

Gaudenzia, Inc.

Policies and Procedures Manual

Subject: Utilization of Volunteers and Interns Date: June 2004 Page 1 of 2

General Policy:

The management of Gaudenzia believes that volunteers and interns can enhance its programming, help the agency carry out its mission, and assist in the guidance and advancement of the organization. They bring a sense of dedication, commitment and outside perspective that compliments the clinical treatment program or enhances the management capability of the organization. From their unique professional, community or academic perspectives, they can expand the resources available to the agency and make clients aware of various community resources, educational opportunities, career options, other social and public services, and many other aspects of the larger society. At the same time it demonstrates the concepts of altruism, civic duty, and the value of higher education.

Definition: A volunteer is an individual who works without remuneration to assist with certain tasks, fulfill a service to the agency that isn't otherwise provided for, or provides professional expertise in management, programming, operations, or training. Volunteers can participate in a variety of activities, either clinical or non-clinical, e.g., fundraising, seminars, assistance with supportive services, tutoring, office chores, training, special events, holiday parties, children's activities, strategic planning, or research.

How, When and Where Volunteers and Interns are engaged.

Governing Board: Gaudenzia's governing board is made up of volunteers. They attend quarterly meetings, keep informed on agency business and progress, provide advice and expertise in certain areas of management, and attend agency functions. They may also do additional work in their own business and community environments that assist or promote the agency or help to achieve specific goals. Each Board member also serves on one of the following committees: Development, Real Estate, Membership, Programming and Quality Assurance, and Finance. Board members are generally not involved directly in clinical program activities and therefore are not subject to the clearances and clinical requirements of program volunteers (as outlined below).

Advisory Board: Advisory Boards may be formed for a specific program, a group of programs of a similar type, or a location or region having one or more programs. Task Forces may be appointed from within the Advisory Board membership from time to time to address special concerns. Advisory Boards may have representation on Gaudenzia's governing Board of Directors. Advisory Board members are subject to the clearances and clinical requirements outlined below if they engage in activities involving direct client contact.

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Volunteers at Programs or Office Facilities: This includes community volunteers, graduate or undergraduate student interns, degree candidates collecting data for theses or dissertations, and individuals performing lengthy periods of community service. Individuals wishing to work directly in a clinical program will be screened by the Program Director to ensure compatibility with the treatment philosophy and the suitability of the individual to provide high quality services in the area of interest. Gaudenzia will also ensure that the circumstances of any placement or internship conform with the legal and ethical standards set forth by the governing body in the intern/student's field (e.g., APA, ANA, ACSW).

Other: Additional voluntary activities may be conducted from time to time to address special concerns. These ad-hoc groups will meet on an as-needed basis. Requirements for such volunteers will be based on the nature of the activity.

Procedures

It will be the Program Director's responsibility to do all of the following that apply to the specific volunteer situation. These items are **required** for volunteers who work directly in programs or in direct contact with clients or their children.

1. Design an orientation/training program for the volunteer.
2. Develop a work plan, including work schedule, assignments, etc.
3. Ensure that the volunteer works only under direct supervision, and, if a clinical student, program notes are co-signed by the supervisor.
4. Complete Child Abuse clearances and Criminal History check for all volunteers.
5. Maintain a file on the individual which includes resume, credentials, clearances, signed code of ethics, client bill of rights, training plan, documentation of supervisory sessions, personal/emergency contact information, and any other documents pertaining to the individual.
6. Ensure that all staff and clients are informed of the placement of volunteers or interns and whom they report to during their engagement at the facility.
7. Review and approve a detailed plan of any academic observation or research that is being proposed during the individual's period of service (student intern).
8. Procure a letter of agreement from the educational institution placing an intern, with the expectations, liabilities and responsible parties identified (student intern).
9. Ensure that the volunteer understands the applicable confidentiality requirements and HIPAA requirements and agrees to abide by them.