UNTIL THERE'S A CURE

Volunteer Handbook

818 East Grayson St. San Antonio, Texas 78208
(210) 225-4715
www.SanAntonioAIDS.org • Fax (210) 224-7730
kgarcia@SanAntonioAIDS.org
Welcome to San Antonio AIDS Foundation (SAAF). We are pleased to provide this handbook to you as a reference tool to answer common questions our volunteers may have about our Foundation, our services, the community served and the disease. Since the humble beginnings of SAAF, volunteers have always been a very important part of our outreach in HIV and AIDS prevention and in service to those affected by the disease. Every interaction with one of our clients/residents is an opportunity to affirm their humanity and their individual worth. Each client responds to warmth, interest, and compassion; offering a smile, a warm greeting, a touch on the arm, or just being present shows concern for their wellbeing. Whether volunteering in the kitchen, helping at the food pantry, or working with the marketing and outreach teams, YOU are supporting our mission to provide compassionate care for those who are in greatest need. The impact of one volunteer to touch the lives of others through giving— that’s what you have to offer. Thanks for being here!

—Volunteer Services
OUR HISTORY

Founded in 1986, San Antonio AIDS Foundation (SAAF, pronounced sāf) serves the San Antonio and South Texas community with direct access to services for people infected with HIV and with prevention services to at-risk populations. SAAF evolved from an all-volunteer-staffed hospice, located in the back of a local gay bar serving seven clients, into a multi-service agency reaching thousands of individuals each year.

OUR MISSION

To prevent the spread of HIV and provide comprehensive services to individuals affected by HIV/AIDS.

**Vision:** A community free of HIV.

**Values:** Compassion, Respect, Dedication, Confidentiality, Client-focused, Empowerment.

OUR COMMUNITY SERVED

SAAF is the oldest, largest, and most comprehensive community based organization founded to provide HIV/AIDS related services in Bexar County. SAAF exists to provide dignity, comfort, and support to individuals infected with HIV/AIDS. SAAF is the oldest, largest, and most comprehensive community based organization founded to provide HIV/AIDS related services in Bexar County. SAAF exists to provide dignity, comfort, and support to individuals infected with HIV/AIDS. **Services are provided to ALL individuals based on need without discrimination on any basis.**

OUR SERVICES PROVIDED

There are two fundamental components of SAAF. The first component is our Community Client Services provided through: Prevention Education Program, HIV & Syphilis Testing Services for those at risk, and Case Management Services, Dental Care, Transitional Housing, Transportation, Emergency Financial and Rental Assistance, and a Hot Meal Program for those who are HIV+. The second component is our new outpatient clinic that opened in October 2016. It is staffed by a doctor, one medical assistant/phlebotomist and one mental health counselor. Service include office visits focused ion HIV, laboratory draws for vital load and CD4counts, and other necessary tests in the treatment and management of HIV. Housed within the clinic is a 1600 square foot, full service pharmacy an additional specialty in HIV medicines. Operating under the name of Astoria Pharmacy, it is a division of Southside Pharmacy-part of Houston –based healthcare company.
PREVENTION EDUCATION
Prevention of HIV and other STD’s is a key component of our community services outreach. Education sessions are provided by a SAAF Health Educator and by a member of the SAAF Speakers Bureau or HIV Advocates. Education sessions are provided at SAAF (per schedule) and to the following on location:

- Middle & high schools in Bexar and surrounding counties
- College and university campuses & vocational and technical schools
- Correctional facilities
- Business work sites

Sessions are provided free of charge, except for court mandated HIV awareness sessions at $15 per person.

HIV & SYPHILIS TESTING (free)
- Anonymous or confidential testing
- On-Site: M, W, Th 8:30am – 4pm, T 8:30am -8pm, Sat 11am – 3pm
- Remote testing: Mobile Testing Unit (Red Van) See website for schedule
- Testing is administered by a trained specialist
- Rapid HIV test (30 Second Results): finger-stick blood test for antibodies
- Syphilis testing by blood draw with results in 5-7 days and referral to care
- Adolescent (age 13 yrs and above) testing (parent or guardian consent not required)
- Immediate linkage to HIV medical care and case management provided (English & Spanish)

MEDICAL & SOCIAL CASE MANAGEMENT
- Available Monday – Friday (8:00am – 5:00pm) appointment preferred
- Treatment adherence education and support for clients and families
- Referral assistance for medical, mental health and substance abuse treatment services
- Referral assistance for social & community support services and financial assistance programs
- Application assistance for Social Security Disability and healthcare services (SSI, SSD, SSDI, TANF, Medicaid, Medicare, etc.)
- Rental assistance (HOPWA)
- Evaluation for emergency financial assistance (utilities and/or medications)
- Referral assistance for Carson House, Nourishing SAAF and dental care.

