



Student and Intern Handbook

Policies & Code of Conduct



Providence Marianwood
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Key Policies of Providence Marianwood

Confidentiality

As a student or intern working with a resident you may be exposed to information about a resident's sensitive health and financial status. It is absolutely imperative that you protect the resident's right to privacy and confidentiality. All information about a resident is considered strictly confidential. It is shared with students or interns only as necessary to provide appropriate service to the resident. Such information must not be discussed or repeated. However, if you have a concern about a resident, do speak up and tell staff.

Writing about a resident for any reason (newsletter, school paper, letter to the editor, blogging, etc.) without formally getting permission from the resident or their Power of Attorney (POA) is a *very* serious violation of confidentiality. This is true even if the resident is deceased.

If the writer uses a pseudonym, he/she must still remove the biographic data that can identify the resident.

If you have any questions about how to follow this policy, please ask your instructor or the Providence Marianwood's Compliance Officer. They should be included in the process of securing a release form signed by the resident and/or the POA.

General principles/guideline for information security

- Always be aware of your surroundings when discussing private information.
- Always dispose of private information using confidential bins (there is one located in the mailroom behind the main reception desk).
- If your work requires you to have access to a computer using the Providence network, do not share your password or download files from unknown sources. Always use good security practices when using the Providence Marianwood computer system and never leave a computer unattended without locking it.

Security

Providence Marianwood has multiple entrances and exits and it is open to the public. It is up to all of us to keep watch for the security of all.

Avoid bringing valuable items or large sums of money with you when working at Providence Marianwood. The facility cannot be responsible for lost or stolen items. For information on areas to lock personal items, please contact your instructor.

If you park your car on the grounds, avoid leaving items of value where they can be seen in your car. Lock them in the trunk or out of sight.

If you witness a security problem:

1. Advise the operator of the nature of the problem and location. Describe the individuals involved.
2. The operator will make the appropriate announcement over the public address system.
3. The assigned security staff will respond as soon as possible.
- 4. DO NOT put yourself at risk.**

Weapons

Providence Marianwood has a No Weapons policy. If you witness someone with a weapon of any kind, call the operator immediately.

Harassment

It is the mission of Providence Marianwood to provide services in an atmosphere which honors the personal values, diversity and dignity of each member of our community. This includes students, volunteers, residents, staff and visitors. Harassment such as insults, sexual harassment, and intimidation based on ethnicity, religious preference, national origin, gender, sexual orientation or disability and other similar conduct is unacceptable. If you feel that you have been discriminated against or harassed, please report the situation to your training instructor.

Code of Conduct

The Providence Code of Conduct provides us with a set of standards which support our commitment to “doing the right thing right.” As we do our daily work, doing the right thing right means we follow these standards. Below are some examples:

- Dedicate ourselves to Providence’s Mission and core values
- Uphold ethical principles in the workplace
- Work to insure Providence is in full compliance with all applicable laws, regulations, policies and standards governing our business practices
- Report concerns about improper, inappropriate or illegal actions promptly, in good faith and without fear of retaliation.

As a student or intern, we ask you to speak up immediately if you have a concern about a resident or any ethical issue you might encounter in your service here. Students or interns, like staff, are encouraged to reflect on the following questions:

- Are my actions and decisions as a volunteer consistent with Providence’s Mission and core values?
- Am I following the policies of Providence Marianwood?
- Can I explain my actions or decisions without embarrassment to staff, fellow volunteers, residents and their families?

If you have concerns, who should you contact? Feel free to report issues to any facility or program manager or director. The facility compliance officer or the Administrator are also additional resources. If you prefer to report a concern anonymously, you can call the Providence Integrity Line at **(888)294-8455** which is managed by a third party and available 24/7.

Generally speaking, the best ways students or interns can honor this code of conduct are to practice confidentiality in regards to residents’ information and, whenever you are in doubt about something, **ask questions.**