

Volunteer Manual & Handbook

**TENDER ONES
THERAPY SERVICES**



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Welcome to Tender Ones Therapy Services, Inc.!

We are happy to have you and delighted that you have chosen to spend your time with us! We hope you enjoy your time here and that you learn a multitude of skills that you can carry with you to your next venture, whatever and wherever that may be.

We are a company dedicated to providing the highest quality therapy services, including physical therapy, occupational therapy, and speech therapy, to children ages 0-21 years old, with a variety of diagnoses and needs. We pride ourselves on offering unique therapy services, making our clinics unlike any other. Services are available at our clinics in Dacula and Gainesville, Georgia.

In addition to the previously mentioned therapy services, T.O.T.S. offers:

- Aquatic Therapy in our private pool at the Dacula clinic
- Intensive therapy programs
- Sensory integration therapy programs
- Suit Therapy utilizing the TheraSuit
- Therapeutic Listening Program and the Integrated Listening System (iLS)
- Astronaut training

We also have other specialty therapy equipment that you may not see at other clinics, including the Universal Exercise Unit (UEU), TheraTogs, the TheraSuit, sensory rooms, and OT gyms full of swings, a rock wall, and a ball pit. You may find additional information on each of the therapy services offered and the equipment within this manual.

This manual was created to assist you in becoming acquainted with the clinic and the services offered. It is our hope that this will serve as a guide for you during your time here. Please use it as often as you'd like to learn more about the clinic and the various types of therapy and equipment provided here at T.O.T.S.

If you ever have any questions during your time here, please do not hesitate to ask! We want you to have a great experience and are happy to help you in any way we can.

Again, we thank you for choosing T.O.T.S. and welcome to the team!

HIPAA Guidelines

What does HIPAA stand for?

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy, Security, and Breach Notification Rules

What you need to know:

- This rule protects the patient's privacy in regards to health information; this rule does allow a medical professional to share a patient's information with other professionals on a need to know basis
- Do not discuss a patient or a patient's medical history to anyone other than the therapist or patient's caregivers
 - i.e. do not talk about a patient to you family, friends, or other patients.
- Do not refer to a patient by his/her first and last name in an open environment
 - If you must discuss a patient in an open environment, use patient's initials.
- Do not take pictures of patients
- Do not talk about a patient online, i.e. Facebook, Twitter.
- Do not expose a patient's medical records to others
- Do not email personal information about a patient
- Protect the privacy of your patient!

In summary, anything you see, hear, or read must not be spoken about outside of this clinic or to anyone other than the treating therapist. You must maintain patient confidentiality at all times, not revealing patient's name or date of birth. We encourage you to observe and participate when appropriate; however, we ask that if you have any questions concerning the patient being treated, please wait until the session is over and you and the therapist are out of earshot of others. Thank you for your consideration and cooperation.

Attached is a summary of the HIPAA privacy rule. This document was obtained from the United States Department of Health and Human Services.

The T.O.T.S. Volunteer/Intern Experience

As previously discussed, we offer PT, OT, and ST services at our two clinical sites. Interns/volunteers will have the opportunity to observe all three disciplines, multiple different treatment strategies, and frames of references. To prepare, the following is provided to get you familiar with the services offered. As you become more comfortable, more familiar, and develop an increased interest in a specific area, please feel free to ask questions and seek out additional information or ask for direction as to what to review or research. It would be beneficial to look into finding a resource for developmental milestones. The CDC has some great resources you can explore at <https://www.cdc.gov/parents/index.html>.

Physical Therapy

The American Physical Therapy Association (APTA) defines the role of a Physical Therapist as:

“Physical therapists (PTs) are health care professionals who diagnose and treat individuals of all ages, from newborns to the very oldest, who have medical problems or other health-related conditions that limit their abilities to move and perform functional activities in their daily lives.

PTs examine each individual and develop a plan of care using treatment techniques to promote the ability to move, reduce pain, restore function, and prevent disability. In addition, PTs work with individuals to prevent the loss of mobility before it occurs by developing fitness- and wellness-oriented programs for healthier and more active lifestyles.

Physical therapists provide care for people in a variety of settings, including hospitals, private practices, outpatient clinics, home health agencies, schools, sports and fitness facilities, work settings, and nursing homes. State licensure is required in each state in which a physical therapist practices.”

A **pediatric Physical Therapist** specializes in treating and caring for patients from birth to 21 years old.

For more information, visit www.apta.org

Occupational Therapy

The American Occupational Therapy Association (AOTA) defines OT as:

“In its simplest terms, occupational therapists and occupational therapy assistants help people across the lifespan participate in the things they want and need to do through the therapeutic use of everyday activities (occupations).”

OTs practice from a holistic perspective, adapting the environment to meet the patient’s needs; the patient and his or her family is an active and integral part of the therapy team. Occupational Therapists (OTs) assess and treat conditions affecting a patient’s ability to independently perform daily tasks (i.e. self-care). Specializing in **pediatric Occupational Therapy** includes

helping children fully participate in school and social situations. Treatment approaches usually have a specific emphasis on the vestibular, sensory and fine motor components of a child's skills.

