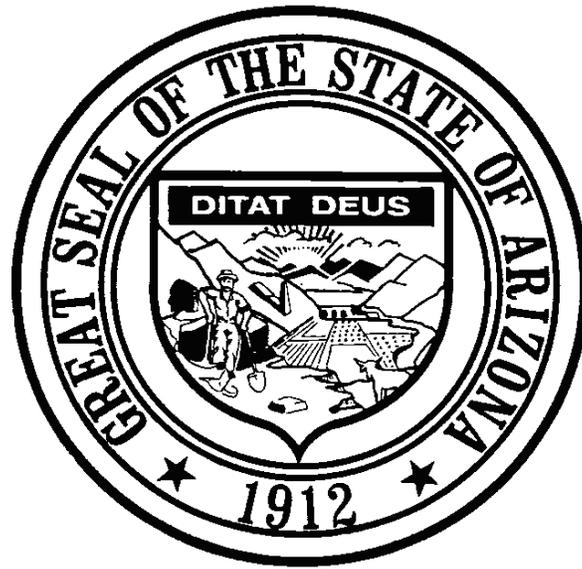


# ARIZONA STATE BOARD OF PHYSICAL THERAPY



VOS-1010AHPNA (3-07)

Equal Opportunity Employer/Program. Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible.

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June 2009

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# INTRODUCTION

Welcome to the Arizona State Board of Physical Therapy Volunteer Program where employees and volunteers are valued.

This handbook is designed to provide a better understanding of volunteerism at the AZ P.T. Board office and the process used for obtaining the services of a volunteer.

Volunteers can be a tremendous asset to the Board as it meets the challenges inherent in accomplishing its mission:

## **Mission Statement**

“The Arizona Board of Physical Therapy is a licensing and regulatory agency whose purpose is to protect the public from the incompetent, unprofessional, and unlawful practice of physical therapy. The Arizona Physical Therapy Practice Act establishes the standards for the practice of physical therapy, continuing competence and testing, and defines the scope and limitations of practice. The Board licenses and certifies qualified applicants as physical therapists and physical therapist assistants; and receives, investigates and adjudicates complaints against licensees and certificate holders.”

We hope that your experience with volunteerism will be both beneficial and rewarding. Thank you in advance for your participation and should you have any questions, please contact our office.

**ARIZONA STATE BOARD OF PHYSICAL THERAPY**  
**Charles D. Brown, Executive Director**

4205 N 7<sup>TH</sup> AVENUE  
PHOENIX AZ 85013  
(602) 274-0236

# ARIZONA STATE BOARD OF PHYSICAL THERAPY

## Guiding Principles

### **System of care must:**

- Be customer driven
- Protect the rights of individuals
- Build community capacity to serve individuals
- Emphasize protection of the public
- Respect customers, partners and fellow employees

### **Service must:**

- Be coordinated
- Be personalized to meet the needs of the public and profession
- Be accessible, accountable and comprehensive
- Be appropriate and respectful
- Be strength-based and delivered in the least intrusive manner

### **Leaders must:**

- Value our employees and volunteers
- Lead by example
- Be inclusive in decision making
- Ensure staff are trained and supported to do their jobs

# ABOUT VOLUNTEERS

## ➤ **Who is a volunteer?**

A volunteer is a person who contributes services to assist the AZ P.T. Board in achieving its mission. Volunteers perform job duties, as assigned, but they do not replace paid staff. A volunteer may also be a member of the physical therapy profession.

## ➤ **Who can volunteer?**

The AZ PT Board accepts all volunteers regardless of ancestry, color, creed, disability, gender, national origin, race, religion, and/or political affiliation. The AZ P.T. Board complies with the Americans with Disabilities Act of 1990 and the Arizona Disability Act of 1992, which prohibit discrimination on the basis of physical or mental disabilities.

State employees can also become volunteers, but only in capacities that are different from their regular paid jobs. This restriction is necessary in order for the AZ PT Board to comply with the Fair Labor Standards Act.

While some job assignments have special requirements, there are various volunteer positions to accommodate persons who:

- like to work directly with people;
- feel they can best contribute by working behind the scenes;
- want to give of their time; and
- can only volunteer on specific days, hours or projects.

## ➤ **Is there anyone who should not volunteer?**

There are some prohibitions; for example, individuals convicted of certain criminal offenses are not eligible to volunteer (see FORMS, "Certification of Criminal Offense - AZ P.T. Board Volunteers"). Volunteers are screened very carefully to ensure that they are suitable for the job. Any P.T. or P.T.A. who is currently being investigated or is on probation/suspension with the Board, also any P.T. or P.T.A. who has had their license or certificate revoked should not volunteer.

## ➤ **How are AZ P.T. Board volunteers different from paid staff?**

While volunteers augment the function of paid staff, they contribute their time without financial compensation. They are not assigned tasks which are legally mandated to the staff of the AZ P.T. Board. Most volunteers do not work full-time and some may assist in more than one capacity. Volunteers are not covered by State Workers' Compensation, but the State does carry a limited insurance policy for volunteers who are injured on the job and do not have medical coverage. Workers' Compensation coverage is provided for cash assistance recipients (TANF) engaged in unpaid work experience or community service programs.

