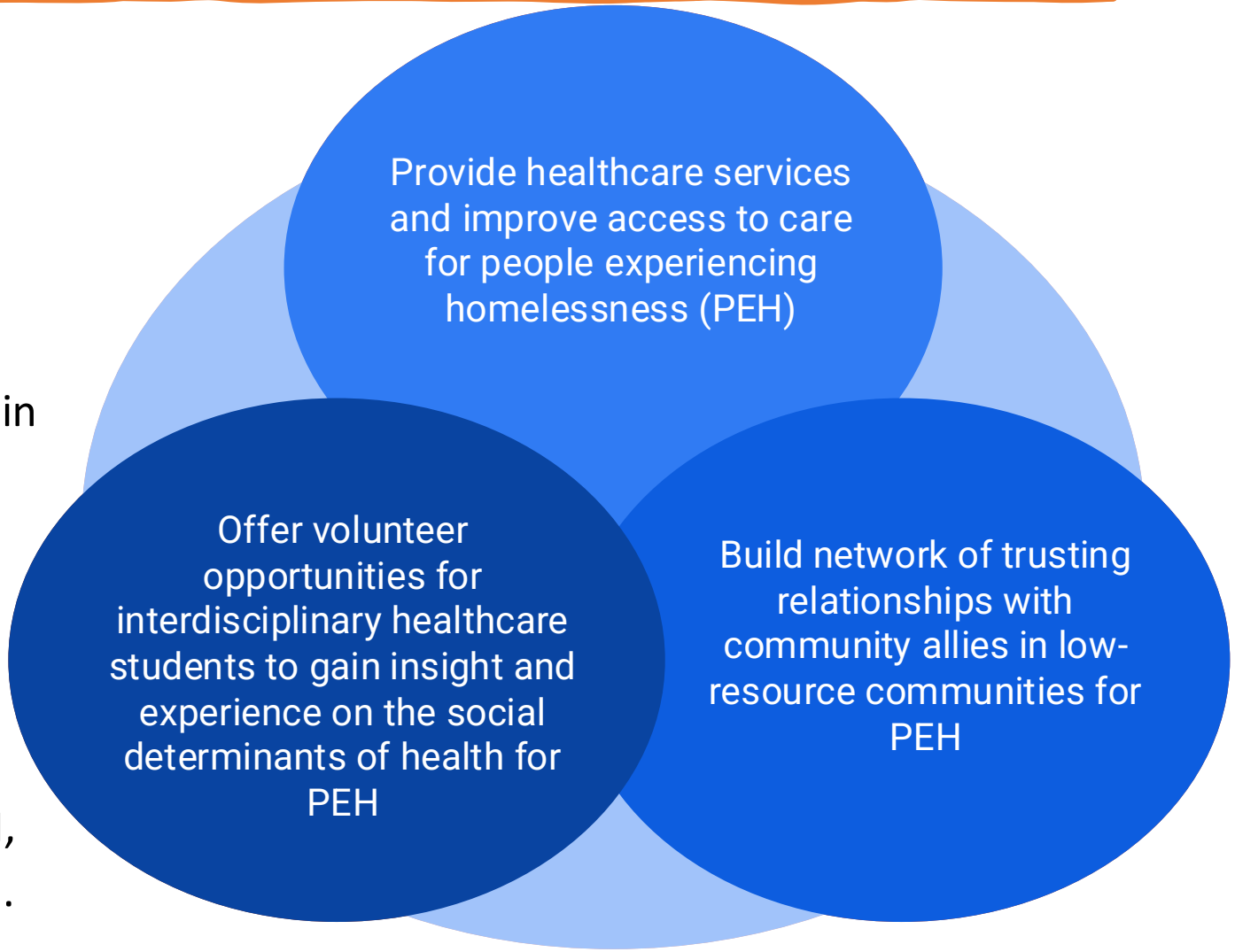
YHC Clinic & CU Street Medicine Volunteer Orientation

About Yahweh Health Clinic (YHC)

- Founded in 2010 by Dr. Katy Boyd-Trull
- Non-profit org with no brick & mortar clinic
- YHC partners with CU Street Medicine to connect with healthcare students
- YHC welcomes any and all persons interested in volunteering. Medical training is not required to be an outreach volunteer. Current volunteers include:
    - Community members, licensed medical providers, and students in various programs including MD, RN, PA, NP, DDM, DDS, DPT, MPH, PharmD, PhD, undergrad.