For more information, visit <https://www.aota.org/>

Speech-Language Pathology/Speech Therapy

The American Speech-Language-Hearing Association (ASHA) provides the following definition:

“Working with the full range of human communication, speech-language pathologists (SLPs) evaluate and diagnose speech, language, cognitive-communication, and swallowing disorders and treat such disorders in individuals of all ages, from infants to the elderly.”

SLPs are trained to assess and treat delays and disorders in speech (articulation), language, social skills, oral motor skills, and feeding/swallowing. **Pediatric Speech Therapy** is focused on working with young children with delays in language and communication, a play-based approach may be chosen which will specifically target developmentally appropriate concepts and vocabulary. For older children with grammatical needs or specific needs in sound production, a more structured hierarchical approach may be selected which involves drill and practice of specific grammatical structures or sounds. This approach may involve trials and repetition for the child to learn the specific skill, while keeping the session fun and interactive.

For more information, visit <https://www.asha.org/>

Aquatic Therapy

Tender One Therapy Services, Inc. offers aquatic therapy at our private indoor pool at the Dacula location. The therapeutic pool temperature is heated to provide an ideal medium for relaxation of tone and strengthening for children. The pool is equipped with jets to offer resistance training as a component of the therapy session. PTs and OTs utilize the pool as a treatment modality.

What is Aquatic Physical Therapy?

Aquatic Physical Therapy is an evidence-based and skilled practice of PT in an aquatic environment. Aquatic PT “includes but is not limited to treatment, rehabilitation, prevention, health, wellness and fitness of patient/client populations in an aquatic environment with or without the use of assistive, adaptive, orthotic, protective, or supportive devices and equipment.”
– American Physical Therapy Association (APTA), Aquatic PT Section

Benefits of Aquatic Therapy:

- Warm water facilitates muscular relaxation and promotes circulation/blood flow
- The viscosity of water provides resistance training
 - Resistance creates muscle balance
 - Can progress exercises by increasing speed of movement, which increases resistance
- Promotes body and spatial awareness
- Reduced gravitational forces allows patients to weight-bear and perform strengthening exercises that they would otherwise not be able to do
 - Submersion decreases weight-bearing by up to 90% (when submerged up to neck)
 - Individual who cannot support body weight to stand on land is able to walk with assist in water
- Water supports weak muscles and enhances ROM

- May reduce stress and anxiety and promote confidence
 - Hydrostatic pressure reduces pain and edema (swelling), which increases ROM
 - Increases venous return and circulation
 - Decreases reticular activating system, which is responsible for a person's level of arousal. This reduces the tactile (touch) sensory input to the brain and calms patients.
 - People who are sensitive to touch are able to enjoy being in the pool
 - This is great for children with sensory issues
 - The children love being in the water!
- Sources: www.brainline.org and www.aquaticpt.org

Intensive Therapy and Suit Therapy

The intensive therapy program is individually tailored to meet the specific needs of the patient. Both physical therapy and occupational therapy programs are offered, as well as a combination of physical, occupational, and speech therapy.

The intensive therapy program typically consists of three hours of physical therapy, one hour of occupational therapy, and an hour of speech therapy (upon request), five days a week, for two to three weeks. For younger patients, such as children under the age of 2 years, it is suggested that patients receive one to two hours of physical therapy and one hour of occupational therapy, five days a week for one to two weeks.

Patients may participate in an intensive therapy program 2 times per year. However, a child may partake in greater than 2 intensives in one year. Frequency of intensive therapy sessions varies from child to child and depends on each child's specific needs. Furthermore, intensives may be recommended following certain procedures (for example: a child may benefit from an intensive 2 weeks after receiving Botox/phenol-block injections or following a selective dorsal rhizotomy).

Each session begins with a warm up including moist heat, massage, and passive stretching. The session then progresses to the child utilizing the Universal Exercise Unit for strengthening and flexibility; using a system of pulleys and weights, active movements are facilitated with and without resistance. The "spider cage" is then utilized for strengthening, balance, proprioception, coordination and vestibular training. Children may then use the LiteGait harness to perform partial weight-bearing treadmill training.

Children may also utilize our well-equipped sensory gym, containing multiple suspension systems. During intensives, Suit therapy, utilizing the TheraSuit™ developed by Polish Physical Therapists Izabela and Richard Koscielney, is often implemented to improve a child's alignment and provide resistance for strengthening.

At the end of the program, each child is provided with an individualized home exercise program, including a binder with pictures of the child performing their exercises and detailed instructions on how to perform their exercises.

