

Seasons Center for Behavioral Health

Volunteer Handbook



Please read the Seasons Center Volunteer Handbook and sign below if you agree to the terms listed in the handbook. Remove this page and submit to Seasons' volunteer coordinator.

I have received a copy of the Seasons Center Volunteer Handbook and have had the opportunity to ask questions.

I will adhere to the protocols herein.

Signature of Volunteer	Printed Name	Date
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Seasons Center for Behavioral Health – Volunteer Program Overview

Seasons Center for Behavioral Health involves volunteer participation at all levels of the agency. It encourages an environment of mutual respect, where volunteers and paid staff work toward the aims and objectives as outlined in the agency's mission statement and strategic plan.

A volunteer is an individual who performs an agreed task for no fee.

Non-confidential volunteer: Individuals who volunteer in a capacity in which they will not have direct access to client information

Confidential volunteer: Individuals who provide direct services to clients and therefore would have some access to client information

Recruitment of Volunteers:

- 1) The recruitment of volunteers is dependent on the position for which they are volunteering. Recruitment can occur in a variety of ways, including but not limited to posting to social media (i.e. Facebook), the agency's website, mailings, contacting local civic groups, contacting local high schools and universities, through referrals from internal Seasons staff, and via word-of-mouth in the community.
- 2) Before the commencement of volunteer work, all volunteers are required to complete an application, sign a confidentiality statement, and acknowledge receipt/review of this Volunteer Handbook and the agency's Discrimination and Harassment Policy.
- 3) All volunteers receive an orientation which includes a brief training on the agency, the purpose of the event/activity for which they are volunteering, and the activity requirements. Confidential volunteers may receive additional training related to the service they are providing, such as training in trauma, and are required to have reference checks, a background check conducted or provide evidence of a recent background check, and driving record check/proof of Liability insurance if they are transporting clients.

Responsibilities of the Volunteer

The volunteer:

- 1) Is a representative of Seasons and is responsible for presenting a positive image to the community.
- 2) Agrees to be punctual and will notify the organizer if they are unable to attend.
- 3) Will undertake task as agreed with the coordinator of the volunteer activity.
- 4) Will conduct him/herself in accordance with the organizations' policies and procedures to protect the interest and safety of all volunteers, staff, and the agency. Examples of inappropriate conduct that could lead to dismissal include but are not limited to: theft or inappropriate removal of Seasons property; creating a disturbance on Seasons' premises; improper use of Seasons' property; lack of cooperation or disrespectful conduct, violation of Seasons, federal, state, or local safety and health rules; unauthorized disclosure of Seasons' or client information; unsatisfactory performance or conduct.
- 5) Will undertake training and evaluation as required for ongoing volunteer work.
- 6) Seasons is a smoke-free and drug-free environment. While on Seasons' premises and while conducting Seasons' activities, a volunteer may not use, possess, distribute, sell, or be under the

influence of alcohol or illegal drugs. The use of prescription drugs is permitted during volunteer service only if it does not impair a volunteer's ability to perform the essential functions of the position effectively and safely.

Seasons' Responsibilities

Seasons recognizes its responsibilities to volunteers and undertakes to:

- 1) Provide volunteer tasks that are appropriate to the volunteers' skills, abilities, and interests.
- 2) Provide volunteers with information, supervision, and training to perform their task.
- 3) Provide volunteers a safe workplace.
- 4) Provide volunteers with appropriate insurance coverage through the agency's general liability coverage. This protects volunteer workers for covered injury or damage that results from activities or service that volunteers conduct at Seasons' direction and within the scope of their duties for Seasons. Seasons' general liability coverage does not provide coverage to volunteers themselves for liabilities they may have incurred for their actions. In some instances, volunteers must sign a release absolving Seasons of liability when they voluntarily and knowingly subject themselves to certain risks while performing volunteer services on behalf of Seasons.
- 5) Reimburse expenses. Volunteers may be eligible for reimbursement of pre-approved, out-of-pocket expenses incurred while engaging in volunteer services for Seasons.

Complaints Procedure

Volunteers who have a complaint or grievance should raise the issue with the coordinator of the activity. If the issue is not resolved, they should contact any member of agency Leadership who will follow the agency's grievance procedure.

Confidentiality

Seasons will respect the privacy and confidentiality of information regarding personal information supplied by volunteers.

Occupational Health and Safety

All reasonable steps will be taken to provide volunteers with a workplace compliant with OH&S standards. All volunteers are covered by the agency's Liability Insurance. Volunteers are responsible for using the following common-sense suggestions to help ensure a safe environment:

- Be aware of any unknown person who comes into your area and is not accompanied by a staff member.
- Never leave personal valuables in plain sight. Seasons is not responsible for lost or stolen personal property. Desks, lockers, or other storage devices may be provided for a volunteer's convenience but remain the sole property of Seasons. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of Seasons at any time, with or without prior notice.

Use of Seasons Property

Equipment and Vehicles: Any equipment, machines, tools, or vehicles which appear to be damaged, defective, or in need of repair should be reported to the volunteer's supervisor. Seasons' owned or

leased equipment and vehicles are to be used for Seasons' business purposes only and may not be borrowed or otherwise used for personal use.

Volunteers must have a valid drivers' license to operate Seasons' vehicles as well as a Department of Motor Vehicle check prior to utilizing an agency vehicle.

Telephone and mail service: Telephones and mail services are for business purposes only.

Computer usage: Seasons may provide computers and internet access to assist volunteers in performing their duties. Their use shall be for business purposes only.

Return of property: In the event that a volunteer is given permission to take agency property off of Seasons' premises, an agreement must be in place with the volunteer organizer regarding expectations for timely return of property. Seasons may take all actions deemed appropriate to recover or protect its property.

Harassment in the workplace:

- Seasons is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment will not tolerate discrimination against staff members, volunteers or agency clients. Actions, words, jokes, or comments based on an individuals' sex, race, ethnicity, age, religion, sexual orientation, or any other legally protected characteristic will not be tolerated. Volunteers are encouraged to bring any incidents of harassment, including sexual harassment, immediately to the CEO and or follow the agency's Grievance Policy.
- Harassment or intimidation of a client, staff person, volunteer, guest, or community member because of that person's race, age, color, sex, national origin, physical or mental disability, religion, or sexual orientation is specifically prohibited. Harassment and intimidation includes abusive, foul or threatening language or behavior.
- Sexual Harassment is defined as unwelcome sexual advances, exposing someone to sexually explicit materials without consent, requests for sexual favors and other verbal or physical conduct of a sexual nature when: submission to such conduct is made a term of participating in services; or submission to or rejection of such conduct is used as a basis for decisions affecting the individual; or such conduct has the purpose or effect of unreasonably interfering with services creating an intimidating, hostile, or offensive working or learning environment.
- The Agency is committed to maintaining a workplace that is free of any such harassment and Issues of discriminatory treatment, harassment, or intimidation on any of these bases should immediately be reported to the CEO and/or following the agency's Grievance Policy.

Conflict of Interest:

Each volunteer must act in all matters in a manner that will safeguard the reputation and integrity of Seasons and will preserve and strengthen public confidence in Seasons' activities. Likewise, volunteers must refrain from engaging in any transaction in which personal interests conflict, potentially conflict, or appear to conflict with those of Seasons. Such actions may include but are not limited to: receiving preferential treatment; accepting of payment or gifts for service rendered as part of volunteer service; improper influence; inappropriate use of inside information; and competing with Seasons.