

Courage Kenny Rehabilitation Institute Sports and Recreation Volunteer Training



We welcome you!

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Please note: you will receive site-specific annual orientation based on your specific program and volunteer role. There will be a short quiz and COVID-19 agreement and attestation following this training.

Guided by Our Values

Code of Conduct



Allina Health 

Mission

We serve our communities by providing exceptional care, as we prevent illness, restore health and provide comfort to all who entrust us with their care.

Values

Integrity

We match our actions with our words.

Respect

We treat everyone with honor, dignity and courtesy.

Trust

We act in the best interests of our patients, physicians, communities and one another.

Compassion

We create a caring environment for our patients and one another.

Respectful Workplace and Non-discrimination

We are committed to fostering an inclusive culture and to ensuring employees work collaboratively with volunteers, participants and their family members. We do not discriminate, exclude or treat people differently on the basis of race, color, creed, religion, national origin, sex, sexual orientation, gender identity, disability, age, marital or familial status, covered veteran status or any other classification protected by federal, state or local law. Following these inclusion and non-discrimination practices in every interaction with our participants and with each other is essential to providing exceptional care to all those we serve. We do not tolerate any form of harassment or unwelcome conduct that creates an offensive, hostile or intimidating environment.

To fulfill our commitment, we rely on you to perform your volunteer responsibilities professionally, and treat colleagues in a way that upholds our mission and values, and to report it immediately if you believe you have been the subject of discrimination or harassment, or have witnessed or become aware of such an incident.

Courage Kenny Rehabilitation Institute

Our Mission

Courage Kenny Rehabilitation Institute maximizes quality of life for people of all abilities. We help people achieve health and wellness by offering excellent services, innovative programs, ground-breaking research and barrier-shattering advocacy.



Our Vision

We are guided by the vision that one day all people will live, work, learn and play in a community based on abilities not disabilities.

Courage Kenny Rehabilitation Institute



**OUR COMMITMENT
TO CARE**
Care on the Spot

Our Guiding Principles

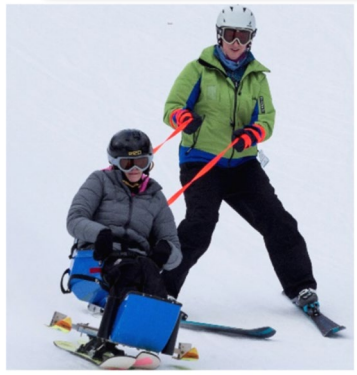
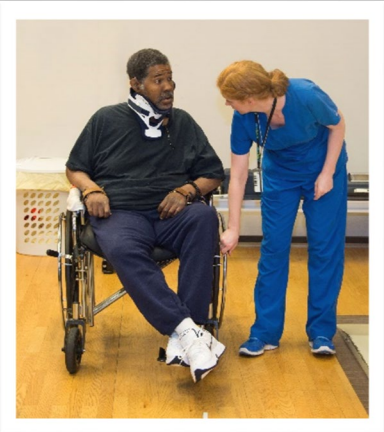
- Persons served as partners
- Integrating mind, body and spirit
- Quality and innovation
- Accessibility
- Integrity
- The generous spirit
- Financial stewardship
- Diversity

Our Commitment to Care

- I provide safe and compassionate care.
- I engage you in your care as partner and decision maker.
- I respect your time.
- I build trusting relationships.
- I contribute to a positive, safe and effective work environment.

All the ways you can get involved

Volunteer opportunities include: Inpatient Care and Outpatient Care in Physical Therapy, Occupational Therapy and Speech Therapy, Physician Services, Community Services – including Adaptive Sports and Recreation.



Privacy and Confidentiality



- Information concerning the people we serve is always personal in nature, and therefore, any information about his/her condition, care, treatment or personal health information (PHI) is absolutely confidential and must not be discussed with anyone other than those directly responsible for care and treatment. Any personal identification information (PII) like name, address, or date of birth is also to be kept confidential.
- A violation of confidential information is a violation of facility policy and the Health Insurance Portability and Accountability Act (HIPAA), a federal regulation that promotes and ensures the confidentiality of person served /family information.
- **Remember - You may not talk about PHI or PII of participants in our program with friends and family or other Allina Health employees who are not part of the Sports and Recreation department.**

Professional Boundaries

Why Are They Important?

