



OAKWOOD

OAKWOOD LUTHERAN
SENIOR MINISTRIES

**OAKWOOD VILLAGE
VOLUNTEER HANDBOOK**

University Woods - 6145-6225 Mineral Point Road, Madison, WI 53705

Prairie Ridge - 5565 Tancho Drive, Madison, WI 53718

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WELCOME

Welcome to Oakwood Village! As a new volunteer, you are a vital member of our community and we are pleased to have you join us.

Oakwood Village has been providing quality care to older persons at Oakwood Village University Woods and Oakwood Village Prairie Ridge campuses over 65 years. This tradition of excellence is possible thanks to the efforts of committed and dedicated volunteers. We look forward to your involvement.

Please read this handbook carefully. If you have questions or concerns, please share them with your supervisor/liason or the Volunteer Services Coordinator at the campus you serve:

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We want your volunteer service to be a mutually rewarding experience.

Our Values



COMPASSION

We care deeply about the people we serve and the people that we work with on a daily basis to create a community of caring.



FAITH

As a Lutheran organization, faith is a core value. Faith goes beyond religion to a deep honoring of the human spirit.



INCLUSION

We strive to consider different perspectives to create fair, welcoming and accessible experiences for all.



INTEGRITY

Our teams work to be transparent and fair.



DEDICATION

We view our work as a calling. We are here for each other.



FACTS

Oakwood Village is two continuing care retirement communities on Madison's west and east sides. Sponsored by 37 Lutheran churches in the Dane County area, Oakwood is a not-for-profit and serves people of all religions, races and economic backgrounds.

Oakwood Village University Woods, on Mineral Point Road and established in 1948, has over 600 residents in three levels of care in six buildings.

- **Independent Living** provided in a variety of options covering over 362 apartment homes in the Tower (147), The Oaks (90) and Heritage Oaks (125). A range of diverse activities and support services fosters an active lifestyle within a caring community.
- Assisted Living provided in **Tabor Oaks**, a licensed Community Based Residential Facility (CBRF) for up to 60 apartment suites.
- Specialized memory care provided in **Covenant Oaks**, a licensed CBRF with household settings for persons with mid- to advance-stage Alzheimer's disease and other dementias with up to 40 apartment suites.
- Skilled nursing and rehabilitative therapy care provided in **Hebron Oaks**, which has a licensed capacity of 70 beds.

Oakwood Village Prairie Ridge, on Tancho Drive and established in 2000, serves approximately 500 residents in a full continuum of care setting, including independent living apartment homes, assisted living, memory care and skilled nursing.

- Independent Living in 277 apartment homes - **Pioneer Prairie, Settlers Ridge and The Grasslands**.
- **Oakwood Seasons** is a 20-suite Community Based Residential Facility (CBRF), and **The Rise**, a CBRF consisting of 33 apartments, provide assisted living for help with the tasks of daily living such as meal preparation, housekeeping and personal cares.
- **Oakwood Meadows** is a 20-suite CBRF providing advanced assisted living care to individuals with higher needs than provided in a traditional assisted living setting, such as two-person transfers and assistance with dining.
- **Oakwood Knoll** is a 20-suite CBRF providing assisted living memory care in a home-like setting for persons with mid- to advance-stage Alzheimer's disease and other dementias.
- **Oakwood Village Prairie Ridge Health and Rehabilitation Center (HRC)**, a 40-bed facility, provides short-term rehabilitation services and care as individuals recover from surgery or a health event.

VOLUNTEER ROLES

Persons of all ages, educational levels and backgrounds are eligible to volunteer at Oakwood Village.

Oakwood recruits volunteers to serve the organization's strategic goals. We work to facilitate the best match between volunteer skills and talents and organizational priorities. Volunteers seeking an ongoing assignment are required to become registered with Oakwood. Alternate arrangements are made for one-time individual and group volunteers.

Volunteers play an important role at Oakwood. They are expected to adhere to organizational values and guidelines during their service. In addition, volunteers are expected to support the residents and employees in the department or area they are assigned to serve. Oakwood employees managing volunteers serving in their departments are expected to provide clear guidelines, helpful feedback and appropriate recognition in partnership with Volunteer Services. Volunteers are also expected to request appropriate authorization for any decisions beyond their service roles.

Volunteer Services is managed under Life Enrichment.

OAKWOOD'S ROLE AND EXPECTATIONS

Volunteer recruitment, placement and management is driven by Oakwood's objectives.

Oakwood Village commits to provide:

- **appropriate placement** determined by the volunteer services coordinator based on current needs, and volunteer experience, education, interest and availability.
- **confidentiality** of registration information, and volunteer issues will be handled privately and discreetly.
- **a thorough overview** of continuing levels of care and other necessary information to feel confident with service assignment.
- **guidance and supervision** by knowledgeable, patient and thoughtful staff.
- **an open and tolerant work environment** that encourages idea sharing between volunteers and supervisors. As a courtesy, volunteers will be informed if their suggestions cannot be considered.
- **prompt notification** of any organizational change that affects volunteer roles. Volunteers will also notify the volunteer services coordinator as soon as possible if they cannot continue their service assignment.
- **appropriate recognition** for volunteer service.

