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Matthew 25 Health & Dental Clinic

# Volunteer Handbook

MATTHEW 25 HEALTH & DENTAL CLINIC

# **Volunteer Handbook**

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[Matthew25online.org](http://Matthew25online.org)

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## Contact Information

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CEO

Development Director/Volunteer Director

Medical Director

Dental Director

Administrative Assistant

Matthew 25 Health and Dental Clinic

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Fort Wayne, IN 46802

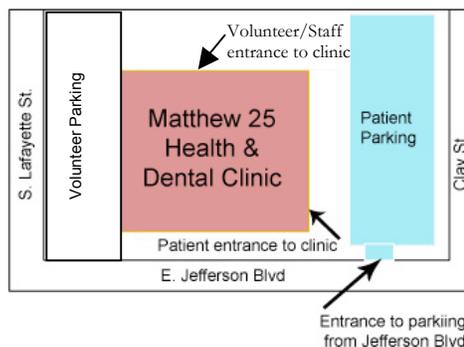
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[www.matthew25online.org](http://www.matthew25online.org)

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Matthew 25 Medical Clinic hours-normal schedule:

*(Medication Room is closed in the evenings)*

	<i>Mon</i>	<i>Tues</i>	<i>Wed</i>	<i>Thur</i>	<i>Fr</i>
<i>8:30 am to Noon</i>	<i>Appt Only</i>	<i>Appt Only</i>	<i>Appt Only</i>	<i>Appt Only</i>	<i>Appt Only</i>
<i>12:30 to 4:00 pm</i>	<i>Appt Only</i>	<i>Appt Only</i>	<i>Appt Only</i>	<i>Closed</i>	<i>Appt Only</i>
<i>5:30 to 8:00 pm</i>	<i>Closed</i>	<i>Appt. only*</i>	<i>Appt. only*</i>	<i>Appt. only*</i>	<i>Closed</i>

\*These hours are subject to change. No evening clinic on the 5<sup>th</sup> Tues., Wed., Thurs. of the month.

Matthew 25 Dental Clinic hours-normal schedule:

	<i>Mon</i>	<i>Tues</i>	<i>Wed</i>	<i>Thur</i>	<i>Fri</i>
<i>8:30 am to Noon</i>	<i>Walk In &amp; Appt.</i>	<i>Closed</i>	<i>Walk In &amp; Appt.</i>	<i>Walk In &amp; Appt.</i>	<i>Appt. only</i>
<i>12:30 to 4:00 pm</i>	<i>Appt. only</i>	<i>Appt. only</i>	<i>Appt. only</i>	<i>Closed</i>	<i>Appt. only</i>
<i>5:30 to 8:00 pm</i>	<i>Closed</i>	<i>Appt. only</i>	<i>Closed</i>	<i>Closed</i>	<i>Closed</i>

\*Closed when it is the fifth Tues. evening of the month. Dental will accept approximately the first 8 patients during first hour of day, subject to availability of our volunteers.

*“...I was sick and you looked after me...I tell you the truth, whatever you did for one of the least of these brothers of mine, you did for me”*

*Matthew 25:36 & 40*

## **Introduction**

Welcome to Matthew 25!

Thank you so much for your interest in becoming a part of Matthew 25. We are all so excited that you want to join us and help us with those in need of health and dental care. This handbook was created to help you understand how the clinic operates. Please read through it and familiarize yourself with the rules and regulations here at the clinic.

Matthew 25 provides free health and dental care to residents of Allen County who are uninsured. We provide a variety of specialty clinics along with the general medical and dental care. Some of the clinics include diabetes, blood pressure, ophthalmology, physical therapy, pain management, cardiology and pulmonary. We provide free basic lab test such as urinalysis, blood sugar, hemoglobin, strep throat, and pregnancy. The dental area provides dental care instructions and education, cleanings, fillings, extractions, exams, x-rays, and partial and full dentures.

Matthew 25 would not be able to supply all of this health care and more without our many volunteers. Our volunteers help in many ways from dentists and physicians to receptionists. We would not be here without you! Thank you for wanting to give back to your community and help Matthew 25 spread the word of the gospel to provide free health and dental care to the residents of Allen County.

Volunteer Director  
Matthew 25 Health and Dental Clinic

## **MISSION, VISION AND VALUES**

### **Mission, Vision and Values**

#### **Matthew 25 Mission Statement**

Matthew 25 Health and Dental Clinic is inspired by the Gospel to provide free primary healthcare services to the uninsured and underinsured, low income residents of Allen County.

