



## Intern/Volunteer Handbook

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Origami Brain Injury Rehabilitation Center | 3181 Sandhill Road, Mason, MI 48854  
A Partnership of Michigan State University & Peckham, Inc.

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To Whom It May Concern:

Welcome to Origami Brain Injury Rehabilitation Center! We are pleased to have you amongst the Origami Team. As part of our mission, we are committed to providing an educational experience that will inspire you in your chosen field of study. We are dedicated to providing evidence based rehabilitation services and pursuing scholarly developments. Your involvement greatly contributes to this.

You have been provided with this Intern, Shadow, & Volunteer Handbook which outlines the policies and practices in effect at Origami that are most pertinent to your role on the team. We are sure the handbook will be a helpful reference during your association with us. In addition, Origami has policy and procedure manuals which include considerable information which we use as our guidelines for our company. You are asked to maintain close communication with your supervisor to ensure you have all the tools and resources readily available to be most successful.

Early in your experience with Origami, you will realize that we have set very high standards for you. These are necessary if we are to sustain our growth and achievement in a highly competitive industry. At the same time, we are committed to provide you challenge, recognition, and opportunities to help you reach your goals and objectives, as well as the goals of Origami.

You are strongly encouraged to visit [www.OrigamiRehab.org](http://www.OrigamiRehab.org) if you have not done so already. Our website contains a wealth of information that will strengthen your working knowledge of Origami's programs and comprehensive services.

Warmest Regards,  
Origami's Leadership Team

*All Programs are Accredited By:*



# Introduction to Origami

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## Mission Statement

**Treat** persons with brain injury by using sensory motor reintegration and neurobehavioral rehabilitation in a supportive and home-like environment.

**Utilize** community resources and real life responsibilities as the basis of therapeutic treatment.

**Operate** a model program that generates excellent clinical outcomes with cost effective management.

**Educate** family, friends, employers, and the community to facilitate the reintegration of persons with brain injury into society.

**Pursue** scholarly development of innovative approaches to brain injury rehabilitation.



## Vision

Origami creates an enriched, natural environment in which persons with brain injury can achieve optimal participation in society.

## Core Value

Embracing person-centered planning, family participation, and an interdisciplinary approach, we provide rehabilitation in a manner that respects the dignity of the individual.

## Why the Name Origami?

Do you remember when you were a child and made your first paper airplane?

You took a flat blank piece of paper, folded it in the middle, and then folded it over several times to eventually form an airplane, which, if constructed properly could fly great distances. You may not have realized it but you were performing the ancient Japanese art of paper folding, otherwise known as Origami. The concept is simple...a flat, one-dimensional object is carefully constructed into a compiled, multi-dimensional form. Although the techniques used in Origami are similar, the artist can develop endless numbers of shapes in various forms; depending on the direction the paper is folded.

It is similar to what we do during the process of rehabilitation. An assessment is made to determine what the end result should be, and a plan is developed to outline the optimal and most efficient method for getting to that point.

The art of rehabilitation rewires some basic ingredients but as in origami, the shape and form in which a person will take depends on the direction he or she is led. If only one method or direction is used in each instance the end result is the same object each and every time. But if various methods are used, various objects will take shape, the possibilities are endless.

In Japanese culture, the crane is often used to symbolize good fortune in the form of a long and productive life. We believe that all people should have this opportunity. This is what we hope to accomplish with the Origami program, helping to reshape people's lives after what is often a traumatic event; work with them until they are able to take flight on their own.

On their own, they will lead a lengthy and productive life.

# Code of Ethics

## Principle 1: Employees will demonstrate a concern for client well-being.

- Services will be provided in an equitable manner for all individuals.
- Relationships will not exploit clients physically, emotionally, sexually, financially, socially, or in any other manner.
- All reasonable precautions will be taken to avoid harm to the client and his/her property.
- Services will be provided with consideration for the maintenance of efficiency, effectiveness, and knowledge of new developments in their fields of work.

## Principle 2: Employees will respect client rights to autonomy, privacy, and confidentiality.

- Collaboration will occur with clients and/or support systems in determining treatment goals and priorities.
- Clients will be informed of the nature, risks, and potential outcome of any intervention.
- Respect will be given to the client's right to refuse professional services or involvement in research or educational activities.
- Informed consent will be obtained from clients in research activities indicating they have been fully informed of the potential risks and outcomes.
- All measures will be taken to protect the confidential nature of information gathered from education, practice, research and investigation activities.

## Principle 3: Employees will adhere to the code of ethics of their respective professional organizations.

- Procedures will be used that conform to the standard of practice established by the appropriate professional associations.
- Employees will provide a copy of the code of ethics from their respective professional organizations.

## Principle 4: Employees will provide accurate information regarding services offered by the organization.

- Qualifications, education, experience, training and competence will be accurately represented.
- Any affiliations, which present a potential conflict of interest, will be disclosed.
- There will be no participation in the use of any form of communication that contains false, fraudulent, deceptive, or unfair statements or claims.

- Ethical business practices will be followed in areas including, but not limited to: conflicts of interest, marketing, contractual relationships, human resources, billing, payment application and other such handling of funds or resources.

## Principle 5: Employees will treat their coworkers with fairness, discretion, and integrity.

- Confidential information about coworkers will be safeguarded.
- Any breach of ethical standards will be reported to the appropriate authority.



# CARF Accreditation

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Origami has been accredited through the Commission on Accreditation of Rehabilitation Facilities (CARF) since opening in 1997. The current programs have been awarded accreditation by CARF:

- Residential Rehabilitation Programs: Brain Injury Program (Adults)
- Interdisciplinary Outpatient Medical Rehabilitation Programs: Brain Injury Program (Adults)
- Interdisciplinary Outpatient Medical Rehabilitation Programs: Brain Injury Program (Children & Adolescents)
- Home and Community Based Programs: Brain Injury Program (Adults)
- Vocational Services: Brain Injury Program (Adults)

This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the organization's substantial conformance to the CARF standards. An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an on-site visit that its programs and services are the highest quality, measurable, and accountable.

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services. For additional information, please visit [www.CARF.org](http://www.CARF.org).

# Service Overview

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Origami is the result of a unique alliance between Michigan State University and Peckham Incorporated. Michigan State University provides its expertise in medicine and rehabilitation, while Peckham provides expertise in residential management and vocational training with an emphasis on returning the people we serve to appropriate vocational and community functioning. For those who have experienced a brain injury, Origami means individual achievement, motivation, and recognition...an unfolding of potential!

