



# Volunteer

# Handbook

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## **Table of Contents**

<b>Section 1: Introduction:</b>	<b>1.1 Purpose of this Handbook</b>
	<b>1.2 Changes of Policy</b>
	<b>1.3 Statement of Inclusion</b>
	<b>1.4 Signing In Upon on Arrival</b>
	<b>1.5 Volunteer Application</b>
<b>Section 2. Rights &amp; Policies:</b>	<b>2.1 Religion and Politics</b>
	<b>2.2 Private Information</b>
<b>Section 3. Rules of Conduct:</b>	<b>3.1 On the Job</b>

## ***Mission Statement***

Friends In Need Health Center, Inc. is a faith-based, 501 © (3), non-profit, that seeks to provide professional medical and dental healthcare to the uninsured and under-insured of Northeast Tennessee and Southwest Virginia.

## ***Goals***

1. Show the love of God to those seeking healthcare without regard to whether they can pay or not.
2. To seek funding from all resources, (state, federal, and local) to continue the mission of Friends In Need Health Center, Inc..
3. To enlarge the scope of services to better serve the patients seeking healthcare at FINHC.

## **Section 1. Introduction**

### **1.1 Purpose of this Handbook**

The purpose of this Handbook is to familiarize you – the volunteer – with the policies, rules and other key aspects of Friends In Need Health Center, Inc (the “Company”). The information in this handbook supersedes all rules and policies that may previously have been expressed or implied, in both written and oral format. Compliance with this Handbook is compulsory for all volunteers. The Company reserves the right to interpret this Handbook’s content as it sees fit, and to deviate from policy when it deems necessary.

### **1.2 Changes of Policy**

Friends in Need Health Center, Inc. reserves the right to change this Handbook’s content, at any time and our sole discretion. Its provisions may not be altered by any other means, oral or written. You will receive written notice of any changes we make to the volunteer handbook and are responsible for understanding and complying with all up-to-date policies. If you are confused about any information defined herein, please contact the Human Resources Manager.

### **1.3 Statement of Inclusion**

Friends In Need Health Center, Inc., believes that all are children of God and deserves to be treated with respect, dignity, and compassion. All who enter into FINHC, will be treated also with fairness, kindness, and integrity.

### **1.4 Signing in Upon Arrival**

Volunteers must sign in on the volunteer register. All information on the form must be filled in at each day (Date, Name, Area /Position, Time In, Lunch, Time Out , Total time).

### **1.5 Volunteer Application**

All volunteers must fill out a volunteer application including the confidentiality statement.

## **Section 2. Rights & Policies**

### ***2.1 Religion & Politics***

Friends In Need Health Center, Inc. is respectful of all volunteers religious affiliations and political views. We ask that if you choose to participate in political action, you do not associate the Company in any way. We are happy to work with volunteers to accommodate political and religious obligations, provided accommodations are requested from a manager in advance.

### ***2.2 Private Information***

Volunteer information is considered to be private and only accessed on a need-to-know basis. Your healthcare information is completely confidential and may only be accessed for legitimate reasons. If you wish to view your files, you must set up an appointment in advance with Human Resources. A Company-appointed records keeper must be present during the viewing. You may only make photocopies of documents bearing your signature, and written authorization is needed to remove a file from Company premises. You may not alter your files, although you may add comments to items of dispute.

### ***Inclement Weather Policy***

Volunteers will be notified of closings.

## **Section 3. Rules Of Conduct**

### ***3.1 On the Job***

#### ***Criminal Record Check and other Agreements***

Each new applicant for being a volunteer is required to sign a release for a criminal record check. All applicants will be required to agree to the Corporation's alcohol, drug, and smoking policies.

Any criminal convictions must be reported promptly to the employee's supervisor and/or Executive Director.

Volunteers of FINHC are expected to act and perform their duties at the highest levels of ethical and professional standards.

#### ***Attitude***

The personality of FINHC is reflected in the personality of the workers. Volunteers are a significant part of FINHC's image. We all strive to treat fellow volunteers, staff, and clients in a friendly and Godly manner.

