

ONBOARDING PROCESS FOR POSSABILITIES PEER VISITORS

Members of PossAbilities can apply to become a peer visitor to recently injured or hospitalized patients who would like to speak with someone who has had a similar experience related to disability. This program allows members of the program to mentor and encourage patients on their road to recovery. The peer visitation program is designed so that patients in our rehabilitation units (inpatients) as well as disabled individuals in the community (outpatients) can receive a visit from someone who is familiar with the challenges they face day to day. The following are the guidelines for becoming a peer visitor.

Potential candidates will be screened by PossAbilities staff. A determination will be made based on the following criteria.

Qualifications/Requirements:

The following are the requirements and qualifications for eligible peer visitor candidates:

- A) Must be an active member of PossAbilities.
- B) Must have had a permanent physical disability for at least 12 months.
- C) Be Knowledgeable about the operation and services provided by PossAbilities.
- D) Have a proven ability to be timely and keep appointments.
- E) Possess a heart of service and the desire to provide enthusiastic encouragement to patients and members of the community with a disability.
- F) Have excellent communication skills and desire to share the message of overcoming challenges related to life with a disability.
- G) Exemplify character aligned with the mission, vision, and values of Loma Linda University Health.
- H) Understand the campus procedure for peer visitation. (Exhibit "A")
- I) Provide 2 personal references.
- J) Successful completion of a background investigation (not applicable for teens).

Steps to apply:

1. Complete the *PossAbilities Peer Visitor Application* and email to cowilliams@llu.edu or deliver to the PossAbilities office. (Exhibit "C")
2. Schedule an interview with the PossAbilities manager by calling (909) 558-6384.
3. Attend an interview with the PossAbilities manager.
4. Complete one-on-one training sessions with the PossAbilities manager. The number of sessions will be determined by staff and is based on previous experience and level of learning. Training sessions will involve an overview of hospital policies, actual peer visiting process, expectations, and role playing.
5. A determination will be made within 10 working days of completion of training whether candidate is chosen to be a peer visitor.



6. If approved, applicant will move on through the process required by Loma Linda University Health Volunteer Services Department.

VOLUNTEER SERVICES:

The goal of Volunteer Services is to assist PossAbilities members through the process to become an approved volunteer. Applicants will be screened and accepted based on availability, program selection, and compatibility. If an application is accepted, a candidate must meet the onboarding requirements below.

- Adults - Must be at least 18 years of age
- Teens - Between 14-17 years of age (Must have parental consent)
- Have a valid U.S. Social Security number
- Be in good physical and mental health
- Be able to communicate effectively in English (second language skills are a plus)
- Complete TB clearance
- Complete influenza immunization (between the months of October 1st through March 31st each year)
- Pay \$20.00 processing fee if under 18 years of age, or \$20 background check fee if an adult
- Successful completion of a background investigation (not applicable for teens)

Steps to apply:

Complete the online application as required by Volunteer Services at www.lomalindavolunteers.org.

- NOTE: When filling out the application, choose “Department Approved Programs” for the program of interest.
- 2 references including address and phone number are required for application submission.
- A digital photo of applicant is required when completing the online application.
- Must agree to the Volunteer Guidelines for Peer Support Volunteer (Exhibit “A”).

A determination will be made by volunteer services within 30 days of application completion. Once an applicant receives approval from Volunteer Services, the volunteer will contact the PossAbilities office to be added to the list of potential peer visitors.

EXHIBIT "A"



LOMA LINDA UNIVERSITY MEDICAL CENTER



**PEER SUPPORT VOLUNTEER
EAST CAMPUS**

VOLUNTEER GUIDELINES

LOCATION: EAST CAMPUS

POSITION: PEER SUPPORT VOLUNTEER

VOLUNTEER SUMMARY: The Peer Support Volunteer is responsible for providing visitation to patients as a role model and empathetic listener. The Peer Support Volunteer should have demonstrable skills and life experiences that enable him or her to model to the patient, effective methods of transition or adjustment to the personal, family, community and vocational spheres of life following a disability. The Peer Support Volunteer needs to be knowledgeable about the resources available to people with disabilities and communicates those needs to the program coordinator or designee for follow-up. The Peer Support Volunteer needs to have empathetic listening and communication skills to effectively work with patients, family members, and Rehabilitation Institute professionals. The Peer Support Volunteer is administratively supervised by the Volunteer Department at Loma Linda University Medical Center. Additionally, the Peer Support Volunteer receives ongoing supervision and guidance from PossAbilities staff.