GUIDELINES

Communication

As a volunteer, you are expected to regularly communicate with your supervisor.

Volunteers need to be dependable, present and on time for their assignment. Oakwood takes volunteerism seriously and, as such, expects that volunteers fulfill the commitments they made.

All volunteers need to tell their supervisor about changes for their schedule. Always inform your Oakwood supervisor about expected and unexpected absences (vacations, business trips, etc.) as soon as possible.

Accepted court-ordered community service volunteers who do not notify their supervisor about their cancellation, and/or do not show up, on three non-consecutive days they are scheduled to volunteer will have their volunteer service terminated.

Oakwood asks that volunteers inform their supervisor or Volunteer Services Coordinator if they need to take a break from volunteering for a month or more. That helps the supervisor and Volunteer Services keep track of the volunteer's status.

Finally, volunteers need to inform their supervisor or the Volunteer Services Coordinator if they wish to resign.

Customer Service

As a volunteer, you will contribute a great deal to Oakwood Village in the way of your time, kindness, consideration and caring shown to others. As a representative of our community, you will have the responsibility to provide good customer service to anyone you work and come in contact with at Oakwood Village. This includes other volunteers, employees, resident family members and visitors.

Providing good customer service means being caring and attentive, even when a resident or someone else may be difficult. You are expected to provide excellent customer service in the other, following ways:

- Be professional through courtesy and respect, speak positively about Oakwood Village and dress appropriately.
- Respond to questions and complaints in a positive way. Work with employees in your department and be a resource to those who have questions or need help.
- Honor confidentiality and privacy.
- Always knock first, use a friendly greeting, introduce yourself and state why you are

there any time when entering a resident's room.

- Be committed to meeting the needs of residents or any other people you help.
- Be respectful of people's property.
- Be tolerant and accepting of diverse opinions and backgrounds. Create a welcoming community.
- Be calm and walk, talk and work quietly.
- Be a good listener and give undivided attention. Help keep areas clean. Please report unsafe situations, such as spills or broken glass on the floor, etc., and pick up objects on the floor if possible.
- Volunteers who do not provide excellent customer service may be excused from serving.

Cell Phone Usage

Cell phones need to be on silent while volunteering at Oakwood. Volunteers should not make or take personal calls or text messages when they volunteer at Oakwood unless it is an emergency.

Volunteers are also not allowed to take pictures of anyone at Oakwood with their cell phone due to Oakwood's privacy and confidentiality policies.

Volunteers may use their cell phones to get help for residents in case of emergencies when they volunteer at Oakwood. The Volunteer Services Coordinator will tell volunteers about using their cell phones in that capacity when they become registered.

Volunteer Illness/Injuries

Volunteers should not come in when ill. Please inform your Oakwood supervisor/liaison or the Volunteer Services Coordinator if you become ill or injured while volunteering.

If you become injured while volunteering please complete an incident form within 24 hours and return the form to your Oakwood supervisor/liaison, another Oakwood employee in your area, or the Volunteer Services Coordinator. All injuries need to be documented.

New non-resident volunteers will be required to have a one-time TB skin test done as part of their registration. This requirement is to protect Oakwood residents. However, if a new volunteer has had a TB test done elsewhere in the past 6 months and can complete basic screening questions, they will not need to have a TB test done at Oakwood. Written proof of this TB test must be given to the Volunteer Services Coordinator to include with the volunteer's registration documents.

If a new volunteer's TB test result is positive, they will need to have a chest x-ray done through an Oakwood provider. Information will be given to the volunteer on where that can be done at the time they find out they have a positive result. One exception can be made for a new volunteer not to have the test, which would be if they had a chest x-ray done within the current year. If so, the new volunteer will need to give the Volunteer Services Coordinator a written copy of the chest x-ray results when they go through registration.

In addition, if there is an outbreak of illness among residents in any Oakwood Village Prairie Ridge or University Woods facility, restrictions are put in place to limit who can come in. Volunteers will be notified by Oakwood staff in advance about the illness and restrictions.

In the event you become ill with a highly contagious and/or serious illness or disease, inform your Oakwood supervisor/liaison or the Volunteer Services Coordinator immediately. The Volunteer Services Coordinator will be in communication with you to determine next steps

Handwashing/Infection Control

Volunteers need to regularly wash their hands for infection control before starting and after finishing volunteer work. Volunteers are required to wash their hands if they help push residents in wheelchairs, serve food or beverage, or come in contact with bodily fluids. If you work with multiple residents, please wash your hands in between contact. Hand sanitizer is an option to use if there is no visible soiling on the hands.

Resident Medical Emergencies

Volunteers are responsible for getting help immediately from the facility nursing staff if they encounter a resident medical emergency. Volunteers are required to also get help from nursing staff for residents if a resident needs to be moved or lifted to/from their bed, their wheelchair or to go to the bathroom.

Volunteers are restricted from lifting or moving residents due to liability and risk management policies. Exceptions cannot be made even if a volunteer has previous experience/certification from past or current volunteer service or employment.

