HopeWest

Volunteer Guide

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

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Welcome Volunteers!

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 call 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!

Deneen Silva, MSN, RN
HopeWest President & CEO

General Information

Mission, Vision, and Values

MISSION

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

PURPOSE

We believe in the inherent worth of every person, and we believe that life and death are experienced through feelings.

VISION

To be the region's leading provider of serious illness and grief-related services through coordination of care, collaboration with community, and a commitment to sustainable solutions by proactively adapting, innovating, and responding to our aging population's needs today and in the future.

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.

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. Heirlooms, gardening, patient care support, serving as a Board Member, fundraising, administrative support.... the list of volunteer activities goes on and on.

In 2025, 1,085 volunteers donated 80,417 hours to HopeWest, the equivalent of 39 full time staff (approximately $2.8 million in savings) ...AMAZING!!! We hope that means we are meeting our commitment to providing volunteer experience in a supportive environment where your invaluable contributions are respected and appreciated.

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, to become familiar with its contents to ensure you have 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.

The HopeWest 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 ϖ 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 ϖ A workplace where high performing teamwork is valued and team members have work-life balance/blend

HopeWest's Culture of Belonging

At the heart of our organization is a culture built on collaboration, respect, and continuous growth. We strive to create an environment where every team member feels valued and supported, with open communication and a shared commitment to achieving our goals. We believe in fostering creativity, embracing change, and encouraging both personal and professional development. Here, we celebrate achievements, recognize contributions, and offer flexibility to help you balance your work and personal life. This handbook will guide you through the values and practices that define our culture, helping you thrive as part of our dynamic team.

At HopeWest, we believe that true success comes from creating a place where everyone feels like they truly belong. Belonging means feeling accepted, respected, and connected to the people around you, regardless of your background or role. We foster a culture where each individual is encouraged to bring their authentic self to work, knowing they are part of something larger than just a team—they are an integral part of a community. Our goal is to ensure that every voice is heard, every perspective is valued, and everyone has the opportunity to contribute and grow. Here, you belong.

- Collaboration and Teamwork: Emphasizing a culture where teammates work together, support each other, and share ideas freely to achieve common goals.
- Respect and Trust: Describing a culture built on mutual respect, where people's opinions are valued, and trust is a key part of working relationships.
- Growth and Development: Highlighting opportunities for continuous learning, professional development, and advancement within the organization.
- Innovation and Creativity: Focusing on an environment that encourages thinking outside the box, trying new ideas, and problem-solving in creative ways.
- Transparency and Open Communication: Stressing a commitment to clear, honest communication at all levels of the organization, with open channels for feedback.
- Work-Life Balance: Acknowledging that the organization values well-being, offering flexibility to balance work responsibilities with personal life.
- Adaptability and Resilience: Fostering a culture where employees embrace change, face challenges head-on, and are flexible in dynamic environments.
- Recognition and Appreciation: Focusing on a workplace where hard work, achievements, and contributions are acknowledged and celebrated.

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.

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 Marketing & Communications Department and the CEO's office.

No team member or volunteer may act as the spokesperson to the media unless specifically authorized by the Marketing & Communications Department with approval from the President and CEO.

If a team member is contacted by the media, they must refer the media representative to contact the Marketing & Communications Department.

Relationships at HopeWest

Honor and respect are two of HopeWest's core values. Our mission is to provide care and services to people from all walks of life who may be facing some of the most difficult circumstances of their lives.

HopeWest volunteers interact with people 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.

Disclosure of Relationships

Volunteers who are involved in a personal or family relationship that could create a conflict of interest should promptly notify Volunteer Services.

Failure to disclose a relationship that creates a potential conflict of interest may result in volunteer reassignment or volunteer status.

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.

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, 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 for that volunteer role.

Volunteering

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 within the hospice program. We meet our Medicare Requirement by reporting and tracking volunteer hours, and we need your help to ensure that all hours are reported accurately.