#### **Matthew 25 Vision Statement**

Matthew 25 Health and Dental Clinic in partnership with the community will assist people in need to secure comprehensive healthcare and wellness education.

#### **Matthew 25 Values**

- Faith-based approach to the operations of the clinic
- Compassion for those with medical and dental needs
- Professionalism in providing quality healthcare
- Individual responsibility for one's own health
- Respect for all regardless of differences
- Stewardship of all our resources.

## BRIEF HISTORY

### **Brief History**

The Matthew 25 Health Clinic opened on May 1, 1976 as an outgrowth of a prayer group that was concerned about the violence in the inner city – violence in the form of hunger and sickness. The original purpose of the clinic was to provide health screening and health education to the poor. The opening took place at a house on Clay Street. The clinic then moved to the Jefferson Boulevard location.

The Dental Clinic opened in 1979 providing complete dental care for low-income individuals through the cooperation of volunteer dentists, assistants, and hygienist.

Staffed by lay and professional volunteers, the clinic soon became an acute care facility. On average 400 individuals volunteer at Matthew 25 Health and Dental Clinic during a given year. This includes physicians, dentists, nurse practitioners, nurses, dental assistants, dental hygienists, medication room workers, clerical and many other support volunteers. Referrals to alternate health care providers are made for patients who need either specialized care or require ongoing care for a chronic health condition.

There is an excellent consultation and tertiary care support from the medical and dental community. We provide general medical and dental care, as well as specialty clinics in diabetes, blood pressure, ophthalmology, physical therapy, ear-nose-throat, urology, women's clinics for pap smears, podiatry, dermatology, pain management, cardiology and pulmonary. Lab tests that can be done here include urinalysis, blood sugar, hemoglobin, strep throat, and pregnancy. Dental services include exams, x-rays, dental home care instructions, cleanings, fillings, extractions, and full or partial dentures.

## Oversight of Volunteers

We are a clinic run mostly by volunteers. We are so grateful for each and every one of you. After all, we would not be here without you. We see on average 100 patients a day and would not be able to see that many without volunteers like you helping our staff out. We want our volunteers to get as much satisfaction and fulfillment from volunteering as they can. We try to meet and reach each and every one of your needs. There are so many areas that need help and we ask you explore the different areas when they are in need of help. Please feel open to discuss issues and concerns with the supervisors or with the volunteer director.

### The process to become a volunteer

1. **Applying** – You must fill out an application before becoming a short-term or long-term volunteer. Those who need to fulfill required hours such as students, community service or the like please contact the volunteer director before filling out the application. The application can be found on our website- [www.matthew25online.org](http://www.matthew25online.org).
2. **Orientation** – After you have filled out the application, you must contact the volunteer director to sign up for an orientation. All volunteers need to go through a general new volunteer orientation. It is very important that a volunteer attends an orientation to help them better understand the clinic and what they should expect from the clinic.
3. **Training** – After orientation, you will be contacted by the volunteer director about possible training dates/times in the department/area you are interested in volunteering. Here you will receive a more specific, hands-on orientation of what you will be doing in the department from your supervisor. You will also discuss a schedule and times you could sign up to come in. Depending on the department and each volunteer the training period length will vary.
4. **Volunteering** - After you have completed the above steps you will/should be comfortable to put your skills and trainings to work. Your supervisor as well as other staff and volunteers in your department are always there to assist you in any way needed.

## OVERSIGHT OF VOLUNTEERS

### Students

We are a clinic run mostly by volunteers and some of them are students. Please be patient with us as we try to organize every student and accommodate to each of your needs. Please read through this manual and try to understand where the clinic is coming from and if we are truly the site for you.

We do take students based on the levels of education they are currently at and their requirements for their externships, internships and required hours. Each student is accepted individually and at the discretion of the clinic and the supervisor/director for the desired area.

Medical and Dental students are very different and treated as separate policies. However every student must abide by all volunteer policies as well as everything listed in this handbook.

Students are responsible for contacting the Volunteer Director first to see if they qualify to do an internship with Matthew 25. If they qualify they are responsible for letting the volunteer director know what contracts, if any, need to be signed as well as the required hours and requirements of the school. The student is also responsible for signing in and out of the volunteer lounge to keep hours up to date.

### Shadows

We do take shadows based on the specific department and upon approval of the medical and dental directors. Volunteer physicians and dentists can bring their own shadows when they volunteer at the clinic but they are fully responsible for those students. If a student would like to shadow a volunteer physician or dentist they must contact the volunteer director. The volunteer dentist or physician must approve the shadow as well as the medical or dental director.