Fire/Severe Weather Emergency Procedures

Volunteers are responsible to help employees evacuate residents as directed in case of fire or severe weather emergency situations. If you are with a resident, stay and wait for further instructions from staff. You will receive fire/severe weather emergency procedure information from the Volunteer Services Coordinator for the respective area/building you will volunteer in.

Dress Code

Volunteers are responsible for dressing appropriately and professionally in all interactions with residents, family members, staff, volunteers and visitors. Neat, clean jeans or casual pants, clean athletic shoes, and comfortable clothing are acceptable.

Clothing that is not acceptable to wear while volunteering includes:

- T-shirts or sweatshirts with inappropriate wording or graphics (i.e. no advertising for alcohol, tobacco, firearms, rock bands, etc. No slang, obscene wording or graphics.)
- No flip-flops. Open-toe shoes should not be worn if pushing residents in wheelchair for volunteer service.

- Overalls with tank tops underneath
- Excessively tight or loose clothing
- Sheer clothing
- Tank, halter or crop tops
- Shorts, skirts or dresses that are too short. Should be no shorter than 2” above the knee when standing.
- Clothing with wording across the backside or down the leg of pants.
- Ragged or torn shoes
- Cut-offs or torn jeans
- Excessive amounts of jewelry
- Low cut tops
- Baseball caps, hats, bandanas, head scarves unless for medical conditions, safety purposes or established religious customs.
- Clothing that would be revealing in any way and exposes the body inappropriately whenever bending or lifting during volunteer work

In addition, tattoos/body art depicting obscenity, vulgarities, racial or other discriminating connotations are not acceptable at any time and should be covered by clothing as much as possible. Hairstyles should not interfere with volunteer service, and nails should be kept neat, trimmed and clean. Volunteers should also make sure not to wear excessive perfume or fragrances, and ensure their clothing is free from pet dander or odor, due to resident sensitivities or allergies.

If volunteers are not appropriately dressed when they come to Oakwood, it will be discussed with them by their supervisor or Volunteer Services Coordinator.

Gifts

In order to maintain a high standard of integrity, volunteers are prohibited from accepting material gifts or tips from residents or their families. Residents or their families who wish to show their appreciation for volunteers in the form of material gifts or tips should be referred to the volunteer’s supervisor or the Oakwood Foundation. Gifts and tributes in their honor may be made to Life Enrichment.

Exceptions that can be made to this policy are:

- Notes of appreciation or cards to volunteers.
- Perishable food treats which may be shared with a variety of people including volunteers.

Volunteers may not influence, encourage or suggest to residents that a volunteer be named as a beneficiary in a resident’s will. Also for their protection, volunteers shall not serve as witnesses for residents completing their wills.

If volunteers would like to give residents gifts, they need to check with, and receive approval from, their supervisor.

All questions on this topic can be referred to your supervisor or the Volunteer Services Coordinator.

No Solicitation

A solicitation/distribution policy shall be observed in order to protect Oakwood residents, staff and volunteers from intrusions. Volunteers may not solicit residents, staff and other volunteers for merchandise or money, or post solicitation material, on Oakwood premises.

Wheelchair Use and Safety

For transporting residents in wheelchairs, please do the following:

- Get help from nursing employees to lift residents in and out of wheelchairs.
- Set the wheelchair in a stopped position or braked when unattended, if possible. Volunteers need to ask residents if they want wheelchair brakes set because of residents' rights (this may vary for different groups of residents).
- Check wheelchair to see if footrests are attached. If not, ask for help from an employee.
- Before moving resident in wheelchair, check to make sure hands are away from wheels, clothing isn't dangling near wheels and resident's feet are in footrests. If footrests aren't used, take care to make sure the resident's feet aren't dragging on the floor when pushing them in the wheelchair.
- When pushing residents in wheelchairs, do not lean into the handles or on the wheelchair.
- Do not push residents in wheelchairs too fast. When pushing residents in wheelchairs, use caution not to get close to walls and turning blind corners in hallways to prevent injury to residents.
- Avoid bumps and uneven surfaces. If bumps are unavoidable, give the resident warning of the bump and slow down more if necessary.
- Don't use wheelchairs to open doors or prop doors open. If you come to a closed door, step ahead of the resident you are pushing, open the door and then bring the resident along. Once the resident is through, make sure the door is closed before walking away.
- When riding in an elevator, turn the wheelchair so the resident is facing the elevator door.
- Do not remove alarms or other assistive devices from wheelchairs even if a resident asks to have this done. You may report this to the unit supervisor
- Every effort needs to be made to stay with a resident in a wheelchair.

Food and Drink for Residents

In general, volunteers should not give residents food or drink (including water). You may check this with the unit supervisor and assist with food/drink as directed by staff. One exception is for volunteers who help serve beverages in various Oakwood Village dining rooms during specific meal times. Those volunteers will be informed by Dining Services staff about residents with special dietary needs.