Volunteer Management & Support

- 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. Name badges should be worn at lapel level on either the left or right side, so they remain visible and easy to read for patients, families, and colleagues. Lanyards, belt clips, or waistband placement should not be used, as they position the badge too low to be easily seen.

Volunteers are expected to wear their name badge while volunteering and remove it at the end of your volunteer shift.

If a name badge is lost or misplaced, please notify Volunteer Services as soon as possible so a replacement badge can be issued.

If you decide to leave the volunteer 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!

HEIRLOOMS
FOR HOSPICE

Spoons
bistro & bakery

Guests and Animals in the Workplace

To protect patient privacy, maintain a professional environment, and ensure safety in clinical settings, animals and personal guests are generally not permitted in HopeWest clinical work areas.

This includes offices, clinics, the Day Center, the Ferris Care Center inpatient unit, HopeWest vehicles, and patient or participant locations.

HopeWest recognizes the therapeutic value animals can provide to patients. However, animals may only participate in patient interactions through the HopeWest Pet Therapy Program.

Animals participating in therapeutic visits must:

- Be certified therapy animals
- Be registered with the HopeWest Volunteer Department
- Be leashed and under the handler's control at all times
- Have an assigned HopeWest identification badge

Volunteers should not bring personal pets to work, except for brief visits that are approved and appropriately managed. Any animal on HopeWest premises must be leashed and under the owner's control.

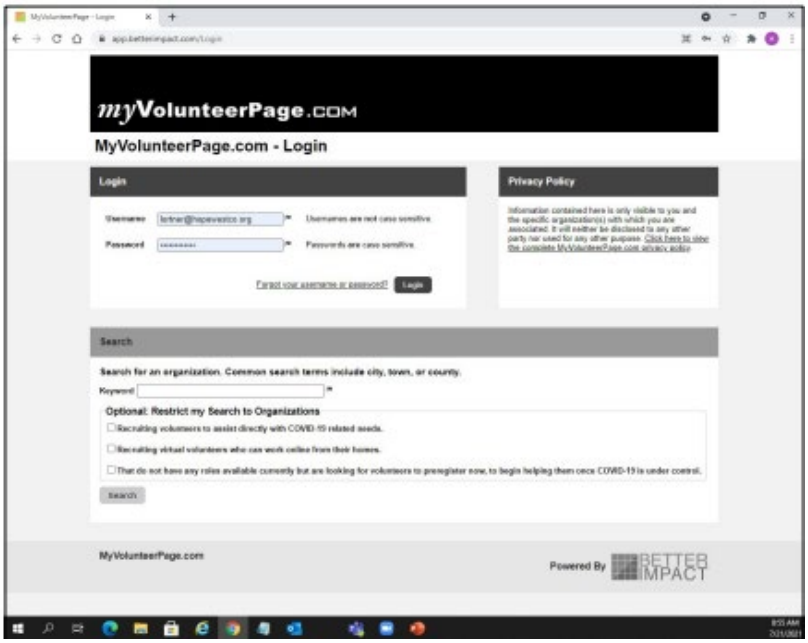
The only exception to this policy is for fully trained service animals, as defined by the Americans with Disabilities Act (ADA) and applicable Colorado law. Volunteers who require the use of an animal service should notify Volunteer Services. Emotional Support Animals (ESAs) are not considered service animals under the ADA and are not permitted in the workplace.

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 provided 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.



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 are taking a leave of absence, please notify your supervisor and/or a	When you have decided to resign or retire from volunteering with HopeWest, we ask you notify your supervisor as much in advance as possible and

	member of the Volunteer Services staff. Volunteers may remain in an inactive status for up to two years before entering a deactivated status.	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 and/or Auto insurance.

Business Code of Conduct

HopeWest expects all team members and volunteers to demonstrate professionalism in their actions, communication, and interactions with patients, families, colleagues, volunteers, and community partners. Professional conduct supports a respectful workplace and helps ensure we deliver compassionate, high-quality care.

