



DAMIEN CENTER

VOLUNTEER HANDBOOK



TABLE OF CONTENTS

Introduction.....	3
History	4
Damien Center Departments.....	5
Operating Hours	7
Community Focus.....	8
Community Impact.....	9
Volunteer Policies & Procedures.....	10
Volunteer Service Agreement.....	16



INTRODUCTION

Welcome

Thank you for your interest in Damien Center's volunteer program. As the largest HIV/AIDS organization in the state of Indiana, we rely on the assistance of volunteers to maintain our level of service each day. Our volunteers serve in areas throughout. Damien Center from the food pantry, to filing, to representing the center in the community. Volunteers are crucial to our success as a resource provider, and to our community. We look forward to working with you!

Before You Begin

In order to volunteer at Damien Center you are required to attend a volunteer orientation session, Damien 101. During this orientation, we will go through the procedures for volunteering, opportunities, about Damien Center, and HIV 101. Training dates and sign-up can be found on our TimeCounts website.

Our Mission

Our mission is to empower communities and persons affected by HIV/AIDS in the state of Indiana by being a leading resource, provider, and advocate for comprehensive HIV/AIDS care, prevention, education, and related services.

Our Values

The culture we strive for:

Respect

We believe in the dignity and worth of every person and are committed to act accordingly.

Integrity

We will be exemplary stewards of the resources entrusted to us to accomplish our mission.

Quality

We will be innovative, collaborative, and highly skilled at program and service design and delivery.

Diversity

We will design and deliver programs and services that meet the unique needs of diverse communities and strive to be a safe, welcoming place for all people.

Organization Goals

1. Provide access to quality onsite prevention and medical care
2. Expand Damien Center's impact
3. Build organizational excellence
4. Ensure long-term sustainability

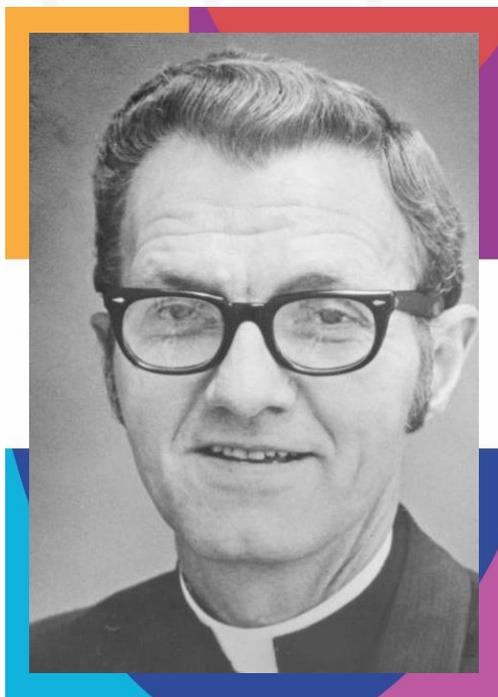
HISTORY

Earl Conner, an Episcopalian minister, became alarmed at the growing AIDS crisis in Indianapolis. He envisioned a coordinated community response by uniting existing groups within one facility. He received the support of Christ Church Cathedral (Episcopal) and the Cathedral of Saints Peter & Paul (Catholic) to establish Damien Center in April of 1987.

Since then, the Center has provided care to thousands of persons infected by HIV and their friends and families and has become a leader in HIV prevention, education, awareness, and advocacy. Today we support our clients by providing Care Coordination services, career development, medical case management, mental health and substance abuse counseling, housing services, comprehensive risk counseling, clinic, pharmacy, prevention education, HIV and STI testing and counseling, a food pantry, and even more!

The center is named after the Blessed Father Damien, a Belgian Catholic priest famed for his compassionate care for those affected by Hansen's Disease (leprosy) on the Hawaiian island of Molokai. Fr. Damien battled the religious and societal rejection of Hansen's Disease victims, living with and among them in the Molokai "lepers' colony" from 1873 until his death from Hansen's Disease in 1889. Fr. Damien was beatified by Pope John Paul II and became a saint in October of 2009. His feast day is April 15.

Though founded as an inter-faith collaboration, Damien Center is a fully independent, non-sectarian not-for-profit public corporation.