Volunteer Identification and Volunteer Hours

Volunteers are required to wear their name badge while at Oakwood. Oakwood provides badges for volunteers. Name badges must be worn in clear sight above the waist with the name clearly visible.

Volunteers can get their picture taken for a name badge at the Prairie Ridge Community Center or University Woods Heritage Oaks front desk, based on where they will volunteer. When volunteers quit, they need to return their name badge to those desks.

In addition, volunteers are required to record volunteer hours. The Volunteer Services Coordinator will provide directions for recording. Volunteer hours are very important for Oakwood for the following reasons:

- Included in Oakwood's annual audit.
- Included in grant applications.
- Included in Oakwood's annual report distributed to the association churches and others in Madison and Dane County affiliated with Oakwood.
- Hours account for and verify who volunteers at Oakwood Village.

High school or college students may receive credit for their volunteer service at Oakwood Village. The Volunteer Services Coordinator can provide a letter of reference or sign necessary documents for students based on the type of credit they need or want to receive.

Smoking Policy

Oakwood Village is smoke-free. Smoking is prohibited in buildings, outside around Oakwood grounds and in vehicles. The ban applies to everyone including residents, employees, volunteers, family members, visitors, vendors, etc.

Ending Volunteer Service

Oakwood makes a commitment to provide worthwhile, fulfilling volunteer work. In addition, we expect that volunteers fulfill their commitment. If volunteers are unable to perform their assignments and/or violate any Oakwood policies, it is the decision of the Volunteer Services Coordinator to terminate the volunteer.

Examples of cause for termination include but are not limited to:

- Failing to show up for assignment and not providing appropriate notice for 3 or more non-consecutive days.
- Making decisions beyond the scope of the assignment that negatively affect residents or organizational resources.
- Volunteer's skills may not be appropriate after all for the area they start volunteering in or it may be discovered once a volunteer starts helping that they may require more direction than their supervisor is able to give.

As described in Residents Rights, HIPAA and Oakwood's Sexual Harassment Policy, Oakwood may also terminate the services of a volunteer if the Volunteer Services Coordinator and other Oakwood staff verify a volunteer violated any of these Oakwood policies and guidelines. The verification would be the result of an investigation of a report received by the Coordinator that is made by a resident, family member, employee or volunteer.

In addition, volunteer service will be terminated for these reasons:

- Verbal, sexual or physical abusive behavior toward residents, staff or other volunteers
- Exploitation (manipulate residents to give money or items to employees or volunteers)
- Visible intoxication or being under the influence of illegal drugs while at Oakwood

Volunteer applications will be denied if an applicant falsifies his/her answer to the question related to arrests or convictions, discovered through the criminal background check.

Volunteers who apply for employment will be required to complete drug testing. Positive drug tests prohibit employment and volunteer service.

RESIDENTS' BILL OF RIGHTS

Each Oakwood Village resident has specific rights accorded to him or her under state or federal law. Oakwood's policy ensures that these rights are protected by employees and volunteers.

Volunteers are required to know the following Residents' Rights:

The resident has the right to a dignified existence, self-determination, and communication with and access to persons and services inside and outside the facility. A facility must protect and promote the rights of each resident.

Volunteers will always treat residents with courtesy, dignity and respect.

The resident has the right to personal privacy and confidentiality of his or her personal and clinical records. Personal privacy includes accommodations, medical treatment, written and telephone communications, personal care, visits, and meetings of family and resident groups, but this does not require the facility to provide a private room.

Volunteers will keep resident information they learn confidential and not share information with anyone when they are not at Oakwood Village. This includes resident names.

The resident has the right to voice grievances with respect to treatment or care without discrimination or reprisal and the right to prompt efforts by the facility to resolve grievances the resident may have.

If a resident shares a complaint or grievance with a volunteer, the volunteer needs to report it to someone. Volunteers must report a resident complaint to their supervisor, facility administrator or social worker, or Volunteer Services Coordinator.

If the resident says they don't want the volunteer to tell anyone, the volunteer can tell the resident they need to and they will tell their supervisor, facility administrator, social worker or Volunteer Services Coordinator. The volunteer should assure the resident the information will be kept confidential to whoever they report it to.

The resident has the right to be free from any physical restraints imposed or psychoactive drug administered for purposes of discipline or convenience, and not required to treat the resident's medical symptoms.

The resident has the right to be free from verbal, sexual, physical, or mental abuse, corporal punishment, and involuntary seclusion.

Volunteers need to report potential violations of either as described above if they see residents potentially being abused in any way (no matter who is with the resident) or a resident tells a volunteer something happened that would be a potential violation of either right. The volunteer can report violations to their supervisor, the facility administrator or social worker, or Volunteer Services Coordinator.

The facility must promote and care for residents in a manner and in an environment that maintains or enhances each resident's dignity and respect in full recognition of his or her individuality.

The resident has the right to choose activities, schedules and health care consistent with his or her interests, assessments and plans of care; interact with members of the community both inside and outside the facility; and make choices about aspects of his or her life in the facility that are significant to the resident.

The resident has the right to participate in social, religious and community activities that do not interfere with the rights of other residents in the facility.