A Note on Logistics…

- CU Street Medicine is a student-run interest group at CU Anschutz. Activities relating to CU Street Medicine are limited to educational and advocacy opportunities.

- YHC Clinic is a local nonprofit. All outreach will take place under the liability and malpractice insurance of YHC Clinic.

<u>YHC Clinic</u> assumes clinical responsibility over CU Street Medicine students and volunteers, *not CU Anschutz*

YHC Orientation Checklist

- ❑Street Medicine Background
- ❑Safety Protocols
  - ❑Dress Code
  - ❑Emergency Protocol
  - ❑10 Domains of De-Escalation
  - ❑Street Outreach Do's & Don'ts
  - ❑Adverse Event Reporting
  - ❑Privacy and HIPAA
- ❑Volunteer Opportunities
- ❑Medical & Non-Medical Outreach
- ❑Opening & Closing Checklists
- ❑Documentation Protocol
- ❑Next Steps & Survey & Orientation Quiz

Homelessness Definitions & Terms

Sheltered - living in a shelter like Denver Rescue Mission, Salvation Army shelter, etc
Unsheltered - residing in place not meant for human habitation i.e. a sidewalk, encampment, car. *More of what we see in Adams County since there are no shelters.*

Transitional - related to a crisis or unforeseen event
Episodic - on and off, 3+ times in 1 year
Chronic - living in a place not meant for human habitation, or in a shelter, for more than 1 year (often suffer from long-term health conditions, substance use disorders, disabilities or medical conditions)
Doubled Up - Ex: 12 individuals sleeping in a 1 bedroom apartment

Homelessness can be a symptom of…

Domestic Violence

Physical Disability

Trauma or violence

Mental Health Condition

Natural Disasters

Lack of Affordable Housing

Lack of Social Connections

Racial Disparities

Citizenship Status

COVID-19

Poverty

Bankruptcy

What is Street Medicine?

Founded by Dr. Jim Withers in 1992

- Meet people where they are and on their own terms
- Lower barriers, build trust and engagement
- First step to achieve higher level of care
- Annual International Street Medicine Symposium

Why does it matter?

People experiencing homelessness:

- **Have up to a 30-year reduction in average life span[1]**
- Often can't access traditional health systems

[1] Charvin-Fabre S, Stolte O, Lawrenson R. Amenable mortality within the New Zealand homeless population: we can do better! N Z Med J. 2020 Dec

Economic Impact

- Average cost of a single Emergency Room visit: $1,300
- 80% of ED visits from persons experiencing homelessness could have been avoided with primary care
- Average cost of hospital care for a person experiencing homelessness is $2,414 per day
- When a patient experiencing homelessness is discharged from the hospital, if they are seen by a street medicine team, their chance of readmission drops from 30% to 10%

Introductory Videos

- What is Trauma-Informed Care? – 3:30 mins
- Childhood Trauma and the Brain – 5:10 mins
- Harm Reduction 101 – 2:30 mins
- Why Is Homelessness Increasing in Colorado? – 2:10 mins
- Maria's Story: How Illness Led to Homelessness – 1:45 mins