Origami provides holistic treatment through individualized care plans tailored to the client's needs. Based upon the information and physician orders received, a pre-admission screen is performed to identify the most appropriate program and services based upon the individual's needs. The table below lists the available programs and services offered at Origami. If an individual need is not met through the available resources at Origami, the team will work to help identify resources in the community to meet the individual needs of each client.

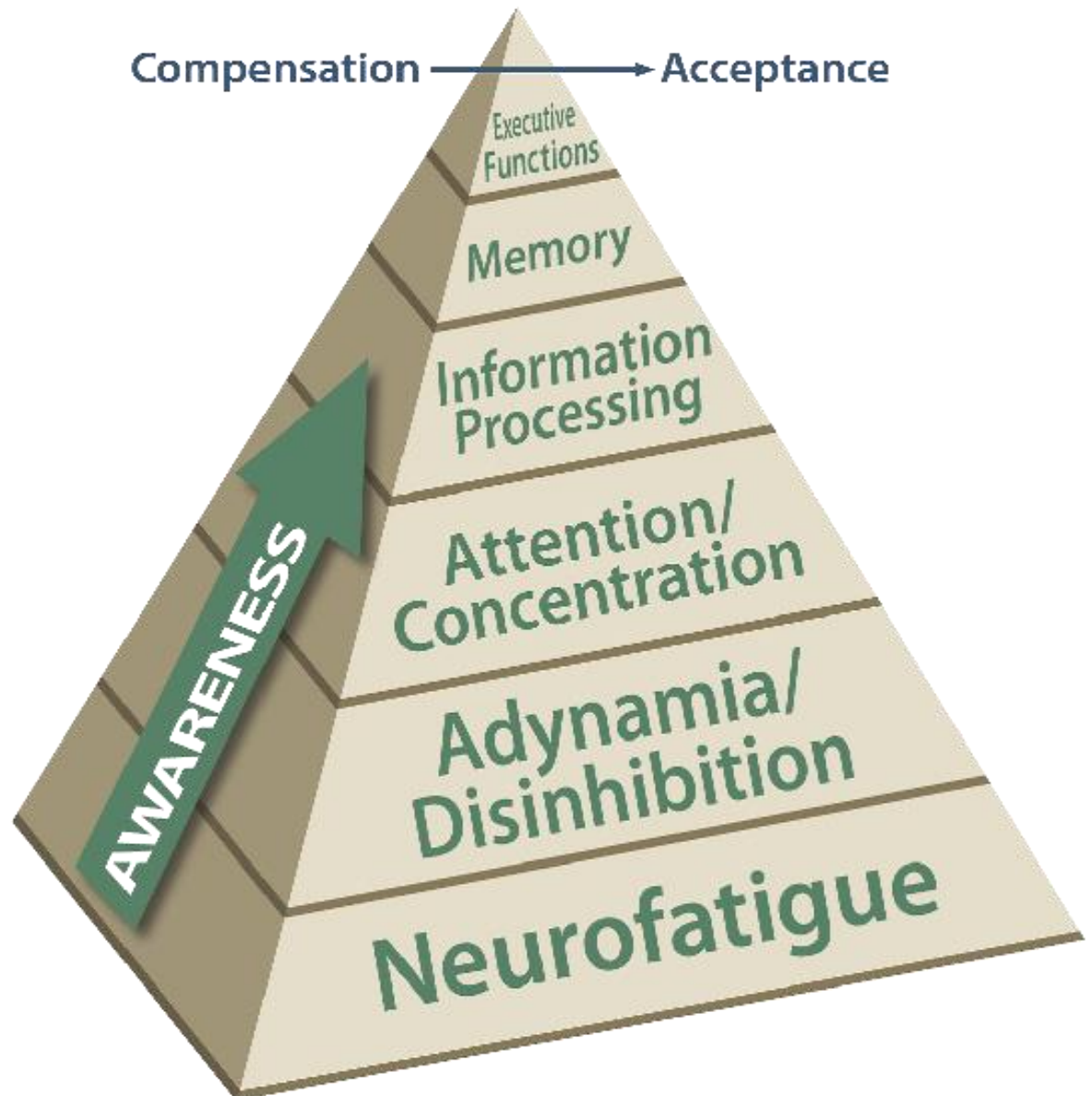
<b>Programs</b>	<b>Professional Services</b>	<b>Specialized Services</b>
Residential <i>Neuro-Rehabilitation</i> <i>Assisted Living</i>	Behavioral Analyst Care Coordination Dietician Nursing Services Occupational Therapy Physiatry Physical Therapy Psychiatry Psychology Therapeutic Recreation Social Work Speech-Language Pathology Vocational Services	Animal Assisted Therapy Concussion Care Cognitive Perceptual Motor Retraining Functional Capacity Evaluation Manual Therapy Pre-Driving Rehabilitation Vestibular Rehabilitation Vision Therapy
Community Based <i>Semi-Independent Living</i> <i>Community Integration</i>		
Outpatient <i>Day Treatment</i> <i>Single Service</i> <i>Multiple Services</i>		

Origami does not deny admission to an individual because of his/her race, religion, color, national origin, sex, sexual orientation, or marital status.

# Hierarchy of Cognitive Functions

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Adapted from a model developed by Yehuda Ben-Yishay, Ph.D.,  
Rusk Institute of Rehabilitation Medicine, New York University



# Neurofatigue

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<b>Definition</b>	<b>Fatigue that is organically based and NOT due to excessive activity or abnormal sleep patterns. It can emerge suddenly without warning, especially after engaging in a cognitively demanding task.</b>
<b>Signs and Symptoms of Problems</b>	<b>Lack of Energy to Engage: Difficulty engaging in activities of daily living, communicating with others, or social activities.          Low Arousal: Difficulty waking up and staying awake throughout the day. It may require noise and/or touch (auditory and tactile cueing) to wake from sleep. It may be hard to open the eyes. Decreased Alertness: Decreased ability to maintain mental awareness of surroundings, leading to decreased response to them.</b>
<b>Strategies for Survivors and Significant Others</b>	<ul style="list-style-type: none"> <li>• <b>Build awareness of the causes &amp; effects of neurofatigue</b></li> <li>• <b>Identify early signs of fatigue (yawning, slow motion, in a “fog,” etc.)</b></li> <li>• <b>Trust others when offering feedback about your apparent fatigue levels</b></li> <li>• <b>Establish a routine for activities, bedtime &amp; wake times</b></li> <li>• <b>Break large tasks into manageable chunks-use a checklist</b></li> <li>• <b>Minimize stimulation in the environment when completing tasks</b></li> <li>• <b>Manage the “flood” of input</b></li> <li>• <b>Adjust diet, water intake, and exercise to facilitate a healthy lifestyle and to promote healing</b></li> </ul>

