Volunteer Services

If you have questions regarding volunteering at HopeWest, including assistance with identifying your volunteer supervisor, please contact Volunteer Services at 970-248-8828