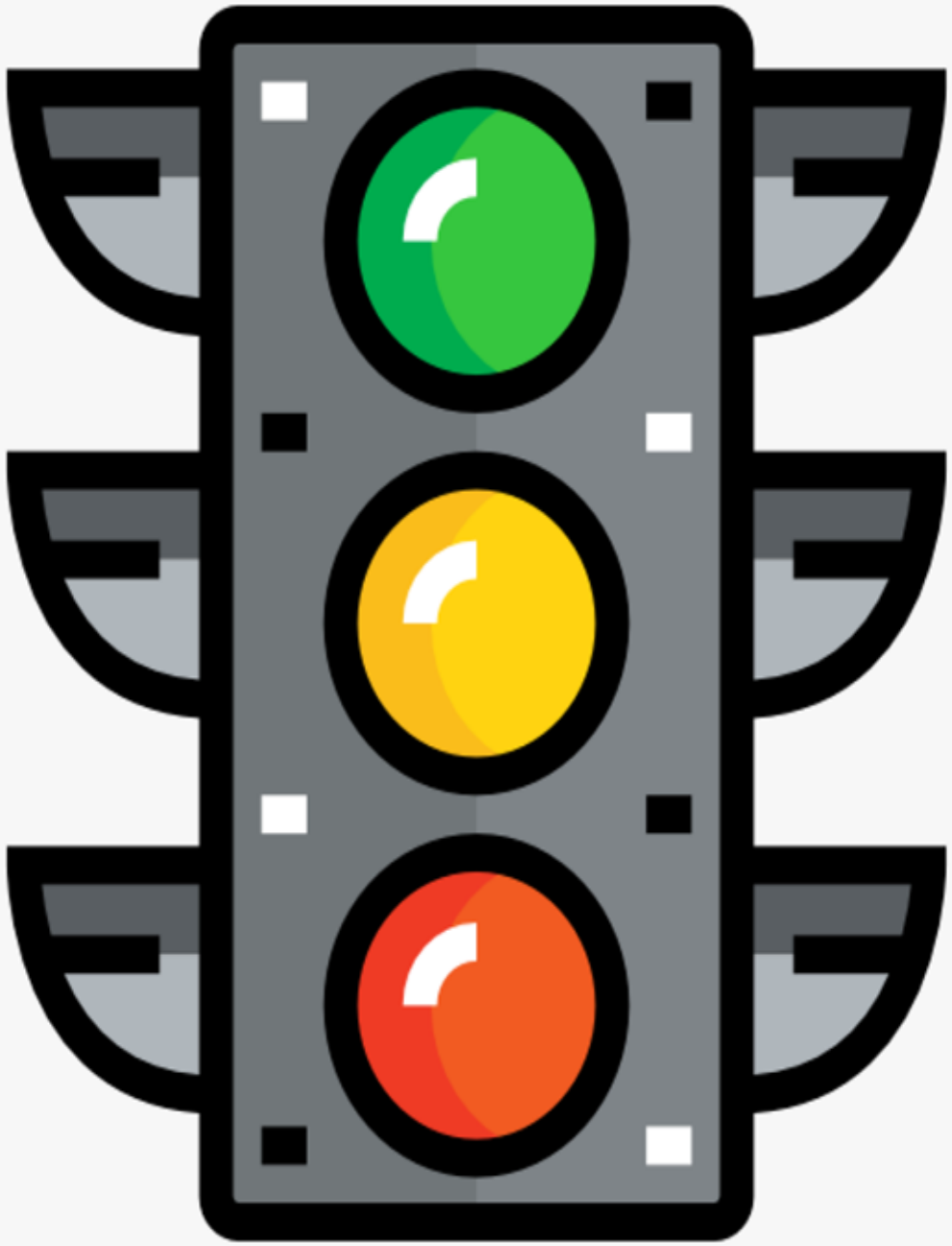
Dress Code

- YHC volunteer vest & outreach backpack
- Fully charged cell phone, no valuables, weapons prohibited
- Simple/comfortable clothing (t-shirt, jeans, preferably no scrubs)
- Weather-appropriate gear
- Close-toed shoes good for walking off trail
- Water and snacks for yourself if needed

PLEASE
WEAR
CLOSED
TOED
SHOES

Emergency Protocol

- Code System:
  - "Can I have the _____ pen?"
  - "Green pen" = everything is fine, but it's time to wrap up and go.
  - "Yellow pen" = things are escalating, so let's wrap up and go.
  - "Red pen" = let's leave now.
- Respect the concerns of the most-concerned team member. Re-evaluated situation when in a safe space.