# Adynamia

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<b>Definition</b>	<b>Low mental energy or apparent lack of will. Not “dynamic”.</b>
<b>Signs and Symptoms of Problems</b>	<b>Trouble Initiating: Hard to get started on things (misperceived as being lazy).          Difficulty Generating Thoughts/Ideas: Run out of ideas quickly. Does not give a lot of details in communication.          Lack of Spontaneity: Loss of “spirit.” Others think you are not interested or are just “going through the motions.” Face often does not show emotion. “Poker Faced.”</b>
<b>Strategies for Survivors and Significant Others</b>	<ul style="list-style-type: none"> <li>• <b>Use a routine to encourage increased task anticipation</b></li> <li>• <b>Break large tasks into manageable chunks</b></li> <li>• <b>Schedule tasks and stick to the scheduled due date</b></li> <li>• <b>Prepare by using notes to help initiate conversation</b></li> <li>• <b>Use to-do lists, checklists, timers, watches, alarms, and other adaptive devices to improve ability to self-initiate tasks</b></li> <li>• <b>Allow others to help cue you to get started or suggest where to begin</b></li> <li>• <b>Establish “accountability contracts” with supportive others to help initiate activities</b></li> <li>• <b>Become aware of facial expressions, posture, &amp; eye contact (i.e., video tape self)</b></li> <li>• <b>Over exaggerate emotions &amp; speak louder (reduces monotone)</b></li> </ul>

# Disinhibition

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Definition	A syndrome marked by difficulty properly directing and controlling energy and emotions.
Signs and Symptoms of Problems	<p><b>Impulsivity:</b> Doing or saying things without considering the consequences. Making decisions before thinking about all of the information.</p> <p><b>Feelings or behaviors come on too strong and/or too fast:</b> Feelings come to the surface and are hard to hold back. Reacting to small things with too much emotion. Talking too loud or too fast when the topic is emotional.</p> <p><b>Irritable and Easily Frustrated:</b> Hard to forget even small irritations. Brooding. Often require others to help calm down. (Restlessness)</p> <p><b>Emotional Flooding:</b> Can become easily overwhelmed when feeling challenged socially or cognitively. Mind “goes blank.” Once flooded, it is temporarily impossible to think clearly or act purposefully.</p>
Strategies for Survivors and Significant Others	<ul style="list-style-type: none"> <li>• Use the “SAVE” strategy: Stop; Ask; Verify; Evaluate</li> <li>• Rely on others cues that encourage you to put more thought in to a decision or to take a time out</li> <li>• Use self-talk strategies like “Can I go slower?” or “Did I think about this long enough?”</li> <li>• Allow others to be direct in response to inappropriate behaviors (i.e., interruptions, inappropriate remarks, tone of voice, awkward facial expressions)</li> <li>• Use learned relaxation strategies</li> <li>• Take breaks to relax, calm down, and re-attempt communication &amp; tasks when ready</li> </ul>

# Attention/Concentration

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Definition	Staying awake, alert and ready, focusing, and keeping a train of thought.
Signs and Symptoms of Problems	<p><b>Hard to Stay Alert: Not enough mental energy to engage fully in the environment.</b></p> <p><b>Hard to Focus Attention: Easily distracted by noises and things around you. Distracted by personal thoughts, feelings, and worries.</b></p> <p><b>Lose “Train of Thought:” Once able to focus, a person may lose “train of thought” or concentration if distracted. It may be hard for a person to make a point without getting off track and “rambling.”</b></p>
Strategies for Survivors and Significant Others	<ul style="list-style-type: none"> <li>• Reduce environmental distractions (i.e., close doors, reduce glares) and allow extra time</li> <li>• Use cues &amp; alarms as needed to sustain or reset focus</li> <li>• Allow others to redirect you back to the current topic when conversation becomes unfocused</li> <li>• Focus on giving eye contact during conversation, ask questions, and use nonverbal communication</li> <li>• Use a line guide to reduce amount of information to attend to on a page</li> <li>• Scan items left to right and top to bottom while using finger to anchor eyes</li> </ul>

# Information Processing

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<b>Definition</b>	Taking environmental stimulation in through the five senses, interpreting it, and responding.
<b>Signs and Symptoms of Problems</b>	<p><b>Thinking Speed and Response Times are Slower:</b> It takes longer to understand sensory information and make sense of what is going on in a situation. There may be a long pause before the person responds with words or behavior.</p> <p><b>Process only Fragments of Information:</b> Because of the slowed processing speed, parts of information heard or seen may be missed.</p> <p><b>Social Inappropriateness:</b> Difficulty interpreting and making sense of social cues and body language of others.</p>
<b>Strategies for Survivors and Significant Others</b>	<ul style="list-style-type: none"> <li>• <b>Verify written, read, and verbal information gathered</b></li> <li>• <b>Focus on single task completion rather than multiple tasks</b></li> <li>• <b>Concentrate on accuracy first and speed later</b></li> <li>• <b>Write important information down</b></li> <li>• <b>Ask others to slow down or repeat information</b></li> <li>• <b>Reduce visual, auditory, and internal distractions</b></li> <li>• <b>Practice, Practice, Practice</b></li> <li>• <b>Impose time restraints to improve concise speech</b></li> </ul>



# Memory

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Definition	Taking in new information, holding on to information, and recalling information when needed.
Signs and Symptoms of Problems	<p><b>Difficulty Retaining New Information:</b> Hard to hold on to even brief instructions or explanations. Difficulty remembering what was said at the beginning of a conversation.</p> <p><b>Difficulty Storing New Information:</b> Information is not retained long enough to be permanently stored.</p> <p><b>Difficulty Retrieving Stored Information:</b> Hard to recall the main point of a conversation, even if it just occurred. May forget important things learned from experience, causing mistakes to be repeated.</p>
Strategies for Survivors and Significant Others	<ul style="list-style-type: none"> <li>• Use external strategies like journal, calendars, lists, planner, timers, etc.</li> <li>• Increase awareness of problems to increase use of strategies</li> <li>• Follow a daily structure/routine</li> <li>• Allow repetition of new information or tasks to assist learning and recall</li> <li>• Request information in small pieces rather than lengthy ones</li> <li>• Rely on visual as well as verbal instruction of new tasks</li> <li>• Attempt to associate old information with new</li> <li>• Place items in a common location</li> <li>• May need to rely on trusted others for memory</li> </ul>

