

VOLUNTEER HANDBOOK



Integrative Healers
ACTION NETWORK

Bringing Integrative Healthcare Providers to the front lines of emergency response

Welcome!

We are grateful that you have chosen to volunteer with the Integrative Healers Action Network (IHAN). Our entire program is built on the support and dedication of our volunteer which allows us to provide Integrative Medicine to people experiencing loss and trauma during natural disasters. I hope that you find the duties of your job description to be fulfilling and that your volunteer experience with us is rewarding and positive. The following information package includes details about our organization and the roles and responsibilities of our volunteers. If you have any questions, please feel free to contact our Director of Volunteer Services – Cynthia Mears at 415-308-9948.

Once again welcome and thank you!

Jenny Harrow, M.A. – Co-Founder, Co-Executive Director

Jen Riegle, N.D. – Co-Founder, Co-Executive Director

Table of Contents

IHAN	5
Mission Statement	5
Objectives / Goals of the Organization	6
Impact of IHAN	6
Trauma Informed Care	6
Volunteer Opportunities	7-8
Organization Chart / Staff and Volunteer Listing	9
Emergency Procedures	10-11
Hours of Operation	11
Confidentiality	11-12
Communications	12
a. Dealing with the Media	
Why Volunteer with this Organization?	12
Paid Staff and Volunteer Relations	12
IHAN's Commitment to Volunteerism	13
Volunteer Policies	14-15
a. Screening	14
b. Volunteers' Code of Conduct	15
c. Standard of Appearance	16
d. Rest Breaks and Related Activities	16
e. Volunteer Recognition and Benefits	16
f. Grievance Policy	16
g. Human Rights / Sexual Harassment Policy	17-18
h. Resignation / Leave the Volunteer Program	18
i. Termination	19
Insurance and Liability Coverage	19
Position Description	19
Volunteer Wellness	19-20

The purpose of this handbook is to create a solid understanding of who we are as an organization, the importance of our volunteers, positions available and what they require. We hope that this handbook will help you navigate our organization, create clear expectations, match your desires to the appropriate position and minimize the risk of misunderstandings. We rely heavily on our volunteers and hope that they find their efforts rewarding and greatly appreciated.

Who We Are?

Integrative Healers Action Network is an emergency and disaster response organization comprised of a range of integrative health practitioners. Our mission is to provide acute and long-term care to communities impacted by emergency situations by providing integrative healing modalities through systems that bridge medicines and organizations. We are a proud community partner of the American Red Cross.

Integrative Healers Action Network (IHAN) was established during the Tubbs Fire in Sonoma County, which at the time was the most destructive wildfire in California history. We worked tirelessly to fulfill our mission of providing acute and long-term care to communities impacted by emergency situations by providing integrative healing modalities through systems that bridge medicines and emergency response organizations.

On October 11th, 2017, Dr. Jen Riegle, ND and Jenny Harrow walked into the largest evacuation site, the Sonoma County Fairgrounds in Santa Rosa, and asked for permission to setup an Integrative Healing Clinic. After receiving permission by the Red Cross site manager, they helped organize massage therapists, acupuncturists, naturopathic doctors, and chiropractors to come together and volunteer healing services for evacuees and first responders. Over the course of the next three weeks, Integrative Healers Action Network formed, which helped organize over 15 integrative healing clinics at Red Cross evacuation sites, firefighter base camps, National Guard armories, community health clinics, and hospitals through a network of over 2,000 volunteer integrative healing practitioners from the greater Bay Area. Red Cross Shelter managers noted a marked increase in satisfaction and alleviation of suffering due to practitioners organized by IHAN in the 2017 Tubbs Fire.

Organization Mission Statement

Our mission is to provide acute and long-term care to communities impacted by emergency situations by providing integrative healing modalities through systems that bridge medicines and organizations.

Vision

It is our vision that all people have access to integrative healing modalities in any time of need.

Objectives/Goals of the Organization

It is the goal of Integrative Healers Action Network (IHAN) to provide the structure and resources needed to provide safe, sustainable, and effective community care through integrative healing modalities including but not limited to: naturopathic medicine, chiropractic, acupuncture and Chinese medicine, massage therapy, craniosacral therapy, health coaching, and herbal medicine.