DAMIEN CENTER DEPARTMENTS

Administration, Development, Operations and Quality Assurance

These departments oversee human resources, strategic intent, tracks data, and includes our directors.

Counseling Services

Overall wellness includes managing your mental health, in addition to your physical health. We offer Mental Health Counseling, Substance Abuse Counseling, and Comprehensive Risk Counseling services to supplement and support the other programs that our clients are engaged in. Our team of dedicated, trained, and qualified counselors have a wealth of experience and training and support our clients as they seek overall wellness. Damien Center also offers psychiatric care to our clients who are enrolled in counseling services.

Care Coordination (Non-Medical Case Management)

Care Coordination provides specialty case management for people affected or infected with HIV. The goal of Care Coordination is to link our clients with the medical care and other services they need. Clients are typically seen at Damien Center, but visits to a home, hospital, or nursing home are also available.

Food & Nutrition

Damien Center's food pantry provides a variety of nutritional foods for our clients and those who receive services at other AIDS Service Organizations. The food in our pantry is meant to act as a supplement the clients' household nutrition needs.

HIV & STD Testing

For HIV testing, we use rapid-response testing, so getting tested for HIV is easy and test results are available in minutes. Our testing staff will always go over your test results with you and connect you with the resources you need. We also offer free testing for STIs (sexually transmitted infections) – syphilis, gonorrhea, chlamydia and trichomoniasis – in partnership with the Bellflower Clinic. STI test results are available within two weeks of the testing date.

Housing & Financial Assistance

Our Housing and Emergency Assistance services allow individuals to access safe, affordable housing and supportive services that promote stability and enhance their quality of life. The Housing Assistance Program at Damien Center helps patients address the complicated issues that affect their housing stability. Whether they need short-, medium- or long-term rental subsidy, utility assistance, or help paying for incidental expenses that affect other areas of life, the housing team works together with our patients to determine which options are best suited for their needs.



Linkage & Retention in Care

Linkage to Care (L2C) is a program of the Indiana State Department of Health. This program is funded in whole or in part by state and federal allocations through the Indiana State Department of Health.

Our Linkage to Care team will help a client:

- Understand their HIV diagnosis
- Arrange transportation to their medical appointments and attend doctor appointments with them
- Understand their doctor's recommendations
- Understand their medication and how to take it
- Provide substance use recovery assistance
- Provide reminder phone calls to take their medications
- Gather documents needed to get free or reduced-price insurance coverage. Need help getting your Workforce One Development (INET) statement? A new state ID?
- Check their eligibility for and access community resources (food, housing, utility assistance, etc.)

Medical Case Management

Medical Case Management (MCM) at Damien Center helps patients navigate their medical needs, from setting up appointments with Damien Cares Clinic to adhering to HIV medications. Our Medical Case Managers are a direct support line for patients' medical needs.

Medical Services

Damien Cares is a clinic offering individuals living with HIV in central Indiana access to infectious disease care and primary care. The clinic will also offer PrEP and PEP for those at substantial risk for contracting HIV. The clinic partnership enables Damien Center to address the medical as well as the supportive services needs of our clients, a key factor in ensuring that they are able to work toward self-sufficiency.

PrEP, Prevention, and Harm Reduction

The Damien Center's prevention department believes in empowering choices through education. The Prevention department provides services like testing, comprehensive risk counseling, PEP, PrEP, CLEAR, harm reduction, and outreach efforts. Because there is no cure for HIV, prevention is our only way of stopping the virus.

Pharmacy

The Damien Pharmacy ensures equitable access to medications, allows same-day medications for patients, and acts a new revenue stream for expanding existing programs to best serve our community.

Youth Services

Damien Center provides housing for LGBTQ young people ages 18 to 24 who are at risk of homelessness. Youth Services will be expanding in the future.