Professional boundaries are the spaces between the caregiver's/volunteer's power and the participant's vulnerability.

Remember not to cross the line between being friendly and being a friend.

Remember that your role is to assist in whatever setting you are assigned

Your responsibility is to make sure that you are always acting within professional boundaries, and maintaining respectful relationships with those we serve.

Professional Boundaries

To keep professional boundaries between volunteers and participants, please **DO NOT**:

- Socially communicate with a participant via email, phone, text or social media
- Use forms of address that are 'familiar' such as "honey" or "sweetie"
- Share personal information or problems
- Perform any personal hygiene or toiletry needs; these are not the responsibility of a volunteer
- Phone or contact vulnerable adults or children without the knowledge of their family
- Socially gather with participants, except at official Courage Kenny sponsored events
- Take photos (unless otherwise directed) or post on social media
- Give a ride to a participant
- Buy gifts, snacks, coffee, or meals



These boundaries provide a safe environment for the vulnerable population we serve. If a participant reports to you or you witness a boundary crossed, please report that information to your program supervisor or Volunteer Services.

Safety and Security

Allina Health is committed to providing a safe and caring environment that is free from verbal or physical violence, threats, and/or intimidating conduct.



The safety and well-being of our volunteers and participants is a top priority. Should a safety or security event occur, do not hesitate to:

- Call for help and contact your site supervisor, if:
 - You or a participant is injured
 - Somebody seems agitated or anxious
 - You have questions about environmental safety (including weather conditions)
 - Any other safety considerations
- Put yourself in a safe location
- If necessary, call 911

You will have these topics covered in greater detail at a program specific orientation prior to volunteering

Safety and Security – Violence Prevention

Here are some ways that you can identify when a person is becoming agitated or anxious (when their behaviors are “escalating”):

Any noticeable change in a person’s normal behavior, such as:

- Pacing
- Wringing/clenched hands
- Irritable
- Perspiration
- Rapid/shallow breathing
- Restless
- Pressured tone speech

Untreated or increased state of anxiety:

- Yelling
- Swearing
- Verbal threats
- Increased restlessness
- Limited ability to use problem-solving skills

Follows untreated or increased agitation:

- Physical violence towards people, oneself, and/or property
- Unable to problem-solve

Safety and Security – Violence Prevention

Here are some tips to keep in mind, if you find yourself with a person who is experiencing anxiety or agitation:

- Speak in a calm, soft voice using clear language
- Present a calm, nonjudgmental and caring attitude
- Use simple verbal responses such as: “Okay”, “I see”, “I am listening”
- Present choices - give them the power to choose
- Set clear limits

- Stay at the same eye level with the person, if possible, to let them know you are listening.
- Reassure that you are here to help them
- Allow person to vent their feelings
- Calmly tell them that their behavior is inappropriate, frightening, etc.
- Do not feel the need to get the last word

Avoid behaviors and body language that may be interpreted as aggressive:

- Moving rapidly, getting too close, touching, speaking loudly or interrupting, giving orders
- Fake smile, crossing arms, clenching of the hands

Preventing Infection

Here are some ways that you can help break the chain of infection:

- **Wash hands with soap & water** after each visit to the bathroom, before and after eating a meal, and after touching potentially contaminated surfaces (such as wheelchairs, door handles, telephones, or other program equipment).
- **Use hand sanitizer** when appropriate.
- **Cough into your sleeve or shoulder**, not your hand.

DO NOT volunteer if experiencing any of the following symptoms:

- A fever
- Respiratory infections, including colds and sore throats
- Diarrhea
- Open areas on skin, especially when reddened and draining
- Cold sores, until dry and crusted
- Been exposed in the previous three weeks to a communicable disease to which you are non-immune, e.g., chicken pox or measles
- Undiagnosed rash
- Eye infection



General guidelines when working with people of all abilities

Platinum Rule: Treat others the way they want to be treated.

