



# Saint Therese

VOLUNTEER SERVICES

## Volunteer Orientation - Remote Volunteers

Saint Therese volunteers make a difference every day, by enhancing lives, providing support and lending a hand. Whether it's providing a listening ear and companionship, an escort to the chapel, office support or leading a Bingo game, volunteers are an essential part of the Saint Therese community and are greatly valued by residents, family members and staff.

Every day at Saint Therese, we are driven by our organization's mission, vision and guiding behaviors. We believe every act, no matter how small, can make a large impact. Even the smallest detail matters.

**Saint Therese Mission** - Do ordinary things, with extraordinary love.

**Saint Therese Vision** - Grow our senior communities with thoughtful intention, driven by compassionate care for the individuals and families we serve.

### Saint Therese Guiding Principles

In support of the Benedictine Values, these behaviors define our daily work:

- \*Welcoming one another
- \*Lending a hand
- \*Providing a heartfelt purpose
- \*Valuing each individual
- \*Connecting through spirituality
- \*Spreading kindness and compassion

## Guidelines for Remote Volunteers

Thank you for volunteering your time and talents! Volunteers are considered "remote" when the service is provided at a location other than a Saint Therese location and there is no direct contact with Saint Therese residents. The following guidelines will help ensure a safe and positive remote volunteer experience for you and Saint Therese.

### Confidentiality & Health Insurance Portability & Accountability Act (HIPAA)

HIPAA is a federal law that ensure the privacy and security of medical records and other personal health information. During your conversations with residents, you may learn private information. **Do not** discuss or share any resident private information with others. This includes health information and financial information. If you have a concern, please report that to your campus volunteer services coordinator. Sharing of private information also includes sharing of photographs; **do not** share or post pictures of Saint Therese residents on any social media.

**Gifts, Tips & Solicitation**

Volunteers must not solicit residents for personal gains and cannot accept monetary tips, no gift cards or cash gifts. If a resident gives a small, non-monetary token of appreciation, the volunteer may accept the gift if it does not exceed \$20 in estimated value.

**MN Vulnerable Adults Act**

The Vulnerable Adult Act protects residents from abuse and neglect and provides for those who may have difficulty protecting themselves. Volunteers are mandated reporters and responsible for helping residents stay safe. If you suspect a resident may be hurt, neglected and/or verbally abused you must report the incident immediately to the campus Volunteer Services Coordinator or Director of Volunteer Services so measures can be taken to protect the resident and investigate the report. Reports can also be made to: Minnesota Adult Abuse Reporting Center (MAARC) - 844-880-1574 and follow up with a report to the Director of Volunteer Services at 952-283-2210.

Thank you again for your desire to make a difference by volunteering with Saint Therese! Please sign and return this form to your campus Volunteer Services Coordinator.

We welcome feedback; please direct any suggestions, questions or concerns to your campus Volunteer Services Coordinator or to the Susan Connolly, Director of Volunteer Services at [susanc@sainttherese.org](mailto:susanc@sainttherese.org) or 952.283.2210.

I understand and agree to follow the policies and procedures for remote volunteers outlined within these guidelines. I understand that if I request and am assigned on-site volunteer duties, additional onboarding procedures such as a criminal background check will be required.

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Volunteer Name (PRINT)

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Signature

Date

**Thank you for volunteering with Saint Therese!**