We envision our role as facilitating the creation of systems and ensuring oversight needed to provide these services both in:

1. Acute emergency situations such as natural disaster, mass environmental exposure, or other community-wide emergencies
2. Continued access to long term care in these same communities after the acute period of emergency
3. Access to care by all members of a community with or without resources

To accomplish this, we create bridges between organizations responsible for community outreach and emergency response, as well as procuring funding needed to support integrative healing systems in the community, creating systems for deploying these practitioners, providing applicable training to practitioners, ensuring outreach to members of the community that typically have constraints on access to care, and providing oversight of these systems in daily management.

Impact of the Organization

Offering Integrative medicine during a natural disaster allows people to start to heal the trauma from its deepest level. Supporting the nervous system creates more balance in the body which lessens the trauma experience and allows the patient to think clearer, process more effectively and maintain a sense of hope for the future.

The efforts of IHAN provide backbone support to safely and effectively coordinate and deploy licensed and certified practitioners of complementary and alternative (CAM) modalities to provide acute and long-term care to communities impacted by emergency situations. To accomplish this, we establish a network of verified practitioners who are qualified to volunteer during emergency response situations. To support these efforts, we provide applicable training to prepare practitioners and provide oversight of CAM clinics within shelters and other emergency locations. Additionally, we focus on ensuring outreach and service to traditionally underserved members of the community.

In 2017, FEMA reported unprecedented disasters that affected more than 25 million Americans (almost 8% of the population). They note that with these losses come grief, feelings of powerlessness, and other intense, unpredictable emotions. Research shows that CAM treatments are used widely among patients with PTSD, and that implementing treatments such as acupuncture, massage therapy, mindfulness practices, and certain vitamins and supplements during the time of trauma helps to improve outcomes in patients with a traumatic stressor as well as acute anxiety and insomnia.

Trauma Informed Care

Our organization is built on the Trauma-Informed Care approach. We understand and consider the pervasive nature of trauma and promote an environment of healing and recovery rather than practice and provide services that may inadvertently re-traumatize. Each of our volunteers will receive training in Trauma Informed Care as well as Psychological First Aid.

Volunteer Opportunities

Our volunteer opportunities are very diverse and allow us to be well prepared to deploy our people, supplies and services in an organized timely manner. During a natural disaster our administrative volunteers maintain order and compliance in our mobile clinics while supporting the practitioners who are providing healing services to those in need.

IHAN uses administrative staff to organize volunteers who are practicing under a license or certification recognized by the State of California and National Boards for Certification. Our capacity to respond is large given that there is at least one paid administrative member organizing at the site where many practitioners could be serving members of the community.

IHAN has experience working with members of the community who are evacuated from their homes and staying in Red Cross sites in 2017 in the Sonoma County fires, as well as in 2018 in Chico, CA, which is our target population. We have developed several partnerships with California boards and associations for licensed CAM practitioners. There is an enormous interest from this community to volunteer at Red Cross shelters during emergency response situations.

Administrative Preparedness Team:

Build processes, protocols and maintain compliance for our organization and our volunteer practitioners

Processing of volunteers, verification of licensure/malpractice and background checks

Volunteer orientation

Share information about our organization with the general public, local and state government to raise awareness and funding

Write grant proposals and speak to organizations to secure funding

Create and maintain relationships with supply vendors

Hold disaster preparedness trainings for our volunteers

Educate our volunteers and the community about trauma informed care

Support deployment efforts during disasters, lodging, transportation and vital information for arrival

Administrative Deployment Team:

Orientation for arriving volunteers

Set up mobile clinic

Staffing schedules

Checking in and checking out patients

Receive, store, dispense and manage supplies and supplements

Organize meals for volunteers

Manage compliance

Ensure volunteer wellness

Practitioner Deployment Team:

Massage

Acupuncture

Osteopathy

Cranial Sacral

Herbal Support

Naturopathic Medicine

Chiropractic

Homeopathy

Mental Health

Organizational Chart

Integrative Healers Action Network (IHAN)