# Executive Functions

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<b>Definition</b>	<b>The ability to reason, plan, problem solve, make inferences, and/or evaluate results of actions and decisions.</b>
<b>Signs and Symptoms of Problems</b>	<p><b>Poor Convergent Reasoning:</b> Hard to narrow down the key point or main idea of something. Hard to choose the best possible solution to a problem.</p> <p><b>Poor Divergent Reasoning:</b> Hard to come up with more than one way of thinking about something. Hard to see another point of view. Difficulty with empathy. Hard to think of multiple solutions to a problem, causing one to get stuck if one solution does not work.</p> <p><b>Difficulty with Goal-Oriented Behavior:</b> Hard to set reasonable, attainable goals. Difficulty thinking of all of the steps required to reach a goal. Difficulty prioritizing what to do first. Problems evaluating how your plan is going, fixing mistakes, and changing the plan as needed.</p> <p><b>Making Poor Decisions:</b> Acting on false or incomplete information.</p>
<b>Strategies for Survivors and Significant Others</b>	<ul style="list-style-type: none"> <li>• Encourage use of all strategies required in hierarchy to this point</li> <li>• Request other to be concrete and to the point (i.e., write things down)</li> <li>• Make pro/con lists to help with decision making</li> <li>• Answer who, what, where, why, and how questions before making a decision</li> <li>• Break directions down into sequential parts</li> <li>• Provide set-up for tasks to assist participation</li> <li>• Use written checklists for task steps</li> <li>• Encourage the use of a planner, filing system, etc.</li> <li>• Pre-plan activities to consider all aspects including amount of time, items needed, sequence of events, etc.</li> <li>• Ask questions</li> </ul>

# Role Expectations

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As an intern, shadow, or volunteer interacting with clients at Origami, you are a representative of our organization to all current and future stakeholders. While Origami will do its best to welcome and appreciate you for your efforts, it is essential that you maintain professionalism and adhere to outlined expectations at all times.

**Intern:** Works directly with the assigned clinical instructor (CI) at the level of supervision determined by the CI to successfully learn the skills and responsibilities as related to the specific area of focus. There will be structured observation, mentorship, and hands-on practice as determined by individual learning needs, the CI's identified objectives, and the affiliation's expectations as outlined per the agreement with Origami.

For the internship experience to be a success, the intern should show interest in learning and demonstrate initiative to investigate and clarify information through asking appropriate questions and reviewing written materials. It is also expected that the intern will keep on top of the daily schedule and deadlines which shows appropriate organization and time management skills. The intern should seek help from the assigned CI as needed.

**Volunteer:** Performs service that best connects the individual's qualifications with the needs of Origami and its population served. Such examples include, but are not limited to: spending quality time with clients, arts and crafts, gardening, involvement in recreation specific groups, data collection, greeting guests, and secretarial tasks.

**Job Shadow:** Provides the individual the experience to explore potential clinical or administrative careers while observing personnel in a dynamic healthcare environment. An individual may visit once or a handful of times for a limited time period to meet their observation needs. Requirements may vary depending on the number of shadow dates.

# Recognized Holidays

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At the beginning of each year, the Leadership Team will specify the dates to be recognized by the company as the floating holidays. The floating holidays are typically centered on Thanksgiving, Christmas, and/or New Year's Day, depending on when the holidays fall.

<b>Holiday</b>	<b>Date Usually Observed</b>
New Year's Day	January 1 <sup>st</sup>
Memorial Day	Last Monday in May
Independence Day	July 4 <sup>th</sup>
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Holiday	December 25 <sup>th</sup>
Two Floating Holidays	Designated by management

# Client Information

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## Confidentiality and HIPAA Guidelines

During the course of your placement you will be working with clients, family members, potential referral sources, business systems, future strategic plans, research and development data, and other information that we consider to be highly confidential. The legal and ethical imperative for confidentiality regarding clients is clearly spelled out in the HIPAA guidelines. Protect information by safeguarding it when in use, properly filing it when not in use, and discuss it only with those who have a **legitimate need to know**.

Information regarding clients must be held confidential and be managed in an ethical way. Information will not be released to outside parties without specific signed releases. Please see your supervisor for more information.

### Consider:

- Reasonable precautions and minimal necessary communication when discussing a client's care with another healthcare professional.
- Limited information when leaving messages on answering machines.
- The client has a right to their medical records, upon request; however, this is to be conducted in accordance to procedure.
- When using email or faxes for sending protected health information (PHI), actions must follow the security rules defined under HIPAA.

Per HIPAA guidelines, you **cannot report** the following information in any project or assignment you maybe fulfilling as part of your role (i.e. fieldwork assignments, such as case studies and presentations):

- Name
- Location – Includes anything smaller than a state, such as street address
- Dates – all, including date of birth, admission and discharge dates
- Telephone numbers
- Electronic email addresses
- Social security numbers
- Medical record numbers
- Health plan beneficiary numbers
- Account Numbers

- Fax Numbers
- Certificate and/or license numbers
- Vehicle identification numbers and license plate numbers
- Device identifiers and their serial numbers
- Web Universal Resource Locators (URLs)
- Internet Protocol (IP) address numbers
- Biometric identifiers, including finger and voice prints
- Full face photographic images and any comparable images
- Any other unique identifying number, characteristic, or code.

For written reports, the following information can be shared:

- Age (age 90 and over must be aggregated to prevent the identification of older individuals)
- Race
- Ethnicity
- Marital Status
- Codes (a random code may be used to link cases, as long as the code does not contain, or be a derivative of, the person's social security number, date of birth, phone/fax numbers, etc.).

Interns, as well as therapists, often keep “working files” in their desk. This is allowed under HIPAA guidelines; however this information must be locked in a file cabinet when not in use, and must be shredded when no longer needed. Under no circumstance should a client's file leave the Origami property. Requirements may vary in regards to needed documentation attesting to comply with confidentiality and HIPAA guidelines. Job shadows and volunteers with client contact of less than 4 visits are required to complete a confidentiality HIPAA signature page. Interns, volunteers, and job shadows coming in for 4 or more visits are required to comply with all aspects of this handbook via signature.