In addition to demonstrating HopeWest's mission and values, professional behavior includes:

- Attending and actively participating in required meetings, training, and educational activities
- Completing required reading, certifications, and self-directed learning
- Responding to volunteer-related communications in a timely manner
- Demonstrating honesty, integrity, accountability, confidentiality, and ethical behavior
- Being mindful and respectful of the beliefs, values, and perspectives of others, contributing to a workplace where everyone feels a sense of belonging
- Meeting required deadlines for documentation or updates requested by Volunteer Services such as:
    - Driver's license verification
    - Auto insurance documentation
    - Immunization documentation or declination
    - Professional licensure updates
    - Pet Therapy or other required certification renewals
- Participating in required safety training, drills, and emergency preparedness activities
- Maintaining professional appearance and grooming appropriate to the role and work environment
- Communicating in a respectful and professional manner
- Following all HopeWest policies, procedures, and organizational standards, as well as applicable laws and regulations

All team members and volunteers share responsibility for maintaining a professional work environment that reflects HopeWest's commitment to compassion, respect, and excellence in service.

Respectful Workplace

HopeWest is committed to maintaining a workplace where all team members and volunteers feel respected, supported, and valued. A respectful workplace allows volunteers and employees to work collaboratively and provide compassionate care to the patients, participants, and families we serve.

To support a respectable workplace, volunteers are expected to:

- Communicate in a professional and constructive manner
- Treat others with dignity, fairness, and respect
- Be mindful of different perspectives, experiences, and backgrounds
- Contribute to a work environment that promotes teamwork, collaboration, and inclusion
- Address disagreements in a professional and solution-focused manner
- Support a workplace free from harassment, discrimination, intimidation, and disruptive behavior

Workplace Civility

Volunteers and staff are expected to maintain appropriate professional behavior and avoid conduct that may disrupt the work environment or negatively impact others. Examples of behavior that may undermine a respectful workplace include:

- Disrespectful or hostile communication
- Bullying, intimidation, or threatening behavior
- Repeatedly interrupting or dismissing others
- Spreading rumors or engaging in gossip that harms others or the work environment

Volunteers and staff are expected to maintain professionalism even in stressful or emotionally challenging situations.

Commitment to Inclusion

HopeWest values a workplace where individuals from different backgrounds, experiences, and perspectives feel welcome and supported. Volunteers share responsibility for creating an environment where everyone has the opportunity to contribute and succeed.

Relationship to Other Policies

Conduct that violates HopeWest's standards for respectful workplace behavior may also violate other organizational policies, including the Harassment and Discrimination policy.

Volunteers who experience or observe behavior that does not align with these expectations are encouraged to raise concerns through the appropriate reporting channels outlined in this handbook.

Harassment & Discrimination

HopeWest is committed to maintaining a workplace free from harassment, discrimination, and retaliation. All volunteers and staff have the right to work in an environment where they are treated with dignity and respect.

HopeWest prohibits discrimination or harassment based on any protected characteristic under applicable federal, state, or local law. Protected characteristics include, but are not limited to:

- Race or color
- Religion or creed
- Sex or gender
- Pregnancy or related conditions
- Sexual orientation
- Gender identity or gender expression
- National origin or ancestry
- Age (40 or older)
- Disability (mental or physical)
- Genetic information
- Veteran or military status
- Marital status
- Any other status protected by applicable law

This policy applies to conduct that occurs in the workplace or in any work-related setting, including interactions with coworkers, managers, patients, families, volunteers, vendors, or others encountered in connection with HopeWest work.

Harassment

Harassment includes unwelcome conduct based on a protected characteristic that interferes with an individual's work performance or creates an intimidating, hostile, or offensive work environment.

Under Colorado law, harassment does not need to be severe or pervasive to be unlawful. Conduct may violate this policy if it is offensive, unwelcome, and objectively harmful to a reasonable person in the same protected class.