Please report any issues related to the emotional or physical well-being of a resident immediately. When reporting such information, volunteers need to ensure that information will be communicated privately in person, by phone or e-mail to the person they report issues to.

OAKWOOD VILLAGE

SEXUAL HARASSMENT POLICY

It is the intent of Oakwood to provide a work environment free of sexual or other harassment by volunteers, employees, clients, vendors or other agents of Oakwood. Oakwood encourages reporting of all perceived incidents of harassment, regardless of the offender's identity or position. It is the policy of Oakwood to investigate all such reports. Oakwood prohibits retaliation against any individual who reports harassment or who participates in an investigation of such reports.

All volunteers are required to be familiar with, and comply with, Oakwood's policy prohibiting sexual or other forms of harassment or retaliation in the workplace. Each supervisor has the responsibility to maintain the workplace free from harassment and/or retaliation.

Sexual harassment may involve individuals of the same or different gender. Prohibited sexual harassment includes, but is not limited to:

- Unwelcome sexual advances or requests for sexual favors;
- Unwelcome verbal, physical, or visual conduct of a sexual nature;
- Making submission to (or rejection of) such conduct a factor in employment/volunteer decisions;
- Permitting such conduct to interfere with an employee's/volunteer's work performance or to create a hostile, intimidating, or offensive work environment;
- Making sexual jokes and innuendo;
- Commenting about an individual's body, sexual prowess, or sexual deficiencies;
- Leering, whistling, or touching;
- Making insulting or obscene comments or gestures;
- Displaying sexually suggestive objects or pictures in the workplace.

It is also the policy of Oakwood to prohibit other forms of unlawful harassment, including, but not limited to, harassment on the basis of race, religion, age, national origin, and sexual orientation. Such harassment can take the form of name calling, slurs or offensive jokes.

If you believe you have witnessed or been the subject of sexual or other harassment, report the matter as soon as possible to the Volunteer Services Department. Oakwood also encourages individuals who believe they have been subjected to such conduct to promptly advise the offender that his/her behavior is unwelcome and request that it stop. This action alone may resolve the problem.

A prompt and thorough investigation will be undertaken in response to all reports of harassment or retaliation to determine the facts. The investigation may include individual interviews with the

parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

After appropriate investigation, any volunteer found to have sexually harassed or otherwise harassed a resident, volunteer or employee will be subject to appropriate responsive action which may include, for example, recommended training or referral to counseling, reassignment and/or disciplinary action, up to and including termination of volunteer service, as Oakwood believes appropriate under the circumstances. Those decisions will be made mutually between the Volunteer Services Coordinator and key Oakwood Village management employees. Retaliation against an individual for reporting harassment or for participating in an investigation of a claim of harassment is also a serious violation of this policy and, like harassment itself, may subject the offender to disciplinary action, up to and including immediate termination of volunteer service. Acts of retaliation should be reported immediately and will be promptly and thoroughly investigated and addressed.

Oakwood encourages individuals to raise any questions regarding this policy with the Volunteer Services Department.

HIPAA

What is it and how does it affect what we do?

What is HIPAA?

HIPAA stands for the Health Insurance Portability and Accountability Act. This legislation was signed into law in 1996.

What does HIPAA have to do with you?

- HIPAA requires businesses and individuals to protect health care and personal information. Oakwood Village and other healthcare organizations are required to follow the law.
- Because of the law, Oakwood Village is required to inform all volunteers and employees about HIPAA even if some may not directly work with residents. HIPAA affects you if you see, hear, use and/or share anyone's Protected Health Information (PHI – explained further below).
- Individuals associated with healthcare organizations and other businesses that need to follow HIPAA could face criminal charges or fines for violating HIPAA.

What is Protected Health Information?

- Protected Health Information (PHI) is information that is individually identifiable or that provides a reasonable basis to believe the information can be used to identify the individual. PHI is more than just medical records. It also includes financial, demographic and lifestyle information. It can be electronic, written and spoken information. Examples include name, street address, telephone number and birth date.
- Any information affecting resident family members, staff and volunteers at Oakwood is also considered protected and confidential and must be kept secure at all times.
- Written PHI needs to be placed in drawers, file cabinets or other secure locations. Paper documents with PHI need to be destroyed, shred or deposited in designated bins that are NOT trash or recycling bins. Documents with PHI also should never be left visible on unattended desks. Confidentiality envelopes will be used to transfer documents with PHI.
- Verbal PHI should be discussed only when someone needs to know to accomplish their volunteer or employee work. Utilize a private area for conversations about resident PHI. If that's not possible, lower your voice. If discussing PHI and someone comes along who shouldn't hear the information, stop the conversation and resume at a later time or move to a private area. If a discussion about resident PHI comes up where you volunteer and you don't need to know the information to do your job, excuse yourself or ask the others to move to a private location to continue the discussion. PHI shouldn't be discussed away from Oakwood at off-site locations such as the grocery store, restaurants, church, etc.