# Client Rights

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*Origami preserves human rights and client dignity within its operation and throughout all programming.*

- All clients have a right to be safe from harm and protected from physical, sexual, psychological, and fiduciary abuse; harassment and physical punishment; and humiliating, threatening, or exploiting actions by employees or other clients.
- All clients have a right to a safe program environment. Clients have a right to know emergency and safety procedures for operation and emergency shutoff of equipment/machines. All clients shall know and practice emergency procedures for fire, tornado, and other hazards. They also have a right to know about the hazards of chemicals found in their environment.
- All clients have a right to confidentiality. Client photographs, names, information, or tape recordings will not be released without consent from the client or legal guardian.
- All clients have a right to informed consent, refusal or expression of choice regarding service delivery, release of information, concurrent services, composition of the service delivery team, and involvement in research projects, if applicable. The program is committed to explaining the risks and adverse consequences of refusals.
- All clients have a right to access information about their program and to give input as their rehabilitation plan is developed. They also have the right to request modifications or additional services including, but not limited to: legal entities for appropriate representation, self-help, or advocacy support services.
- All clients should be free from the use of restrictive procedures in their programs unless these procedures are first carefully physician reviewed and managed. In the event of emergency, temporary physical restraint may be used to prevent injury to persons served or employees and is not viewed as a violation of client rights.
- Restrictive procedures must be integrated into the written program before they can be put into practice. The results of any restrictive procedures on the client's behavior shall be closely monitored to provide determination of program effectiveness. Use of these procedures must be time limited and reviewed at regularly scheduled meetings.
- Reasonable accommodation should be made for physical, mental, or emotional disabilities through modification of tools, equipment, and work schedules throughout the facility.

The Origami accessibility plan will maximize full program accessibility. Clients shall be allowed to have the sufficient time needed to make well-informed decisions.

- Except in the case of an emergency, clients and/or their guardians, family, and other stakeholders should participate in the discharge plans.
- The program environment should be one which encourages and reinforces positive behaviors. The client has a right to a therapeutic environment, and employees have the responsibility to alter the environment to create a more therapeutic setting when necessary.
- Prior to the beginning of service delivery and/or at the initiation of service delivery, the Admissions Coordinator or designee must communicate the rights with the client and/or guardian in an understandable manner. This includes providing a copy for the client to independently reference if desired. A review of his or her rights will occur on an annual basis.
- Clients and/or their representatives have a right to an explanation as to why they were not accepted into any Origami programs.
- Employees are responsible for the safety of all clients. No client will be released to an unauthorized individual without responsible employees clarifying the circumstances with parents/guardians and/or relevant stakeholders. A case note entry should be entered for documentation purposes.



# Performance Standards

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## Personal Care, Supervision, and Protection

Care and services provided to clients must be designed to promote independence and improve physical and psychosocial functioning. All interactions with clients will promote and encourage cooperation, self-esteem, self-direction, and return to a maximally functional lifestyle.

Supervision, protection, and personal care services will be provided in accordance with all regulatory requirements and as outlined in the individual treatment plan. Positive social and recreational interactions will be provided at Origami facilities and within the community. Clients will also be provided opportunity for rest, leisure activities, and attendance of religious activities of the client's choice.

## Dress and Personal Appearance

Interns, shadows, and volunteers are expected to maintain an appropriate appearance that is business-like, neat and clean, as determined by the requirements of the work area. Dress and appearance should not be offensive to clients or other staff members. Appropriate appearance includes:

- Interns and shadows may not wear shorts
- T-Shirts may only be worn if they have Origami's logo on them; however, should not be worn with jeans.
- A badge must be worn at all times. Interns are encouraged to utilize a school badge if possible. Origami may provide a temporary badge upon orientation, which must be returned at the end of service.
- Sweatshirts (pull over or zip up) may not be worn at any time unless there is a special circumstance pre-approved.
- Sandals that resemble flip-flops and other similarly casual footwear are against company policy. Professional style sandals are allowed to be worn as long as it doesn't impact direct job duties.
- Sleeveless shirts may be worn, if professionally appropriate dress.

- Jeans may be worn on Fridays, or as the occasion permits (special events/activities that are pre-authorized by management). When jeans are worn, shoes and shirt should be dressy to compensate for the jeans. Shirts should be tucked in if they present as sloppy otherwise.
- All clothing should be appropriate and in good condition. This includes no inappropriate terms or subjects.
- Clothing must be free from holes, tears, stains, paint drops, etc.
- No provocative clothing shall be worn under any circumstance.
- No scrubs such as those worn in the hospital are permitted unless authorized for special circumstances.
- Hats are to be removed when indoors.
- Tattoos should be covered and piercings (other than earrings) should be removed or covered during working hours. Any inability to comply with this policy must be approved by the direct supervisor in advance. If you have tattoos on your arms and/or legs which require long sleeves or pants for coverage; then an exception for short sleeves and/or shorts may be permitted if the weather forecast indicates temperatures at or above 85 degrees Fahrenheit during your expected Origami hours and the dress code for your role allows.
- Hair should be clean, combed and neatly trimmed or arranged. This also pertains to sideburns, mustaches and beards. Shaggy, unkempt hair is not permissible.
- If an intern, volunteer, or shadow is not dressed appropriately the direct supervisor reserves the right to request the person return home to make necessary changes.

## Attendance Standards

Punctuality and regular attendance are essential to the proper operation of any business.

If you are unable to report for any reason, if you will arrive late, or must leave early, notify your supervisor before starting time. We reserve the right to require a physician's release when you return following a health condition.

## Absence without Notice

For us to operate our business effectively, we ask that you keep us informed of your status when you are out because of illness or accident from any cause. If you fail to notify us after two days of consecutive absence, we will presume you have resigned. Likewise, interns must call their supervisor daily while off due to short-term illness or accident, or we will presume you have terminated your placement. If you must leave for any reason before the end of the day, you must inform your supervisor and receive approval.

## Behavior

Groups of people who are working together for any purpose require certain guidelines pertaining to their conduct and relationships. Accordingly, our interns, shadows, and volunteers must be aware of their responsibilities to the company and to co-workers. We strive to take a constructive approach to disciplinary matters to ensure that actions which would interfere with operations or an intern, shadow, or volunteer's role are not continued. The company reserves the right to inspect personal effects, such as lunch boxes, purses, tool boxes, desks, lockers, etc., if a reasonable suspicion exists that a company policy or state or federal law has been violated.

