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Welcome to Health Brigade!

Volunteers have been helping Health Brigade build a healthier community since 1968.

Health Brigade provides quality health services, especially to those least served, in a compassionate and non-judgmental environment.

Who volunteers?
• Physicians
• Nurse Practitioners
• Mental Health and Social Services Professionals
• Students
• Retirees
• Community members

Thank you for making a commitment to the Richmond community by joining the Health Brigade Volunteer family!
Health Brigade Services

Health Brigade is made of three separate but integrated departments to provide person-centered health care for all of our patients and for members of the community.

- Medical Clinic
- Mental Health and Wellness
- Health Outreach
Medical Clinic

Health Brigade offers Primary Care services as well as specialty care services

The medical clinic operates Monday-Thursday 8:30-5:00 and Friday 8:30-12:00.

Services include:
• Primary Care services
• Chronic disease management
• Gynecology/birth control
• Mammograms and breast health
• STI/STD testing and treatment
• Trans-sensitive medical care, including prescription hormone treatments for eligible patients
• Referrals to other specialists through Access Now
• Links to medication assistance.

All patients must complete an annual financial screening to determine eligibility. Patients cannot have any medical insurance and must be at 200% or below the Federal Poverty Level.
Medical Clinic: Additional Information

Mammograms & Breast Health: Pink Ticket Project
• Provided with the support of the Richmond affiliate of Susan G. Komen for the Cure
• Includes off-site education and outreach as well as on-site breast cancer screenings for patients AND non-patients
• Aims to ensure that an increasing number of medically-underserved women throughout greater Richmond have access to care

Transgender Medical Care
• Primary care and prescription hormone treatment for medically eligible patients
• Follows WPATH (World Professional Association for Transgender Health) “Standards of Care”
• Promotes respect and nonjudgement among all staff and volunteers
• Services include culturally sensitive primary care, HIV/STI screening, mental health service, support groups, legal name change assistance, workshops and trainings.
Medical Clinic: Additional Information

**Referrals to specialty care: Access Now**
- Health Brigade patients are eligible for referrals to specialty care from Access Now
- Access Now has been serving uninsured patients in the Richmond area since January 2008
- Over 900 specialists at 123 medical practices and hospitals

**Medication Assistance Program (MAP)**
- Health Brigade participates in RxRelief Virginia program, with support from the Virginia Health Care Foundation
- Qualifying patients with chronic illnesses can obtain free brand name prescription medicines
- Health Brigade currently assists more than 250 patients through the Medication Assistance Program (MAP)
- All patients of Health Brigade are pre-screened to determine eligibility for MAP services
Mental Health and Wellness

Health Brigade offers Specialty Mental Health services as well as Behavioral Health Coaching (embedded in the medical clinic).

The Mental Health services are currently offered to clients from 9:00am to 8:00pm, Monday through Thursday and from 9:00am to 5:00pm Friday. Hours may change depending on the volunteer providers and their schedules.

Services include:

• Specialty, individual mental health counseling/therapy (SMH)
• Psychoeducational and/or counseling groups
• Medication assessment, prescribing and monitoring
• Holistic therapies: meditation, acupuncture, & Healing Touch
• Behavioral health client coaching, consultation and brief counseling (BHC)
• Vocational counseling
• Resource and referrals to community agencies Collaboration with other community service providers.

All patients are currently referred by the medical clinic.
Mental Health and Wellness: Additional Information

Definitions for service tracks in MH&W:

Specialty (Traditional) Mental Health Counseling/Therapy (SMH):
- typically includes an Intake;
- treatment is focused on reduction of MH symptoms through cognitive/behavioral/emotion based interventions;
- length of counseling/therapy treatment is dependent on needs and goals of client/patient as well as the theoretical rational of therapeutic model
- SMH can also include medication assessment, prescribing, and follow up.

Behavioral Health Consultation and Coaching (BHC):
- typically includes brief interventions in both frequency (1-4 meetings) and duration (15-30 minutes);
- client consultations take place in medical setting;
- treatment emphasis is on interventions to address specific behavioral changes (e.g., barriers to patient adherence to medical treatment plan, insomnia, etc.).
- BHC is also used to assist a medical provider in determining if a referral to SMH is indicated.
Mental Health and Wellness: Additional Information

Overview of Volunteer Mental Health Providers

- Psychologists (PhDs)
- Psychiatrists (MDs)
- Licensed Clinical Social Workers (LCSW)
- Licensed Professional Counselors (LPC)
- Clinical Nurse Specialists (CNS)
- Residents in Counseling (working towards their License in Counseling)
- Residents in Social Work (working towards their License in social work)
- Doctoral level Psychology students providing SMH and BHC
- Social Work Student Interns (completing their M.S.)
- Rehabilitation Counseling Interns (completing their M.S.)