**All students must contact the volunteer director first and if accepted, will be asked to fill out an application and attend an orientation. You will not be considered a student/volunteer and your hours will not be recorded if you do not.**

### Volunteer Commitment

Shifts

We recommend that a volunteer commits to is 3-4 hours once a week or once every other week.

8:30 a.m. – 12:00 p.m. (Morning Clinic)

12:30 p.m. – 4:00 p.m. (Afternoon Clinic)

5:30p.m. – 8:00 p. m. (Evening Clinic)

## OVERSIGHT OF VOLUNTEERS

At the clinic we try to adjust to our volunteers schedule as long as they can adjust a little to ours. These shifts may vary depending on where and what jobs in the clinic you are doing.

*We are not open on weekends*

### **Job Shadow**

If you would like to just job shadow a physician, dentist or nurse instead of committing to volunteering, please let the volunteer director know ahead of time. We can try to work something out if it fits the clinics schedule.

### **Longevity**

There are two types of volunteers here at the clinic:

- Temporary/student (or short term)
- Permanent (long term)

A temporary volunteer is someone who is volunteering at the clinic for only a certain amount of hours and/or getting paid through an outside source, such as Catholic Charities, school, VA to name a few. A temporary volunteer is usually a student, someone between jobs or someone who is not sure if they would like Matthew 25 to be their permanent place to give back to the community. A permanent volunteer is someone who is planning to volunteer here for more than a year. They want Matthew 25 to be the place they feel a part of and a place where they would like to give back to the community.

### **Types of Volunteers**

We have volunteers who come from a professional background that is related to the services at the clinic. These professional volunteers are physicians, dentists, nurses, pharmacists, dental assistants, dental hygienists etc. We have other volunteers that do not have a medical/dental background but other professional backgrounds. These are the many volunteers who are here to volunteer their time and service in a different way such as office work, patient assistance program, clerical, cleaning, patient greeting, patient education etc. Every volunteer is important to Matthew 25. We ask that all volunteers be treated with respect no matter their job here at the clinic. We are all working together to make this clinic a success.

## **Matthew 25 Policy**

Matthew 25 Health and Dental Clinic agree to the following understanding with volunteers:

- Volunteers are essential to the purpose and operations of the clinic
- The service of any volunteer is accepted at the discretion of the organization
- Volunteers will receive adequate preparation for their responsibilities at the clinic
- Volunteers will work in an environment where they feel valued and appreciated
- Volunteers will receive respectful treatment
- Volunteers have the right to refuse to participate in volunteer activities by merely indicating to the supervisor that they are not comfortable with the assigned duty

## **Other**

We cannot accept volunteers who are under 18 years of age. We also cannot accept any volunteers who are using the services of Matthew 25 (clients) unless otherwise stated by the CEO. The service of any volunteer is accepted at the discretion of the organization.

## **Computers**

Matthew 25 has approximately 70 computers which are networked and have access to the internet. Their expected use is for business relating to Matthew 25.

Computers are turned on in the morning and shut down in the evening.

Staff and long-time volunteers have their own log-in; most volunteers have general login and password supplied by supervisor in the area in which you serve.

## **Matthew 25 Computer Uses & Guidelines**

Matthew 25 Health and Dental Clinic (M25 or Clinic) encourages the use of electronic media, especially computers, to fulfill its mission. Towards that goal the following are uses and guidelines:

1. The primary use of computers is to assist in the functions of the clinic.

Clinic programs such as WebChart, Dentrix, Patient Assist2008, Parkview Citrix, Epocrates and others are used constantly.

Patient/Personnel Education programs such as PowerPoint, intranet and DVD presentation will be used.

Administration programs such as email, web resources (web site, internet and intranet), financial and development software are used.

2. Because electronic resources are limited, other uses of computers are discouraged. This is especially true of programs that “stream” video and/or audio. YouTube, internet radio (any kind), other video that plays directly from the internet all are especially detrimental to the functioning of the clinic (dramatically slowing other programs down) are not to be used.
3. Permission to install programs on any M25 computer is to be given by the IT department. Unauthorized programs, when found, will be removed.

If you have any questions on computer and their functions, please contact the volunteer director.

## **OTHER MATTERS OF CONCERN**

### **Personal Appearance**

We ask that you appear dressed in a professional manner. You may wear scrubs or comfortable clothes as long as they are not baggy, torn or have obscene writing, gestures or pictures. We ask that body jewelry or tattoos be covered up. You should be clean, well groomed and wear appropriate clothes.

