



# MARYHAVEN®

Helping People Restore Their Lives®

## VOLUNTEER HANDBOOK



**“The best way to find yourself is to lose yourself in the service of others.” – Mahatma Gandhi**

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## **Welcome to the Maryhaven Team**

Dear Volunteer,

Welcome to the Maryhaven Volunteer Program! We are incredibly grateful that you have chosen to join our organization as we work to help restore lives, families, and legacies. Our volunteers fill an important and impactful role that is sincerely appreciated by our clients and staff. We hope you will take pride in being an important part of Maryhaven's success.

We want your time spent volunteering with Maryhaven to be a valuable experience for you and our clients. The most effective volunteers are informed volunteers. That is why we ask you to carefully read this Maryhaven Volunteer Handbook. We are always available to answer any questions you may have.

We extend our heartfelt thanks to you for you choosing to volunteer at Maryhaven and look forward to sharing the gratifying experience of restoring lives.

Sincerely,

Brooklynn Alexander  
Chief of Staff  
Director of Staff Operations

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## **I. MARYHAVEN MISSION, VISION AND GOALS**

### **History**

In 1953 at the request of Bishop Michael J. Ready of the Diocese of Columbus, the Sisters of the Good Shepherd created Mary's Haven, a home for women struggling with alcohol addiction. Today Maryhaven is central Ohio's largest, oldest, and most comprehensive behavioral healthcare provider specializing in treatment for individuals with behavioral health and addiction issues. Maryhaven provides inpatient withdrawal management, residential and outpatient treatment and prevention services in Franklin, Delaware, Morrow, and Union counties.

### **Mission Statement**

Maryhaven helps individuals and families lead healthy lives free from addiction and mental illness by providing education, treatment, and support.

### **Vision Statement**

To be a "haven" where everyone receives hope to heal.

### **Values Statement**

We proudly adhere to these core values:

**Service:** Our patients' needs, and well-being are our highest priority.

**Respect:** We honor the dignity of and show consideration to each person.

**Responsiveness:** We respond in a timely and accountable manner to all of our stakeholders.

**Diversity:** We respect and celebrate the culture of each person and endeavor to provide culturally competent care.

**Integrity:** We adhere to ethical principles and our words and deeds are congruent.

**Loyalty:** We are steadfast in our commitment to our mission, company, and community.

**Teamwork:** We believe in the power of people working together in a common enterprise.

**Quality:** We will meet or exceed industry standards and offer nothing less than our best effort.

## WHAT WE DO AND WHO WE SERVE

### Common Terms and Roles at Maryhaven

- **AOD** is an abbreviation for alcohol and other drugs
- **Substance use disorders (SUD)** occur when the recurrent use of AOD causes clinically significant impairment, including health problems, disability, and failure to meet major responsibilities.
  - SUD is a clinical term used in treatment settings and less commonly used by people receiving services
- **Addiction** is a treatable, chronic medical disease involving complex interactions among brain circuits, genetics, the environment, and an individual's life experiences.
  - Our brains' reward pathways serve a biological function like our eyes help us see. Addiction is a disruption in the functioning of these pathways, like a disruption in the functioning of our eyes could result in blindness.
  - "A person with an addiction" or "experiencing addiction" is a preferable term over "an addict". This language emphasizes the treatability of illness and the accessibility of recovery.
- **Recovery** is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to meet their full potential.
  - This is like a person with diabetes whose condition is under control or a person with a history of cancer whose illness is in remission.
- **Trauma informed care** shifts the focus from "What's wrong with you?" to "What happened to you?" Trauma-informed care seeks to:
  - Realize the widespread impact of trauma and understand paths for recovery.
  - Recognize the signs and symptoms of trauma in patients, families, and workers.
  - Integrate knowledge about trauma into policies, procedures, and practices; and
  - Actively avoid re-traumatization.
- **Continuum of Care** describes the process of treating addiction and behavioral health issues in the most complete and effective way. It begins with an initial evaluation that incorporates effective standards of treatment to determine the best level of care for the individual client. Treatment