## ➤ **How are AZ P.T. Board volunteers like paid staff?**

All persons, paid or unpaid, who work for the AZ PT Board, are expected to commit their best efforts and time to the department's mission of serving people.

### **Volunteers are expected:**

- To maintain the confidentiality of persons served.
- To strictly adhere to the State Code of Ethics and to represent the best interests of the department.
- To participate in training
- To submit required claims for reimbursement of certain pre-approved out-of-pocket expenses.

**The most important similarity between volunteers and paid staff is that together they form a team dedicated to accomplishing the mission of the AZ P.T. Board.**

# **What Volunteer Opportunities Exist At the AZ P.T. Board?**

There are a myriad of jobs that volunteers do that require a minimum time commitment; others duties may require special training. In some cases, a background check and fingerprinting may be necessary. The following is a snapshot of some, not all, of the volunteer jobs available at the AZ P.T. Board:

- Clerical support
- Data entry
- Help provide information and assistance to customers
- Serve on advisory groups
- Mass mailings
- Other . . .

# THE VALUE OF VOLUNTEERING...

**An opportunity to be a part of one's community in a special way.**

VOLUNTEERS experience the satisfaction of being part of the team dedicated to helping Arizonans.

**Recognition for a job well done.**

The AZ P.T. Board values volunteers and recognizes their contributions.

**Opportunities for personal and professional growth.**

VOLUNTEERS can enhance and learn new skills, as well as gain knowledge of community problems. They can also expand their understanding of people's needs.

**Opportunities to gain work experience.**

VOLUNTEERS can establish a track record and build work experience for entering or re-entering the work force. Volunteering provides the opportunity to experience a new career.

**An opportunity to meet people.**

VOLUNTEERS meet and interact with people of diverse backgrounds with varying life experiences who share a common interest.

# THE VALUE THAT VOLUNTEERS BRING TO THE AZ P.T. BOARD...

**Volunteers can do various jobs.**

While volunteers do not replace paid staff, they augment and/or expand the roles of staff.

Volunteers perform many of the tasks that otherwise may not be accomplished due simply to the lack of time and resources. Thus, allowing staff to focus on other responsibilities.

**Volunteers can do unique jobs.**

Through their community contacts, volunteers often provide resources that would not be available or known to staff. In some cases, the unique life experiences, education, and/or training of the volunteer may make him/her uniquely qualified to serve in a variety of areas.

**Volunteers can become goodwill ambassadors.**

Armed with knowledge of the services provided by the department, volunteers help educate the public and further enhance their support and understanding of the AZ P.T. Board

# Rights of a Volunteer

- To be given meaningful work which provides opportunities to gain new skills and use existing ones
- To be given the information needed to do the assigned job
- To receive initial and ongoing training to do the assigned job
- To receive regularly scheduled supervision
- To receive consultation and constructive feedback, as needed
- To know why a task is being done, how it fits into the “big picture”
- To be kept informed of what’s going on in the organization
- To have their time well-used, not wasted by lack of planning, coordination or cooperation
- To be reimbursed for approved out-of-pocket expenses
- To ask for and receive a new assignment if circumstances require
- To be treated with dignity and respect

# **RESPONSIBILITIES**

## **VOLUNTEERS**

- Arrive at the scheduled time on the appointed days and stay as long as committed.
- Notify supervisor of intended absence early enough that a substitute can be located.
- Keep records of time spent and out-of pocket expenses.
- Perform assigned tasks as described and seek assistance, if needed.
- Let the supervisor know if problems develop and/or if they have suggestions for program improvement.
- Abide by all rules and regulations that apply to the assigned job including dress code, decorum, etc.
- Be courteous, considerate and prompt in dealing with staff and serving the public.
- Respect the confidentiality of individual and program information and follow rules regarding protection of information.
- Advise the supervisor if you are unable to complete and/or are uncomfortable with an assignment.
- Consult with the supervisor before making decisions when there appears to be no policy.
- Complete, sign, and submit to the supervisor weekly time sheet.

## **SUPERVISORS OF VOLUNTEERS**

- Prepare volunteer requisition with any special requirements i.e., driver's license or proof of insurance needed for the assignment and submit it to the AZ P.T. Board contracted volunteer provider or agency volunteer coordinator (see contacts) in your area.
- Provide job descriptions that volunteers can carry out within your unit.
- Interview prospective volunteers

- Match volunteers' talents and interests with those required to fill the job assignment.
- Explain to potential volunteers any special requirements that apply to your program.
- Provide an orientation: your division, administration, and offices.
- Provide training, as needed.
- Promote the acceptance of volunteers by your staff. Ensure that your expectations as well as theirs are clear and consistent.
- Provide constructive feedback.
- Keep volunteers informed about what is going on at the AZ P.T. Board, your division and administration and your office.
- Maintain time records for volunteers.
- Recognize volunteers for their contribution.
- Advise the executive director if problems with the volunteer occur..