10 Domains of De-Escalation

- Respect personal space
  - Two-arm's length away
- Do not be provocative
  - Non-threatening body language
  - Calm tone of voice
- Establish verbal contact
  - Introduce yourself
  - Always ask for consent
- Be concise
  - Short & simple, repeat as necessary
- Identify your & the patient's goals and feelings
- Actively listen to your patient
- Agree or agree to disagree
  - Do not argue, speak factually
- Set clear boundaries and do not cross them
- Offer choices and optimism
- Afterwards, debrief the volunteers and patient if possible

Optional De-Escalation Videos: Chapter 1: Identification and assessment of agitation – 8:30 mins; Chapter 2: Basic elements of verbal de-escalation – 11:00 mins; Chapter 3: More practice with verbal de-escalation – 7:00 mins; Chapter 4: Advanced skills in de-escalation – 8:40 mins; Chapter 5: Personal safety and escape skills – 3:44 mins

Street Outreach DOs

- Outreach Worker is the first to scope out encampment or sleeping spots
- Stay with the team or a buddy
- Approach people from the front in a friendly manner with eye contact
- Introduce yourself and your role before asking questions
- Keep hands visible, work slowly, explain what you are doing
- Always practice HIPAA compliance and client privacy
- Offer food, drink, supplies before probing for medical or mental health issues
- Pay attention to non-verbal cues that indicate irritability or standoffishness
- If anyone becomes uncomfortable in any situation, use emergency protocol to communicate
- Call 9-1-1 for emergencies.

Street Outreach DON’Ts

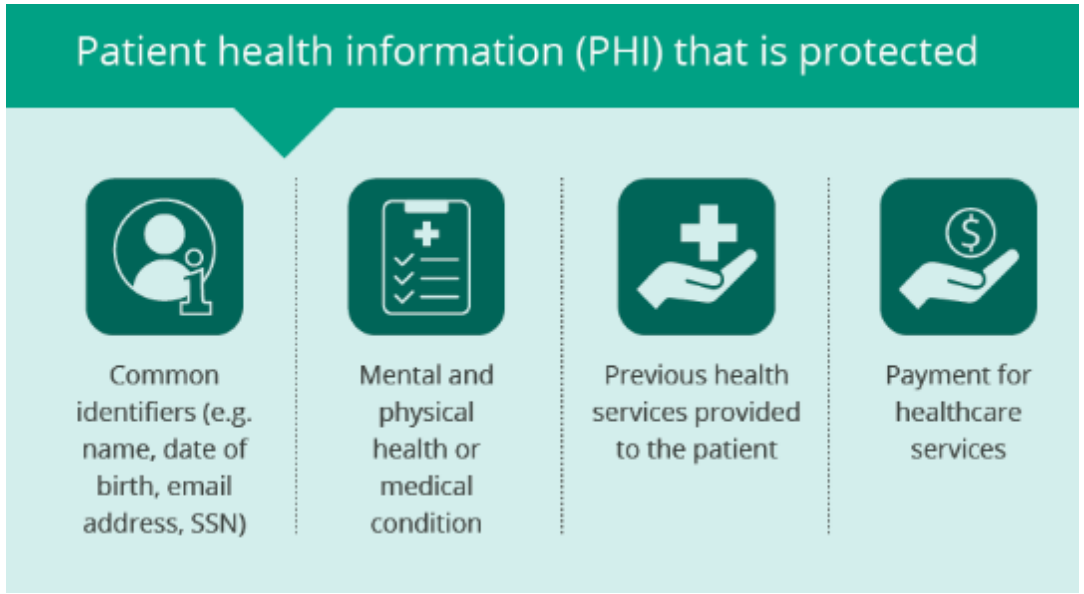
- Approach people from behind, people with weapons, or people "under the influence"
- Wake people who are sleeping
- Touch people without their permission
- Have your hands hidden or move quickly
- Enter patient cars, homes, or personal tents
- Interrupt sales of sex or drugs
- Take photos without consent
- Approach animals, wild or domesticated
- Approach people giving signs they want to be left alone
- Argue with or reprimand someone
- Accept food, cash, merchandise, or packages from people
- Give personal items to people
- Work alone or leave the group

If you ever feel uncomfortable in a situation, please tell your team’s Outreach Worker, Provider, or Site Lead. You should never do anything you aren’t comfortable with.

