



Moab Free Health Clinic
Your Gateway to Community Health Resources

Volunteer Handbook

Approved by the Moab Free Health Clinic Board of Directors November 2018.

Danette Johnson, Board Chair

Welcome!

Welcome to the Moab Free Health Clinic (MFHC) Volunteer Services Program! You have joined an organization that is dedicated to meeting the health needs of the Moab community. Much of the credit for the success of our organization goes to the many volunteers who share their time and talent with the community through our volunteer program. It is our hope that your volunteer experience will be a rewarding and enjoyable opportunity.

The Volunteer Handbook and Reference Manual provides answers to many of the questions you may have about the MFHC and the volunteer program. It covers policies and procedures, and our mutual responsibilities. You are responsible for reading and understanding the Volunteer Handbook, and for adhering to these policies and procedures. If anything is unclear, please discuss the matter with the Executive Director.

The information included in the Volunteer Handbook and Reference Manual may change. Every effort will be made to keep you informed of any changes. The personal satisfaction gained from a job well done is one reason many people enjoy volunteering. Career development, community service, and enjoying the company of others are additional benefits your involvement may bring you. The MFHC is dedicated to doing its part to assure you of a satisfying volunteer experience. We extend to you our personal best wishes for your success and happiness as a volunteer with the MFHC.

MFHC OVERVIEW

Mission

The Moab Free Health Clinic (MFHC) is a nonprofit organization established in February of 2008 to ensure that all members of the Moab community are able to access healthcare regardless of race, religion, age, gender, health care coverage, or financial need.

Vision

Our vision is to provide affordable, accessible, and quality healthcare to the Moab community. We seek to combine excellent medical care with compassion to offer care for each patient.

Services We Provide

The Moab Free Health Clinic provides a variety of services to the community. Some of these are for all community members, and some are limited to the uninsured and underinsured. We are committed to increasing the healthcare access of individuals through primary care, specialist care, preventative services, and mental health services. We also serve as a gateway to community resources and keep an up-to-date community resource manual.

THE VOLUNTEER PROGRAM

Purpose of Volunteer Policies

The purpose of these policies is to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. MFHC reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Executive Director, and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Executive Director

What You Can Expect from the Volunteer Department

As a volunteer for the MFHC, you can expect:

- To receive a clear, specific job description
- To be given appropriate assignments according to your skill, interests, availability and training
- To be trusted with confidential information if needed to carry out assignments.
- To be given appropriate formal and informal expressions of appreciation and recognition
- To receive orientation, training, and supervision for the jobs you accept and know why you are being asked to do a particular task
- To have your time used well due to the planning, coordination and cooperation of the MFHC employees

- To discuss any problems with MFHC staff, and receive prompt attention to any concerns which may arise
- That your individual rights will be respected, and that all volunteers will be treated with courtesy and respect
- To have appropriate work space, including consideration for physical disabilities
- To have all these things done in a spirit of friendliness and cooperation

What MFHC Expects from You

As a volunteer for the MFHC, we expect you to:

- Be prompt and thorough in any job you are doing
- Know your duties and how to do them correctly and pleasantly
- Cooperate with MFHC staff and your fellow volunteers and maintain a good team attitude

Your interactions with fellow volunteers, MFHC staff, the public, our clients, and how you accept direction, will affect the success of your personal experience. Consequently, whatever your position, you have an important assignment: perform every task to the very best of your ability. The result will be greater personal satisfaction and improved services to the MFHC.

We are dedicated to providing an environment where you can discuss any problem or ask any question of the Executive Director. We expect and encourage you to voice your opinions and contribute your suggestions to improve the quality of the MFHC. We work as a team, so do not hesitate to communicate your feelings. We need your help in making each volunteering day enjoyable and rewarding. Your experience is important to us.

Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to this agency, its staff, and its clients. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation and the right to recognition for work done.

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the agency.

Service at the Discretion of the Agency

The MFHC accepts the service of all volunteers with the understanding that such service is at the sole discretion of the agency. Volunteers agree that the MFHC may at any time, for whatever reason, decide to terminate the volunteer's relationship with the MFHC.

You may at any time, for whatever reason, decide to sever your relationship with MFHC. Notice of such a decision should be communicated as soon as possible to the Clinical Director or the Executive Director.

VOLUNTEER MANAGEMENT PROCEDURES

Conflict of Interest

No person who has a conflict of interest with any activity or program of the MFHC, whether personal, philosophical, or financial shall be accepted or serve as a volunteer with the MFHC.

Representation of the Agency

Prior to any action or statement which might significantly affect or obligate the agency, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the agency as specifically indicated within their job descriptions and only to the extent of such written specifications.