Jenny Harrow, MA
Co-Founder, Co-Executive Director

Jen Riegle, ND
Co-Founder, Co-Executive Director

Director of
Mental Health

Director of
Medical
Services

Director of
Logistics

Director of
Supply
Management

Director of
Operations

Director of
Marketing &
Fundraising

Director of
Volunteer
Services

- Ambassador of Homeopathy
- Ambassador of Chiropractic
- Ambassador of Acupuncture
- Ambassador of Massage Therapy
- Ambassador of Naturopathy
- Post Treatment Coordinator

Emergency Response Principles and Procedures

Solicitation

Traumatic situations are a particularly sensitive time. Due to the nature of this work, we ask that all providers refrain from solicitation of any kind of their practice outside of the free session they are providing to clients. This includes but is not limited to: giving out business cards for follow up visits in which patients will pay, soliciting for events in which patients will pay to attend, or in any other way soliciting business that is not provided completely free of charge.

Equal Access to Care

No person should be denied access to services. If a person is coming for care during a disaster relief effort, we are to assume they are in need in some way. Unless it be for a medically necessary reason, care will not be denied to any person. In the event that care must be denied, the provider should, to the best of their ability, try to find another more appropriate provider for that person to be seen by.

Emergent Situations

All providers should identify the nearest medical emergency operations team in case of emergency. Should emergency medical care become necessary, the provider should call for help and operate under the scope of their license until appropriate medical help arrives.

Code of Conduct

Providers shall operate with the highest code of professional conduct in all situations.

License and Certification

All providers shall operate under the scope of their license, certification, and within the parameters of their malpractice insurance. The provider recognizes that it is their personal responsibility to provide such coverage and to make sure that it is valid in the conditions in which they are providing care. The provider releases all organizers of liability should there be a claim made against them by a patient.

Drugs and Alcohol Policy

Drugs and alcohol are strictly prohibited at all locations where we are providing care. Any provider who does not adhere to this policy will be asked not to return.

Confidentiality

Providers shall agree to adhere to the highest level of confidentiality in treating clients. This extends to any photos taken during the process of volunteering services. Pictures shall only be allowed with written consent from clients before a picture is taken.

Hygiene and Infection Control

All providers shall agree to maintain hygiene and sanitation of both themselves and their equipment. This includes using hand washing or hand sanitizing procedures, as well as changing linens or wiping down tables between patients. If a provider hears of a patient with vomiting or diarrhea in one of the shelter locations, it is best to escort them immediately to the nearest shelter medical station and sanitize all they came into contact with. Infectious disease is at much larger risk of spreading due to close proximity and shared space.

Emergency Procedures

We will be working during a natural disaster so the highest level of care must be taken at all times to ensure your safety and the safety of those we are treating. We provide disaster training twice a year in addition to the online training you will complete prior to deployment.

Hours of Operation

Our mobile clinics will operate daily from 9:00am – 1:00pm and from 2:00pm – 6:00pm.

Deployment Team hours will be determined onsite with the site scheduler but will be no longer than 8 hours per day and 32 hours per week.

Deployment Preparedness Team hours are determined based on individual jobs/projects and will be discussed during orientation.

Required Time-Off

During deployment you will be required to take one day off away from the site after three days of volunteer service. This is to ensure that our team is practicing selfcare.

Confidentiality

We require that patient confidentiality be maintained at all times.

Protection and Confidential Handling of Health Information

The HIPAA Privacy regulations require healthcare providers and organizations, as well as their business associates, to develop and follow procedures that ensure the confidentiality and security of protected health information (PHI) when it is transferred, received, handled, or shared. This applies to all forms of PHI, including paper, oral, electronic, etc. Furthermore, only

the minimum health information necessary to conduct business is to be used or shared. HIPAA Security addresses the safeguards that must be implemented to protect the data. For example, Electronic Protected Health Information (ePHI) must be encrypted at rest or in motion

You will receive additional training on HIPAA.

Communications

IHAN uses email and social media to communicate information about the organization and Flipcause for volunteer needs and scheduling. We will also use email and phone to communicate deployment information.

- a. Dealing with the Media: if approached by the media please do not answer questions, instead please refer them to: *info@integrativehealersactionnetwork.org*.

Why Volunteer with This Organization?

Volunteering with IHAN allows you the ability to support the healing process of those effected by disaster.

You will be working with a group of dedicated, servant minded healers.