- typically begins at an inpatient level of care and continues with outpatient treatment at decreasing levels of intensity.
- **Withdrawal Management (WM)** is the most intensive level of residential treatment offered by Maryhaven and refers to the medical and psychological care of patients who are experiencing withdrawal symptoms because of ceasing or reducing use of a substance.
    - We used to refer to it as “detox”, but withdrawal management is a more accurate term for the services provided and is a clinical level of care
  - **Residential Care** is provided at a range of levels at Maryhaven for clients who do not need withdrawal management:
    - The most intense service includes 24/7 medical/nursing monitoring in a residential setting with a planned treatment program to restore functioning for persons with SUD.
    - Less intense ranges occur in a residential setting without 24/7 medical/nursing monitoring, with professionally directed evaluation, care, and treatment to restore functioning for persons with SUD.
  - **Partial Hospitalization Program (PHP)** is a structured daily outpatient program for persons with substance use disorders or co-occurring mental and substance use disorders who need rigorous daily programming and monitoring but not round the clock supervision. PHP provides a middle ground between Residential Treatment and Intensive Outpatient Treatment. This program provides intensive therapy in group and individual settings. It features intensive care you would find at inpatient programs with the flexibility and freedom of outpatient care.
  - **Intensive Outpatient Treatment (IOP)** is an alternative to inpatient and residential programs for people with substance use disorders or co-occurring mental and substance use disorders who do not require withdrawal management or round the clock supervision. People enrolled in Maryhaven IOP programs attend a set number of group meetings every week and receive individual counseling.
    - Initiating recovery at this level of care is ideally followed by continuing services at a lower level of care.
  - **Office Based Opioid Treatment (OBOT)** is outpatient treatment provided in physician’s office and similar settings. Clinicians provide care to people with opioid use disorder. This typically includes a prescription for buprenorphine (suboxone), naltrexone, or methadone along with other medical and psychosocial services to support recovery.
  - **Opioid Treatment Program (OTP)** uses addiction medication to treat clients with opioid use disorder. Maryhaven’s OTP dispenses methadone,

- buprenorphine (suboxone) and vivitrol. Eligible clients can come to the Alum Creek location to receive medication daily.
- ***Peer Support Services*** are services designed and delivered by individuals who have experienced a mental health or substance use disorder and are in recovery. Maryhaven's peer supporters are certified by the Ohio Department of Mental Health and Addiction Services and work to develop informal, non-counseling relationships with clients and develop recovery plans that support clients' overall health and wellness.
  - ***Patient Care Assistants (PCA)*** are direct service staff who provide support to clients and counseling staff. PCA's monitor client's behavior, implement program and recreational activities, and assist counseling staff in meeting client needs.
  - ***Counselors*** are specially credentialed/licensed professionals who, depending upon their license status, can conduct assessments; provide individual and group counseling and case management; and can diagnose clients.
  - ***Nurse Practitioners (NP)*** are licensed through the Nursing Board and work in collaboration with a medical doctor experienced in psychiatry or addiction medicine. NP's can diagnose, monitor, and prescribe medications to address symptoms of withdrawal and to support sustained recovery.

**See Appendix** for Maryhaven's Continuum of Care.

## **Who We Serve and Who We Work With**

PEOPLE with unique beliefs, experiences, and subcultures with

- Substance use disorders
- Varying degrees of mental illness
- Different stages of life span development
- Different races, ethnicities, nationalities, and cultures
- Varying cognitive ability and development
- Variety of physical abilities and limitations
- A primary language that is not English
- Unique trauma histories
- In the recovery community

## **We Might Observe**

- Neurodevelopmental disorders
- Psychosis symptoms
- Bipolar and depressive disorders
- Anxiety disorders
- Impulse control disorders
- Dissociation
- Trauma related behavior
- Secretive/protective behaviors
- Shame responses
- Behaviors related to chronic poverty and scarcity of resources

### **We Can Respond With**

- First person language (avoid 'addict', use 'person with an addiction')
- Hopeful messages
- Flexible and welcoming attitudes ('you've done a lot to get here, and we are glad you made it')

### **III. CULTURAL COMPETENCE**

**Cultural Competence** is the ability to understand, appreciate and interact with people from **cultures** or belief systems different from one's own. Cultural competence requires us to consider and reflect on how a person's worldview might be shaped by their identity and how our systems are likely to have interacted with them. We respect and celebrate the culture of each person and endeavor to provide culturally competent care.