Confidentiality

As a volunteer of the MFHC, you will receive certain information which is confidential and which needs to be protected against any disclosure to unauthorized persons as outlined by practice and ethical standards as well as official regulations. Such information is patient and family information, which includes protected health information, MFHC business and financial information, and the strategic plans of the organization. You understand that it is the responsibility of each volunteer to take steps necessary to safeguard such confidential information in order to protect the interests of MFHC patients, their families, our donors, our employees, our volunteers, our business partners and other business activities.

In order to coordinate services for patients and families, you understand information is shared among, and limited to, those who have a need to know. All written, electronic and oral information obtained by you in your role at the MFHC will be handled with discretion at all times. You understand that maintaining confidentiality regarding patients/families, donors, employees, volunteers and business matters of MFHC are of the utmost ethical importance and are regulated by federal and state law. Therefore, upon completion of the use of all data and reports regarding these matters, documents will be returned to MFHC or shredded.

In addition, you will abide by the following guidelines regarding patients, families, donors and other agency information:

1. Patient records and documents are for official use only.
 - a. Copies will be made for official use only as determined by those department leaders responsible and accountable for such records.
2. Any party identifying themselves as “official” will not receive any information regarding patients, families, donors, employees or volunteers without the MFHC’s approval.
 - a. Questions about patients and families are referred to a staff member or designee.
 - b. Questions about employees are referred to the Executive Director or designee.

- c. Questions about volunteers are referred to the Executive Director or designee.
 - d. Questions about the MFHC are referred to a staff member or designee.
 - e. Questions by members of the media (newspaper, TV or radio) are referred to a staff member or designee.
 - f. No volunteer may speak to members of the press about the MFHC, its employees, its volunteers, patients, families or business operations, without prior approval from the Executive Director.
3. All requests for donations of money, goods or services on behalf of the MFHC are the responsibility of the Executive Director. No requests for donations may be made to any individual, company or organization without the prior approval of the Executive Director.

Health Insurance Portability and Accountability Act of 1996 (HIPAA)

The MFHC complies with HIPAA's Privacy and Security Rules, which require that protected health information (PHI) be specifically safeguarded. PHI is defined as individually identifiable health information transmitted by electronic media, maintained in any electronic medium, or transmitted or maintained in any other form, i.e. verbal or written. All volunteers will understand and comply with the Privacy and Security Rules' regulatory requirements.

In addition to understanding and complying with regulatory requirements, the Executive Director will be responsible to

- 1. Identify report and correct any misconduct or non-compliance.
- 2. Educate volunteers in Privacy and Security regulations.

Absenteeism

Volunteers are expected to perform their duties on a regular, scheduled, and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform the Executive Director as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment.

Inclement Weather

Each person should exercise his/her best judgment with regard to road conditions and other safety concerns. Volunteers should not endanger their own lives nor risk any injuries due to severe weather. The Executive Director or other MFHC staff will contact volunteers the MFHC is closed due to inclement weather.

Background Check

As appropriate for the protection of clients, volunteers are asked to submit to a criminal background check. Volunteers who do not agree to the background check may be refused assignment.

Electronic Communications

Electronic communications, including the contents of MFHC owned computers, telephones and facsimiles are the property of the MFHC and electronic communications are subject to all the

policies of the MFHC. Internet, e-mail, phone, mail, or any other communication or information system of MFHC is not to be used in any way that may be disruptive, offensive to others, harmful to morale, or in violation of MFHC policies.

Certificate of Ability

Any potential volunteer who indicates that they are under the care of a physician for either physical or psychological treatment may be asked to present a certificate from the physician as to their ability to satisfactorily and safely perform their volunteer duties. Volunteers under a course of treatment which might affect their volunteer work will not be accepted without written verification of suitability from their physician. Any volunteer who, after acceptance and assignment by the MFHC, enters a course of treatment which might adversely impact upon the performance of their volunteer duties should contact the Executive Director immediately.

Insurance

FTCA coverage is provided for all volunteers while acting within the scope of their duties as a volunteer.

Personal Belongings

The MFHC will provide you with a place to store your belongings. You are responsible for safeguarding your personal effects while at the clinic. The MFHC accepts no responsibility for loss of personal effects, including cash.

Resignation

Volunteers may resign from their volunteer service with the MFHC at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

Exit Interviews

Exit interviews, where possible, will be conducted with volunteers who are leaving their positions. In the interview, we will try to ascertain why the volunteer is leaving the position, suggestions the volunteer may have to improving the position, and the possibility of involving the volunteer in some other capacity with the MFHC.

Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the MFHC or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff.

Reasons for Dismissal

Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of agency equipment or materials, abuse or mistreatment of clients or co-workers,

failure to abide by agency policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

Volunteer Injury Procedures

Procedures:

1. Volunteer should report the injury, the same day, to the Clinical Director.
2. The volunteer should complete a Volunteer Injury report and forward it to the Clinical Director.
3. Provide copies of treatment to the Clinical Director. Volunteers should have their own health and disability insurance, as they are not employees of the MFHC

Emergency Preparedness Procedures

These procedures are designed to guide you during emergencies such as fire, disaster, bomb threats or medical emergencies. Anyone wishing to have more information regarding emergency procedures should contact the Executive Director.