Build lasting relationships with like-minded people.

Volunteer involvement strengthens communities. It promotes change and development by identifying and responding to community needs.

Volunteer involvement mutually benefits both the volunteer and IHAN.

Increases the capacity of IHAN to accomplish our goals and provides volunteers with opportunities to develop and contribute.

Paid Staff and Volunteer Relations

IHAN has both paid and unpaid staff. Currently the founders and Volunteer Coordinator are the only paid employees. The Volunteer Coordinator is responsible for volunteer supervision and evaluation. All other jobs are staffed by volunteers and are not considered employees of the organization.

Paid staff and volunteers come together at IHAN to work toward achieving the mission, goals and objectives of the organization. Both contribute in significant ways and volunteers are seen to compliment the work done by paid staff. Volunteers do not replace or displace paid positions. We value the experience and insights of both paid and volunteer staff and encourage

feedback about our organization, processes and programs. Such feedback can be passed through the Volunteer Coordinator or addressed at our quarterly meeting.

IHAN's Commitment to Volunteerism

Values for Volunteer Involvement

Positive attitude, grounded, passionate about integrative medicine, possess a high level of integrity, be independent but also a team player, flexible, professional, reliable, supportive and ready to support themselves and those around them. Must be able to stay calm and grounded during chaos.

Volunteer involvement is based on relationships. Volunteers are expected to act with integrity and be respectful and responsive to others with whom they interact.

Volunteers make a commitment and are accountable to the organization.

Organization Standards for Volunteer Involvement

Standard 1: IHAN has a mission-based approach. The Directors, Volunteer Coordinator, leadership volunteers and staff acknowledge and support the vital role of volunteers in achieving the organization's purpose and mission.

Standard 2: The organization has a planned approach for volunteer involvement that includes linking volunteers to the achievement of the mission, providing the appropriate human and financial resources to support the volunteer program, and establishing policies for effective management.

Standard 3: Program Planning and Policies and procedures are adopted by the organization to provide a framework that defines and supports the involvement of volunteers.

Standard 4: The organization has a clearly designated individual with appropriate qualifications responsible for the volunteer program.

Standard 5: Volunteer assignments address the mission or purpose of the organization and involve volunteers in meaningful ways that reflect the abilities, needs and backgrounds of the volunteer and the organization.

Standard 6: Volunteer recruitment incorporates internal and external strategies to reach out and involve a diverse volunteer base.

Standard 7: A clearly communicated screening process is adopted and consistently applied by the organization.

Standard 8: Each volunteer is provided with an orientation to the organization, its policies and practices, including responsibilities of volunteers. Each volunteer receives training customized to the volunteer assignment and the individual needs of the volunteer as well as mission-based information.

Standard 9: Volunteers receive a level of supervision appropriate to the task and are provided with regular opportunities to give and receive feedback.

Standard 10: The contributions of volunteers are consistently acknowledged with formal and informal methods of recognition.

Standard 11: The impact and contribution of volunteers and the volunteer program are continually evaluated to ensure the needs of the organization are being met in fulfilling its mandate.

Volunteer Policies

Screening is a process that helps IHAN select the most suitable candidates for particular roles and engage them in a way that helps to ensure success for the volunteers and the organization. We request that volunteers who have experienced similar trauma to those we will be treating not deploy to disaster events. This will be discussed during the interview process.

1. IHAN requires that volunteers make a minimum 1 year commitment.
2. Application: Application forms are found on Flipcause.com. Administrative volunteers will be selected based on experience and desired position. Practitioners must provide license and malpractice information.
3. Background check: Once identified as a potential volunteer, the candidate must submit their completed background check. This is done by _____ . Completed background checks can be submitted by emailing them to info@integrativehealersactionnetwork.com.
4. Phone interview: Upon receipt of the above information, a phone interview will be scheduled.
5. Complete pre-deployment questionnaire and skills assessment.
6. Sign liability release forms, Agreement for Volunteer Involvement in accordance to job responsibilities, Confidentiality agreement
7. Orientation completed.
8. Training requirements
 - A//:
 - a. Trauma informed care
 - b. Mock Disaster Recovery

