



Clinic with a
HEART®

**VOLUNTEER
HANDBOOK
2009**

WELCOME!

Thank you for your decision to volunteer for Clinic with a Heart! We are excited to have you join our volunteer family! Like other volunteers, you have a busy life and schedule, yet you are willing to share a portion of your time and talents with the people we serve,

Our Clinic with a Heart volunteers are a special family whom we value highly. Our volunteers take great pride in their performance to help the patients we serve.

We believe you will find your service at Clinic with a Heart rewarding. Thank you for your gift of time and talent to our “medical mission at home.”

Sincerely,

Dr. Rob Rhodes
Founder & President

Teresa Harms
Executive Director

Shirley J. Foster
Director of Volunteers

CLINIC WITH A HEART MISSION STATEMENT

“A faith-inspired organization, Clinic with a Heart serves the uninsured and underinsured through a ministry of healthcare. Our volunteers provide free healthcare with hospitality, dignity and grace. As part of our commitment to our patients we serve as a gateway to other Human Service agencies helping them in finding an appropriate healthcare home.”

CLINIC WITH A HEART HISTORY

Clinic with a Heart (CWAH) is the story of a medical mission abroad turning into a medical mission at home. In 2002, a team from St. Mark's United Methodist church went on a mission trip to Reynosa, Mexico, providing temporary medical care to the uninsured and poor at a Mexican dump site. The trip planted a seed with the team – if we can do this in Mexico, why can't we do this in our own backyard? One year later Dr. Rob Rhodes, the physician on the trip, along with community volunteers opened the first "Clinic with a Heart" clinic night. That first night in May of 2003, they cared for 19 patients in collaboration with Lincoln Action Program.

OUR SERVICE

Clinic with a Heart is a "medical mission at home." We provide free short-term medical, chiropractic, physical therapy, mental health, vision, and dental care to the uninsured and underinsured residents of and around Lincoln, NE. Medication assistance and educational resources are provided to patients screened at clinics. The free walk-in clinic is staffed by approximately 425 volunteers and paid for with community donations and grants. Care is provided on a first come, first serve basis. No appointments are taken.

Seven clinics per month are held throughout the community. Services are provided by volunteers from local churches and community residents including: physicians, physician assistants, nurses, nurse practitioners, chiropractors, dentists, physical therapists, pharmacists, lab technicians, chiropractors, and other healthcare professionals. In addition, numerous non-medical volunteers complete the staffing of the clinics and the organization. Patients are provided information to assist them in connecting to other community resources. Interpreters are provided for patients who communicate better in languages other than English. During the year patients came to us speaking more than 29 different languages. Our goal is to have interpreters available at each clinic for at least Spanish, Arabic and Vietnamese. We provide temporary basic health care. This allows us to serve more clients with the limited resources we have.

We are able to provide these services to patients free because of the caring volunteers who donate their time, church sponsors, community partners who provide service, and many donors who help fund us. In order for us to provide care to as many people as possible we will allow each patient to visit us for up to three times in a twelve month period.

Volunteers also provide personal care items such as: shampoo, lotion and toothpaste to assist patients with personal hygiene, promoting a healthy lifestyle.

FREE CLINIC ♥ FREE CLINIC ♥ FREE CLINIC ♥ FREE CLINIC ♥ FREE CLINIC

All clinics are free, walk-in clinics. Patients are seen on a first-come, first-serve basis. No appointments are necessary. Clinics run from 5:30 until 7:00 p.m. Services provided include Medical, Dental, Physical Therapy, Mental Health Assessments, Chiropractic and Vision Screenings and exams (see schedule of services below).

♥ **1st Tuesday of each month sponsored by St. Mark's United Methodist Church**

Location: Center for People in Need, 3901 N. 27th Street

Services: Medical, Dental, Physical Therapy, Mental Health Assessments.

♥ **1st Thursday of each month sponsored by First-Plymouth Congregational & First Presbyterian Churches**

Location: McPhee Elementary School, Community Learning Center, 820 Goodhue Blvd. (15th street between G and F).

Services: Medical, Pediatric Dental Assessments.

♥ **2nd Tuesday of each month sponsored by Sheridan Lutheran Church**

Location: Center for People in Need, 3901 N. 27th Street

Services: Medical, Dental, Physical Therapy, Mental Health Assessments & Chiropractic.

♥ **2nd Thursday of each month sponsored by Lincoln Berean Church**

Location: "F" Street Community Center, 1225 F Street.

Services: Medical, Pediatric Dental Assessments.

♥ **3rd Tuesday of each month sponsored by Southwood Lutheran Church**

Location: Center for People in Need, 3901 N. 27th Street

Services: Medical, Dental, Physical Therapy, Mental Health Assessments & Vision Screenings.

♥ **3rd Thursday of each month sponsored by Southwood Lutheran Church**

Location: Saratoga Elementary School, Community Learning Center, 2215 S. 13th St

Services: Medical, Pediatric Dental Assessments.