Maintain Privacy & HIPAA!

HIPAA = Health Insurance Portability and Accountability Act

—Defines things like name, address, medical record number, etc as well as medical and financial details as protected health information and states they can only be shared with patient's written consent



HIPAA violation penalties could result in major fines for YHC Clinic.

Please keep our patients' information safe!

Ways to ensure HIPAA:

1. Don't repeat or share patient-identifying info
2. Use initials only in text messages, DOB only when necessary
3. Safeguard access to the YHC Google account
4. Make calls to other providers with patient present on speakerphone

Adverse Event Reporting

Adverse events are situations that…

- Result in the physical or psychological harm of a patient or volunteer.
- Cause a patient or volunteer to feel at risk for physical harm or intimidation.
- Cause a patient or volunteer to feel that another team member has behaved inappropriately.
- Cause a patient or volunteer to experience continuing physical or psychological distress even after the situation has resolved.
- Any other concerning situation that a patient or volunteer deems worthy.

Report an adverse event by emailing YHC's administrative coordinator, Chloe Finke at chloe@yhcclinic.org

Volunteer Opportunities

- Medical / Non-Medical Street Outreach:
  - Street outreaches are led by city-employed Community Navigators
    - Commerce City: Commerce City Homeless Outreach Team
    - Thornton: Thornton Homeless Outreach Team
  - **There must be a licensed healthcare provider present for hands-on medical outreach, but volunteers can always be present and support outreach teams in other ways!**
- Pop-up clinics
  - Held at local resource fairs, food banks, churches, and shelters
- Community Efforts:
  - Point-In-Time Survey, Advocacy Day at the Capitol

Volunteer Roles

Please expect outreach shifts and clinics to be ~3-4 hours long

Non-Medical Street Outreach

- 1 Outreach Worker
- 1 or 2 Volunteer(s)

Medical Street Outreach

- 1 Outreach Worker
- 1 Licensed Healthcare Provider (LHCP)
  - MD/DO or RN - At this time, we can only accept MDs/DOs and RNs due to the constraints of our malpractice and liability insurance, but we're working to broaden our coverage so stay tuned!
- 1 or 2 Volunteer(s)

Medical Pop-Up Clinic - (5-6 volunteers needed)

- Licensed Healthcare Provider (LHCP)
- Site Lead (1 volunteer)
  - Specialized training required. Ensures all materials are brought to outreach, orienting volunteers to site, problem-solving site issues, explaining other roles
  - *DO NOT sign up for this spot unless you have been approved to do so.*
- Greeter/Triage (~2 volunteers)
  - Complete history and intake forms
  - Escalate to provider if emergent
- Point-of-Care/Vitals (~2 volunteers)
  - Responsible for taking BP, O2 sat, HR
  - Escalate to provider if vitals are not within normal limits
- Referral and Scribe (1 volunteer)
  - Call local clinics, make referrals / follow-up / medicaid application apts
  - Ensure documentation is being completed at each stage of care

Non-Medical Outreach vs Medical Outreach

Non Medical Outreach:

- No licensed provider present
- **Volunteers should NOT examine clients or offer medical advice**
- Feel free to share healthcare resources
- Assist in case management needs
  - Homeless Management Information System (HMIS)
  - Vulnerability Index Service Prioritization Tool (VI-SPDAT)
  - Supplemental Nutrition Assistance Program (SNAP aka food stamps)
  - Retrieve vital Documents: ID, birth certificate, social security card
  - Community Resources: safe parking initiatives, job opportunities, etc.
  - Help make appointments