Examples of prohibited harassment may include:

- Offensive jokes, slurs, or comments
- Derogatory remarks or insults
- Unwanted physical contact
- Displaying offensive images or materials
- Repeated unwanted attention or comments
- Interfering with someone's work performance based on a protected characteristic
- These examples are not intended to be exhaustive

Reference: POWR Act SB23-172

Reporting Concerns

Volunteers who experience or observe discrimination or harassment are encouraged to report the concern as soon as possible.

Reports may be made to a supervisor, any member of leadership, or volunteer services.

Volunteers are not required to report concerns to a person involved in the issue. Volunteers are encouraged to report concerns early so HopeWest can address issues before they escalate.

HopeWest will review reported concerns promptly and take appropriate action based on the circumstances.

Non-Retaliation

HopeWest strictly prohibits retaliation against any individual who:

- Reports discrimination or harassment in good faith
- Participates in an investigation
- Raises concerns about workplace conduct

Retaliation is a serious violation of this policy and may result in disciplinary action, up to and including termination of volunteering (if applicable). For more information, please reference our ***Respectful Workplace & Anti-Harassment Policy***.

Workplace Violence

HopeWest is committed to providing a safe environment for employees, patients, participants, families, volunteers, and visitors. Acts or threats of violence are not tolerated in any HopeWest workplace or in connection with HopeWest work.

This policy applies to conduct occurring on HopeWest property, during volunteer-related activities, or in any situation where volunteers are representing the organization.

Prohibited Conduct

Workplace violence includes any act or threat of physical violence, intimidation, or disruptive behavior that creates a risk to the health or safety of others.

Examples of prohibited conduct include, but are not limited to:

- Threatening statements or gestures
- Intimidation or harassment that creates fear of harm
- Physical assault or attempted assault

- Fighting or aggressive behavior
- Possession or use of weapons on HopeWest property or during work-related activities, except where legally permitted and authorized by the organization
- Destruction of property
- Any behavior that endangers the safety of employees, patients, families, volunteers or others

These examples are not intended to be exhaustive.

Reporting Concerns

Volunteers who experience, witness, or become aware of threats or acts of violence should report the concern immediately to their supervisor, People Operations, Volunteer Services or any member of leadership.

If there is an immediate threat to safety, volunteers should contact emergency services (911) or appropriate security resources.

Volunteers who feel unsafe in a patient, participant, or client environment should notify their supervisor and remove themselves from the situation if necessary to ensure their safety.

HopeWest will review reported concerns promptly and take appropriate action to protect the safety of those involved.

Organizational Response

HopeWest may take appropriate action when workplace violence concerns arise. Actions may include:

- Investigation of the incident
- Removal of individuals from the work environment
- Involvement of law enforcement

Drug Free Workplace

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.

Dress Code and Appearance

HopeWest values the individuality of our team members while recognizing that a professional appearance helps build trust with patients, participants, families, and community partners.

Volunteers are expected to maintain a clean, professional, and well-groomed appearance appropriate while volunteering.

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.

Supervisors may provide guidance regarding appropriate attire for specific roles or work environments.

General Appearance Guidelines

Volunteers should present themselves in a manner that reflects professionalism and respect for those we serve.

General expectations include:

- Clothing should be clean, neat, and appropriate for the work environment
- Personal hygiene and grooming should be maintained
- Clothing that is overly revealing, excessively casual, or disruptive to the workplace is not appropriate
- Footwear should be appropriate and safe for the work environment

Examples of attire that are generally not appropriate include:

- Clothing that exposes undergarments or excessive skin
- Sleepwear or overly casual garments
- Flip-flops or footwear that may present safety concerns
- Clothing that is offensive, disruptive, or unprofessional

Volunteers who arrive dressed inappropriately may be asked to change or may be sent home to correct the issue.

Personal Expression

HopeWest supports appropriate personal expression while maintaining a professional environment.