Violations of our standards may result in corrective action. The company reserves the discretion to determine the corrective action that might be appropriate. In arriving at a decision for proper action, the following will be considered:

- The seriousness of the infraction
- The past performance record
- The circumstances surrounding the matter

## Gifts

At times, our clients or their family members may attempt to give or receive gifts. While well intentioned, there are a variety of potential concerns which should be considered. Any volunteer, intern, or job shadow should seek guidance from their supervisor for instruction and reference to the Gift Giving and Receiving standard operating procedure.

## Conflict of Interest

You are expected to devote your best efforts to the interests of the company and the conduct of its affairs. The company recognizes your right to engage in appropriate activities outside of your affiliation with Origami which are of a private nature and unrelated to our business. However, a policy of full disclosure must be followed to assess and prevent potential conflicts of interest from arising. Origami must be notified either prior to placement or immediately upon recognition of the conflict. Contact your supervisor or Human Resources if you have questions regarding a possible conflict of interest outside of work.

## Personal Items

Personal items such as coat, purse, lunch, etc. should remain in a secure area. Please see your supervisor regarding the proper storage of personal items. If food is placed in an Origami refrigerator, it must be stored and labeled properly stored in containers with lids. Labels must include your name, name of food, and date. Food without proper labeling will be discarded. Open food will be discarded after 3 days per licensing requirements.

## Exiting Procedures

If you leave the company you, in conjunction with your supervisor, will need to schedule an exit interview with Human Resources before your last day. A form will be sent upon scheduling this appointment which is to be completed prior to the meeting. This is to document details of your time at Origami and solicit constructive feedback to improve the company. Any items utilized during your involvement with Origami must be returned (badge, office equipment, etc.)

# Health and Safety

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## Standard Precautions

Standard precautions are designed to facilitate safe handling of blood and other potentially infectious body fluids associated with disease transmission and are applied to the care of all clients. Standard precautions protect such individuals as clients, employees, interns, volunteers, and visitors, as well as provides for the safe use of needles.

“One should assume that every person is potentially infected or colonized with an organism that could be transmitted in the healthcare setting and apply the following infection control practices during the delivery of health care” (CDC, 2007).

Note: All references to employees below encompass interns, volunteers, and shadows.

## Hand Hygiene:

1. Practiced before and after each client contact (even if gloves are worn). All employees are required to wash, rinse, and dry their hands or apply alcohol hand rub before beginning work, after using the rest room and prior to leaving work.
  - a. Lotion Soap:
    - i. Use warm water to wet the hands.
    - ii. Apply lotion soap.
    - iii. Work up a good lather.
    - iv. Apply with vigorous contact on all surfaces of the hands.
    - v. Wash hands for at least 15 seconds.
    - vi. Rinse, avoid splashing.
    - vii. Keep hands down so that run off will go into the sink and not down the arm.
    - viii. Dry well with paper towels and use the paper towels to turn off the faucet.
    - ix. Discard the paper towels into the appropriate container.

- b. Alcohol-Based Hand Rub:
- i. May be used for hand hygiene in place of an antimicrobial soap hand wash. Hands that are grossly contaminated must be washed with lotion soap prior to hand disinfection with an alcohol hand rub.
  - ii. Use for routinely cleaning your hands:
    1. before having direct contact with clients
    2. after having direct contact with a client's skin
    3. after having contact with body fluids, wounds or broken skin
    4. after touching equipment or furniture near the client
    5. after removing gloves
  - iii. Apply 1.5 to 3 ml (about the size of quarter) of an alcohol gel or rinse to the palm of one hand, and rub hands together; Cover all surfaces of your hands and fingers, including areas around/under fingernails; continue rubbing hands together until alcohol dries (about 15-25 seconds).
  - iv. An alcohol hand rub may be substituted for antimicrobial soap.
  - v. Do not opt for an alcohol-based hand rub when hands are visibly soiled or contaminated with blood or body fluids.

## Fingernails:

Employees with direct client contact must maintain their fingernails.

- The tips of the nails do not extend past the ends of their fingers.
- The nail surface should remain smooth.
- Artificial nails/wraps or acrylic overlays are not permitted.
- Nail polish must not be chipped or cracked.

## Gloves:

1. Wear gloves (clean, non-sterile) when the potential exists to come in contact with blood, body fluids, secretions or excretions, and contaminated items.
2. Put on clean gloves before touching mucous membranes and non-intact skin.
3. Wear gloves when administering medication (i.e. eye drops, pills), caring for a wound, applying creams/ ointments, using a cleaning supply, preparing/handling food, handling soiled linens, etc.
4. Remove gloves promptly after use, before touching non-contaminated items, environmental surfaces, and before going to another client or task.
5. Blood stained gloves shall be placed in the red biohazard bag.

## Personal Protective Equipment (PPE):

1. Wear PPE when the client interaction indicates that contact with blood or body fluids may occur. This may include gloves, mask/face shield, gowns, and foot coverings, depending upon the situation.
2. Prevent contamination of clothing and skin during the process of removing PPE.
3. Wear a gown that is appropriate to the task that will protect skin and prevent contamination of clothing during procedures and client care activities where contact with blood, body fluids, secretions, or excretions is anticipated.
4. Wear a gown and gloves for direct client contact if there are uncontained secretions/excretions. Remove gown prior to performing hand hygiene and leaving the environment.
5. Wear to protect mucous membranes of eyes, nose, and mouth during procedures that are likely to generate splashing or spraying of blood, body fluids, respiratory or other secretions or excretions.
6. Do not reuse PPE.
7. Disposable gowns and face shields will be kept in the clean supply room.
8. Masks may be obtained by the Patient Care Technician (PCT) on duty or Nurse Supervisor.

9. PPE that are used for clothing protection and are not grossly contaminated with blood, body fluids, secretions or excretions can be disposed of in the regular garbage (i.e. gowns used for showering explosive diarrhea).
10. PPE that are grossly contaminated with blood, body fluids, secretions, or excretions should be disposed of in the biohazard bag (i.e. projectile vomit).
11. PPE inventory will be monitored by the Nurse Supervisor and PCT Team on a weekly basis.

## Client Care Equipment:

1. Handle equipment to prevent skin and mucous membrane exposure and contamination of clothing and/or environmental surfaces.
2. Clean and reprocess all reusable equipment.
3. Properly dispose of all single-use items. Contaminated items need to be placed in the red biohazard container.