Medical Outreach:

- Licensed provider present – MD/DO or RN
  - At this time, we can only accept MDs/DOs and RNs due to the constraints of our malpractice and liability insurance. We're working hard to broaden our coverage so more providers can join our team, stay tuned!
- Volunteers can only work within the scope or supervision of provider
- Don't provide care until consent to treat has been signed
- Volunteers will *only* be affiliated with YHC and not a university or hospital
- Volunteers can still support patients by calling to make appointments

IMPORTANT NOTE

- Unlicensed volunteers may NOT provide healthcare or healthcare advice if you are alone. This includes NO:
  - Blood pressure
  - Blood sugar
    - Unlicensed volunteers can NEVER take blood glucose to prevent needlestick injuries
  - Wound care
  - Other point of care
  - Medical Advice

Volunteer Behavior Expectations

- If YHC is contacted about concerning behavior of a volunteer, opportunities may become unavailable for that person
- Concerning behaviors include:
  - Providing healthcare or healthcare advice without a licensed HCP present
  - Not following the Dos & Don'ts of Street Outreach Etiquette
  - Canceling late on 2+ scheduled volunteer session without an emergent excuse
  - No call/no show or over 10 minutes late to a scheduled volunteer session
  - Breaching HIPAA on a non-medical or medical outreach
  - Saying offensive things to clients

Outreach Opening & Closing Checklist

- Opening
  - All members of the team must be present before starting.
  - Team pre-brief plan, safety, and goals for the outreach.

- Closing:
  - All members of the team must be present before leaving site.
  - Team debrief day with highs, lows, and identify improvements.
  - Re-stock supplies used from backpack with supplies in outreach office
  - Licensed HCP must ensure all documentation is complete and correct.
    - see more details on slide 29

Outreach Backpack Contents

If you notice non-medical outreach supply is running low, please contact **Jack Marley** jackmarley0317@gmail.com

If you notice medical outreach supply is running low, please contact **Kellie Thompson**: (970) 573-8647
kknthomp@gmail.com

There are two backpacks - a black one for students to use on non-medical outreach and a navy one for providers to use on medical outreach. Some of the contents of our backpacks include:

- Hand warmers
- Bus vouchers
- Snacks and water bottles
- Wound Cleanser/gauze
- Wound ointments and dressings
- Adhesive bandages and wraps
- Foot care supplies (lambswool, callus filing boards, nail clippers)
- Glucometer and supplies
- BP cuff and stethoscope
- Narcan and rescue breathing mask
- Thermometer and pulse ox
- COVID tests
- Condoms
- Gloves

Outreach Backpack Contents

Image of medical outreach backpack contents

Image of non-medical outreach backpack contents

Before your first Street Outreach shift:

Please review the following documents prior to attending your first street outreach shift:

Please contact our lead outreach nurse with any questions before your shift or if you are interested and want to learn more:

- **Kellie Thompson**: (970) 573-8647 kknthomp@gmail.com

Street Outreach Overview

Before your first Pop-up Clinic:

Please review the following documents prior to attending a pop-up event in order to ensure you understand your role and responsibilities, and our documentation protocol.

If you have any questions before your shift, contact below and we can connect you with the specific site lead:

Melanie Mandell (847) 494 1650
melanie.mandell@cuanschutz.edu

Pop-Up Clinic Roles

Documentation Protocol

Before a Foot Care Clinic:

Please review the following document if you are a healthcare student who plans to volunteer at an event where footcare will be provided.

Please contact our foot care clinic site leads with any questions before your shift:

- **Samantha Nall**: Commerce City (720) 428-1099; samantha.nall@cuanschutz.edu
- **Makayla G:** Thornton (719) 421-8060; makaylaj01@gmail.com

Foot Care Guide

RN Volunteers:

Please review the following document if you are licensed nurse (click to access links).

RN-Led Outreach Guidelines

RN Standing Orders

Licensed prescribers (MD, DO, or RN):

Please review the following document if you are a licensed healthcare provider.