Operating Hours at 26 N. Arsenal Avenue:

Monday	8:30am – 5:30pm
Tuesday	8:30am – 5:30pm
Wednesday	10:00am – 5:30pm
Thursday	8:30am – 5:30pm
Friday	8:30am – 3:00pm

Testing Hours:

Monday	8:30am – 5:00pm
Tuesday	8:30am – 5:00pm
Wednesday	10:00am – 5:00pm
Thursday	8:30am – 5:00pm
Friday	8:30am – 2:30pm

Walk-ins and appointments both welcome

COMMUNITY FOCUS

OUR SERVICES



COMMUNITY IMPACT

ONE HOME FOR HIV WELLNESS



VIRAL SUPPRESSION

89% of our medical patients achieved an undetectable viral load compared to the Central Indiana average of 65%.



RETAINED IN CARE

Our clients had a retention rate of 73% compared to the Central Indiana average of 42%.



CLIENTS SERVED

*Through all of our programs, we served **3,334 individuals** in 2020.*



KNOW YOUR STATUS

2,222 free HIV tests were completed in 2020.



QUALITY OF CARE

95% of patients were satisfied with their care.

At the center of Damien Center's success as *One Home for HIV Wellness* is its one-stop shop model, which allows clients access to everything they need to survive and thrive in one place. Our clients face disproportionately high barriers to accessing equitable care.

89% of Damien Center's clients struggle to make ends meet. A majority are people of color and many identify as part of the LGBTQ+ community. Many experience homelessness or are regularly exposed to drug use or sex work. Housing struggles, mental health issues, poverty, systemic racism, and discrimination are compounded by the medical needs and social stigma related to HIV. The COVID-19 pandemic only increased health risks, isolation, and social and economic insecurity for these individuals.



VOLUNTEER POLICIES AND PROCEDURES

Please read the following section carefully, as it contains many policies and procedures key to your work as a Damien Center volunteer.

Equal Volunteer Opportunity

Our agency is committed to equal volunteer opportunity. We will not discriminate against volunteers or applicants for volunteering on any legally recognized basis including, but not limited to: veteran status, uniform service member status, race, color, religion, sex, national origin, age, physical or mental disability, sexual orientation and gender identity. In addition, races, religion, color, sex, disability, national origin, ancestry, off duty use of tobacco, and age [between 40 and 70] are protected classes in Indiana.

Americans with Disabilities Act

Our agency is committed to providing equal employment opportunities to otherwise qualified individuals with disabilities, which may include providing reasonable accommodation where appropriate. If you need additional accommodations, or directions for accessible entrances, you can contact Tessa Barnard, the Volunteer Manager, at tbarnard@damien.org or 317-632-0123 x268. We do our best to create an inclusive space and will try to accommodate you as best we can.

Sexual Harassment

Any type of sexual harassment is against agency policy and may be unlawful. We firmly prohibit sexual harassment of any volunteer by another volunteer, employee, supervisor, or third party. Harassment of third parties by our volunteers is also prohibited. The purpose of this policy is not to regulate the morality of volunteers. It is to ensure that in the workplace, no volunteer is subject to sexual harassment.

While it is not easy to define precisely what sexual harassment is, it may include: unwelcome sexual advances, requests for sexual favors, and/or verbal or physical conduct of a sexual nature including, but not limited to, sexually-related drawings, pictures, jokes, teasing, uninvited touching, or other sexually-related comments. The conduct prohibited by this policy includes conduct in any form including but not limited to e-mail, voice mail, chat rooms, Internet use or history, text messages, pictures, images, writings, words, or gestures. Sexual harassment of a volunteer will not be tolerated. Violations of this policy may result in disciplinary action, up to and including discharge. There will be no adverse action taken against volunteers who report violations of this policy in good faith or participate in the investigation of such violations.

Any employee or volunteer who feels that they are a victim of sexual harassment should immediately report such actions in accordance with the following procedure. All complaints will be promptly and thoroughly investigated as confidentially as possible. Any volunteer who believes that they are a victim of sexual harassment or has been retaliated against for complaining of sexual harassment,



should report the situation immediately to the Volunteer Manager or Director of Human Resources and Operations.

If a volunteer makes a report to any of these members of management and the manager either does not respond or does not respond in a manner the volunteer deems satisfactory or consistent with this policy, the volunteer is required to report the situation to one of the other members of management designated in this policy to receive complaints.