- c. HIPAA
- d. Edge – Red Cross
- e. Psychological First Aid
- f. How to work with volunteers
- g. Self-Care
- h. Deployment Process

Practitioner Only

- a. Mobile Clinic Best Practices
- b. Skills for Psychological Recovery
- c. Deployment Process

IHAN Volunteer Code of Conduct

- Take your commitment to our organization to heart, performing your duties to the best of your ability.
- Honor confidentiality.
- Respect the mission and goals of IHAN.
- Deal with conflicts or difficulties in an appropriate manner as outlined in this manual.
- Respect the property of IHAN.
- Do not accept valuable gifts or money from patients. Donations can be made directly to IHAN on our website www.integrativehealersactionnetwork.org.
- Be courteous, friendly and cooperative.
- Offer constructive feedback about our organization in an appropriate manner.
- Be willing to learn and take part in orientation and training sessions.
- Follow through on commitments and advise your leader if you are unable to work as scheduled.
- Demonstrate respect for the direction and decisions of your leader(s).
- Treat co-workers (paid and unpaid), patients and members of the public fairly and without discrimination. This list is not exhaustive and may not cover every situation or provide you with a set of absolute standards.

Standard of Appearance

IHAN believes that behavior and appearance of staff (paid and unpaid) reflects on the reputation of the organization itself.

- Nametags are required whenever you are present in your volunteer capacity.
- Dress appropriate for your duties. Business casual with no logos or wording. Jeans are ok but must not have tears, fading or embellishments.
- IHAN shirts must be worn at all times. If you wear a long sleeve shirt or jacket, the IHAN shirt must be worn over them.
- Clothes cannot be torn, frayed, dirty or reveal any part of the cleavage, midriff or buttock.
- Long hair must be pulled back at all times.
- Make-up and jewelry must be minimal especially in regard to facial jewelry.
- Smoking is not permitted at any time.

Rest Breaks and Related Activities

Rest breaks are mandatory after any 4-hour shift and specific timing will be discussed with the onsite scheduler. A minimum 30 min lunch must also be taken daily if working 6 hours or more.

Volunteer Recognition

IHAN provides ongoing recognition for its staff and volunteers by offering praise and gratitude. Gifts are given at the following intervals of service:

- ♦After each 100 service hours
- ♦After each deployed event
- ♦6 months after each deployed event
- ♦Annual Volunteer Recognition Party

IHAN - Grievances/Appeals/Concerns

In situations where differences arise between volunteers or between volunteers and staff it is advised to first try to resolve these differences amongst the parties involved. If a third party is needed the Volunteer Coordinator is to be informed and involved. Under no circumstances shall

differences be made public or involve other members of the organization. If the grievance is in regard to the Volunteer Coordinator, an appeal may be made to the IHAN directors.

Human Rights/Sexual Harassment Policy

Sexual harassment has many forms of variable seriousness. A person sexually harasses someone when they:

- Insinuate, propose or demand sexual favors of any kind.
- Invade another person's personal space (e.g. inappropriate touching.)
- Stalk, intimidate, coerce or threaten another person to get them to engage in sexual acts.
- Send or display sexually explicit objects or messages.
- Comment on someone's looks, dress, sexuality or gender in a derogatory or objectifying manner or a manner that makes them uncomfortable.
- Make obscene comments, jokes or gestures that humiliate or offend someone.
- Pursue or flirt with another person persistently without the other person's willing participation. Also, flirting with someone at an inappropriate time (e.g. in a team meeting) is considered sexual harassment, even when these advances would have been welcome in a different setting. This is because such actions can harm a person's professional reputation and expose them to further harassment.

The most extreme form of sexual harassment is sexual assault. This is a serious crime and our company will support employees who want to press charges against offenders.

Our company's rules on sexual harassment

- **No one has the right to sexually harass our employees or volunteers.** Any person in our company who is found guilty of serious harassment will be terminated if an employee or asked not to return if a volunteer. Also, if representatives of our contractors or vendors sexually harass our employees, we will demand that the company they work for takes disciplinary action and/or refuse to work with this person in the future.
- **Sexual harassment is never too minor to be dealt with.** Any kind of harassment can wear down staff and create a hostile workplace. We will hear every claim and punish offenders appropriately.
- **Sexual harassment is about how we make others feel.** Many do not consider behaviors like flirting or sexual comments to be sexual harassment, thinking they are too innocent to be labeled that way. But, if something you do makes your colleagues uncomfortable, or makes them feel unsafe, you must stop.
- **We assume every sexual harassment claim is legitimate unless proven otherwise.** We listen to victims of sexual harassment and always conduct our investigations properly. Occasional false reports do not undermine this principle.