## **CO-WORKERS**

- Accept volunteers as a valuable and integral part of the AZ P.T. Board team.
- Help volunteers feel comfortable in our surroundings.
- Provide support and guidance to volunteers.
- Assist volunteers in understanding what and how the board provides services.
- Advise their supervisor if a volunteer requires more training or supervision to do the assigned job.
- Recognize a volunteer for a job well done.
- Ask a supervisor if you have questions about what is appropriate for a volunteer to do.

# **SUPERVISOR'S CHECKLIST FOR NEW VOLUNTEERS**

- ✓ Volunteer information (see attached FORMS) and confidentiality agreement on file.
- ✓ Orientation.
- ✓ Provide tour of office and introductions.
- ✓ Instruct volunteer in completion of time sheets and any other required paperwork.
- ✓ Provide written job description.
- ✓ Identify training needs and develop plan for follow-up.
- ✓ Establish schedule, i.e., days and hours needed to work.
- ✓ Explain applicable state laws, rules and provide guidelines for same.
- ✓ Clarify office procedures regarding breaks, lunch, smoking policy, use of telephones, etc.

# IDEAS FOR RECOGNIZING VOLUNTEERS

One of the ways to say "thanks" to a volunteer is to recognize a job well done. While the AZ P.T. Board may periodically plan formal volunteer recognition events, it is important for all who work with volunteers and benefit from their assistance to take the time to thank them.

There are hundreds of ways to express your gratitude. Here are a few:

- Just say "thanks" or send a card.
- Let the volunteer know how he/she has helped one of the individuals with whom you are working.
- Remember birthdays and other special occasions with a card..
- Include volunteers in office activities and keep them informed of what is going on.
- Treat volunteers like you would your staff and coworkers. Remember that they are just as much a part of the team.
- Include volunteers in staff meetings and training whenever appropriate.
- Offer information on job openings if the person is interested.
- Ask for and take suggestions for improvement from volunteers.
- Make sure the volunteer has the information, support and supervision to do the job assigned.
- Make sure that the volunteer understands that the assignment is meaningful and how it fits into the "big picture."
- Have a potluck or pizza party in honor of your volunteers. Volunteers may also receive recognition at board meetings with a certificate of achievement
- Provide opportunities in the office or at staff meetings for volunteers to ask questions and/or voice concerns.
- Provide pleasant working conditions.

# HOW TO HANDLE PROBLEMS WITH A VOLUNTEER

One of the difficulties that supervisors sometimes must deal with is what to do when a volunteer is not performing to expectations. Perhaps he/she is not showing up as scheduled or there is an issue of not following procedures.

The sooner you address the problem, the less likely it is to become serious. AZ P.T. Board volunteers are bound by the same ethics as employees and should be provided the same opportunity to resolve the situation. Make every attempt to reach a solution as you would if the volunteer was a paid employee.

**First**, identify the problem. When and how is it occurring? Are there others involved? Who?

**Second**, after you have learned all that you can about the problem, evaluate the situation. What is the cause? Does the volunteer need more instruction? Does he/she require more motivation and/or supervision?

**Third**, schedule time to meet with the volunteer and start your conversation with some positive feedback on his/her job assignment. Allow the volunteer to share their thoughts about the assignment. If the issue is not addressed during the discussion, take the opportunity to bring it to the volunteer's attention. He/she may not even know that there is a problem. Solicit the volunteer's help in coming up with a solution.

**Finally**, develop a plan, either verbal or written, and do your part to follow through. That may mean more consultation or training.

In some cases, you may agree that there is not a good match between the volunteer and the job. In other instances, there may not be enough time to provide the supervision this particular volunteer needs. Explain this clearly to the volunteer and refer him/her to the executive director to find another opportunity.

If you feel that you are left with no other alternative but to request the termination of the volunteer, inform the executive director. Make sure that the executive director and the volunteer understand the situation and the reason for your request for termination.

# VOLUNTEER REGISTRATION

Volunteers are critical partners for the AZ P.T. Board and, in order to ensure the safety of both our volunteers and the people we serve, our policy requires that all volunteers be registered with us.

When volunteers register, they receive the information, training and clearance necessary to work with the department. This includes:

- Information on liability coverage as provided by State of Arizona, Arizona Department of Administration, Risk Management Division.
- Risk Management Division has purchased Accidental Medical, Death and Dismemberment coverage that would be paid on an excess basis should the volunteer be injured while working for the State. This information can be found on the Risk Management Divisions web site at <http://risk.az.gov/>.
- Training on the Health Insurance Portability and Accountability Act (HIPAA). Volunteers need to know how to deal with confidential health information. (See HIPAA.)
- Security Awareness Training helps volunteers understand how to secure AZ P.T. Board data. If a volunteer's assignment includes using a AZ P.T. Board computer, more advanced training is required. (See Security Introduction Training.)

The Volunteer Contract lists the requirements for volunteering as well as the volunteer's rights and responsibilities.