Licensed Provider Guidelines

NOTE - At this time, we can only accept MDs/DOs and RNs due to the constraints of our malpractice and liability insurance. We're working hard to broaden our coverage so more providers can join our team, stay tuned!

Health Care Provider Documentation

YHC Medical Record

Date:	Date
Location:	Location
Other:	
Subjective	
First Name:	
Last Name:	
Date of Birth:	
Gender:	Gender
Race:	Race
Insurance Status:	Insurance Status
Housing Status:	Housing
Housing Status Details: (location, address if willing)	
Chief Concern:	
Last Dental Appointment:	
Last Medical Appointment:	
Medical History:	
Medication:	
Contact Info:	

*Green boxes indicate drop down

Objective	
Temp (°F):	
Blood Pressure:	
Blood Sugar:	
HR:	
O2 Sat:	
Physical Exam:	

Assessment and Plan	
Assessment:	
Plan & Follow up:	

Updated August 2025

YHC Medical Record

Supplies/OTC Given:	
Prescription Given: (name/ dose/quantity)	
Photos:	

Provider Name: _____

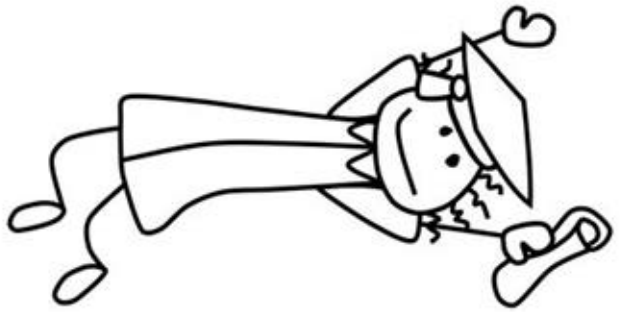
Date: _____

Signature: _____

^ Example of spreadsheet ^

Once a volunteer provider is approved, they will have access to our HIPAA-secure folder

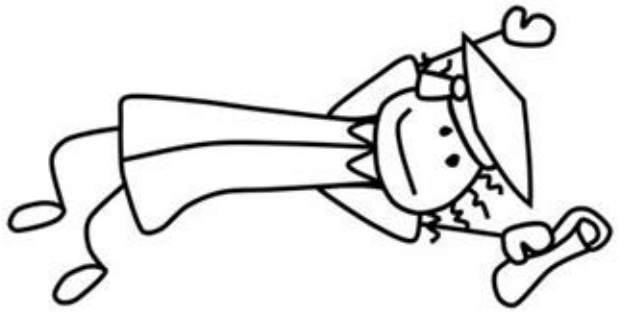
Orientation Next Steps



Requirements

- Take the survey and pass orientation quiz at 95% (unlimited attempts)
  - Link to Survey & Orientation Quiz (https://docs.google.com/forms/d/e/1FAIpQLSezCPch3SaD1EepiamshwqQYhD2tvxTPoMtR0IgD7OAPdn5yQ/viewform)

Final Steps - *almost there!*



Fill out these two forms:

- **Transportation Consent PDF** (YHC Transportation Consent .pdf)
- **YHC Waiver PDF** (YHC Waiver.pdf)

Send forms to:

If you are a **student**, please sign and email the YHC Volunteer Waiver and Transportation Consent to cusom.streetmed@gmail.com. Ellie, our volunteer coordinator, will send you the link to a SignUpGenius so you can register for shifts. **Please don't share this link with anyone, and bookmark it for easy access.**

If you are a **Licensed HCP**, please instead send a copy of your medical license via email to kknthomp@gmail.com. She will also assist you in compiling licensure malpractice documents.

Thank you!