1. COMPETENCIES/SPECIAL QUALIFICATIONS:

- 1.1 Demonstrate a warm, pleasant personality which lends itself to effective relationships with people. ____Initial
- 1.2 Effective verbal English communication, bilingual is helpful. ____Initial
- 1.3 Skills: Due to the unique role of this position, a Peer Support Volunteer must have a permanent disability. This person must also have a willingness to share, care, and listen in a non-directive, non-judgmental manner. A Peer Support Volunteer must possess a working knowledge of independent living philosophy, skills and resources. A Peer Support Volunteer must be able to communicate effectively in both individual and group situations. ____Initial



- 1.4 Minimum Education Requirements: Over 18 years old and a high school graduate preferred. Exceptions will be made on a case-by-case basis. Must have sufficient functional education to understand and communicate patient issues, needs and concerns. _____Initial

2. DUTIES AND RESPONSIBILITIES:

- 2.1 Mentor and encourage patients on their road to recovery after injury, disability, or disease. _____Initial
- 2.2 Project a positive role model as a person with a disability. _____Initial
- 2.3 Demonstrate flexibility in working with a variety of individuals: people with different levels of injury, age, gender, racial and ethnic backgrounds. _____Initial
- 2.4 Provide support to patients and family members to help initiate the positive adjustment to disability. _____Initial
- 2.5 Maintain confidentiality of patient information received at all times. Follow HIPAA regulations as instructed during orientation. _____Initial
- 2.6 Support the mission of Loma Linda University Health and accept supervision and instruction to ensure effective coordinated services. _____Initial
- 2.7 Demonstrate commitment to the role of Peer Support Volunteer. _____Initial

3. ORIENTATION AND TRAINING:

- 3.1 General volunteer orientation session, background, badging, sign-up and uniform. _____Initial
- 3.2 Orientation and training with department. _____Initial
- 3.3 Safety, security, and exposure monitoring. _____Initial
- a. Volunteer role in emergency situation
 - b. Acquaint to alarm system
 - c. Fire plan and evacuation route
 - d. Location of emergency utilities (fire pull, extinguisher)
 - e. Emergency / Disaster response and evacuation
 - f. Managing / Responding to workplace violence
 - g. Emergency Phone Numbers
 - h. How / Where to seek medical treatment if injured while volunteering
 - i. Exposure to known / unknown substances
 - j. Standard precautions



LOMA LINDA UNIVERSITY
HEALTH

PossAbilities



- k. Safe work practices
- l. Personal Protective Equipment in your area

3.4 Annual education.

_____Initial

4. SCHEDULE: Determined with staff according to patient needs and volunteer availability.

Please check and initial the right hand boxes above as you train the volunteer. At the completion of training, both trainer and volunteer are to sign and date below.

Print Name of Preceptor

Print Volunteer Name

Preceptor Signature

Date

Volunteer Signature

Date

Please return this form to Volunteer Services.

Thank you.

EXHIBIT “B”

East Campus PEER SUPPORT GUIDELINES

Purpose: To provide peer support to rehabilitation patients or any patient with a disability.

- A. **Request for Peer support** – Any person connected to the care of a patient can initiate a request for peer support directly with the PossAbilities office.
- B. **Responsibilities of the Requestor** - Upon receiving the request for peer support, the staff member will *obtain verbal patient consent* for the peer visit. After obtaining patient consent, the staff member will contact PossAbilities to request a peer visit and provide the following information:
- Last name
 - Hospital room number
 - Ethnicity
 - Gender
 - Age
 - Disability/Injury
 - Language patient speaks
 - Requestor’s contact information

NOTE: Requestor should not provide any additional form of PHI.

- C. **Responsibilities of PossAbilities** - The PossAbilities office will assign an appropriate peer visitor and establish a time for the peer support visit. The peer support visit will be shared with the requestor and included on patient schedule. Nursing will be made aware of the visit by the requestor. Review peer support request and identify appropriate peer supporter. Communicate with peer supporter about visit. Work with visit requestor to identify best time for peer support meeting to coordinate with therapy schedule.
- D. **Responsibilities of the Peer Visitor** - Meet with patient as per request. Wear LLUH issued badge at all times. Check in at the nursing station when they arrive and when they complete the peer visit. In the event of an emergency situation the peer visitor will follow-up with the patient’s or charge nurse to document any abnormalities during the visit that may require medical staff intervention.