The Volunteer Time Sheet should be completed daily, signed by the volunteer and the supervisor. A copy of the time sheet is submitted to the executive director at the end of each week's work assignment.

Volunteers are an incredible asset to the AZ P.T. Board and we value all of their contributions to our work. We want to continue to provide opportunities for volunteers to help make a difference in the lives of the people we serve. Please help us do this by ensuring that all our volunteers are registered with the department.

Should you have any questions, please contact our office at (602) 274-0236 or email us at [charles.brown@ptboard.az.gov](mailto:charles.brown@ptboard.az.gov).

Arizona State Board of Physical Therapy

**VOLUNTEER APPLICATION**

Volunteer's Name (Last, First MI)				
Home Phone ( )		Cell Phone ( )		
Address (No., Street, City, State, Zip)				
Mailing Address (If different)				
<b>CURRENT/PREVIOUS EMPLOYMENT</b>				
Currently Employed <input type="checkbox"/> Yes <input type="checkbox"/> No		Current/Previous Occupation		
Current or Previous Employer				
Employer's Address (No., Street, City, State, Zip)				
Supervisor's Name		Length of Employment		Phone No.
Volunteer Experience (Where, When, Type of Work)				
<b>EDUCATION</b>				
High School-College-University Trade School or Business School	City & State	Dates Attended Mo./Yr. to Mo./Yr.	Diploma/Degree And Date Received	Major Area of Study
Special Skills/Training/License				
Languages Spoken			Languages Read	
<b>TRANSPORTATION</b>				
Driver's License No.	Expiration Date	Car Available <input type="checkbox"/> Yes <input type="checkbox"/> No	Do You Have Liability Insurance <input type="checkbox"/> Yes <input type="checkbox"/> No	
Auto Insurance Company's Name			Policy No.	Expiration Date
<b>AVAILABILITY</b>				
Do you have any health problems that might affect your ability to volunteer? <input type="checkbox"/> Yes <input type="checkbox"/> No        If yes, explain:				
Indicate the Days and Hours You Are Willing to Work			No. of hours Available Per Week/Month	
<b>PREFERENCES</b>				
Indicate Your Preference for Work				
<input type="checkbox"/> Data Entry <input type="checkbox"/> Customer Service <input type="checkbox"/> Mailings <input type="checkbox"/> Clerical Support <input type="checkbox"/> Advisory Groups				

<b>REFERENCES</b> (Persons Not Related to You)		
<b>Name</b>	Phone No.	
Address (No., Street, City, State, Zip)		
<b>Name</b>	Phone No.	
Address (No., Street, City, State, Zip)		
<b>REASON FOR VOLUNTEERING</b>		
<b>STATEMENT OF CERTIFICATION</b>		
Have you ever been convicted of or found by a court of law to have committed a sex, drug and/or act of violence offense; child abuse or neglect; contributed to the delinquency of a minor? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Are you willing to be fingerprinted and/or have your motor vehicle record verified, if required? <input type="checkbox"/> Yes <input type="checkbox"/> No	ID No. (Last 4 digits of Soc. Sec. No.)	
<p><b>LIABILITY COVERAGE: Volunteers are persons doing State of Arizona work/activities under the direction and control of a State authorized official and are not being paid. Liability coverage is extended to volunteers acting at the direction of a State official and within the course and scope of their State authorized activities. Volunteers of the State are provided the same liability protection afforded employees. Thus, Volunteers acting within the course and scope of their State authorized activities may be covered for their liability exposure as authorized volunteers of the State.</b></p> <p><b>WORKERS' COMPENSATION IS NOT COVERED: Volunteers are NOT covered by the State's workers' compensation plan if injured while participating in this program. (Except for volunteers covered pursuant to A.R.S. 23-901.) Volunteers are strongly encouraged to obtain their own medical insurance before participating in this program. When there is no other insurance in place, Risk Management has a purchased volunteer accident medical and AD&amp;D program. Claim forms can be obtained from the Risk Management web site at "http://azrisk.gov."</b></p> <p><b>Do you have health insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide the following information:</b></p>		
Name of Medical Insurance Carrier	Policy No.	
<b>I certify that the above responses are true to the best of my knowledge. I agree to allow the PT Board to check my references. I have carefully read the above information and understand its contents.</b>		
Volunteer's Signature	Date	
<b>This portion of the form is to be filled out by the AZ P.T. Board Executive Director: (Please Print)</b>		
Executive Director's Name	Title	Phone No.
Department	Duties of Volunteer	Begin Date/End Date
Executive Director's Signature	Date	
<p>Equal Opportunity Employer/Program . Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI &amp; VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible.</p>		

ARIZONA STATE BOARD OF PHYSICAL THERAPY  
**CERTIFICATION OF' CRIMINAL OFFENSE-AZ PT Board VOLUNTEERS**

The Arizona State Board of Physical Therapy is committed to maintaining the highest levels of work ethic, integrity and professionalism.