- Hair and grooming should be clean and professional in appearance.
- Tattoos that are offensive, sexually explicit, or depict violence or death must be covered when possible.
- Piercings should be modest and not create safety concerns in the work environment.
- Fragrances should be used conservatively, particularly in clinical settings where patients may be sensitive to scents.

Nail Care

To support infection control and safety:

- Nails must be clean and neatly maintained.
- For volunteers providing hands on assistance at the care center or day center to patients or participants, nails must be kept short and may not extend beyond the fingertip.
- Artificial nails, acrylic overlays, nail tips, or extenders are not permitted in clinical care settings.

Clinical and Patient Care Settings

Volunteers working in clinical or patient care environments must follow additional infection control and safety standards.

General expectations may include:

- Closed-toe footwear
- Clean, professional attire appropriate for clinical work
- Avoidance of strong fragrances or scents
- Compliance with facility-specific dress requirements when working at partner locations

Special Events or Themed Activities

Occasionally, themed attire or costumes may be permitted during approved organizational events or recognized holidays. Any such attire must remain professional, respectful, and appropriate for the work environment.

Because work environments and duties vary across HopeWest departments, supervisors may provide additional guidance regarding appropriate attire for specific roles or situations.

If questions arise regarding appropriate attire, volunteers should consult their supervisor or Volunteer Services.

Confidentiality & Proprietary Information

HopeWest is committed to protecting confidential information related to our patients, participants, families, workforce, business operations, and community partners.

Volunteers are responsible for maintaining the confidentiality of information obtained through volunteering at HopeWest and must use such information only for legitimate HopeWest business purposes.

Confidential information may not be shared with individuals who do not have a legitimate business need to know.

CONFIDENTIAL INFORMATION INCLUDES, BUT IS NOT LIMITED TO:

Protected Health Information (PHI)

As defined by federal and state law, PHI includes individually identifiable health information relating to:

- Past, present, or future physical or mental health or condition
- Provision of health care
- Payment for health care

PHI may exist in written, verbal, electronic, photographic, or any other form.
Volunteers must comply with all HIPAA regulations and HopeWest privacy practices when accessing, using, or disclosing PHI.

Business and Operational Confidential Information

Confidential information also includes internal, non-public HopeWest information, whether or not it contains PHI. This includes:

- Investigation materials and reports
- Incident documentation (including retail/store events)
- Employee disciplinary or performance records
- Personnel files
- Internal communications and draft documents
- Financial data, budgets, and pricing information
- Vendor contracts and business agreements
- Security footage or surveillance materials
- Proprietary systems, processes, or strategies
- Information discussed in leadership or committee meetings
- Any information designated “confidential” or “internal use only”

This information may not be shared externally or with individuals who do not have a legitimate business need to know.

Internal “Need-to-Know” Standard

Within HopeWest, confidential information should only be shared with individuals who require the information to perform their job duties.

Volunteers who are uncertain whether information may be shared should consult their supervisor, Volunteer Services, Privacy Officer before disclosing the information.

Inadvertent Disclosure

If confidential information is disclosed in error, the volunteer must notify their supervisor immediately. Supervisors will coordinate appropriate reporting with the Privacy Officer, Compliance, or People Operations as applicable.

The following are strictly prohibited:

- At no time is the identity, diagnosis, or condition of a patient to be discussed outside of HopeWest, except as officially sanctioned by HopeWest administration.
- Conversations regarding our clients in public places such as restaurants or stores are strictly prohibited.
- Patient information is not to be disclosed publicly except in the aggregate form (not individually identifiable) and without identifiers (unless there is a written authorization signed by the patient or the patient's designated agent). This includes any information transmitted via email or any other form of electronic transmission, which must also adhere to HopeWest encryption policies and procedures.
- Within HopeWest and contracting agencies, information should be shared only with those individuals necessary for carrying out the plan of care. If an employee inadvertently discloses patient information, the volunteer should immediately inform their supervisor. Supervisors should then notify the Privacy Officer.
- Photos or videos of patients are not to be taken or shared without written permission.