- Follow their lead on whether they use person-first or disability-first language (i.e. refer to themselves as a “person with a disability” or a “disabled person”) and ask if you are unsure.
- Speak to the patient/participant, not only their attendant/assistant (do not assume they are unable to communicate)
- Respect a person’s adaptive equipment as if it were part of their body – do not push a wheelchair without asking and receiving permission, do not pet service animals, or touch a person without their consent.
- Offer help, do not assume assistance is needed.



In general, ask the individual what their preference is, and respect it. Ask questions and know that it is okay to make mistakes.

Sports & Athlete Protection Policy

In 2019, a law (S.534 Protecting Young Victims from Sexual Abuse and Safe Sport Authorization Act of 2017) was passed. The purpose of this law is to prevent the sexual abuse of minors and amateur athletes by requiring the prompt reporting of sexual abuse to law enforcement authorities, and for other purposes. This law requires the USOPC (United States Olympic and Paralympic Committee) to use the United States Center for Safe Sport as the standard for Education & Reporting for volunteers, coaches, and staff affiliated with the USOPC.



Bullying

Bullying is when someone is being hurt either by words or actions on purpose, by someone with more “power”, usually more than once. This results in the person experiencing negative effects because of it, as well as a hard time stopping what is happening to them.



VERBAL

Using words, statements, or insults in a negative way.

- Name-calling
- Teasing
- Intimidation
- Threatening to cause harm



PHYSICAL

Any type of unwanted physical force.

- Hitting
- Kicking
- Tripping
- Other forms of physical aggression



SOCIAL

Harming others through the manipulation and damage of their peer relationships.

- Spreading rumors
- Leaving out individuals
- Embarrassing someone
- Ignoring a teammate



DAMAGE TO PROPERTY

Damaging or threatening to damage an individual's personal belongings.

Effects of Bullying

Short-Term:

- Anger
- Generalized depression, anxiety and panic attacks
- Anxiety related to the setting where the bullying occurred/may occur
- Withdrawal from normal activities
- Insomnia or oversleeping
- Suicidal thoughts and feelings

Long-Term:

- Difficulty trusting people
- Lingering feelings of anger
- Desire for revenge
- Interpersonal difficulties
- Avoidance of social interactions
- Low self-esteem and extreme social sensitivity
- Increased occurrences of bullying and peer abuse
- Suicidal thoughts and feelings

Hazing

Hazing involves coercing, requiring, forcing or willfully tolerating any humiliating, unwelcome or dangerous activity that serves as a condition for joining a group or being socially accepted by a group's members.



Examples of Hazing

- Requiring, forcing or otherwise requiring the consumption of alcohol or illegal drugs
- Tying, taping or otherwise physically restraining an athlete
- Sexual simulations or sexual acts of any nature
- Sleep deprivation, unnecessary schedule disruption or the withholding of water and/or food
- Social actions (e.g. grossly inappropriate or provocative clothing) or public displays (e.g., public nudity) that are illegal or meant to draw ridicule
- Beating, paddling or other forms of physical assault
- Excessive training requirements that single out individuals on a team

Harassment

Conduct may not always rise to the level of Harassment. Sometimes the behavior is merely rude, mean, or arising from conflict between persons who perceive they have incompatible views or positions on a topic of discussion. Harassment does not include professionally accepted coaching methods of skill enhancement, physical conditioning, team building, appropriate discipline, or improved athlete performance.

Definition: Repeated and/or severe conduct that:

- causes fear, humiliation or annoyance
- offends or degrades
- creates a hostile environment
- reflects discriminatory bias in an attempt to establish dominance
- or any act as defined as harassment under federal or state law



Sexual Harassment

Any unwelcome sexual advance, request for sexual favors, or other unwanted conduct of a sexual nature, when either a) or b) below are present:

- a) Submission to such conduct is made, either explicitly or implicitly, a term or condition of any person's employment, standing in sport, or participation in Events, sports programs and/or activities (often referred to as "quid pro quo" harassment)
- b) Such conduct creates a **hostile environment**.