1. The agency will investigate every reported incident immediately. Any volunteer, employee, supervisor, or agent of the agency who has been found to have violated this policy may be subject to appropriate disciplinary action, up to and including immediate discharge.
2. The agency will conduct all investigations in a discreet manner. The agency recognizes that every investigation requires a determination based on all the facts in the matter. We also recognize the serious impact a false accusation can have. We trust that all volunteers will continue to act responsibly.
3. The reporting volunteer and any volunteer participating in any investigation under this policy have the agency's assurance that no reprisals will be taken as a result of a sexual harassment complaint. It is our policy to encourage discussion of the matter, to help protect others from being subjected to similar inappropriate behavior.

Volunteer Disciplinary Policy and Terms for Dismissal

Volunteers are subject to disciplinary actions when they have engaged in any type of willful misconduct. Damien Center will provide volunteers with notice of deficiencies and an opportunity to improve whenever practical or reasonable. Volunteers' performance and conduct is evaluated on an ongoing basis, with feedback provided when necessary. The type and severity of disciplinary action depends on the type or frequency of the offense. Informal discussions may be used to ensure that volunteers know and follow rules and standards. These discussions should focus on clarifying expectations, providing appropriate training and development, and coaching volunteers. In some cases, formal disciplinary action may be deemed appropriate. Progressive discipline steps may include, but are not limited to, verbal warnings, written warnings, suspension, and termination of service. In all instances of discipline, Damien Center retains sole discretion and authority to administer discipline in any manner it sees suitable and any of the steps listed above may be skipped. Termination of volunteer status may occur at any time without progressive discipline steps having been taken.

Volunteer may undergo termination when volunteer:

- Does not adhere to the policies and procedures (written and verbal) of Damien Center and the assigned program
- Fails to satisfactorily perform their volunteer assignment given
- Abuse or mistreatment of clients, staff, or other volunteers occurs
- Theft of property or misuse of agency materials
- Does not abide by Damien Center confidentiality policy or HIPAA agreements
- Repeatedly experiences irregular attendance and tardiness accompanied by failure to contact appropriate supervisor
- Partakes in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in our workplace



ANY VIOLATION OF CONFIDENTIALITY CONCERNING THE DAMIEN CENTER MAY BE CAUSE FOR THE VOLUNTEER'S TERMINATION.

Confidentiality Policy

Damien Center recognizes the paramount importance of the principle of confidentiality of client information, both for the benefit of the client and for the continued credibility of the agency. It will be the practice of all staff*, paid and volunteer, to make every effort to respect confidentiality and to search for solutions to problems related to avoiding breaches of confidentiality. Damien Center will not identify individuals who are clients. The agency will also not state that an individual is not a client.

Confidentiality may be broken (report made to appropriate authority or agency) only under the following exceptional circumstances, which shall also be documented in the client's file:

- When there is a clear and immediate danger of grave physical harm to the client, e.g. suicide.
- When there is a clear and immediate danger of grave physical harm to others, e.g. assault or homicide.
- When there is a statute requiring breach of confidentiality, e.g. child abuse, endangered adult, dog bite, knife wound, gunshot, burn.
- When there is clear reason to believe that the client is not disclosing their HIV status to sexual or needle sharing partners.
- When there is a court order to release information.

Even when such exceptional circumstances exist, care coordinators shall, before breaking confidence, make every reasonable effort to communicate to the client that the breach in confidentiality is required.

The Damien Center also will share information internally among staff* for the purpose of coordinating care and services. A Release of Information Form signed by the client will be required for all information released at the request of the client. Agency staff may request information about clients from records of other agencies with the written consent of the client on an appropriate Release of Information Form.

The agency may, from time to time, share anonymous, summarized statistical data about the client population to funding sources and the public, provided that no individual client can be identified from the information. In addition, we are required by some funding sources to provide specific, anonymous individualized data. This means that the Damien Center will not release any information which is linked by name to any client, unless the client gives written informed consent authorizing us to release name-linked information (see Damien Center Release of Information Form). In addition to name-linked data, this policy of non-disclosure applies to other identifying data such as complete social security numbers.

All reported breaches of confidentiality will be investigated and shall include one of the following resolutions.

- Written or verbal reprimand
- Internal management resolution
- Termination of duties, paid or volunteer



*This may include any individual performing duties on behalf of the Damien Center (i.e. employees, volunteers, student interns, or Board members).