### ***Personal Appearance***

Employees and volunteers are expected to be appropriately groomed and dressed for their particular work situation. Dress and behavior are an important expression of professionalism. Employees and volunteers represent FINHC to clients and to the public.

### ***Staying Safe***

Safety in the workplace is the Company's number one priority. FINHC realizes that accidents can not only cause personal injury, pain and hardship, but are also expensive. FINHC makes every effort to provide a safe workplace, equipment and work procedures. All volunteers are expected and required to practice safety at all times.

If you observe any unsafe conditions or work practices, you should report them to your supervisor or the Executive Director IMMEDIATELY. Do not take any risks on the assumption that "it probably won't cause harm this time". The one exception taken could result in personal tragedy or harm to you or a fellow employee.

Most accidents are preventable through proper care, use and maintenance of equipment and facilities, alertness on the job, and through good housekeeping practices. Most accidents are the result of unsafe work practices.

From time to time, emergency situations may arise that do not necessarily pose a physical threat to individuals, but require immediate attention nonetheless (e.g. problems with the building, grounds or equipment). If you observe anything out of the ordinary, you are expected to respond to the situation in an appropriate manner and contact your supervisor or the Executive Director to advise of the developments, request further instruction and/or obtain approval for repair expenditures.

### ***Company Electronics and Email Policy***

Friends In Need Health Center, Inc. volunteers are required to use various forms of electronic communications in their work for the Company including, but not limited to: computers, email, telephones, voicemail, instant message, text message, Internet, any social media, cell phones and smart phones. All communications transmitted by the above-mentioned electronic means remain the sole property of the Company and are to be used for Company business only and not for personal use.

Volunteers who misuse electronic communications and engage in any form of criminal behavior, or behavior that is detrimental to the Company's interest including but not limited to: defamation, copyright or trademark infringement, misappropriation of trade secrets, discrimination, harassment, or related actions, will be subject to discipline, including immediate termination, and may be referred to the appropriate authorities when necessary.

Friends In Need Health Center, Inc. reserves the right to access and review electronic files, messages, Internet use, blogs, “tweets”, instant messages, text messages, email, voice mail, and other digital archives, and to monitor the use of electronic communications as necessary to ensure that no misuse or violation of Company policy or any law occurs.

### ***Security: Confidential Information***

FINHC has developed certain information that is unique to FINHC. Keeping such information confidential plays an important part in our success as an agency. FINHC protects confidential information by restricting employee and visitor access to certain designated agency areas to only those who have business in these areas.

All volunteers are expected to protect confidential information at all times, consistent with HIPAA regulations. Even information that may seem unimportant to you should not be divulged under any circumstances. Confidential information includes, but is not limited to patient records, employee files, payroll records, accounts payable.

Volunteers may not disclose or use proprietary or confidential information except as their jobs require. Anyone who violates this guideline will be subject to discipline and possible legal recourse. Any breach of security should be reported promptly to the Executive Director.

The Company has established the following policies, practices, and procedures as it pertains to safeguarding information and the use of equipment. It is everyone’s responsibility to adhere to these directives.

- It is your responsibility to maintain the confidentiality and integrity of Friends In Need business, patient and donor information.
- Voice mail, email, user Ids, and all passwords are the property of the Company for use in connection with Company business and shall not be shared with anyone. You are personally responsible for all activity that occurs with any user ids that are assigned to you and any passwords designated by you. Computer codes and passwords may be changed by the user as necessary, however, all computer codes and operating system or network passwords must be provided to the Executive Director and/or Network Administration, who will maintain a central list.
- The equipment is provided to you to conduct Friends In Need business. This equipment includes, but is not limited to: computers, telephones, fax machines, and copiers. Excessive use of this equipment for personal reasons is not permitted.
- Internet access is provided to help the Company conduct daily business. You are not to access inappropriate web sites (example: pornographic, gambling, etc). The Company is not responsible for materials viewed or downloaded by users from the Internet.
- You are not to access other email systems (such as Hotmail, Yahoo, AOL, etc) from Company owned systems. This is to protect the Company from the introduction of computer viruses. Your Company assigned email address is to be used for business purposes only. Usage of chat lines and Instant Messaging services is prohibited. Inappropriate transmissions by email, telephone, computers, voicemail, fax machine or other Company property may be grounds for disciplinary action. Additionally, you are

not permitted to retrieve and read any email messages or listen to any voicemail messages that are not sent to you, and you should treat all information you receive as confidential.