#### **Examples of culture**

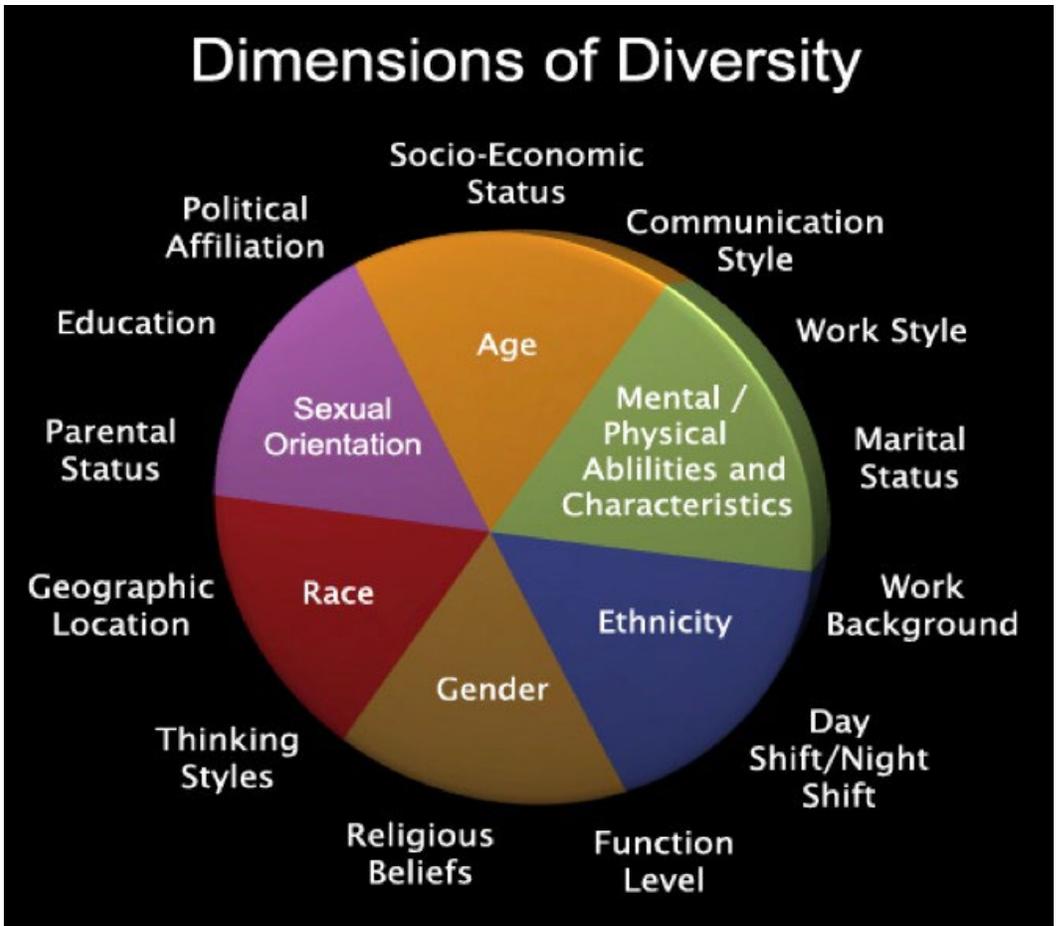
Gender      Race      Ethnicity      Age      Country of Origin  
 Region of Origin      Language(s) Spoken      Socio-Economic Background  
 Educational Background      Physical/Cognitive Ability/Disability  
 Sexuality      Religion      Recovery Status      Intersectionality<sup>1</sup>

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<sup>1</sup> This refers to how two or more cultural identity factors might influence one another. For example, when gender intersects with race and sexuality, we can see that a white man who identifies as gay might have a different cultural experience than a Black man identifying as transgender and heterosexual.

**Client centered culturally competent care means that we:**

- Solicit and respect client's values, preferences and needs
- Empower clients through information and education
- Incorporate the views of family systems, cultural practices, and respect aspects of food
- Ensure emotional and spiritual support
- Encourage involvement of family and friends



**IV. WORKER AND CLIENT SAFETY**

**Classification of Emergencies**

CLASSIFICATION	CODE
Fire	Red

<b>Severe Weather/Tornado</b>	<b>Gray (Watch, Warning)</b>
<b>Hazardous Spill/Gas Leak</b>	<b>Orange</b>
<b>Bomb</b>	<b>Black</b>
<b>Active Assailant/Hostage</b>	<b>Silver</b>
<b>Violence (Client)</b>	<b>White</b>
<b>Medical Emergencies</b>	<b>Nurse Stat or Blue</b>
<b>Missing Client</b>	<b>Brown</b>
<b>Child Abduction</b>	<b>Adam</b>
<b>Disaster</b>	<b>Yellow</b>
<b>Visitor/Employee Injury</b>	<b>Assist</b>
<b>Utility Outages</b>	<b>Utility Alert</b>

**Medical emergency: Medical Staff Available**

Any staff member or volunteer who encounters a client or other staff member who appears to be experiencing a medical emergency:

1. Summon any staff member within range of sight or earshot to "Call a Nurse STAT."
2. Any person hearing this command shall notify the front desk or Security (if available) immediately.
3. Front desk personnel or Security shall announce "Nurse STAT and the location" over the PA system.
4. All Medical Provider and Nursing staff in the building are expected to respond.
5. The first provider on the scene will direct all other staff responding to the emergency. If a provider is not present, the first nurse on the scene will direct the response.