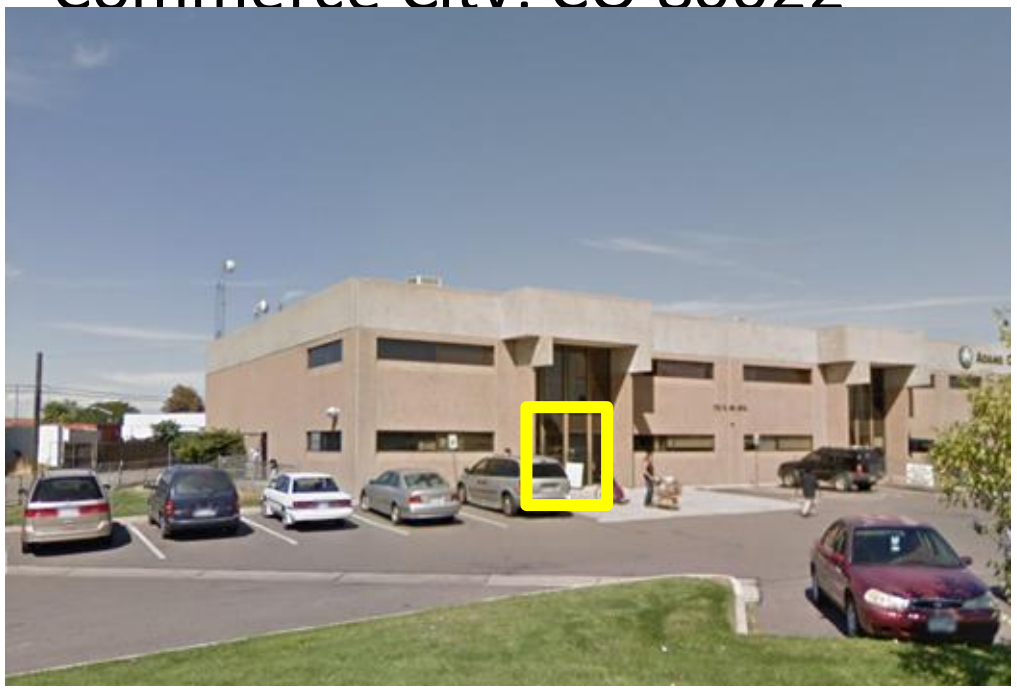
- We appreciate your time in completing this orientation in order to best serve people experiencing homelessness.
- Welcome to the YHC / CUSM team ☺

Adams County Food Bank – Pop-Up Clinics

- Park in the lot and enter through the front door
- Let staff/volunteers know you are volunteering with the YHC health clinic and head upstairs
- You will find the site lead upstairs who can help guide you from there!

7111 E 56th Ave,

Commerce City, CO 80022



The Well – Pop-Up Clinics

- Find Jerimie Olvera from CC Community Navigators or the site Lead
  - jolvera@c3gov.com
  - 720-910-0190
- Reminder: There must be a licensed healthcare provider present for a medical outreach

6770 Monaco St.

Commerce City, CO 80022

Thornton Empowerment Expo Clinic

- Occurs on the third Thursday of every month from 1-3pm
- Reminder: There must be a licensed healthcare provider present for a medical outreach

8891 Poze Blvd

Thornton, CO 80229

Commerce City: Street Outreach and Foot Care

- Street outreaches are led by city-employed Community Navigators:
  - Jerimie Olvera
    - jolvera@c3gov.com, 720-910-0190
  - Kelsey Medina
    - kmedina@c3gov.com, 303-945-6354
- Find them on the 5th floor of the building and you will leave together in a city vehicle from there!
- Reminder: There must be a licensed healthcare provider present for a medical outreach

7190 Colorado Blvd

Commerce City, CO 80022

Thornton: Street Outreach and Foot Care

- Street outreaches are led by city-employed Community Navigators:
  - Mayra Galaviz-Martinez
    - mayra.galaviz@thorntonco.gov, 720-434-1201
  - Mario Solis
  - Hazel Corchado
  - Jenny Dominguez
- Find them inside and you will leave together in a city vehicle from there!
- Reminder: There must be a licensed healthcare provider present for a medical outreach

9471 Dorothy Blvd.

Thornton, CO 80229