- You are not to load any software, including screensavers and games, from any source to the equipment provided to you by the Company. Software must be purchased by the Company and licensed for use by the Company. You are not permitted to download software from the Internet or bring it to the Company via media or disks of any kind. This is to protect the Company from the introduction of computer viruses. You are not permitted to copy any Company-licensed software for personal use or for distribution to others. Any perceived need for software should be brought to the attention of the Company's Executive Director for consideration. Likewise, you are not permitted to add hardware to your computer system or any other Company-owned computer without receiving advance approval from the Executive Director.
- You are not to disable, change, or delete any computer virus protection that the Company installs on the computer systems.
- Company computer systems and telephone usage records are readily available to employees of the Company who have a business need and are subject to audit at any time to ensure compliance with Company policies, practices, and procedures. You should not expect privacy with regard to these Company-owned assets.
- Violations of any of these policies, practices and procedures can lead to disciplinary action being taken by the Company, including termination of your employment.

### ***Whistleblower Policy***

Friends In Need requires the Director, volunteers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Employees and representatives of the organization must practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations. Each employee or volunteer of Friends In Need has an obligation to report questionable or improper accounting or auditing matters and violations and suspected violations of Friends In Need ethics policies.

This policy is intended to encourage and enable volunteers and employees to raise concerns within Friends In Need for investigation and appropriate action. With this goal in mind, no director, volunteer, or employee who in good faith, reports a concern shall be subject to retaliation or, in the case of an employee, adverse employment consequences. Moreover, a volunteer or employee who retaliates against someone who has reported a concern in good faith is subject to discipline up to and including dismissal from the volunteer position or termination of employment.

### ***Smoking***

FINHC provides and promotes a smoke free environment for patients, visitors, and personnel. Smoking is not permitted in any part of FINHC clinics, including outside the building entrances. You may smoke in your own vehicle.

### ***Drugs & Alcohol***

Good performance on the part of our volunteers is crucial to Friends In Need Health Center, Inc's success. It is the desire of the Corporation to provide a safe work environment for our

employees. Therefore, we have adapted the following Drug and Alcohol Policy. For this reason, we strictly forbid volunteers to do the following while at work:

Drinking alcohol and selling, purchasing or using illegal drugs at work. An “Illegal Drug” is any drug that has not been obtained by legal means. This includes prescription drugs being used for non-prescribed purposes.

Possession of any non-prescribed controlled substance, including alcohol and legal but illegally obtained prescription drugs.

Reporting for work intoxicated. We reserve the right to test employees for substance abuse. Illegal drugs, illegal drug metabolites, or excessive alcohol in your system will result in disciplinary action up to and including termination.

The Company cares about the overall health and well-being of its employees and volunteers. Any employee or volunteer who feels that he/she is developing a substance abuse problem is urged to seek help. The Company will grant time off (within reason) for rehabilitation. Be advised, however, that this will not excuse a substance-related offense. In some cases, completion of Company-approved rehabilitation program may serve as an alternative to termination.



# ATTACHMENT 1

## Acknowledgement of Receipt of Volunteer Handbook

Volunteer:

I acknowledge that I have received a copy of the Friends In Need Health Center, Inc. Volunteer Handbook which contains vital information on the Company's policies and procedures.

I understand that the Company may change its policies and procedures at any time at its sole discretion, as well as interpret or vary them however it deems appropriate.

I have read (or will read) and agree to abide by all policies and procedures contained therein.

By: \_\_\_\_\_ Date: \_\_\_\_\_