Medical Records

All patient medical records must be protected at all times. Requests for the release of medical records must be directed to the Senior Vice President of Compliance.

Continuing Obligation

The responsibility to protect confidential information continues during and after volunteer service with HopeWest.

Violations of this policy may result in discontinuation of volunteering with HopeWest.

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 Heath 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.
- ✓ Protect your computer screen to prevent unauthorized people from seeing the information.
- ✓ Do not share your computer access or other passwords with others.

Ethics & Boundaries

Gifts & Gratuity

Patients, families, and community members may wish to express appreciation for the care and kindness provided by HopeWest employees. While these gestures are often well intentioned, accepting personal gifts can create ethical concerns and potential conflicts of interest.

Volunteers may not accept gifts or items of value from:

- Patients, participants, or their family members or friends
- Vendors, suppliers, contractors, or other individuals seeking to do business with HopeWest

Items of value include, but are not limited to Cash, Gift cards, and Personal gifts or merchandise.

If a patient, family member, or community member offers a gift, volunteers should thank them for their thoughtfulness and explain that HopeWest policy does not allow them to accept personal gifts.

Individuals who wish to express their appreciation may be directed to make a donation to HopeWest or another charitable organization of their choosing. Questions regarding donations should be directed at the HopeWest Development Office.

Volunteers who are offered a gift of value should notify their supervisor; volunteer services or a member of leadership so appropriate follow-up can occur.

Giving Gifts to Patients or Participants

Volunteers should not independently provide personal gifts of value, money, or items to patients or participants.

If a volunteer believes a patient or participant may benefit from a comfort item or additional support, they should discuss the situation with their supervisor or volunteer services, so the appropriate care team, program resources, or Development team can be consulted.

Any items provided to patients or participants must be reviewed and approved by management. Modest shared items such as food or refreshments intended for an entire department or team may be accepted with supervisor's approval.

For more information, please reference the ***Gifts & Gratuities Policy***.

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. ϖ 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.

Fraud, Waste, and Abuse

Fraud, waste, or abuse involving healthcare programs, financial resources, or organizational assets is strictly prohibited.

Fraud: Intentional deception or misrepresentation made with the knowledge that the action could result in an unauthorized benefit or payment.
Waste: The overuse or misuse of resources that results in unnecessary costs to HopeWest or healthcare programs.
Abuse: Practices that may be inconsistent with sound financial, business, or medical practices and may result in unnecessary costs or improper payments.

Examples

Examples of fraud, waste, or abuse may include, but are not limited to:

- Falsifying documentation or records
- Billing for services that were not provided
- Altering patient or participant records
- Misrepresenting services provided
- Improper use of HopeWest funds or resources
- Misuse of time reporting or payroll records
- Accepting kickbacks or improper financial incentives
- Misuse of government healthcare program funds

Volunteers may report concerns through any of the following channels:

- Their supervisor or manager
- A Vice President or Executive Leader
- The Compliance Officer
- The HopeWest Compliance Hotline
- Any member of Volunteer Services

Volunteers are not required to report concerns to their direct supervisor if they are uncomfortable doing so.

Review of Concerns

All reported concerns will be reviewed appropriately. HopeWest will investigate when warranted and will take appropriate action based on the circumstance

HopeWest strictly prohibits retaliation against any employee or volunteer who raises concern, reports suspected misconduct, or participates in an investigation in good faith.

Retaliation against an individual for reporting a concern is a violation of HopeWest policy and may result in disciplinary action, up to and including termination of employment.

Safety & Compliance

HopeWest is committed to maintaining a safe and secure environment for employees, volunteers, patients, participants, families, and community partners. All team members share responsibility for following safety procedures, reporting hazards, and supporting a culture of safety.

Volunteers must comply with all HopeWest safety policies and applicable federal and state regulations.