♥ **4th Tuesday of each month sponsored by Saint Paul United Methodist Church**

Location: Center for People in Need, 3901 N. 27th Street

Services: Medical, Dental, Physical Therapy, Mental Health Assessments.

P.O. 22851 ♥ Lincoln, NE 68542 ♥ 402-421-2924 ♥ www.clinicwithaheart.org

BOARD OF DIRECTORS AND STAFF OF CLINIC WITH A HEART

Board of Directors

Executive Committee:

Dr. Rob Rhodes
*Southwest Family Health
Founder & President*

Janet Endorf-Olson
*Community Member
Vice-President*

Deb Daily
*Center for People in Need
Treasurer*

Kirk "Joe" Adams
*Community Member
Secretary*

Board Members:

Mike Anderson
Community Member

Dr. Nicole Anderson
Hospitalist, Bryan LGH

Dr. Chris Caudill
Retired Physician

Dr. Roger Fisher
All Smiles Dentistry

John Geist
UBS

Julie Hendricks
Community Member

Rev. John G. Lacey
St. Mark's United Methodist Church

Dale Roehrs
Executive Wealth Management

Dr. Bess Scott
Lincoln Public Schools

Ross Wilcox
Union Bank & Trust

David Wysong
Community Member

Staff

Teresa Harms
Executive Director

Shirley Foster
Director of Volunteers

Medical Director

Dr. Nicole Anderson
Hospitalist, Bryan LGH

Dental Director

Dr. Roger Fisher, D.D.S.
All Smiles Dentistry

Chiropractic Director

Dr. Eric Temperly
Mosier/Temperly Chiropractic

CLINIC WITH A HEART SPONSORS

Church Sponsors

Our church sponsors assist Clinic with a Heart by providing financial assistance for their sponsoring clinic, as well as volunteer support.

St. Mark's United Methodist Church since May 2003

Southwood Lutheran Church since May 2005

Saint Paul United Methodist Church since December 2005

Sheridan Lutheran Church since April 2008

First Plymouth Congregational Church since September 2008

First Presbyterian Church since March 2009

Lincoln Berean Church since September 2009

VOLUNTEER POLICIES AND INFORMATION

Volunteer Policies

The success of Clinic with a Heart depends on active participation from its volunteers, patients and staff; all working towards the common goal of quality and efficient healthcare for the uninsured and underinsured in and around Lincoln, NE. Clinic with a Heart requires that all volunteers respect the policies, rules and regulations.

Confidentiality: All information pertaining to Clinic with a Heart patients will be kept confidential. Breach of this policy will result in corrective action and possible volunteer dismissal.

Professionalism: Volunteers are expected to act with the utmost professionalism while at Clinic with a Heart. Volunteers are expected to treat all patients with dignity, respect, and courtesy. Sexual harassment, discrimination, or disrespect of any kind will not be tolerated.

Harassment: Harassment of any kind by volunteers will not be tolerated. In general, ethnic or racial slurs and other verbal or physical conduct relating to a person's race, color, religion, gender, national origin, age, marital status, sexual orientation, veteran status, income, or disability constitutes harassment.

Theft: Anyone taking property of Clinic with a Heart, will be reported to the Lincoln Police Department and will be dismissed from service at Clinic with a Heart.

Respecting Diversity: Clinic with a Heart prides itself on the quality of services our diverse group of volunteers provides to all our patients. Respecting diversity in culture, tradition, and religion, is a fundamental principle of Clinic with a Heart.

License: Volunteers working in a position requiring current licensure will provide proof of license, as required.

Parking: Volunteers will park in areas designated by host sites.

Serving Our Patients:

1. Remember feelings and attitudes are not always directed personally at you.
2. Patients, staff and volunteers will be treated, with respect, courtesy and equality.
3. Avoid negative tones and statements as well as patronizing or parental behaviors.
4. We strive to provide a wholesome atmosphere at our clinics. Patients have a right to receive quality care and are allowed to complain.
5. If you have a complaint or a concern, please document and forward to a clinic staff member:

Teresa Harms, Executive Director

402-421-2924

teresa@clinicwithaheart.org

Shirley Foster, Director of Volunteers

402-499-6470

shirley@clinicwithaheart.org

6. If a patient is upset, invite person to accompany you to a private space. Ask for assistance from the Team Leader as needed.
7. If at any time you are uncomfortable about being in a room alone, please ask the Team Leader to join you. Keep the door open, and ask a co-worker to get “Charlie” – a person who has been designated as a security volunteer. This person should provide a calming presence.

Volunteer Information

All volunteers are required to complete all applicable application forms. Completed forms should be given to the Director of Volunteers. A tour at a Tuesday Clinic at Center for People in Need is required.

Age Limit: All volunteers must be 19 years of age or older to volunteer at clinic.