VOLUNTEER'S NAME (Last, First MI)	DATE OF BIRTH
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Are you Awaiting trial on or have you ever been convicted of any of the following criminal offenses in this state or similar offenses in another state or jurisdiction (answer "YES" or "NO" to each listed offense)? Adjudications by a juvenile court need not be identified. Expunged convictions from any court other than juvenile court must be identified.

**YES      NO**

- 1. Sexual abuse of a vulnerable adult
- 2. Incest
- 3. First- or second degree murder
- 4. Sexual assault
- 5. Sexual exploitation of a minor
- 6. Sexual exploitation of a vulnerable adult
- 7. Commercial sexual exploitation of a minor
- 8. Commercial sexual exploitation of a vulnerable adult
- 9. Child prostitution as prescribed in A.R.S. 13-32 12
- 10. Child abuse
- 11. Abuse of a vulnerable adult
- 12. Sexual conduct with a minor
- 13. Molestation of a child
- 14. Molestation of a vulnerable adult
- 15. A dangerous crime against children as defined in A.R.S. § 13-604.01
- 16. Exploitation of minors involving drug offenses
- 17. Taking a child for the purposes of prostitution as prescribed in A.R.S. 5 13-3206
- 18. Neglect or abuse of a vulnerable adult
- 19. Sex trafficking
- 20. Sexual abuse
- 21. Production, publication, sale, possession and presentation of obscene items as prescribed in A.R.S. 5 13-3502
- 22. Furnishing harmful items to minors as prescribed in A.R.S. § 13-3506
- 23. Furnishing harmful items to minors by internet activity as prescribed in A.R.S. § 13-3506.01
- 24. Obscene or indecent telephone communications to minors for commercial purposes as prescribed in A.R.S. 4 13-3512
- 25. Luring a minor for sexual exploitation
- 26. Enticement of persons for purposes of prostitution
- 27. Procurement by false pretenses of person for purposes of prostitution
- 28. Procuring or placing persons in a house of prostitution
- 29. Receiving earnings of a prostitute
- 30. Causing one's spouse to become a prostitute
- 31. Detention of person's in a house of prostitution for debt
- 32. Keeping or residing in a house of prostitution or employment in prostitution
- 33. Pandering
- 34. Transporting persons for the purpose of prostitution, polygamy and concubinage
- 35. Portraying adult as a minor as prescribed in A.R.S. 5 13-3555
- 36. Admitting minors to public displays of sexual conduct as prescribed in A.R.S. § 13-3 5 5 8
- 37. Manslaughter
- 38. Endangerment
- 39. Threatening or intimidating
- 40. Assault
- 41. Unlawfully administering intoxicating liquors, narcotic drugs, or dangerous drugs