Current Groups

- New Voice New Visions – Men with HIV, open to public
- Life on Life’s Terms – Clients with HIV and Substance Use/Abuse (past or present), open to the public
- Richmond Genderqueer and Transgender Support Group; open to the public
- NAMI Family Support Group, open to the public
- Anger Management Group, open to current clients
- Employment Support Group, open to current clients
- Meditation, open to current clients
Health Outreach

Health Brigade’s Health Outreach Department reaches proactively into the community to provide testing and education to vulnerable populations

Services include:

• HIV/STD education, outreach and testing
  – Community events
  – Colleges
  – Neighborhoods
  – Bars
  – Condom distribution
• In-House HIV testing for patients and non-patients
• Prison education, outreach and testing
• Transgender services
  – Medical and counseling services and support for the transgender/gender non-conforming community

Beginning as an HIV information hotline in 1983, during the early days of the AIDS epidemic, the Health Outreach department now makes nearly 9,500 outreach contacts per year and conducts 2,400+ HIV tests annually.

HIV testing is free, confidential and results are available in 20 minutes!
Health Outreach
HIV Information Sheet

HIV is Human Immunodeficiency Virus, a virus that disables the human immune system.

AIDS is Acquired Immune Deficiency Syndrome. A syndrome is a collection of symptoms
- HIV is the virus that causes AIDS.
- Someone with HIV doesn’t necessarily have AIDS.

HIV is transmitted through four bodily fluids: blood, semen, vaginal fluid and breast milk

HIV is transmitted in the following ways:
- Blood to blood: IV drug use, tattoos and body piercings
- Mother to child: during birth or while breastfeeding
- Unprotected sex: vaginal, oral and anal sex

Definitions of HIV related words

T-cell/CD4 cell: White blood cells that fight infection. HIV attacks these cells. An infected person would want their t-cell count to be high.

Viral load: the quantity of active HIV in the blood. Doctors will look at this number to determine when to start or change HIV medications. An infected person would want this to be low.

Opportunistic infection: An infection that takes the opportunity that the immune system cannot defend against it. These are infections that would probably not occur in someone that was not HIV +.

Antibody: Acts as the army of the immune system. Health Brigade uses a rapid HIV test that looks for antibodies that build up in the body’s immune system. The test can detect antibodies through either an oral specimen or a blood specimen. It can take up to three months for the immune system to produce enough antibodies for the test to detect them. This means that individuals need to be tested three months from each time they may have been at risk for HIV.
Volunteer Code of Conduct

Health Brigade is able to continue serving our community through the generous support of our volunteers.

Attendance Policy

• Our patients and staff members depend on volunteers to attend all scheduled shifts on time and for the allotted time.
• If you are unable to attend for any reason, please notify Volunteer Coordinator or appropriate department contact as soon as possible via email or phone.
• Any volunteer who fails to report to work without notice is subject to separation from service.
• Volunteer hours must be logged appropriately.
  – This is VITAL for our function and funding.
  – Failure to do so regularly could result in separation from service.

Confidentiality

• All volunteers are required to sign and adhere to the Health Brigade Confidentiality Policy.
• Training in HIPAA guidelines will be provided.

Flu Vaccine and PPD

• All volunteers must have annual PPD. You may have it placed and read in the Medical Clinic if you wish. Proof of PPD should be provided to Volunteer Coordinator annually.
• All Medical Clinic volunteers must have annual flu vaccination. Proof should be provided to Volunteer Coordinator by first day of volunteering during flu season. You may be able to get a flu shot in the Medical Clinic if you are unable to get it elsewhere.
Volunteer Code of Conduct

Receiving Services and Volunteering
• A person is not eligible to volunteer in the same department in which they receive services
• For example: a patient of the Medical Clinic could not volunteer as a Medical Clinic Lay Volunteer

Diversity/Inclusion
• Health Brigade serves an extremely diverse population, and has a diverse staff and volunteer pool
• All patients/clients/staff and volunteer will be treated the same, with dignity and respect, regardless of religion, ethnic origin, age, gender identity or expression, sexual preference, physical/mental capacity, or economic/social status.