- The Volunteer Services Coordinator and other Oakwood employees can determine and give the minimum PHI needed to volunteers for effectively and safely carrying out a particular volunteer job assignment. This could be as little as the name of a resident and their apartment/room number or more specific information regarding resident's mental or physical condition. The information will need to be kept confidential.

What does HIPAA include?

- The **Transaction Rule** assists health care entities like Oakwood in using technology more efficiently by providing uniform national standards for submission of electronic transactions.
- The **Security Rule** will protect health information in electronic form from alteration, loss, destruction and unauthorized access. It includes email, computerized records and faxes. Electronic information is protected by individual usernames and passwords. Volunteers who do computer work in offices at Oakwood will be given limited computer access to do their volunteer job. They are responsible for actions taken using their approved Oakwood username and password. PHI should never be posted to the Internet or social media sites.
- The **Privacy Rule** ensures that individually identifiable health information is protected from unauthorized use or disclosure and to provide individuals more control over and access to their health information.
- The **Need to Know Rule** means that you should only access the information that you need to know to treat a resident.
- The **Minimum Necessary Rule** means that you should only access or share the minimum amount of information.

How does Oakwood comply with HIPAA?

- Oakwood needs to have a Privacy Officer and Security Officer. The Privacy Officer is Oakwood's Medical Records Director. The Security Officer is Oakwood's Information Technology Director.
- New volunteers are informed about HIPAA and Oakwood's Notice of Privacy Practices through the Volunteer Handbook and during their orientation. The information is also distributed to residents, employees, volunteers and business associates annually.
- All employees, volunteers and Business Associates of Oakwood are required to adhere to the privacy practices as detailed in the Notice.
- Residents must sign a notice of receipt of the Notice of Privacy Practices.
- HIPAA/Notice of Privacy Practices information is sent to all volunteers
- The Notice must be posted in clear and prominent locations as well as on Oakwood's website.
- Oakwood only uses and discloses PHI to provide treatment, obtain payment and conduct health care operations. For any other purposes, residents must sign an authorization form allowing Oakwood to use or disclose his or her health information.

- Oakwood's policy on Minimum Necessary Uses of Protected Health Information limits the amount of information made available to employees and volunteers to the minimum needed to effectively perform their job functions.
- Volunteers and employees will be subject to corrective action or potential termination if violations are verified for not complying with HIPAA.

If you feel HIPAA is being violated, please contact your campus Executive Director: Prairie Ridge - (608)230-4538, University Woods - (608)230-4435; OR your campus Volunteer Services Coordinator: Prairie Ridge - (608)230-4213, University Woods - (608)230-4238.



OAKWOOD

OAKWOOD LUTHERAN
SENIOR MINISTRIES

APPENDIX A

NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Oakwood Lutheran Homes Association Inc. is required by law to maintain the privacy of your health information and provide you with this notice of our responsibilities and Privacy Practices. We are required to abide by the terms of our Notice of Privacy Practices. Oakwood reserves the right to change the terms of its Notice and make new Notice provisions effective for the health information it creates and maintains. Should our privacy practices change, you will be notified. Revised copies will be posted in the facility and on the Oakwood web site. Upon request, a paper copy is available at the reception desk.

YOUR RIGHTS WITH RESPECT TO YOUR HEALTH INFORMATION

Your health record is the legal physical property of Oakwood. The information contained within it belongs to you. Under the Privacy Rule of the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), you have the following rights regarding your health information. If you wish to exercise any of the following rights, please contact the Health Information Services Privacy Officer at Oakwood.

Right to Request Restrictions

You have the right to ask for restrictions on how your health information is used or to whom your information is disclosed. You may want to limit the health information provided to family or friends involved in your care or payment of medical bills. Oakwood is not required to agree with your request in all circumstances.

The American Recovery and Reinvestment Act (ARRA) (2/18/10) allows you the right to request restrictions of disclosure to a health plan for purposes of payment or healthcare operations when the health information pertains to a service (not treatment) for which the healthcare provider has been paid in full by the resident "out of pocket".

Right to restrict use and disclosure of PHI for Marketing Purposes

You must obtain an authorization for use and disclosure of PHI for Marketing Purposes.

Right to restrict uses and disclosures of psychotherapy information

An authorization must be obtained for use and disclosures of psychotherapy information.

Right to restrict use and disclosure that constitutes a sale of PHI

An authorization must be obtained for disclosures that constitute a sale of PHI.

Right to Receive Confidential Communication

You have the right to ask that we communicate your health information to you in different ways or places. For example, you may wish to receive information about your health status in a special private room or through a written letter sent to a private address. We will accommodate reasonable requests.

Right to Access, Visually Inspect and Receive Copies of Your Health Information

You have the right to inspect and receive copies of your health information, including billing records. Oakwood charges the statutory fee in the State of Wisconsin for copying and assembling costs associated with your request. Your health care records are stored in a secure area until destroyed 10 years after discharge or death.

Right to Amend Your Health Information

You have the right to request an amendment to your health information created by Oakwood if you believe it is incomplete or inaccurate. That request may be made as long as the information is maintained by Oakwood.