For more information on the TheraSuit and the Universal Exercise Unit, visit
www.suittherapy.com

General Information

- All interns and volunteers are required to complete a **final project**. This project is based on your interests and what you and your supervising clinician decide will be most beneficial to you and for the clinic. The interns/volunteers can discuss possible topic ideas and date of presentation with their Clinical Instructor.
- **Volunteers/interns cannot participate in direct patient care. Including, but not limited to, exercise instruction or handling the patient in anyway. For your and the client's protection, a volunteer/intern should never be left alone, i.e. must always be accompanied by your clinical supervisor.**
- Dress Code
 - You should dress comfortably as you will be working with children, but it is important to also present yourself in a professional manner
 - You may wear scrubs, khakis, or appropriate and decent-looking workout pants, capris, shorts, etc.
 - You may wear any type of shirt, as long as it is appropriate and not revealing
 - You must wear a name tag or volunteer badge at all times (Volunteer nametags located in front office)
 - Prohibited Items- Provocative or sloppy clothing, visible undergarments, shorts (for women), sleeveless shirts, hats, excessive jewelry
- HIPAA Guidelines
 - Please be mindful of the guidelines and respect privacy laws.
- Lunch/Food
 - The clinic has a kitchen with a refrigerator, microwave, toaster oven, and coffee maker. You may keep your lunch here and use any appliances as needed.
- Help us keep our clinic clean and germ-free!
 - Wash your hands before and after every patient
 - No shoes on the mats
 - Clean and disinfect all equipment, mats, and toys after each patient
- Please, be aware of allergies
 - Please do not wear any strong colognes or perfumes
 - No latex balloons, BandAids, etc. due to latex allergies
 - Please do not feed any of the patients before consulting another therapist or the parent as the patient may have food allergies
- Do not leave equipment or toys on the floor and walk away, especially scooters with wheels, as it can be a tripping hazard
- If you are sick with a fever or believe you are contagious, please do not come to the clinic
- Please leave parking spots directly in front of the clinic open for patients

Letters of Recommendation
(after your volunteer/internship is completed)

If you would like a letter of recommendation, please provide a letter (to the therapist(s) from whom you are requesting a letter) explaining why you believe you were a good student and/or volunteer. Include specifics about what you did well and why you stand out among your peers; essentially, we would like you to tell us why we should recommend you. It is also important to include what the letter will be used for (i.e. a job or graduate school), when you will need it, and/or who to address in the letter. Please permit us enough time to read what you have written, talk with you, and to generate the letter. Please allow for at least two weeks for a therapist to complete any recommendations.

Acceptance into Physical, Occupational and Speech Therapy school is highly competitive and recommendation letters are a key factor when applying.

If you intend on asking for a letter, take notes throughout your experience so you can refer back to specifics about your time volunteering/shadowing. Also, you are responsible for tracking/logging your hours spent in the clinic, dates, what types of activities you observed, and which clinician you observed. You will need to create a log that is similar to the example provided below.

Date	Facility	Hours	Supervisor	Activities

Volunteer/Intern Responsibilities

- Sign in and out each time you come on the volunteer clipboard, located at the front desk (non-student volunteers only). Maintain personal observation log.
- Observe and assist therapists and patients
 - Assist therapist in gathering equipment and setting up treatment sessions
 - Assist in cleaning up and sanitizing after therapy sessions
 - Assist in playing games with patients, when appropriate
 - Ask questions only when appropriate; if you do not think a question is appropriate, wait until the end of the session and ask the therapist privately
- Clean the gyms
 - Pick up equipment and toys
 - Disinfect mats, tables, equipment, and toys
 - Including toys above the cages
 - Wipe off all mats and toys
 - Put away and organize equipment and toys
 - Tidy the closets
 - Make the gyms as neat and clean as possible for our patients
- Laundry
 - When dirty towels and sheets begin to pile up, please assist in doing the laundry
 - Washer and dryer are located in the kitchen (Dacula) or back closet (Gainesville)
 - Fold sheets/towels and return them to the proper place
- Hydrocollator
 - The hydrocollator is located in the cabinet under the sink and is where we keep heat packs (Dacula) and in the employee bathroom (Gainesville)
 - Refill the hydrocollator with water so that heat packs are completely immersed in hot water. Only refill the water while all four (4) hot packs are in the hydrocollator or it will overflow when they are replaced.
 - Be sure to always close the cover of the hydrocollator after taking heat packs out or after returning them, if the cover remains open the water will evaporate and the unit will short circuit and burn out.
- Ice Cups
 - Fill 2-3 paper cups with water (the cup should be $\frac{3}{4}$ full)
 - Place cup carefully in freezer
- Take out the trash and replace trash bags.
- Make copies of any standardized testing forms, when they are running low
- Check with front desk to assist with shredding and filing documents
- Input standardized test scores into the computer if directed/as directed by your supervisor.
- Kitchen
 - Wipe down counters and table
 - Clean dirty dishes
 - Put dishes away that are left on the drain board
 - Refill Keurig Coffee maker with water when it is blinking and/or water is low
 - Tidy up

- Keep yourself busy
 - Typically, there is always *something* you could be doing to help us out! If you're not sure what to do, please ask!
 - Remember portray yourself as a member of the team who is willing to assist in various manners to help deliver services to our special patients
 - Your experience will be more valuable to yourself if you utilize your time wisely. If you typically assist with one specific discipline, but there are no patients, ask to assist with speech or OT. The more you get to observe, the more well rounded your experience.