TRANSPORTATIONAL HOUSING PROGRAM
- Carson House - temporary housing up to 90 days
- Residence for up to 20 (formerly homeless adult clients)
- 3 meals per day at SAAF
- Case Management services from SAAF staff

NOURISHING SAAF
- 3 hot nutritious meals served daily for SAAF inpatients, Carson House residents & community clients
- Chef of the Month spotlight – an area chef prepares a special meal for SAAF clients and staff
- 52,000 meals served annually
- Food Bank once a month for clients and our neighborhood
CODE OF CONDUCT
As a SAAF volunteer, YOU represent our organization and are expected to abide by the policies in our Volunteer Code of Conduct reviewed and signed at orientation. The importance of these policies to the welfare of our clients and residents is crucial. Any volunteer who does not follow the Code of Conduct may be subject to immediate dismissal from their duties and/or the volunteer program.

Code of Conduct behaviors are listed below:
1. Absolute sobriety while acting for or representing SAAF on or offsite
2. Absolute confidentiality & privacy of SAAF clients/residents information
3. Absolute respect for all individuals by refraining from personal, physical & intimate relationships and/or crossing boundaries involving medical or financial matters for the clients/residents
4. No weapons or handguns of any type are allowed while volunteering

IDENTIFICATION
Sign in and sign out at the front desk & wear your Volunteer name badge.

APPEARANCE & HYGIENE
Appropriate and casual dress is required as is a clean and groomed appearance with good hygiene.

GIFTS & GRATUITIES
Volunteers may not lend money, accept tips or gifts, nor expect reimbursement from SAAF clients/residents.

ILLNESS & SCHEDULE CHANGES
For illness or schedule changes, notify the Volunteer Coordinator. Remember Our clients/residents have little to no resistance to illness. Volunteers experiencing cold or flu like symptoms are asked to stay away until symptoms have cleared.

SMOKING
San Antonio AIDS Foundation is a smoke free building. The designated smoking area is located in the front courtyard.

MEDIA & PHOTOS
Photographs of clients/residents are not allowed without their signed consent. For more information about publication, photo, and/or social media publicity, contact the SAAF Marketing Department.

CONSUMER RIGHTS & RESPONSIBILITIES
All residents have protected rights similar to those in the community. A copy is available for review upon request from the Volunteer Coordinator.

TRANSPORTATION BY PERSONAL VEHICLE
Volunteers must obtain permission from HR Manager before transporting anything as a volunteer. Proof of current Texas Full Coverage Insurance and current Driver’s License must be provided to the Volunteer Coordinator. Notify the volunteer coordinator or lead on duty when leaving and when returning.

CONCERNS / QUESTIONS / SUGGESTIONS
We value your presence and are always eager to encourage and give guidance. Please ask questions, make suggestions, and seek the staff’s insight. For any concerns, questions, grievances or suggestions, please contact the volunteer coordinator. For any issues with a client, contact the case manager on duty.
Alert a member of the SAAF staff for **ALL** emergencies.

**UNIVERSAL PRECAUTIONS & INFECTION CONTROL**
- Avoid contact with blood or body fluids
- Hand washing is the best way to limit spread of infection
- Alcohol Foam is available throughout SAAF
- Gloves are available at the nurses’ station & kitchen

**REPORTING INJURY & ACCIDENTS**
- Report all injuries or accidents immediately to the HR Manager

**EQUIPMENT AND HAZARDS**
- Equipment that appears to be in need of repair or to be contaminated with blood or body fluids should be reported immediately.

**DISCOVERY OF A FIRE**
- Make sure the clients are safe or the area is secured
- The person finding fire or smoke should follow RACE

**LOCATION OF FIRE EXTINGUISHERS**
- Each hallway throughout SAAF
- Clinic
- Kitchen
- Laundry Room
- Covered Patio outside 400 Wing

**OTHER EMERGENCIES (WEATHER, POWER FAILURE, BOMB THREATS)**
- Report to the former Nurses Station and follow SAAF staff members’ instructions

**CODE: NURSE NANCY, if there is an incident of threatening behavior**
- Report to the location announced via intercom and follow instructions of SAAF staff members

**EVACUATION OF BUILDING**
- Building evacuation orders will be given by a SAAF staff member or the local authorities
- Please assist and follow any instructions as directed

∞ THERE HAVE BEEN ZERO CASES OF Client TO SAAF STAFF MEMBER HIV TRANSMISSION! ∞
### HIV+ and AIDS

<table>
<thead>
<tr>
<th>HIV+</th>
<th>AIDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>HUMAN</td>
<td>ACQUIRED</td>
</tr>
<tr>
<td>IMMUNODEFICIENCY</td>
<td>IMMUNO</td>
</tr>
<tr>
<td>VIRUS</td>
<td>DEFICIENCY</td>
</tr>
<tr>
<td>Contracted only from another human</td>
<td>Contracted directly or indirectly</td>
</tr>
<tr>
<td>Something is missing in the immune system decreasing the ability to fight illness</td>
<td>Related to the immune system</td>
</tr>
<tr>
<td>Outside living organism</td>
<td>Something is missing in the immune system’s ability to fight illness</td>
</tr>
</tbody>
</table>