Workplace Safety

HopeWest maintains workplace safety programs designed to reduce risk and protect all team members and those we serve. Volunteers must follow safety procedures and report unsafe conditions immediately.

Volunteers are expected to:

- Follow all HopeWest safety policies and procedures
- Participate in required safety training and drills

- Use equipment and workplace tools safely
- Report unsafe conditions, incidents, or security concerns promptly

If there is an immediate threat to safety, volunteers should contact emergency services (911) when appropriate.

Weapons and Hazardous Devices

Weapons and hazardous devices are prohibited on HopeWest property, in HopeWest vehicles, or while conducting HopeWest business unless specifically authorized for work-related purposes.

Incident Reporting

Prompt reporting of incidents allows HopeWest to respond appropriately, investigate events, and improve safety practices.

Volunteers must report incidents that occur while performing work duties or while on HopeWest property.

Reportable Incidents

Examples include, but are not limited to:

- Workplace injuries or illnesses
- Patient or participant safety concerns
- Accidents involving vehicles while conducting HopeWest business
- Unsafe conditions or equipment hazards
- Security concerns or suspicious activity
- Property damage
- Other events that may impact safety or operations

Volunteers should notify their supervisor as soon as possible and document the incident using the Healthcare Safety Zone Portal.

Timely reporting helps HopeWest review events, identify risks, and improve workplace and patient safety. For after hours concerns, please call (866) 310 – 8900.

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 they are 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 them 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 and ***Immediately report exposure to blood or bodily fluids to the volunteer department for further instruction.***

How do you get exposed?	What should you do if you get exposed?
Contact of eyes, nose, mouth, or broken skin with blood	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	Wash with soap and water
Punctures	Wash with soap and water
Splashes	Flush nose, mouth, or skin with water

Safe Driving

HopeWest is committed to promoting safe driving practices for volunteers who operate vehicles while volunteering.

This policy applies to volunteers who operate HopeWest vehicles or personal vehicles while volunteering for HopeWest.

If driving during volunteering, you must:

- Maintain a valid driver's license appropriate for the vehicle being operated
- Follow all traffic laws and regulations
- Operate vehicles safely and responsibly
- Avoid distractions while driving
- Immediately report accidents or incidents that occur while conducting HopeWest business

Volunteers must not operate a vehicle while impaired by alcohol, drugs, or any substance that may affect safe driving.

Colorado Hands-Free Law

Colorado law prohibits drivers from holding or manually using a mobile electronic device while operating a motor vehicle.

Volunteers must comply with the Colorado hands-free driving law, which means:

- Mobile devices may not be held or used while driving
- Phone calls must be made using hands-free technology
- Texting, emailing, or manually entering information into a device while driving is prohibited

If a volunteer needs to make a call or respond to a message that cannot be done hands-free, the volunteer must safely pull over and stop the vehicle before using the device.

Volunteers are not expected to respond to calls, messages, or emails while driving.

Vehicle Use

Volunteers operating HopeWest vehicles or personal vehicles for volunteer purposes must ensure the vehicle is operated safely and maintained in accordance with HopeWest guidelines.

Volunteers must immediately report:

- Motor vehicle accidents
- Driving citations received while conducting HopeWest business
- Changes in driver's license status

Failure to follow safe driving expectations may result in a change in volunteer status.

Smoking, Tabacco, and Strong Odors

HopeWest is committed to maintaining a safe and healthy environment for patients, visitors, volunteers and employees.

Smoking, vaping, and the use of tobacco or nicotine products including cigarettes, cigars, pipes, e-cigarettes, and smokeless tobacco are prohibited in all HopeWest buildings, vehicles, and while participating in work-related virtual meetings regardless of location.

Volunteers must also comply with smoking, vaping, and tobacco policies established by partner facilities when working in those locations.

In accordance with the Colorado Clean Indoor Air Act and HopeWest policy, smoking and vaping is permitted only in designated areas and must occur at least 25 feet from building entrances, exits, windows, and ventilation systems.