Approved 5/20/01

Damien Center Board of Directors

The Health Insurance Portability and Accountability Act (HIPAA)

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) was started with the intent of providing workers who changed or lost their jobs with the opportunity to maintain their insurance coverage. Over time, the “Administrative Simplification” was added to simplify and standardize basic health care transactions such as verifying client eligibility and then submitting and paying of health care claims. During this process, the rise of the internet came and records were becoming electronic. A concern arose about the privacy and security of these records and as a result, HIPAA called for privacy and security standards for sharing health information in electronic form.

HIPAA requires each provider to create a Notice of Privacy Practices. This notice lets the client know when their information may be shared with others. Copies of that notice are given to each client when they are admitted, posted throughout the building, and may be accessed on our website.

The privacy and security standards require the complete privacy and confidentiality of the Protected Health Information (PHI) of our clients and by our staff and volunteers.

Guidelines to ensure your compliance with HIPAA:

- Never talk about specific clients or disclose any PHI such as client’s name or diagnosis when discussing your experience at the Damien Center.
- If you see a client in public or coincidentally know a client socially, never disclose publicly that you know the client or that they receive services at the Damien Center.
- Do not photograph a client using any personal device.
- Only seek from staff the minimal amount of information needed to carry out your assignment.
- Do not record client’s PHI such as name, date of birth, phone number or social security number on any forms or reports that you may need to turn into your school or organization.
- You may only access PHI of clients for whom you are volunteering. Do not ask or seek information about other clients.
- Be aware of surroundings when discussing a client or asking staff for additional information. All communication should take place in a private location.
- When disposing of any documents containing PHI, use the “Shred-It” containers.
- If you have any questions regarding HIPAA or situations regarding the care and management of the PHI of our clients, please contact our Privacy Official.

Each Volunteer’s Responsibility

Safety can only be achieved through teamwork at our agency. Each volunteer, employee, supervisor and manager must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

Please observe the following precautions:

1. Notify your supervisor of any emergency. If you are injured or become sick at work, no matter how slightly, you must inform your supervisor immediately.



2. The use of alcoholic beverages or illegal substances during working hours will not be tolerated. The possession of alcoholic beverages or illegal substances on the agency's property is forbidden.
3. Use, adjust and repair machines and equipment only if you are trained and qualified.
4. Know the proper lifting procedures. Get help when lifting or pushing heavy objects.
5. Understand your job fully and follow instructions. If you are not sure of the safe procedure, don't guess; just ask your supervisor.
6. Know the locations, contents and use of first aid and firefighting equipment.
7. Comply with OSHA standards and/or applicable state job safety and health standards as written in our safety procedures manual.

A violation of a safety precaution is an unsafe act. A violation may lead to disciplinary action, up to and including discharge.

Tobacco-Free Workplace

Our agency is committed to providing a safe and healthy environment for employees and visitors. Smoking or other use of tobacco or tobacco-like products (examples include but are not limited to cigarettes, e-cigarettes, cigars, chewing tobacco, snuff, pipes, etc.) on all agency owned property at any time is strictly prohibited.

No Weapons in the Workplace

Possession, use or sale of weapons, firearms or explosives on work premises, while operating agency machinery, equipment or vehicles for work-related purposes or while engaged in agency business off premises is forbidden except where expressly authorized by the agency and permitted by state and local laws. This policy applies to all volunteers, including but not limited to, those who have a valid permit to carry a firearm.

Volunteers who are aware of violations or threats of violations of this policy are required to report such violations or threats of violations to their supervisor immediately. Violations of this policy will result in disciplinary action, up to and including discharge.

In an Emergency

Your supervisor should be notified immediately when an emergency occurs. Emergencies include all accidents, medical situations, bomb threats, other threats of violence, and the smell of smoke. If your supervisor is unavailable, contact the nearest agency official. Incident Reports are available and should be completed in the event of an emergency involving staff, volunteers, clients, or visitors to the Damien Center.

Should an emergency result in the need to communicate information to volunteers outside of business hours, your supervisor will contact you. Therefore, it is important that volunteers keep their personal emergency contact information up to date. Notify your supervisor in the event this information changes.