6. Wear appropriate PPE (mask and gloves minimum) and avoid contact with any blood or body fluids.
7. Do not attempt First Aid/AED/CPR unless trained and qualified.

### **Medical emergency: Medical Staff Not Available**

1. Summon any staff member within range of sight or earshot to "Call 911."
2. Any staff member who hears this command shall call 9-1-1 immediately and notify Security, if in the building.
3. A staff member will wait at the front door to facilitate EMS entry into building and direct to location.
4. Staff member(s) shall provide any basic first aid or CPR/AED as indicated, provided the staff member is trained and qualified to do so.
5. Wear appropriate PPE (mask and gloves minimum) and avoid contact with any blood or body fluids.
6. Do not attempt First Aid/AED/CPR unless trained and qualified.

## **Emergency Response Categories**



**Building  
Closure**



**Evacuation**



**Lockdown**



**Shelter in  
Place**

### **Building Closure**

- Tornado
- Fire
- Flood
- Gas Leak
- Bomb

This will be reported in media outlets. Clients, staff, and volunteers will be notified. CEO will determine if staff should report to assist with the emergency and staff will be notified if needed.

### **Evacuation**

- Active Assailant **CODE SILVER** (follow lock down or evacuation procedure if able)
  - RUN: If able to safely evacuate, evacuate to a relocation facility or the safest facility that is within walking distance.
  - HIDE: If not able to safely evacuate, go into a room, close and lock the door, cover windows, and barricade doors with furniture if possible.
  - FIGHT: If an assailant enters the room, fight back with any objects in the room, yell, run, etc.
  - If in a hostage situation, do not approach the assailant.
  - If observed, be aware of the assailant's actions (i.e. where he/she is located in building, whether he/she is carrying a weapon or package, etc.).
- Bomb Threat **CODE BLACK**
  - Complete the Bomb Threat Checklist.  
**See Appendix** for the Checklist.
  - Notify a member of the Command Team, executive staff, and/or highest-level supervisor.
  - The Command Team or executive staff will determine credibility of the threat to determine if evacuation is necessary.
  - Do a quick visual inspection for suspicious objects in your own area.
  - Do not touch or move suspicious objects.
  - Do not use radios or cell phones as they can trigger an explosive device.
  - Do not use the phone from which the threat was received.
- Fire **CODE RED**
  - Staff and clients exit through the closest exit door using the safest route.
  - Clients and staff assemble at the front or back of the building.
  - The response team will ensure that all clients and staff in every room are evacuated.
  - Know your limitations and do not endanger yourself or others.
  - Note fire extinguisher and alarm pull box locations in your program.
- Flood
- Gas Leak
- Hazardous Materials

Close all windows and turn off electrical equipment. Follow normal fire drill route or alternate routes if normal route is too dangerous. Everyone must be evacuated to a safe distance outside (50 feet fire; 300 feet bomb threat)

## Lockdown

- Active Assailant
- Severe Weather

Do not leave the building. Move all persons away from windows and doors. For active assailant emergencies, lock and barricade all doors and cover windows.

## Shelter in Place

- Extended Severe Weather
- Tornado

All persons will be directed to the basement or the largest and safest area accessible to the location. They will remain there until the safety captain gives the all-clear.

Maryhaven Location	Shelter- in-Place Location
Alum Creek – Main	Gym (Designated Accessibility Location)
Alum Creek – Engagement Center	Internal Hallway/Storage
Women’s Center	Basement of Most Interior Room
Chantry – Chantry Housing	Most Interior Room
MASC – High Street	Basement Stairwells
Marysville	Mechanical Room
Mt. Gilead	Group Room (Behind Front Desk)
Delaware	Basement Stairwells (Front)

## Infectious Disease Procedures

Maryhaven follows CDC and OSHA requirements related to infectious diseases.

**See Appendix** for instructions on how to properly wear personal protective equipment.

## V. CONFIDENTIALITY

Confidentiality is a cornerstone of any treatment relationship. For people receiving SUD treatment, strict confidentiality protections mean that you can share information about past and current drug use without worrying that it will be used against you by the police or a landlord, employer, judge, or social worker. For people considering whether to enter treatment, studies consistently show that confidentiality and privacy are major considerations.

Until we have eliminated the stigma and criminalization of substance use disorders, patients need the right to access treatment without fear that their records might be used to take away their children, housing, employment, insurance, public benefits, or freedom.