AND/OR

Harassment related to gender, sexual orientation, gender identity, or gender expression

A **hostile environment** can be created by persistent or pervasive conduct or by a single or isolated incident that is severe. The more severe the conduct, the less need there is to show a repetitive pattern of incidents to prove a hostile environment, particularly if the conduct is physical.

Emotional and Physical Misconduct

- **Emotional Misconduct** – includes verbal acts, physical acts, acts that deny attention or support, criminal conduct, stalking including cyber stalking, exclusion
- **Physical Misconduct** – Contact violations (punching, slapping, etc), non-contact violations (isolating a person in a small space), criminal misconduct, exclusion



In any interactions with our participants, safety needs to be a primary concern. No athlete/participant should ever be subjected to physical violence as a way to motivate, teach a skill or discipline poor behavior. Creating a positive environment for participants to learn and grow should always be the focus.

Sexual Misconduct

Sexual misconduct includes a wide range of behaviors and actions involving behaviors of an intimate or sexual nature.

We use the term “sexual misconduct” to include all of the behaviors that someone can experience, whether or not physical violence is involved.

To be clear, any non-consensual sexual contact or conduct is sexual misconduct and is a violation of the SafeSport Code and may also violate criminal law.

Behaviors under the umbrella of sexual misconduct, include but are not limited to:

- Sexual or gender-related harassment
- Non-consensual Sexual Contact (or attempts to commit the same)
- Non-consensual Sexual Intercourse (or attempts to commit the same)
- Sexual Exploitation
- Bully or hazing of a sexual nature
- Child sexual abuse

Sexual Misconduct and Consent

Consent is:

- Informed, knowing, voluntary, active, and clear words or actions indicating that a person is legally and functionally competent to indicate permission for specific sexual activity.
- **Active, not passive.** Silence, in and of itself, cannot be interpreted as consent.
- **NOT a permanent arrangement.**
If someone consents to sexual contact in one situation or relationship, it doesn't mean they have consented to it in subsequent situations. Consent can be withdrawn through similarly clear communication.

To give consent:

- One must be of legal age. The legal age of consent varies by state/province. Under the SafeSport Code, the age of consent is 18.
- Consent to sexual activity is required no matter the gender, gender identity or sexual orientation of people involved.

Sexual Misconduct and Consent

Without consent means:

- Consent cannot be obtained through force (physical violence, threat, intimidation, or coercion).
- A person is incapable of giving consent if they are under the age of 18 (a 3-year close in age exception exists where there is no power imbalance).
- A person is incapable of giving consent if they are incapacitated (unconscious, lack awareness, or are asleep) during any part of the act.
- Consent cannot be obtained where a power imbalance exists (coach/athlete, teacher/student, etc.)



Reporting Requirements

Safe Sport is focused on preventing abuse and helps organizations with developing policies and practices that discourage the types of behaviors that lead to abuse and mistreatment of our athletes and participants. It is our responsibility to be knowledgeable on what to do if a situation arises within our program. We have a legal responsibility to report abuse or suspicion of abuse if it is discovered.

How to report? What do I do?

- 1) Volunteers should report any incidents or suspected incidents of bullying, hazing, harassment, or physical, emotional or sexual misconduct to their Volunteer Supervisor or Site Coordinator.
- 2) CKRI Volunteer Supervisor will follow policies for reporting within CKRI, to the local authorities and to Safe Sport
- 3) Volunteers can call the local authorities if the situation warrants immediate attention due to safety concerns for the participant

Reporting Requirements

Federal law prohibits retaliation for those who report abuse. A report can be made anonymously, but if more information is needed during the investigation, authorities won't know who to go to for more information. We always want to act with the best intention for our participants and their well being.