### **Smoking Policy**

As of June 1, 2007 we are a smoke free facility. There is no smoking on the Matthew 25 Clinic campus.

### **TB testing**

There is a requirement for certain volunteers in certain positions get tested for TB. Those volunteers who have one on one contact with our patients it is recommended you get tested. Those who have a secondary contact with our patients or contact with the volunteers who have contact with the patient we strongly encourage you to have a TB test. Please see the staff nurse if you have any questions about your TB test.

### **Parking**

You may park in any parking lot. We do ask that you leave the row of parking by the staff and volunteer entrance (row of parking facing Washington Blvd.) for those volunteers who have trouble walking. We strongly recommend parking in the gravel lot facing Lafayette Street. We do understand this lot fills up fast. There is also parking available in the St. Mary's Church parking lot.

### **Badges**

Name badges will be given to you on your first day volunteering at the clinic. Your volunteer pin number will be put on the back of the name tag. Please take it with you when you leave. It is important to always wear your name tag so people know who you are and can get to know you.

### **Signing In/Out of the Volunteer Computer**

It is very important that you sign in/out of the volunteer computer. We need to keep track of all our volunteer hours for our records. These are the records we are able to use for each grant we write. Since we receive no government funding it is very important that every volunteer that comes in is recorded so we provide our grantors with the most accurate number of volunteer services. It is also important for you personally in case you would need a copy of you hours for work, school, or personal records.

## OTHER MATTERS OF CONCERN

### **Fire Safety (“CODE RED”)**

In the event of fire, staff, volunteers or patients will immediately pull the fire alarm. This will then notify the Fort Wayne Fire Department, rescue personnel and sound the fire alarm (audio and visual)

If possible page overhead page location of Code Red. PAGER should speak loud, clear and give location of “Code Red” three (3) times. *Example: “Code Red front waiting lobby, Code Red front waiting lobby, Code Red front waiting lobby”*

### **Tornado or Other Severe Weather**

If there is a tornado or other severe weather it is important you are located on the main floor hallways. You may meet other volunteers and staff in the hallway between the volunteer lounge/medication room and dental or between the medication room and nurses station. The volunteer lounge is also a safe place to locate to. If you volunteer upstairs it is important that you use the stairs **not the elevator/lift** to relocate to a safer place downstairs. You cannot stay upstairs during a tornado or severe weather. If you have not left home to volunteer and severe weather is coming, please stay put in your home. We will understand if you cannot make it to the clinic to volunteer for that day.

## **Application Process**

It is very important for us to have your contact information so you can receive updates on Matthew 25, such as the volunteer newsletter. The application process is also very important for Matthew 25 and for the volunteer. We want to match your skills the best we can within the clinic. The confidentiality form must be signed and the emergency contact information must be filled out. It is also important that we know of any health conditions that you might have that may interfere with your volunteering or in case something would happen we would know you have a certain health condition. (You may fill out an application online [www.matthew25online.org](http://www.matthew25online.org) or you may fill one out at the orientation)

## **Orientation**

An orientation will take about 45 minutes depending on the amount of volunteers who signed up for the orientation. In the orientation we will talk about the history of the clinic, our mission, vision and purpose. We will talk about clinic basics, phones and computers and about expectations of the volunteer and what the volunteer should expect of Matthew 25. We will also talk about the different opportunities the patients and the volunteers have here, and take a tour of the clinic. The volunteer director will discuss your schedule and area you would most like to volunteer in. It is required that every volunteer comes to an orientation.

## **Training**

Every volunteer must complete training before they start their volunteering schedule. Training will take place in the department you are interested in. You will receive a more department specific training beyond what was said during the orientation. You will also discuss with your supervisors a schedule of when you can volunteer and sign up for certain times/dates.

If needed, additional training will be provided on many different computer programs and phones.

## **Volunteer Lounge**

This lounge is for you, our volunteers. Here you will sign in/out on the computer. Coats can be hung up on the coat rack in there. There will also be information on the bulletin board about the clinic, our volunteers and other community events. If you would like to post something on the board please contact the Volunteer Director.

## **Supervisors**

You will be assigned a staff supervisor. Normally the supervisors are the head of the departments. If you have a concern or question you can ask your supervisor. Volunteers are asked to do as their supervisor says and if the supervisor is not there then the person who is put in their place is the one who you can go to. If you have any questions or conflicts you can bring it up with your supervisor first and then if the problems still consists you can speak with the volunteer director.