You will be asked to make such a request in writing and give reason as to why you believe your health information is incorrect. If Oakwood did not create the information that you believe is incorrect, or if we disagree with you and believe your health record is correct, Oakwood can deny your request. Amendments to records are made in the form of addenda to the record since changes and/or deletions are not allowed.

Right to an Accounting of Disclosures

You have the right to request an accounting of disclosures that Oakwood has made from your health record for certain purposes authorized by law. Requests should specify the time period to be included in the accounting (starting no earlier than April 12, 2003). Accounting requests may not be made for periods of time exceeding six years. Oakwood will provide the first accounting during any 12-month period without charge. There will be a reasonable cost-based fee for subsequent requests in any 12-month period.

Right to a Paper Copy of This Notice

A copy of the Notice of Privacy Practices is posted in the facility. You have the right to request that we provide you with a paper copy of the Notice at any time, even if you have received one previously. A copy of the Notice is also available on our web site at www.oakwoodvillage.net.

Right to Complain

If you believe your privacy rights have been violated, you may file a complaint with the Health Information Services Director, who is the designated Privacy Officer for Oakwood or with the Corporate Compliance Officer at Oakwood, or with the U.S. Department of Health and Human Services at the Office of Civil Rights Washington, DC. Oakwood encourages you to express any concerns you may have regarding the privacy of your information. You will not be retaliated against in any way for filing a complaint.

Any other uses and disclosures not described in the Notice of Privacy Practices will be made only with authorization from the individual.

It is our right to be notified following a breach of unsecured PHI.

USE AND DISCLOSURE OF HEALTH INFORMATION

Oakwood Lutheran Homes Association, Inc. may use and disclose your health information, that is, information that constitutes protected health information as defined in the Privacy Rule of the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996, for purposes of providing you treatment, obtaining payment for your care and conducting health care operations. Oakwood has established policies and procedures to guard against unnecessary disclosure of your health information. The following is a summary of the most common permitted uses and disclosures of your health information.

To Provide Treatment

Your protected health information may be used to provide care for you and disclose it to others who provide care for you. For example, information obtained will be recorded in your health record and used to determine the course of treatment that best meets your needs. Your physician will document your medical status and give orders for treatments, medications and diagnostic testing to be administered. Nurses and other members of the treatment team will then record the actions they took and their observations of your response to determine its effectiveness and your progress.

Your protected health information may be shared with members of your treatment team, which may include contracted service providers, including physicians, consultants, diagnostic service providers such as lab and x- ray, acute care and emergency providers, (should you require transfer to a hospital or other acute care setting), rehabilitation therapy (physical, occupational and speech therapies), pharmacy services, oxygen therapy, dental services, audiology services, podiatry services, optometry services, suppliers of medical equipment, family members, and other health care professionals as necessary to coordinate services.

We may provide your physician and other providers who will treat you once you are discharged from Oakwood with information from your health record to assure you receive the appropriate follow-up care in your new living environment.

To Obtain Payment

Oakwood may disclose your health information to obtain payment for the cost of your care. For example, a bill may be sent to you or third parties such as your insurance provider that may include information identifying you, listing your diagnoses, procedures and treatments provided plus supplies used. This information may also be shared with your insurance provider and certain medical review agencies on an ongoing basis as necessary to obtain prior approval for programs such as Medicaid or Medicare to obtain payment.

We may provide your protected health information to our contracted health care providers, (Business Associates), who will perform services or provide supplies and medical equipment for you on our behalf, (i.e. lab, x-ray, pharmacy, rehabilitation therapy) so they may obtain payment for their services.

Business Associates

Some services are provided for Oakwood Village through contracts with other individuals or agencies know as Business Associates. Examples include our insurance provider, financial auditors, nursing home software providers and consultants. We may disclose your protected health information to our Business Associates so they can perform the job we have asked them to do and receive payment for their services. To protect your health information, we require our Business Associates to sign a contract promising to appropriately safeguard your information according to the guidelines established by Oakwood's privacy policies and the Privacy Rule of the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996.

To Conduct Health Care Operations

We may use and disclose your protected health information for our own operations as necessary to assure provision of quality care to all residents. For example, members of our quality assurance committee, other committees, outside auditors and accrediting agencies may use your protected health information to assess the care provided to you and outcomes in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the health care services we provide. Other activities include those designed to reduce health care costs, develop protocols, case management and coordination, professional review and performance review, training programs, legal services, business management and general administrative activities.

For the Campus Directory

Oakwood Village maintains a resident directory for internal use that includes your name, address and phone number. You will be asked if you want your name, address and phone number included in the directory. If you check "no" your name, address and phone number will not be included in the directory. The directory is updated periodically. If you decide at a later point in time that you do

not want to be included in this directory, notify the receptionist. If you have opted out of being included in the directory, we will not be able to confirm to anyone who inquires of you, either in person or by phone that you are a resident at Oakwood.

For Fundraising Activities

The Oakwood Foundation uses resident names and addresses and those of family members to provide opportunities for them to contribute to Oakwood projects requiring Foundation support. Residents may opt out of receiving fundraising materials for themselves and/or family members by calling the Foundation Office.