Information to include when making a report:

- Name of participant(Also Parent/guardian name if known)
- What did the participant say happened
- Name of abuser
- When it happened
- Where it happened
- Your name and contact information*



ALLINA HEALTH COVID-19 VOLUNTEER EDUCATION

What is COVID-19? It is important to understand the illness:
[Allina Health Covid-19 Resource Information](#)
[Center for Disease Control and Prevention Covid-19 Resource](#)

If you have any of the following symptoms,
please do not volunteer:

- Fever or chills (Temperature of 100F or greater)
- Cough
- Shortness of breath/difficulty breathing
- Diarrhea – greater than three loose stools in a 24-hour period
- Vomiting
- Sore throat
- Loss of smell or taste, or a change in taste
- Body/muscle aches
- Unexplained headache
- Congestion/runny nose
- Nausea



CKRI Infection Prevention Protocols

Our top-most concern is the safety and health of all participants, volunteers, staff, and community members we serve.

All guidelines come from the Minnesota Department of Health, Allina Health, local and national authorities, and the CDC.

Please keep in mind, many of our activities may look and feel different in order for us to follow these guidelines. If you are unable to follow the guidelines, we ask that you return to volunteering with us at a later date. Our hope is to continue to ease restrictions as conditions warrant while we continue to operate under guidance from local and national regulations as well as ensuring the safety of all.

Choosing to participate is solely at the risk of the individual and not Courage Kenny Rehabilitation Institute. If in doubt, we encourage you to stay home and stay safe.

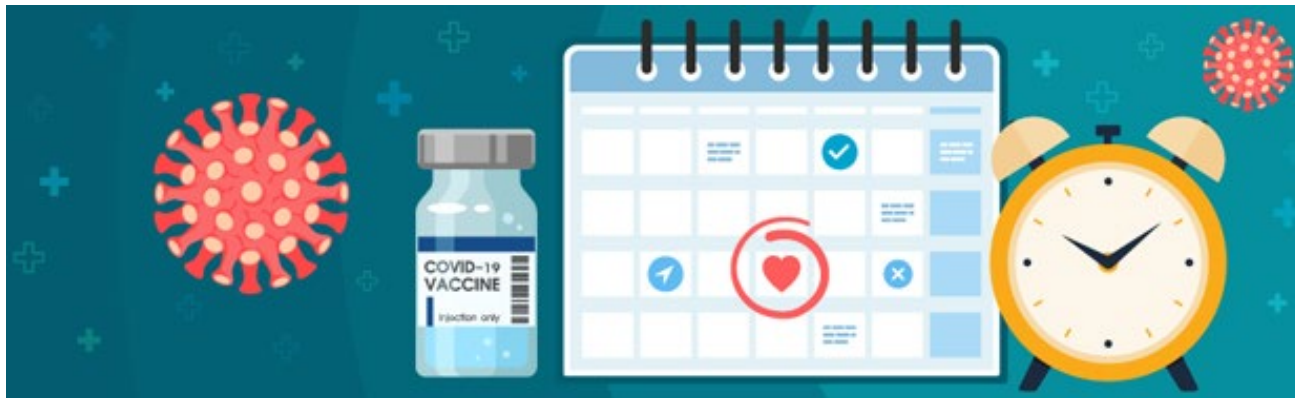
Please note: any costs associated with COVID-19 testing and treatment will be the responsibility of the individual and not Courage Kenny Rehabilitation Institute.



Vaccination Requirements

COVID-19 and Influenza Vaccinations

- Effective immediately - all employees, volunteers, students, contracted staff, providers and vendors are required to get vaccinated against COVID-19 in order to remain active at Allina Health.
- Any COVID-19 vaccine received in the past 12 months will qualify for this requirement. Allina Health also requires that everyone completes the vaccination series/booster, as indicated by the vaccine manufacturer.
- Also effective immediately, all volunteers active during flu season (September through April) must be vaccinated against influenza by the end of the calendar year (before January 1 of the following year).





**Thank you for completing the Courage Kenny
Sports and Recreation Volunteer Training!**



**Please close this document and then click
“next” to complete the quiz and sign the
attestation and agreement.**