Punctuality: Clinic hours are 5:30-7:00 p.m. Volunteers should plan to be at the clinic from their assigned arrival time until patients have completed check out or assignments for that position have been completed. Depending on the number of patients, this can be as late as 9:00 p.m., so please plan accordingly.

It is imperative that all volunteers arrive on time so the clinic can be set up, ready for patients and stay on time throughout the evening. If you are unable to work your scheduled volunteer assignment, please contact your Team Leader as soon as possible.

Volunteer Check-In and Out: All volunteers are required to check-in and out from each clinic and assignment. During check-in you will be given a name tag. Please return

your name tag when you check-out. Tracking of your time at the clinic is important; it is used to demonstrate support for funding opportunities and outcomes. Please print legibly and complete all fields.

Dress Code: All volunteers must have a Clinic with a Heart name tag while working in the Clinic. Volunteers should wear appropriate shirts, jeans, slacks, and shoes. Tank tops are not allowed. Your dress should inspire confidence in our patients. A Clinic with a Heart shirt may be purchased at your expense. See clinicwithaheart.org website.

Medical Treatment: If patients have questions or need to discuss medical concerns, they should be directed to a healthcare provider. All medical volunteers will provide services that are within the scope of practice of their training and/or license.

Respect for the Facility: Please respect the space and make sure it is clean and neat at the end of clinic.

Safety Issues: Volunteers should avoid direct contact with blood or body fluids. Contact your Team Leader immediately if this issue arises.

In an Emergency: Clinic Team Leaders will alert you to any emergency and provide you with instruction as to how to proceed.

Clinic Supplies: If you notice supplies are running low, please inform your Team Leader. Remember, we're all depending on each other to make certain supplies are stocked at all times.

Communication: Good communication is important and the easiest way to let all volunteers know what's happening is email. Please check your email on a regular basis. If you do not have email, please make certain your Team Leader has both your home and work phone numbers.

Adverse weather: If weather conditions are unsafe for driving, clinic will be closed. The notification process is:

- ♥ CWAH staff will notify all Clinic Coordinators via email of a clinic closing.
- ♥ Coordinators will email volunteers on their lists as relevant.
- ♥ The CWAH main phone line will have recording message alerting that the clinic
- ♥ An announcement will be put on the main page of the CWAH website.

Holidays: The holidays we observe are: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. There will be no clinics on these holidays.

Smoking: In order to promote a safe and healthy environment for our patients, it is the policy of Clinic with a Heart to have a smoke-free environment. Smoking is not allowed

in or around any of the facilities in which we operate, except in designated areas outside the facility.

Lost and Found: All lost and found items will be turned into a Clinic with a Heart staff person for safekeeping until the items have been identified.

Accidents and Injury: If you experience an accident or injury while volunteering for Clinic with a Heart, no matter how minor, immediately report it to your Team Leader.

Volunteer as Patient: Volunteers may become a patient at Clinic with a Heart and see medical providers on duty. Please follow the same procedure as all patients, obtain a number, complete demographic form, medical intake, etc.

Team Leaders

Our Team Leaders are responsible for managing the operations and clinical procedures of their designated clinic. Volunteers who have been scheduled and assigned to any of the following clinics should report to their Team Leader any suggestions, concerns or absences.

1st Tuesday Clinic

St. Mark's United Methodist Church

Contact: Cheryl Peterson

Phone: 402-525-0432 Email: boborcheryl@aol.com

2nd Tuesday Clinic

Sheridan Lutheran Church

Contact: Deb Caudill

Phone: 402-217-3144 Email: dcaudill@neb.rr.com

3rd Tuesday Clinic

Southwood Lutheran Church

Contact: Heidi Longe

Phone: 402-416-1280 Email: heidilonge@hotmail.com

4th Tuesday Clinic

Saint Paul United Methodist Church

Contact: Alynn Sampson

Phone: 402-890-2994 Email: alynn.sampson@gmail.com

McPhee Elementary School Clinic: 1st Thursday clinic

First Plymouth Congregational Church

Contact: Ann Kittell

Phone: 402 570 7787 Email: akt110@gmail.com

F Street Community Center Clinic: 2nd Thursday clinic

Lincoln Berean Church

Contact: Suzanne Geist

Phone: 483-6921 Email: suzanne.geist@novaquest.com

Saratoga Elementary School: 3rd Thursday clinic

Southwood Lutheran Church

Contact: Sheree Bacus

Phone: 402-423-6900 Email: sbacus@neb.rr.com

VOLUNTEER TRAINING

This handbook contains general volunteer information. You will receive further orientation and position specific training in the area in which you have been placed. Staff and volunteer trainers will help you learn how to perform your new volunteer responsibilities prior to volunteering in your assigned position.

Our clinic staff is available Monday through Friday to answer any questions or concerns you might have.

Shirley Foster
Director of Volunteers
402-499-6470
Shirley@clinicwithaheart.org

Teresa Harms
Executive Director
402-421-2924
teresa@clinicwithaheart.org

END