VOLUNTEER'S NAME (Last, First MI)	DATE OF BIRTH
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YES	NO	
<input type="checkbox"/>	<input type="checkbox"/>	42. Assault by vicious animals
<input type="checkbox"/>	<input type="checkbox"/>	43. Drive-by shooting
<input type="checkbox"/>	<input type="checkbox"/>	44. Assaults on officers or fire fighters
<input type="checkbox"/>	<input type="checkbox"/>	45. Discharging a firearm at a structure
<input type="checkbox"/>	<input type="checkbox"/>	46. Indecent exposure
<input type="checkbox"/>	<input type="checkbox"/>	47. Public sexual indecency
<input type="checkbox"/>	<input type="checkbox"/>	48. Aggravated criminal damage
<input type="checkbox"/>	<input type="checkbox"/>	49. Theft
<input type="checkbox"/>	<input type="checkbox"/>	50. Theft by extortion
<input type="checkbox"/>	<input type="checkbox"/>	51. Shoplifting
<input type="checkbox"/>	<input type="checkbox"/>	52. Forgery
<input type="checkbox"/>	<input type="checkbox"/>	53. Criminal possession of a forgery device
<input type="checkbox"/>	<input type="checkbox"/>	54. Obtaining a signature by deception
<input type="checkbox"/>	<input type="checkbox"/>	55. Criminal impersonation
<input type="checkbox"/>	<input type="checkbox"/>	56. Theft of a credit card or obtaining a credit card by fraudulent means
<input type="checkbox"/>	<input type="checkbox"/>	57. Receipt of anything of value obtained by fraudulent use of a credit card
<input type="checkbox"/>	<input type="checkbox"/>	58. Forgery of a credit card
<input type="checkbox"/>	<input type="checkbox"/>	59. Fraudulent use of a credit card
<input type="checkbox"/>	<input type="checkbox"/>	60. Possession of any machinery, plate, or other contrivance or incomplete credit card
<input type="checkbox"/>	<input type="checkbox"/>	61. False statement as to financial condition or identity to obtain a credit card
<input type="checkbox"/>	<input type="checkbox"/>	62. Fraud by persons authorized to provide goods or services
<input type="checkbox"/>	<input type="checkbox"/>	63. Credit card transaction record theft
<input type="checkbox"/>	<input type="checkbox"/>	64. Misconduct involving weapons
<input type="checkbox"/>	<input type="checkbox"/>	65. Misconduct involving explosives
<input type="checkbox"/>	<input type="checkbox"/>	66. Depositing explosives
<input type="checkbox"/>	<input type="checkbox"/>	67. Misconduct involving simulated explosive devices
<input type="checkbox"/>	<input type="checkbox"/>	68. Concealed weapon violation
<input type="checkbox"/>	<input type="checkbox"/>	69. Possession and sale of peyote
<input type="checkbox"/>	<input type="checkbox"/>	70. Possession and sale of a vapor-releasing substance containing a toxic substance
<input type="checkbox"/>	<input type="checkbox"/>	71. Sale of precursor chemicals
<input type="checkbox"/>	<input type="checkbox"/>	72. Possession, use or sale of marijuana, dangerous drugs or narcotic drugs
<input type="checkbox"/>	<input type="checkbox"/>	73. Manufacture or distribution of an imitation controlled substance
<input type="checkbox"/>	<input type="checkbox"/>	74. Manufacture or distribution of an imitation prescription-only drug
<input type="checkbox"/>	<input type="checkbox"/>	75. Manufacture or distribution of an imitation over-the-counter drug
<input type="checkbox"/>	<input type="checkbox"/>	76. Possession or possession with intent to use an imitation controlled substance
<input type="checkbox"/>	<input type="checkbox"/>	77. Possession or possession with intent to use an imitation prescription-only drug
<input type="checkbox"/>	<input type="checkbox"/>	78. Possession or possession with intent to use an imitation over-the-counter drug
<input type="checkbox"/>	<input type="checkbox"/>	79. Manufacture of certain substances and drugs by certain means
<input type="checkbox"/>	<input type="checkbox"/>	80. Adding poison or other harmful substance to food, drink or medicine
<input type="checkbox"/>	<input type="checkbox"/>	81. A criminal offense involving criminal trespass and burglary under A.R.S. Title 13, Chapter 15
<input type="checkbox"/>	<input type="checkbox"/>	82. A criminal offense under A.R.S. Title 13, Chapter 23
<input type="checkbox"/>	<input type="checkbox"/>	83. Child neglect
<input type="checkbox"/>	<input type="checkbox"/>	84. Misdemeanor offenses involving contributing to the delinquency of a minor
<input type="checkbox"/>	<input type="checkbox"/>	85. Offenses involving domestic violence
<input type="checkbox"/>	<input type="checkbox"/>	86. Arson
<input type="checkbox"/>	<input type="checkbox"/>	87. Kidnapping
<input type="checkbox"/>	<input type="checkbox"/>	88. Felony offenses involving sale, distribution or transportation of, offer to sell, transport or distribute or conspiracy to sell, transport or distribute marijuana, dangerous drugs or narcotic drugs
<input type="checkbox"/>	<input type="checkbox"/>	89. Robbery
<input type="checkbox"/>	<input type="checkbox"/>	90. Aggravated assault
<input type="checkbox"/>	<input type="checkbox"/>	91. Felony offenses involving contributing to the delinquency of a minor

VOLUNTEER'S NAME (Last, First MI)	DATE OF BIRTH
-----------------------------------	---------------

- | YES                      | NO                       |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | 92. Negligent homicide   |
| <input type="checkbox"/> | <input type="checkbox"/> | 93. Criminal damage  |
| <input type="checkbox"/> | <input type="checkbox"/> | 94. Misappropriation of charter school monies as prescribed in A.R.S. § 13-1818                            |
| <input type="checkbox"/> | <input type="checkbox"/> | 95. Taking identity of another person or entity  |
| <input type="checkbox"/> | <input type="checkbox"/> | 96. Aggravated taking identity of another person or entity   |
| <input type="checkbox"/> | <input type="checkbox"/> | 97. Trafficking in the identity of another person or entity  |
| <input type="checkbox"/> | <input type="checkbox"/> | 98. Cruelty to animals   |
| <input type="checkbox"/> | <input type="checkbox"/> | 99. Prostitution   |
| <input type="checkbox"/> | <input type="checkbox"/> | 100. Sale or distribution of material to minors through vending machines as prescribed in A.R.S. § 13-3513 |
| <input type="checkbox"/> | <input type="checkbox"/> | 101. Welfare fraud   |

I hereby certify under penalties of perjury, that the answers given above are true and correct to the best of my knowledge and belief.

\_\_\_\_\_  
Volunteer's Signature

NOTARY PUBLIC SECTION

State of \_\_\_\_\_ )

County of \_\_\_\_\_ )

Subscribed and sworn or affirmed and acknowledged before me this \_\_\_\_\_ day of \_\_\_\_\_

\_\_\_\_\_  
Commission Expiration Date

\_\_\_\_\_  
Notary Public

Equal Opportunity Employer/Program . Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible.

# **AN INTRODUCTION TO HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA) AND THE PRIVACY RULE**

## **HIPAA Training**

- It takes about 20 minutes to complete
- A sign-in sheet is provided for the volunteers to certify that the training was completed
- Please submit all sign-in sheets to Volunteer Services

## **Who Must Comply with HIPAA**

- HIPAA mandates that all PT Board workforce receive basic HIPAA awareness training, level 1
- PT Board workforce includes employees, volunteers, trainees and other persons whose conduct is under the control of the PT Board, whether or not they are paid by the PT Board
- All volunteers must receive basic HIPAA awareness training prior to beginning their volunteer assignment.

