

**Policy:**

It is the policy of View Point Health to utilize volunteers; including by not limited to community service, whenever possible to enhance services for the individuals we serve, however, volunteers are not permitted to perform duties that employees provide as billable services. View Point Health will not discriminate in the selection of volunteers based on race, color, religion, sex, age, national origin, disability, political affiliation, genetic information or any other basis prohibited by statute. Volunteers must be at least 18 years of age.

**Procedure:**

1. Recruitment of volunteers:
  - a. May be initiated by individual Program Directors.
  - b. The VPH Training Department may refer volunteer applicants to Program Directors based on a program's specific needs.
  - c. Volunteers may also be directed to the View Point Health website where volunteer opportunities for specific programs and facilities are posted.
2. Supervisor sends "Volunteer Duties Description" to Corporate Compliance Officer who approves the duties.
3. All volunteers must sign an "Authorization for Release of Information" and submit to the fingerprinting process for a background investigation.
4. Training Coordinator will receive from the Volunteer:
  - a. Resume
  - b. Two reference checks
  - c. "Volunteer Application"
  - d. "Volunteer Standards of Participation"
  - e. "Volunteer Acknowledgement of Mandatory Training"
  - f. "Volunteer Release and Waiver of Liability"
  - g. Volunteer receives Volunteer Policy
5. Applicants provide references and are interviewed by the Program Director/Designee who will provide supervision of the volunteer at the facility. Supervisor reviews "Volunteer Duties Description" with Volunteer.
6. All volunteers must complete four days of new employee training/orientation, as outlined in the signed "Acknowledgement of Mandatory Training", prior to reporting to his/her assigned program or facility to include:
  - a. Confidentiality & Client Rights, HIPAA, Incident Reporting, Harassment and Drug-Free Workplace.

- b. An orientation session relative to the purpose of View Point Health and its methods of operation to include VPH Mission, Vision & Values, Person/Family-Centered Services,
  - c. Corporate Compliance & Ethics, and VPH Services, Programs & Departments.
  - d. CPI training (Crisis Prevention & Intervention)
  - e. Trauma Informed Care
  - f. Cultural Diversity & Competency, Principle of Normalization, Professional Conduct, Workplace Threats & Violence, Computer Policy, Customer Service, Infection Control, Biohazards & Universal Precautions, Health & Safety, Basic Seizure Management, Use of Portable Fire Extinguisher, Behavior Identification & Intervention & Human Sexuality, Suicide/Homicide Precautions, Bio-Hazards & Infection Control, Clinical Aspects MH/DD/AD & Dual Diagnosis, Peer Support & Family Education, Human Rights & Responsibilities, Strains & Lifting Precautions.
  - g. Volunteers may have limited access to client ECR and Carelogic training only at the request of the supervisor and approved by the Quality Assurance Department.
  - h. Duty-specific training provided by his/her supervisor
  - i. First Aid/CPR
7. Volunteers may not have access to email.
8. All application documents and training documentation will be retained in the VPH HR Training Department.
9. Volunteers may not work independently (i.e.: providing individual therapy, assessments, triage, etc.) with individuals served or document in the individual's served electronic client record.
10. Supervisor will evaluate the placement of the volunteer on an on-going basis.
11. Supervisor will inform the Training Coordinator and Quality Assurance Department of any changes in volunteer status, such as, end date or transfer to another program.
12. The volunteer placement may be terminated at any time and for any reason other than a reason prohibited by law.

Approved:

Jennifer S. Hibbard, Chief Executive Officer

View Point Health

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