Volunteers who use tobacco products must ensure that smoke and vaping odors do not enter patient care areas or shared workspaces. Prior to returning to volunteer duties, volunteers are expected to take reasonable steps to minimize smoking odor on their person, clothing, and breath.

This expectation also applies to marijuana or cannabis odor. Volunteers may not report for volunteering when providing services to patients or participants with marijuana odor on their person or clothing.

Strong Odors and Fragrance Sensitivity

Many patients, participants, and staff members are sensitive to fragrances and strong odors. Volunteers must avoid wearing or bringing items into the workplace that create strong or persistent scents.

Examples include, but are not limited to:

- Tobacco, marijuana smoke and/or vaping odors on clothing or hair
- Perfume, cologne, or body spray
- Strongly scented lotions or personal care products
- Essential oils or fragrance sprays
- Strong odors from clothing, hygiene products, or food

Volunteers should use unscented or lightly scented personal hygiene products whenever possible, particularly in patient care environments and shared workspaces.

Strong odors can trigger health reactions such as asthma attacks, respiratory distress, allergic reactions, migraines, or nausea. Maintaining a low-odor work environment supports safe, compassionate patient care and promotes a healthy workplace for all team members.

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 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.

Technology Communication

HopeWest provides technology systems and electronic communication tools to support patient care, business operations, and collaboration. Volunteers are expected to use these resources responsibly and in accordance with HopeWest policies, information security standards, and applicable laws.

Technological resources include computers, mobile devices, email systems, networks, software applications, and other electronic systems provided by HopeWest.

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 ensure the listener hears a pleasant voice on the other end of the phone.
- 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.
- Personal cell phones should be used in areas that are not disruptive to others.

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

Email and Electronic Communication

HopeWest email and messaging systems are intended for professional communication related to HopeWest business.

Volunteers are expected to communicate professionally and respectfully when using electronic communication tools. Messages should be clear, appropriate, and consistent with HopeWest standards of professional conduct.

Volunteerss should exercise caution when opening links or attachments from unknown sources and report suspicious communications to the IT Department.

Social Media

HopeWest uses certain social media networks to communicate with our community. Volunteers may not share confidential information, protected health information, or internal HopeWest information on social media.

Volunteers should avoid representing personal opinions as those of HopeWest unless authorized to do so.

Additional expectations regarding social media use may be outlined in HopeWest policies or guidelines.

Personal Devices

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.

When working around patients, participants, family members, or in the clinical/ office setting; please keep your phone on vibrate or silent.

Volunteer Supervisor Contacts

Group/Team	Name	Phone Number	Email
Administrative & Teen	Terri Earl	970-257-2375	Tearl@HopeWestCO.org
Bereavement HopeWest Kids	Jo Shankel Trisha Johnson	970-254-0880 970-201-6194	JShankel@HopeWestCO.org TJohnson@HopeWestCO.org
Development/Events	Jadine Sanchez	970-263-2181	JSanchez@HopeWestCO.org
Ferris Care Center	Jazmyne Atwood	970-255-7263	JAtwood@HopewestCO.org
Suite Bee Floral Gardens	Kristin Gross Madeline Weickert	970-201-5292 970-812-7370	KGross@HopeWestCO.org MWeickert@HopeWestCO.org
Heirlooms Volunteers	Sharlene Morris	970-254-8556	SMorris@HopeWestCO.org
PACE Day Center	Becky Parry	970-683-3202	BParry@HopeWestCO.org
Patient Support	Bryan Harmon	970-257-2374	BHarmon@HopeWestCO.org
Director of Volunteer Services	Lisa Ortner	970-257-2376	LOrtner@HopeWestCO.org
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	Lisa Ortner	970-257-2376	LOrtner@HopeWestCO.org

If you have questions regarding volunteering at HopeWest, including assistance with identifying your volunteer supervisor, please contact Volunteer Services at 970-257-2376.

Thank you for giving your time, talent, and heart!