## **HIPAA Privacy Overview**

- This presentation provides a brief summary about new federal rules governing the privacy of health information
- It defines basic terms and principles that must be followed
- You will learn:
  - ✓ What is HIPAA
  - ✓ The basics of the privacy rule
  - ✓ How HIPAA privacy affects each of us
  - ✓ The consequences of non-compliance with HIPAA privacy rules
  - ✓ Where to go with questions

## **What is HIPAA?**

- Health Insurance Portability and Accountability Act of 1996
- HIPAA is a federal law
- HIPAA establishes uniform rules for protecting health information and privacy
- Arizona law that is more strict than HIPAA and is more protective of health information privacy than HIPAA will still apply

## **Basics of the HIPAA Privacy Rule**

- Workforce cannot access or use **Protected Health Information (PHI)** unless it is required for their job.
- Workforce can access or use **ONLY** the minimum amount of PHI that is necessary for a task (minimum necessary principle).
- Workforces who access or use PHI in violation of HIPAA violate federal law.
- Penalties include fines, jail and disciplinary action. Penalties can be severe.

## **What is Protected Health Information (PHI)?**

- PHI comes from a health care provider or a health plan.
- PHI identifies an individual or could be used to identify an individual.
- Describes the health care, condition or payments of an individual.
- Describes the demographics of an individual.
  - Demographics include such things as name, address, birth date, telephone number, social security number, medical record number or any other unique identifying characteristic.
- PHI describes a health condition.
  - Information from a health care provider or health plan about an individual's physical or mental condition, including:
    - ✓ history of a condition
    - ✓ present condition
    - ✓ plans or predictions about the future of a condition
- PHI describes a health care.
  - Information from a health care provider or health plan about an individual's health care, including:
    - ✓ who provided care
    - ✓ what type of care was given
    - ✓ where care was provided
    - ✓ when care was done
    - ✓ why care was given

**In essence, health information is considered PHI if there is a reasonable basis to believe that the information can be used to identify an individual.**

## **PHI Must be Secured in all Forms**

- Written information (reports, charts, letters, messages, etc.)
- Oral communication (phone calls, meetings, informal conversations, etc.)
- E-mail, computerized and electronic information (computer records, faxes, voicemail, etc.)

## Reasonable Security Measures for PHI

- Use and do not share computer passwords.
- Lock doors, lock file cabinets and limit access to workspace where health information is used or stored.
- Limit access to health information to only those who need it for a specific task.
- Use and keep only the minimum health information necessary for a specific task.

## Privacy, in Summary

- Workforce must keep Protected Health Information private and secure at all times.
- Workforce must use only the minimum amount of PHI necessary to accomplish the task.
- Consult the Chief Privacy Officer with questions you have about privacy of Protected Health Information. You can reach Charles D. Brown, Executive Director, at [Charles.Brown@ptboard.az.gov](mailto:Charles.Brown@ptboard.az.gov) or (602) 274-0236.

I, \_\_\_\_\_ ,  
*(Volunteer's Name – Please print)*

have completed the above Health Insurance Portability and Accountability Act (HIPAA) Training.

\_\_\_\_\_  
*(Volunteer Signature)*

\_\_\_\_\_  
*Date*

# SECURITY INTRODUCTION TRAINING

## AZ P.T. Board Volunteers

### Introduction

This course is intended to train you in important security principles as required by Federal, State, and AZ P.T. Board statutes.

- ❖ This course should take approximately 15 minutes to complete.
- ❖ Please send any feedback to the Executive Director at [charles.brown@ptboard.az.gov](mailto:charles.brown@ptboard.az.gov)

### Monitoring

Many of your activities while working for the state may be monitored at any time. Federal and State laws or AZ P.T. Board policies permit employee monitoring during your workday. This monitoring may include, but is not limited to, email, phone, Internet, Intranet, mainframe, PC, LAN/WAN or printer usage, all of which may be monitored for unapproved use.

The state is under no obligation to inform you when your activities are being monitored. Regardless of where you work, in a state office, in the field or at home, your work activities may be monitored at any time for suspected infractions of applicable Federal and State laws or AZ P.T. Board policies. Information gathered during monitoring may be used by the state for any legal purpose as defined by applicable law.

Should you be charged with a violation of Federal or State laws or AZ P.T. Board policies, the Attorney General's Office will not be obligated to defend you in any such actions.