When events warrant an evacuation of the building, you should follow the instructions of your supervisor or other management or building official. You should leave the building in a quick and orderly manner. You should assemble at the pre-determined location as communicated to you by your supervisor to await further instructions or information.



Please direct any questions you may have about the agency's emergency procedures to your supervisor.

Attendance

We depend on volunteers at Damien Center; due to this attendance is an important trait in volunteers. However, we understand that things come up and with this, we would like to be aware of any needs for absence. As an assigned agency volunteer, you will be assigned a supervisor. In the event of an absence, please notify your supervisor as far in advance as possible, if notification in advance of an absence is not possible, a notification directly following an absence is also justified. If you have continued absences without any notification, 8 or more within 6 months, your manager and the Volunteer Manager may begin to look at volunteer reassignments.

TimeCounts

Each volunteer agrees to use our TimeCounts website to the best of their ability. This is where we list new opportunities, track volunteer hours, and keep volunteer information. If you are not able to access the website due to ability or a lack of access to internet, please let our Volunteer Manager know and we can work with you to find an alternative. Volunteers need to sign up for shifts on TimeCounts under the opportunities tab. You can sign up for TimeCounts at timecounts.org/damien.

Volunteer Age

Volunteers under 18 must either have the written consent of a parent or legal guardian or be accompanied by a parent or legal guardian and be undertaking suitable roles for which there is no legal minimum age.

Volunteer Background Checks

Some volunteer opportunities (e.g. working with minors or handling money) may require Damien Center to run criminal background checks that complies with the Fair Credit Reporting Act (FCRA). Volunteers are treated as applicants under the FCRA. In the event that a background check is needed, the volunteer will be required to complete a Disclosure and Authorization form, which requests information that the approved background investigation provider requires to conduct the background screen. The Volunteer Manager should review the report and determine if any negative information has a direct connection with an applicant's ability to fulfill the volunteer's duties with competence and integrity, or that might impact safety. Arrests that are not pending and did not result in conviction should not be considered.



VOLUNTEER SERVICE AGREEMENT

The volunteer agrees to:

1. Provide courteous, friendly assistance to the Center visitors & staff;
2. Work the schedule of the job description/negotiated plan;
3. Maintain familiarity with policies and procedures (written and verbal) of the Damien Center and the assigned program;
4. Be reliable and prompt in reporting for work;
5. Notify the task supervisor/staff as early as possible if unable to report on schedule or, if appropriate, find a replacement;
6. Inform the Volunteer Manager of any problem that concerns the volunteer/assignment that is not satisfactorily resolved by discussion with the supervisor;
7. Undertake additional training opportunities to maintain competence in knowledge and skill for assignment;
8. Notify the Volunteer Manager in writing to request a new or added assignment, to resign or take leave of absence, and notify a change of address and phone contact;
9. Understand that irregular attendance, poor performance, or failure to cooperate with the policies may be interpreted as the volunteer's desire to resign from placement/service.
10. Use TimeCounts to the best of their ability.

The program/job supervisor agrees to:

1. Provide adequate training and supervision for the volunteer to meet expectations established for this position.
2. Discuss problems, ideas, or suggestions related to task with the volunteer.
3. Allow flexibility for a volunteer's absence in an emergency or in mutual agreed arrangement;
4. Respect the volunteer's function and contribute to a smooth working relationship and positive assignment experience;
5. Provide the volunteer periodic evaluative input regarding service performance, (formally/informally, verbal/written);
6. Inform the Volunteer Manager of unresolved concerns about the volunteer, performance, or placement issues not satisfied by volunteer supervisor discussion.

The Volunteer Manager agrees to:

1. Act as liaison between the volunteer and employed staff;
2. Assist in implementation of training programs and volunteer job placement;
3. Be available to discuss ideas, suggestions or problems made known by the volunteer or employed staff about task performance;
4. Assist volunteers in evaluating their assignments and support their volunteer service involvement through the Damien Center or another community volunteer program;
5. Provide support for activities to recognize, enhance, and advocate for the volunteers;
6. Assist volunteers and employed staff to keep informed throughout the year about the Damien Center and activities pertinent to volunteer interests by varied communications.