Harassment, including Sexual Harassment
• Health Brigade is committed to providing a work environment free of discrimination and unlawful harassment.
• There is a zero tolerance policy regarding actions, words, jokes or comments based on an individual’s sex, race, ethnicity, age or any other legally protected characteristic
• If a volunteer believes they were the victim of harassment, report it immediately.

Miscellaneous
• Please turn cell phone off (or at least to vibrate/silent)
• Abide by the dress code of individual departments
• Park in lot 2 lots over from our building, marked “Health Brigade Visitor Parking”
Volunteer Code of Conduct

Separation from Service

It is our goal is for all volunteer experiences to be positive and successful. However, at times there may be circumstances which lead to volunteers being asked to withdraw from service.

• Failure to adhere to attendance policy, confidentiality policy, or minimum standards of performance
• Engaging in activities not in accordance with Health Brigade’s mission and values
• When possible, verbal and written warnings will be given with an opportunity for performance improvement.

Situations that will lead to immediate separation include, but are not limited to:
– Violation of confidentiality
– Physical or verbal violence
– Drug or alcohol before or during a shift

• Volunteer service is at-will and may be terminated by either Health Brigade or the volunteer at any time with or without cause

Resignation of service

• When possible, we ask that you provide 2 weeks’ notice prior to resigning from service
• Exit interviews will be performed with all volunteers
• References will be provided on a case by case basis
Safety and Emergency Procedures

Safety Procedures

The safety of our patients, volunteers and employees is of the utmost importance

• All safety rules and standards must be adhered to at all times
• Volunteers must immediately report any unsafe conditions to a member of the staff
• Anyone who violates safety standards, causes hazardous or dangerous conditions, or fails to report/remedy such conditions may be subject to disciplinary action including termination volunteer status.
• Any injury to volunteer or patient related to interaction with a volunteer must be reported immediately
• Volunteers who become aware of any health-related issue must notify staff. If you are ill, and have a fever, please do not report for your shift, alert your supervisor
• Do not give personal information (phone number/email/etc.) to any patient or client.
• Volunteers are strongly discouraged from bringing valuables to service activities. Health Brigade cannot be responsible for any lost or stolen items.
• Volunteers must report to work fit to perform their duties. No volunteer may use, possess, transfer, distribute, manufacture, or sell or be under the influence of alcohol or any illegal drug while on Health Brigade’s property; nor while on duty
Emergency Procedures

In the event of an emergency:

• Remain calm
• Make sure all clients/patients are safe.
• Never leave a client/patient unattended. If you must take shelter, take any clients/patients in your area with you.

Fire or Fire Alarm

• Proceed calmly to nearest exit, as marked on signage in each room
• Once outside the building, gather next to the dumpster in the parking lot for head count.

Tornado

• Proceed to nearest enclosed hallway, stairwell or interior room to shelter in place

• Examples:
  – Basement: bathrooms
  – 1st floor: bathrooms, dispensary, lab
  – 2nd floor: bathrooms or interior office

• Stay sheltered in place until a staff member or emergency personnel give further instructions

Earthquake

• Stay inside
• Find protection in a doorway, under a sturdy desk or table
• Stay way from windows/glass dividers and brick walls
THE S.E.R.V.E. PRINCIPLES:

SINCERE

Don’t overthink it! Be yourself and your interactions will easily establish a genuine and authentic connection.

EMPATHETIC

Take note of facial expressions and word choice. When you notice and respond to these cues, clients can tell you care about what they are saying & feeling.

RESPECTFUL

In difficult interactions, use your head (think, observe, & listen); use your heart (empathize, apologize, and personalize); use your hands (act, exceed, and ensure).

VISIBLE

Health Brigade clients don’t bite! Initiate interactions by making eye contact, smiling, & introducing yourself by name!

ENGAGE EVERYONE, EVERY TIME

“People will forget what you said and what you did, but they will never forget how you made them feel.”

~ Maya Angelou
“Volunteers do not necessarily have the time; they have the heart.”

- Elizabeth Andrew

Thank you for having the heart, and for making the time!