### Confidential Data

Arizona Revised Statutes A.R.S. §32-2051 and A.A.C. R4-24-104 defines confidential information as:

- ❖ Patient records, including clinical records, files, any report or oral statement relating to a diagnostic finding or treatment of a patient.
- ❖ Any information from which a patient or a patient's family might be identified.
- ❖ Information received and records or reports kept by the board as a result of an investigation made pursuant to this chapter.
- ❖ An applicant's, licensee's, or certificate-holder's:
  - a. Social Security number;
  - b. Home address or home telephone number unless the address or telephone number is the only address or telephone number of record;
  - c. Credential evaluation report, education transcript, grades, or examination scores;

- d. National physical therapist or physical therapist assistant examination score;
- e. Diagnosis and treatment records; and

- ❖ According to A.R.S. § 32-2045, information or a document related to investigations by the Board until the information or document becomes a public record or as required by law.
- ❖ When in doubt as to the confidentiality of a document or database, consider it to be confidential data and to be protected as such.
- ❖ Any AZ P.T. Board information can be **HARMFUL IN THE WRONG HANDS**.

### **Protection of Confidential Information**

The requirement to protect confidential data is not confined to the data within a computer; data security applies to all confidential data regardless of its location or media. Confidential data may be found on desks, printers, in-baskets, day planners, and in the trash. Unprotected, it can be picked up or read by anyone.

*Every effort **MUST** be made to ensure that confidential information is:*

- ❖ Secured in desks or file cabinets which are then locked.
- ❖ Disposed of in confidential shred containers.
- ❖ Secured in offices that are locked at the end of the day.
- ❖ Immediately retrieved from printers after printing.

*Anyone exposed to confidential data is responsible for:*

- ❖ The protection of P.T. Board data,
- ❖ To insure against the loss of,
- ❖ Unauthorized modification to,
- ❖ Improper destruction of,
- ❖ Misuse or unauthorized disclosure of confidential data.

### **Use of AZ P.T. Board Computer Resources (Hardware and Software)**

State computer resources are purchased and operated for State Agency use.

Anyone who is authorized to utilize State equipment may not use State resources in any project designed for personal financial gain.

Software developed in the course of employment by:

- ❖ Employees, consultants, contractors or volunteers using State computer resources remains the property of the State of Arizona.

### **Security Incidents**

In a broad sense, a security incident could include (but not limited to) any of the following:

1. Violating the confidentiality of any person, place, or thing involved with AZ P.T. Board.
2. Attempted or Intentional destruction, alteration, unauthorized access, or damage to AZ P.T. Board data.
3. Revealing confidential AZ P.T. Board data to unauthorized persons.
4. Intentional disclosure of a password.

Any inappropriate disclosure of personally identifiable information concerning any applicant, claimant, recipient, employee, employer or client; whether on paper or on a computer screen, may be a "Security Incident."

### **How do I report a security incident?**

Immediately notify your supervisor and they will fill out a J-126 (Notice of Security Incident) form and send it to the ISA.

You do not need any permission to file a security incident report. No one, including your management, can prevent you from reporting a security incident. You cannot be punished for filing a legitimate security incident report, even if the subsequent investigation reveals no breach(es) of security. For any security issues, contact your Security Analysts/Technicians who will either address the problem or refer you to the ISA.

Any time you observe or are made aware of a breach of security you must report the incident immediately, or if possible, within 8 business hours. Time is very important in investigating security incidents. The sooner an incident is reported, the sooner an investigation can begin and the easier it is to get the necessary information for the investigation.

### **Physical Security**

Items to be considered within the physical security arena:

#### **Desks:**

Must be cleared off at the end of the day and cleared off when gone for extended periods of time. No confidential data may be left out unattended at any time.

#### **Doors:**

Must be of secure construction and locked when appropriate. File cabinets must be locked when appropriate and be of approved construction.

#### **Computers:**

Must be logged off at the end of the day and logged off or locked when you are not able to control access for any period of time. Screen lock may be used to secure a terminal when the situation requires it.

#### **Personnel Control Items:**

Background checks on personnel in sensitive positions, interview questions and training for all users.

#### **Buildings and Rooms:**

Access controls, badges, receptionist to monitor entry, keys, card keys area video monitoring, provide secure areas when appropriate.

**Who/What Needs to be Controlled:**

- ❖ Clients, computer repair personnel and other AZ P.T. Board employees.
- ❖ Special controls for areas with confidential data.
- ❖ Destruction of confidential materials in a shredder or shredder barrels.

**Personal Computer Equipment:**

Equipment must be stored in a lockable building. Keep software, applications, manuals and licenses in a locked drawer. Protect day planners that contain any confidential data.

Plug all electrical components into a surge-protected outlet. Do not use/store drinks close to computer equipment. Protect your computer equipment from fire, water, dust, EM (electromagnetic) fields, vacuums, fans etc.

It is your responsibility to protect AZ P.T. Board resources and data from theft, improper destruction, unauthorized access or disclosure.

**Remember, security is your responsibility**, whether you work at a state office, at home as a telecommuter or on assignment in the field. State confidential material and the computer equipment you use must be protected at all times.

Who do we use?

If you have any questions about security training, please contact Charles Brown, Executive Director at charles.brown@ptboard.az.gov or (602) 274-0236 option 4.

I. \_\_\_\_\_ ,  
Volunteer Name (Please print full name)

completed the above Security Introduction Training.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date