- **We will not allow further victimization of harassed staff.** We will fully support staff who were sexually harassed and will not take any adverse action against them.

How to report sexual harassment

If you are being sexually harassed (or suspect another person is being harassed), please report it to the Volunteer Coordinator. In serious cases like sexual assault, please call the police and inform the Volunteer Coordinator that you plan to press charges. We acknowledge it's often hard to come forward about these issues, but we need your help to build a fair and safe workplace for you and your colleagues.

If you want to report sexual harassment within our company, there are two options:

- **Ask for an urgent meeting with your Volunteer Coordinator.** Once in the meeting, explain the situation in as much detail as possible. If you have any hard evidence (e.g. emails), forward it or bring it with you to the meeting.
- **Send your complaint via email.** Address it to info@integrativehealersactionnetwork.org and attach any evidence or information that can be used in the investigation. The directors and volunteer coordinator will discuss the issue and contact you as soon as possible.

Inadvertent harassment

Sometimes, people who harass others do not realize that their behavior is wrong. We understand this is possible, but that doesn't make the perpetrator any less responsible for their actions.

If you suspect that someone doesn't realize their behavior is sexual harassment under the definition of this policy, let them know and ask them to stop. Do so preferably via email so you can have records.

Disciplinary action and repeat offenders

Staff who are found guilty of sexual assault or harassment will be terminated after the first complaint and investigation.

Resignation/Leaving the Volunteer Program

IHAN greatly appreciates all of its volunteers and holds exit interviews for those who are no longer able to provide support. The volunteer coordinator will complete an exit survey to collect information to be used to make positive changes within the organization.

Termination

Reasons for termination from a volunteer position include but are not limited to theft, harassment, inability/refusal to follow instructions/directions, lack of teamwork, unable to work independently, inability to remain professional and grounded at all times. In the event that termination is necessary, your immediate supervisor will meet with you.

Insurance and Liability Coverage

This will talk about our liability insurance and how it protects our volunteers (we need to make sure it does). Is there any verbiage in this about coverage during a natural disaster? Are there forms that we need to have signed?

Position Descriptions

A position description is an essential part of your volunteer experience. It is a means for both you and IHAN to understand your role in achieving the organization's vision and goals. When expectations and goals are clearly defined, volunteers are more likely to succeed. You will review your position description with the Director of Volunteer Services. Each volunteer will have a specific position description prior to training.

Volunteer Wellness

Volunteer/staff wellness is extremely important to IHAN. We have protocols in place to ensure self-care is being practiced and provide medical treatment to all members of our organization to keep them thriving during their service with us. We will provide tips on how to prepare both mentally and physically for deployment as well as specific protocols and tools upon returning home. Here are some generic tips to follow:

How to Cope with Conditions on the Ground

Once on the ground after a disaster, volunteers need to practice self-care to do their jobs properly. Conditions can be difficult with water, food and rest in limited supply.

Be flexible. Expect the unexpected.

Keep a journal. Express yourself. If you can't talk about it, write about it.

Know yourself. If you need time alone, make that happen.

Maintain healthy habits. Eat a healthy diet, get enough sleep and exercise.

Use the buddy system or something similar. Check on your team members and make sure someone is checking on you.

How to Care for Yourself After Returning Home

Homecoming requires as much care for disaster volunteers. While organizations such as the Red Cross have specific action plans for its responders, individuals will need to pay attention to their personal needs. For example, rest is a priority after working a disaster. People have different responses to their experiences, and their needs may depend on the crisis and the work involved, she added.

Some basic questions for returning volunteers to ask themselves that would indicate if they need counseling:

- Do you want to talk about your experiences?
- How is the transition home?
- Are you struggling with anything as you return to your routine?
- Are you eating a healthy diet and getting enough sleep and exercise?
- Are you experiencing physical aches and pains?