## **GETTING STARTED**

**Dental Director (Dr. Roger Valliere)** – This position coordinates all of the dentists and specialists.

**Dental Clinic Coordinator (Crystal Striker)** – This person coordinates all of the dental assistants, hygienist, dental students and dental clerical work.

**Medical Director (Dr. Bradley Isbister)** –Coordinates all of the physicians, specialists, physician's assistants and nurse practitioners

**Medical Clinic Coordinator (Carla Frymier)** – This position coordinates all of the nurses, medical assistants, CNA's and medical clerical work.

**Front Desk Coordinator (Ian White)** –Coordinates everyone at the front desk. Medical check-in, medication check-in, dental check-in, phone operator and work room

**Medication Room (Elizabeth Camarillo)** – This position coordinates everything that goes on with our medication room.

**Patient Assistance Coordinator (Mickie Tanesky)** – This position coordinates everything that goes on with the Patient Assistance program. This person coordinates all of the volunteers who work in the PAP room and those who work with a certain pharmaceutical company.

### **Contacting the Clinic**

Please note that our phone systems are very busy. It is sometimes very hard to get through to an actual person. If you are not able to get a hold of your supervisor to call, cancel, and sign up or any other important information, please feel free to contact the volunteer director either by email or phone. She will relay your message and or advise your supervisor to contact you.

## **Making a Donation to the Clinic**

### **Money**

You can make a donation to our clinic by credit card, check, cash or money order. The donation can be any amount you feel fits your eligibility to give. You can give your donation to our Development Director or the CEO.

### **Physical donations**

Please ask our development director or staff supervisors of what physical donations we are able to accept before you bring them in. We can only take what we use and if we cannot use it our development director or staff supervisor can direct you to who can benefit from your item(s).

### **Medications**

Please see our medication room coordinator if you wish to donate medications. They will be able to tell you what medications we use and can accept.

### **Funding**

Matthew 25 is totally, privately funded. Our revenues come from the following:

**Foundations** – 47.65%

**Fundraising** – 19.28%

We sponsor two main fund-raisers each year, “The Dr. Phillip O’Shaughnessy Walk/Run for Health.” The race includes a 10k and 5k run and a 5k fun walk.

The other fundraiser is the “Art & Soul”. This is an art auction with cooler sales and a food for the soul walk.

If you have any questions about these fundraisers please see the Volunteer Coordinator.

**Individuals and corporate-** 26.08%

**Other-** 6.99%

*If you have any other questions about how we are funded or how to make a donation(s) please see our Development Director.*

### Volunteer Responsibilities

- Upon approval of my volunteer application, I will attend position-specific training(s) as required.
- I will complete my volunteer assignment in a satisfactory way (show up on time for training and shifts, stay the required duration, wear my volunteer-name tag while on shift, sign in/out of the volunteer information center to keep track of my hours and treat patients, volunteers and staff with care and respect).
- I will build trusting relationship by treating every staff member and volunteers professionally.
- I will notify my supervisor immediately if my availability changes from that indicated on my application form or after my assignment has been finalized.
- I will assure that individual patient care is not compromised for any reason, including patient's race, color, sex, religion, national origin, age, disability, military status, sexual orientation, ethnicity, culture values or religious beliefs. A volunteer's failure in this regard is grounds for termination of their volunteer service.
- I will abide by the policies of Matthew 25 Clinic, including, but not limited to, zero tolerance for use of controlled drugs and alcohol, and for harassment of any kind.
- I agree that Matthew 25 may decide to terminate my relationship with the organization at any time and without cause.
- I will uphold every person's right to privacy and modesty by creating and maintaining a secure, safe and trusting environment.
- I agree to use computers for business relating to Matthew 25 only.
- I agree to abide by the clinic's **confidentiality statement** policy.

### Confidentiality Agreement

I shall hold in confidence all pertinent information. I will not violate the confidential relationship between Matthew 25 Health and Dental Clinic and its patients, donors, staff, volunteers, and any other party. I will not remove any written record from Matthew 25 without expressed written permission and I will not discuss patient or any other sensitive information with anyone, except in the performance of my duties at Matthew 25 Clinic.

I accept full responsibility for my actions in maintaining the confidential and privileged nature of all records and information. I also understand that disclosing information will result in immediate action up to and including dismissal from my volunteer position.

In addition to my own confidentiality agreement, I agree to hold anyone else I bring to Matthew 25 Health and Dental Clinic to the same confidentiality standards. If I bring anyone else to Matthew 25 Health and Dental Clinic as part of my volunteer experience, I will notify the Matthew 25 Volunteer Director and ask that the involved person complete a confidentiality agreement.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_