## Environmental Control:

1. Follow all procedures for routine care, cleaning and disinfection of environmental surfaces, sinks, rails, door handles, knobs, telephones, and other frequently touched surfaces within the facility.
2. Upon completion of a shift, the following protocols should be taken to limit the transfer of infection to external sources:
  - a. Remove and store work shoes outside of the internal structure of the home
  - b. Change work clothes upon entering the internal structure of the home
  - c. Ensure work clothes are washed in warm or hot water

## Linen:

1. Wearing gloves to handle, transport, and process used linen soiled with blood, body fluids, secretions and excretions in a manner that prevents skin and mucous membrane exposures, contamination of clothing, transfer of microorganisms, and minimal agitation.



2. Do not shake or jostle dirty linen to prevent contamination of air, carrier, or surfaces.
3. Contaminated linen (i.e. blood stained) shall be placed in the red biohazard bag for transport to the laundry room and to keep it separate from uncontaminated linen.
4. Soiled linens shall be placed in the utility tub. Run hot water to remove any solid materials. Treat effected area with detergent, then leave to soak for 30 minutes.
5. Run the soiled linen with detergent in hot water through a complete wash cycle.
6. Scrub out wash tub with detergent.
7. Transfer clean linens to dryer.
8. If there are known infectious agents involved, adhere to the related standard operating procedures.
9. Return clean linen/clothing to appropriate location when dry.
10. Avoid using bleach unless specifically directed or in another procedure; however, if necessary then permission from the direct supervisor should be received first.

## Safe Injection Practices:

1. Needles and syringes are single use and are meant to be immediately disposed of in the puncture proof Sharps container.
2. Use intravenous infusion and administration sets only one time and any syringe / cannula / needle is considered contaminated once it has been opened/uncapped and used to connect to any infusion bag or administration set.
3. Do not administer medications from single use vials or ampoules to multiple clients or multi-use vials ordered for one client to multiple clients. If multi-use vials are used, both the needle / cannula and syringe used must be sterile.
4. Discard multi-use vials if content sterility is suspect.

## Respiratory Hygiene/Cough Etiquette:

1. Cover your mouth and nose with a tissue when you cough or sneeze.
2. Put your used tissue in the waste basket.

3. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.
4. If you have a wet or productive cough (coughing up mucous), it is suggested that you wear a mask to protect others.
5. If a client has a wet or productive cough, encourage them to wear a mask or maintain a distance of 3 feet from other clients and staff to prevent transmission to others.
6. Provide education to clients on proper hand hygiene following coughing or sneezing.
7. Avoid touching your eyes, nose, and mouth to allow for germs to have a point of entry from your hands.
8. If you are sick with flu symptoms, speak with your supervisor prior to coming to work. More information will be provided during flu season with how to differentiate the common cold from the Seasonal Influenza.

## Safe Handling

Safe Handling provides a safe work environment when providing care to clients by requiring the use of safety materials, equipment, training, and a “safety culture” designed to prevent injury resulting from transfer and mobility activities.

It is the duty of interns, shadows, and volunteers to take reasonable care of their own health and safety.

Compliance with this policy is mandatory. Individuals who do not use the lifts and assistive devices according to company policy and trained procedures will be violating policy. Supervisors will follow a corrective action for all persons in noncompliance. This may include termination from placement.

## Accidents

No matter how insignificant an injury may seem when it occurs, notify your supervisor or Human Resources immediately.

## Behavior Management

Some clients may exhibit behaviors which may need to be addressed through a behavior management plan. This will usually be identified as a need at the time of admission and a plan will be reviewed with you so that you are comfortable handling these behaviors

appropriately. However, it is important for you to communicate ongoing issues with your supervisor and other staff members in relation to the effectiveness of the plan and your ability to successfully implement it.

There are many rules which specify acceptable and unacceptable approaches to properly handling behavioral interventions. The specific information will be presented to individuals during the initial training process. Physical force, verbal or mental abuse, confinement, derogatory remarks, threats, or withholding food, water, clothing, etc. are examples of interventions which are strictly prohibited. Any evidence that should imply that an individual is using one of these interventions may result in immediate termination.

Talking openly about your feelings and the challenges involved in addressing aversive behaviors with your supervisor is encouraged and will increase your ability to effectively deal with difficult behaviors.

# Communication

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## Telephone Use

Company telephones are to be used for business purposes in serving the interests of our customers and in the course of normal company operations. Answer all calls promptly and courteously. On occasion, personal calls may be necessary, but we ask your cooperation in limiting them to emergencies or essential personal business and in keeping them brief.

## Use of Information Systems

Origami provides the following systems and equipment to staff members if/when necessary which are used for completing work-related duties: Computers; Laptops; Printers and Fax Machines; Desk and Mobile Phones; Multimedia Equipment; Electronic Medical Records; Network Folders and Files; Email; Instant Messaging; and iPads.

Origami's information technology equipment and information resources remain the property of Origami's and not of particular individuals, teams, or departments. These systems and equipment should be used legally, securely, effectively, in a spirit of cooperation, trust and consideration for others as outlined below. Deliberate misuse may lead to disciplinary measures which may include the offender being terminated from placement at Origami. All information regarding Origami, proprietary information, clients, or any additional information must be removed from personal equipment, including laptops and memory devices prior to the end of service.

## Copyright

The intern, volunteer, or shadow will take care and use software legally in accordance with both the letter and spirit of relevant licensing and copyright agreements. Copying software for use outside these agreements is illegal and may result in criminal charges. Copyrighted documents shall not be copied or removed from the premises without Director approval.

## Security

- The intern, volunteer, or shadow will not attempt to gain unauthorized access to information or systems. The Computer Misuse Act 1990 makes it a criminal offence to

obtain unauthorized access to any computer (including workstations and PCs) or to modify its contents. The intern, volunteer, or shadow should contact IT support if he or she needs to access resources that are not currently authorized to them.

- The intern, volunteer, or shadow will not disclose personal system passwords or other security details to other staff, interns, volunteers, or external agents and will not use the login of another intern, volunteer, or shadow; this compromises the security of Origami. In the event that a password is breached, or an unauthorized individual may have access, the intern, volunteer, or shadow should immediately contact their supervisor to assist in changing the password.
- The intern, volunteer, or shadow should not leave a PC unattended without logging off or locking it. He or she will be held accountable for any misuse of it while away.
- Using external media (i.e. memory sticks, CDs and floppy disks) encourages spread of computer viruses. Some viruses are capable of destroying information resources. The intern, volunteer, or shadow should be cautious when using these types of media.

## Information about people

When recording or obtaining information about individuals, the intern, volunteer, or shadow shall adhere to the Data Protection Legislation.