For Treatment Alternatives

Oakwood may use and disclose your health information to tell you about or recommend possible treatment options or alternatives that may be of interest to you.

To the Food and Drug Administration (FDA)

We may disclose your health information to report adverse events, product defects, to track products or enable product recalls, repairs and replacements and to conduct post-marketing surveillance and compliance with requirements of the Food and Drug Administration.

When There Are Risks to Public health

Oakwood may disclose your health information for the following public activities and purposes: To prevent or control disease, injury or disability, report disease, injury, vital events such as birth or death and the conduct of public health surveillance, investigations and interventions. To notify a person who has been exposed to a communicable disease or who may be at risk of contracting or spreading a disease.

To Coroners, Medical Examiners and Funeral Directors

Oakwood may disclose your health information to coroners and medical examiners for purposes of determining your cause of death or for other duties as authorized by law. Health information may also be disclosed to funeral directors consistent with applicable law and if necessary to carry out their duties with respect to your funeral arrangements.

As Legally Required

Oakwood will disclose your health information when it is required to do so by Federal, State or local law.

In Connection with Judicial and Administrative Proceedings

As permitted or required by law, Oakwood may disclose your health information in the course of any judicial or administrative proceeding in response to an order of a court or administrative tribunal as expressly authorized by such order or in response to a subpoena, discovery request or other lawful process, but only when Oakwood makes reasonable efforts to either notify you about the request or to obtain an order protecting your health information.

Law Enforcement

Oakwood may disclose your health information to law enforcement officials as required by applicable law for law enforcement purposes, including, under certain limited circumstances, if you are a victim of a crime or in order to report a crime.

To Report Abuse, Neglect or Domestic Violence

Oakwood may disclose your health information to notify government or legal authorities if we believe you were the victim of abuse neglect, or domestic violence as specifically required by applicable law or when you agree to the disclosure.

Complaint Investigation

Oakwood may disclose your health information to an appropriate health oversight agencies, public health authority or attorney to investigate a complaint registered in good faith which states we or one of our business associates engaged in unlawful conduct or have otherwise violated professional standards and have potentially endangered one or more residents, workers or the public.

For Organ, Eye or Tissue Donation

Oakwood may use or disclose your health information to organ procurement organizations or other entities engaged in the procurement, banking or transplantation of organs, eyes or tissue for the purpose of facilitating the donation and transplantation

For Specified Government Functions

Oakwood may disclose your health information under certain circumstances, according to Federal regulations, to facilitate specified government functions relating to the military and veterans, national security and intelligence activities, protective services for the President and others.

To Health Oversight Activities

Oakwood may disclose your health information to health oversight agencies for activities that include: audits; civil, administrative, or criminal investigations; inspections, licensure or disciplinary action. We may not, however, disclose your health information if you are the subject of an investigation and the investigation does not arise out of and is not directly related to your receipt of health care or public benefits.

For Research

Oakwood may disclose your health information, under certain circumstance, for research that has undergone an extensive approval process.

For Emergency Notification

Oakwood may use or disclose protected health information to notify or assist in notifying a legal representative or another person responsible for your care regarding a significant change in condition or an emergency situation.

In the Event of a Serious Threat to Health or Safety

Oakwood may disclose your health information consistent with applicable law and ethical standards

of conduct, if we believe in good faith that such a disclosure is necessary to prevent or lessen a serious and imminent threat to your health and safety or the health and safety of the general public.

For Disaster Relief

Oakwood may release your health information to organizations authorized to handle disaster relief effort, such as the Red Cross, so those who care for you can receive information about your location or health status. You may agree or disagree orally to such release, unless there is an emergency.

To Your Religious Affiliation/Clergy unless you opt out

At the time of move in, you are asked to complete a Resident Options Form. You will be asked if you want your name provided to clergy members who visit Oakwood. If you opt out, your name will not be provided to clergy. If you decide at a later point in time that you do not want to be included on this list, notify the campus chaplain.

Workers Compensation

Oakwood may disclose your health information to the appropriate persons in order to comply with the laws related to Worker’s Compensation or other similar programs. If an Oakwood employee is injured while providing care to you, we may release medical information about you if it is pertinent to the case

Miscellaneous Uses of Your Name and/or Health Information

Upon move in, you are asked to complete a Resident Options form. You will be asked if you want your name on the birthday calendar located in the common area of your living option. If you opt out your name will not be listed. If you decide at a later point in time that your do want to be included on this list, notify the front office staff at UW Campus at 230-4699 or PR Campus 230-4000. We may display your name near the door of your room and to the entry of your living option. We may use or disclose health information to make or confirm an appointment for medical care or services. Uses and disclosures of your health information, other than described above, will only be made with your individual informed written authorization, which you may revoke in writing at any time, except if action has already been taken.

Any other uses and disclosures not described in the Notice of Privacy Practices will be made only with authorization from the individual.

Uses and disclosures of your health information, other than described above, will only be made with your individual informed written authorization, which you may revoke in writing at any time, except as action has already been taken.