### RISK FACTORS FOR TRANSMISSION

- Unprotected sex (anal, vaginal, and/or oral) with an HIV+ person
- Contact with infected body fluids (blood, semen, vaginal fluids, and breast milk)
- Sharing needles, syringes, and/or other drug paraphernalia with an HIV+ person to inject drugs or to make tattoos or body piercings
- Transmission from an HIV+ mother to her infant can occur during pregnancy, during the birthing process, or while breast-feeding.
- Donated blood or blood products that have not be screened for HIV
- Contact with draining open wounds, blood, and bloody items of an HIV+ individual
- Personal or partner history of prior STD infections

### DECREASE THE RISK

- Abstinence is 100% safe
- If sexually active, practice safer sex by proper use of latex, polyurethane, or nitrile condoms & dental dams.
- Mother to child transmission is very rare in the USA. If you are pregnant and HIV+, see your doctor immediately

### KNOW THE FACTS

- When exposed to air, HIV cannot survive outside the host body more than 30 seconds
- Refrain from kissing or oral sex a week or longer after new tongue or lip piercings
- HIV can live in tattoo ink up to 3 weeks per CDC
- It may take up to 3 months to develop HIV antibodies after infection
- HIV bores into T-cells, turning the cells into tiny factories for making more HIV, and killing the cell
- When an HIV+ individual’s T-cell count drops below 200 per mL of blood...they have AIDS
- People with AIDS do not die of AIDS; they die of AIDS related opportunistic infections or complications
- HIV/AIDS medications are very effective and can extend quality & length of life, but can cause serious side effects and are very expensive
- Lack of media attention, limited knowledge of the effective role of HIV medications, and “Condom Apathy” are resulting in increases in HIV infections
- Minorities, women, youth, and individuals in low-income brackets are at greatest risk
- The best practice is to get tested together with your partner before engaging in sexual activity
- HIV causes AIDS

### You Cannot Contract HIV

- Through the air or water
- Sitting next to someone
- Sharing food, plates and eating utensils
- Shaking hands, touching, hugging
- Using the same restroom
- Swimming in a pool or hot tub
- Donating blood
- Being bitten by an insect
- Dry kissing or “French” kissing
GLOSSARY OF TERMS

AIDS  Acquired Immunodeficiency Syndrome. Must be HIV+, have a T-cell count below 200 or one of the AIDS defining diagnoses, such as CMV retinitis.
BBP  Blood Born Pathogen
CDC  Centers for Disease Control
False Negative  HIV is present but not detectable by the standard screening test
False Positive  Antibodies are detected by the screening test, but are not HIV antibodies
HAART  Highly Active Anti-Retroviral Therapy (medication combination treatment)
HAV  Hepatitis A Virus; a sudden infection of the liver
HBV  Hepatitis B Virus; a chronic disease causing inflammation of the liver
HCV  Hepatitis C Virus; a chronic disease causing inflammation of the liver
HIV  Human Immunodeficiency Virus. Testing HIV+ by antibodies, antigens, viral load or NAT
HOPWA  Housing Opportunities for Persons with AIDS – Federally funded
Hospice Care  Care provided to patients certified by a physician to be terminally ill with 6 months or less to live; focus is on comfort rather than on active treatment
OI  Opportunistic Infections
OSHA  Occupational Safety and Health Administration
Palliative Care  Care focused on comfort and quality of life rather than on taking heroic measures to extend life
SAAF  San Antonio AIDS Foundation
STD or STI  Sexually Transmitted Disease or Sexually Transmitted Infection
SCF  Special Care Facility
T-CELL  Type of White Blood Cell also known as a CD-4 cell. Produced in the thymus gland. Recognizes and fights infections and is the target of HIV
TDSHS  Texas Department of State Health Services
Skilled Nursing  Medical care provided by a Registered or Licensed Nurse 24 Hours per day. Services can include IV infusion therapy, wound treatment care, oxygen administration, diabetes management, weight management, lab monitoring, or observation and management of an acute plan of care, or patient education in preparation for safe transition to community living
Transitional Care  A short stay focused on stabilizing symptoms and improving self-care in preparation for safe transition to Community living
Undetectable  A term indicating that the HIV virus is present but is not detected by standard tests. Transmission is still possible through high-risk behaviors
Universal Precautions  OSHA’s preferred method of control to protect from exposure to all human blood and certain body fluids

SUGGESTED REFERENCES
www.cdc.gov
www.mayoclinic.org

HIV/AIDS BOOKS

FILMS
The Times of Harvey Milk, 1983
Angels in America, 2003
We Were Here, 2011
30 Years from Here, 2011
How to Survive a Plague, 2013
ACKNOWLEDGEMENT OF RECEIPT OF VOLUNTEER HANDBOOK

I _______________________________, acknowledge I have received, read, and understand the San Antonio AIDS Foundation Volunteer Handbook. By signing this document, I agree to adhere to SAAF’s policies, rules, regulations, and protocols laid out in the handbook and understand that should I violate any of these items, I will no longer be able to volunteer at this organization.

_________________________________________   ______________________________
Volunteer Signature      Date

_________________________________________   ______________________________
Volunteer Supervisor Signature     Date