- The intern, volunteer, or shadow shall ensure actions are in the interest (and spirit) of Origami and not leave Origami open to legal action (e.g. libel). The intern, volunteer, or shadow needs to avoid trading insults with other people using the Internet.
- Do not write, publish, search, bookmark, access, or download obscenities and/or pornography under any circumstances at any time.
- Origami computer systems may be monitored for all lawful purposes, including to ensure authorized use, for management of the system, to facilitate protection against unauthorized access and to verify security procedures and operational procedures. The monitoring on this system may include audits by authorized Origami personnel to test or verify the validity, security, and survivability of this system. During monitoring, information may be examined, recorded, copied, and used for authorized purposes. All information placed on or sent to this system may be subject to such monitoring procedures.

## Email

- Use it in preference to paper to reach people quickly (saving time on photocopying / distribution) and to help reduce paper use. Think and check messages before sending (just as a letter or paper memo would be).
- Use of personal internet email accounts (i.e. Yahoo, Google) for Origami correspondence is strictly prohibited. All communication, especially client related, should only be done using Origami email accounts. Origami provides a safe and secure environment for email use and every effort shall be made to use this system when dealing with Origami business matters. Encryption processes shall be followed per procedure.
- Use the phone (including voicemail if no reply) for urgent messages (email is a good backup in such instances).
- Use Origami's network to save all relatively static information (e.g. policy and procedures, reference material, and other standing information). Record information on the network in a well-structured manner. Use email as a pointer to draw attention to new and changed information on the network.
- Only send email to those it is meant for; do not broadcast (i.e. send to large groups of people using email aliases) unless absolutely necessary since this runs the risk of being disruptive. Unnecessary (or junk) email reduces computer performance and wastes disc space.
- Use the standard aliases for work related communication only.
- If the intern, volunteer, or shadow wishes to broadcast other non-work related information or requests (e.g. information or opinions on political matters outside the scope of Origami's interests, social matters, and personal requests for information), use a webmail account or a personal email account at home; the intern, volunteer, or shadow should not use the standard work email account.
- When publishing or transmitting information externally, the intern, volunteer, or shadow should be aware that he or she is representing Origami and could be seen as speaking on Origami's behalf, he or she needs to make it clear when opinions are personal.
- Any correspondence that is sent electronically should be kept electronic, only keeping what is needed. Do not print it and keep paper files unless absolutely necessary.

- The intern, volunteer, or shadow should treat others with respect and in a way that he or she would expect to be treated (e.g. do not send unconstructive feedback, argue or invite colleagues to publicize their displeasure at the actions / decisions of a colleague).
- Do not forward emails warning about viruses (they are invariably hoaxes and IT Support will probably already be aware of genuine viruses - if in doubt, contact them for advice).
- Be courteous and polite, address someone by name at the beginning of the message, especially if when copying another person or group of people.
- Do not open email unless there is a reasonable good expectation of what it contains (e.g. do open report.doc from a known Internet colleague, do not open explore.zip sent from an unknown, however tempting). The intern, volunteer, or shadow needs to alert their supervisor if he or she is sent anything like this unsolicited. This is one of the most effective means of protecting Origami against email virus attacks.

## Miscellaneous

- The intern, volunteer, or shadow must get permission from their supervisor before the installation of any software on equipment owned and/or operated by Origami.
- The intern, volunteer, or shadow should only keep master copies of important data on Origami's network and not solely on the PC's local C: drive or floppy discs. Otherwise, it is at risk of being lost due to it not being regularly backed up.
- The intern, volunteer, or shadow should ask for advice from their supervisor if there is a need to store, transmit or handle large quantities of data, particularly images or audio and video. These large files use up disc space very quickly and can bring the network to a standstill.
- The intern, volunteer, or shadow needs to be considerate about storing personal (non-Origami) files on Origami's network.
- The intern, volunteer, or shadow should not copy files which are accessible centrally into his or her personal directory unless there is good reason (i.e. he or she intend to amend them or there is need to reference them and the central copies are to be changed or deleted) since this unnecessarily uses up disc space.
- Use of systems for leisure or personal purposes (e.g. sending and receiving personal email, playing computer games, browsing the Internet) is not permitted at any time.

- The intern, volunteer, or shadow should not re-arrange how equipment is plugged in (computers, power supplies, network cabling, modems, etc.) without contacting their supervisor.

## Complaint Handling

We believe that in any organization, persons may disagree about the way the company interprets and applies policies. We also believe that discussing and settling problems promptly and fairly will make the company more productive and a better place to work for everyone. Under normal circumstances, if you have a problem, question, or complaint, you should discuss it with your supervisor. The simplest, quickest, and most satisfactory solution will often be reached at this level.

If the discussion with your supervisor does not answer your question, or resolve the matter to your satisfaction, you may then present your complaint, orally or in writing to Human Resources or via the proper hierarchy or organizational structure. When the issue personally involves the supervisor with whom you would ordinarily discuss a problem, you may bypass that individual and proceed to the Director of the department you are involved with without fear of reprisal. The Director will respond within seven days.

## Suggestions

We encourage you to suggest methods to improve quality and efficiency in the company. Submit your suggestions in writing to the suggestion box at the front desk of the clinical building, or to your supervisor. Suggestions should be detailed so that the system or procedure can be adequately evaluated.



# Handbook Waiver Form

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- I have received a copy of the Intern, Shadow, and Volunteer Handbook for Origami Brain Injury Rehabilitation Center. I understand that I am responsible for the information that it contains.
- I agree to abide by the policies and requirements as stated in the handbook.
- I agree to adhere to Origami Brain Injury Rehabilitation Center's Code of Ethics and State mandated Client Rights.
- I understand that ALL identifiable medical information is confidential. It cannot be discussed, copied, text or in any way communicated with anyone other than your direct supervisor.
- I understand that additional information and details will be shared by my direct supervisor onsite in regards to performance standards and required knowledge specific to my area of focus.
- I further understand that it may be amended at any time. In that case, I will be made aware of changes that have been made.
- I attest that my physical and mental health will not negatively affect either the health of any client or the quality of care.

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Intern, Shadow, or Volunteer's Signature

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Date

-----  
Clinical Instructor or Human Resources

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Date

## Watch

[www.youtube.com/user/origamirehab/feed](http://www.youtube.com/user/origamirehab/feed)

## Follow

[www.twitter.com/origamirehab](http://www.twitter.com/origamirehab)

## Like

[www.facebook.com/origamirehab](http://www.facebook.com/origamirehab)

## Connect

[www.linkedin.com](http://www.linkedin.com)

## Contact

[info@origamirehab.org](mailto:info@origamirehab.org)