Maryhaven is a federally assisted SUD treatment program that is required to follow two specific federal privacy laws.

- Health Insurance Portability and Accountability Act (**HIPAA**)
- Confidentiality of Substance Use Disorder Treatment Records (42 C.F.R. **Part 2**)

Read together, these laws **prohibit anyone from disclosing anything** about any Maryhaven client without the client's written permission.

This means that you cannot disclose anything that might reveal the identity of any client to any other person, including your partner, spouse, child, friend, or neighbor. You cannot take pictures or exchange phone numbers, addresses or email addresses with any client. You cannot make copies of any client documents or records.

Any violation of Part 2 is a crime for which you may be prosecuted.

You may report your concerns in the following ways:

- To Brooklynn Alexander, Chief of Staff, by email [balexander@maryhaven.com](mailto:balexander@maryhaven.com) or phone call (614-445-8131 ext. 1270)

## VIII.

### **VOLUNTEERING WITH MARYHAVEN**

#### **IX. Volunteer Expectations**

There are two sets of expectations, 1) what you can expect from the volunteer experience at Maryhaven and 2) what Maryhaven expects from the volunteer.

##### *What You Can Expect by Being a Volunteer at Maryhaven:*

- Respectfulness of your commitment, time, and confidentiality.
- Ongoing support from our team.
- An inclusive and welcoming culture.
- To be recognized and appreciated for your work.
- The right to say no to projects and tasks that make you uncomfortable.

##### *What Maryhaven Expects from Volunteers:*

- Honor your commitment.
- Cooperate with staff and other volunteers.
- Be prompt and reliable.
- Notify us of any changes to your volunteer schedule.
- Keep all information about our clients confidential.
- Maintain a respectful relationship with clients.
- Abide by the Volunteer Code of Conduct.
- Become familiar with the content of the Volunteer Handbook.
- Follow all Volunteer Policies and Procedures.

## **The Volunteer Code of Conduct**

Adherence to the Volunteer Code of Conduct is essential to your participation as a Maryhaven Volunteer. Please read through this code carefully. Deviation of this code could result in termination as a Maryhaven Volunteer.

- 1) Respect and accept each client for who they are
- 2) Respect each client's right to privacy
- 3) Refrain from asking clients personal questions or giving advice
- 4) Be objective, empathetic, compassionate, and caring
- 5) Do not promote personal business interests or religious views
- 6) Consult staff rather than try to solve a client problem on your own
- 7) Avoid being left alone with a client
- 8) Only hold infants or children when parents are present and give permission (Women's Center volunteers)
- 9) Safely secure personal belongings (Maryhaven is not responsible for lost or stolen property.)
- 10) Do not volunteer during periods of illnesses
- 11) Do not bring an unapproved individual to your volunteer session
- 12) Never bring mood altering substances to Maryhaven or volunteer if under the influence of them

## **Volunteer Policies**

### Absences and Lateness

If you have committed to a volunteer activity, staff and clients will be counting on you to be present. Please be sure to arrive at least 10 minutes before your designated volunteer activity. Of course, illness and other unforeseen emergencies do arise that might cause you to be late or need to cancel. In this case, please contact the Event Contact (listed on the Volunteer hub portal) as soon as possible. If you are unable to reach the event contact, contact the department area where you were to have volunteered and leave a message.

### Sign In and Identification

All volunteers are required to sign in upon arrival at a Maryhaven site. It is important that you also make sure to sign out. A sign in sheet is available at all volunteer sites. We also prefer that our volunteers wear a nametag or volunteer lanyard with their name and volunteer status written on it.



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## How to become a Volunteer

All Maryhaven Volunteers must register on the Volunteer Hub portal (linked on the Maryhaven website). Once, you have registered, a background check may be required, depending on the Volunteer opportunity. Once you have successfully registered you can browse through the portal to see upcoming events and sign-up for as many as your schedule will allow. If you do not see any opportunities that work for your schedule you may contact us, and we can help find a placement that accommodates your time. We look forward to partnering with you as we work to help restore lives, families, and legacies! **Together we can BE the difference.**

For any additional inquires please contact:

Brooklynn Alexander

[balexander@maryhaven.com](mailto:balexander@maryhaven.com)

614-445-8131 ext. 1270

## Volunteer Opportunities

All volunteer opportunities are posted on the Volunteer Hub portal, which can be accessed utilizing the Maryhaven website ([www.maryhaven.com](http://www.maryhaven.com)).

Volunteers may sign-up for any events or assignments unless special restrictions apply.