Civil Disturbances

Behavioral Emergencies

For assistance in securing an out-of-control patient who presents an immediate danger to self or others, call other staff members and the appropriate emergency services personnel (EMS).

Civil Disturbances (in immediate vicinity of the MFHC)

1. Personnel are to remain in own area of assignment.
2. Reassure patients.
3. Use telephone for emergencies only.
4. Await further instructions.

Body Fluid Exposure

In the event a volunteer has an exposure to body fluid, either thru the skin (for example, a needle stick) or onto a mucous membrane (eyes, nose or mouth):

1. Provide Immediate First Aid.
 - a. For splash into the eyes, flush the eyes with lots of water.
 - b. For a needle stick, cut, wound or splash onto the body or mucous membrane other than the eyes, wash the exposed body part with lots of soap and water.
 - c. Remove soiled clothing, wash skin and change into clean clothing.
2. Inform Clinical Director.

Bomb Threat

If you receive a telephone bomb threat:

1. DO NOT HANG UP.
 - a. Remain calm.
 - b. Try to prolong the conversation and get as much information as possible.
 - c. Note what you hear. Are there any background noises, such as music, voices or cars?
 - d. How does the caller's voice sound? Any accents? What sex? What age? Any unusual words or phrases?

e. Does the caller seem to know about the clinic? How is the bomb location described? Does the caller use a person's name? Does the caller give his/her name?

2. Dial 911 and report a bomb threat. Give the operator all the information you collected – give your name, clinic address and phone number.

3. After this is done, notify any staff members immediately. Then stand by for further instructions.

4. If it is deemed necessary to evacuate, you will be notified by a staff member of EMS personnel.

Bomb or Suspicious Item:

1. Leave it untouched and secure the area until police arrive.

2. Go to a telephone. Dial 911 and report a suspicious item. You may be asked to assist in a search because you are familiar with the area. If so directed, evacuate your area.

Cardiac Arrest

If you discover someone who has suffered cardiac or respiratory arrest, (they are unconscious and do not appear to be breathing) you should:

1. Note the time.

2. Summon help while remaining with the person. Shout or yell if necessary.

3. Send someone to call 911. If you are alone, do it yourself.

4. Begin cardiopulmonary resuscitation (CPR) if you know how, and continue CPR until assistance arrives and takes over.

a. Use an automated external defibrillator (AED) if available.

Fire Emergency

If you smell something burning, but see no smoke:

1. Call the Executive Director or notify a staff member at immediately.

If smoke or a fire is sighted:

1. Call 911 immediately. Give the exact location of fire, your name and type of fire (if known).

Remember:

Contain the fire by closing all doors and windows. evacuate.

Hazardous Material Spill

Action for a Small Spill:

1. Contact a staff member to determine gravity of spill

2. Contact emergency services if necessary.

Action for a Large Spill

1. Contact emergency services if spill presents an immediate danger. Call 911.

2. Notify Executive Director or another staff member.

POLICIES

Drug Free Workplace Policy

It is the policy of the MFHC to provide a workplace that prohibits the abuse of drugs, alcohol, and/or related substances. Abuse of drugs, alcohol and/or related substances by volunteers is a significant hazard to patients/families, co-workers, volunteers and individual employees. The MFHC is entrusted with the responsibility of providing the best, most professional care and

services to its patients, and a safe and healthful workplace. With this purpose in mind, the MFHC chooses to have volunteers who are free of the effects of illegal drugs, narcotics, controlled substances or alcohol. To fulfill this practice, any such presence may be cause for corrective action, up to and including termination.

The MFHC prohibits the unlawful manufacture, distribution, dispensation, possession or use of alcohol, illegal drugs, narcotics or controlled substances in the workplace or on MFHC property. This policy also prohibits the use of prescription drugs if the drugs affect the volunteer's ability to perform safely his/her volunteer duties. Also prohibited is the use of a prescription drug by an individual for whom the drug was not prescribed, or the abuse of a drug by the individual for whom it was prescribed.

Volunteer shall, when drugs are prescribed by a medical professional, inquire of the prescribing professional whether the drug prescribed has any side effects, which may impair the volunteer's ability to perform the volunteer's job duties. If the answer from the medical professional is yes, the volunteer shall obtain a statement from the medical professional indicating any work restrictions and their duration. The volunteer shall present that statement to the Executive Director prior to volunteer's assignment. Volunteers are required to notify a staff member when they observe another employee or volunteer exhibiting symptoms commonly associated with drug, alcohol and/or related substance misuse or abuse.

Dress and Appearance Policy

Setting high standards in customer service is the core of the Moab Free Health Clinic. Customer Service includes everything from our appearance to the way we deliver care and communicate with our patients.

The way we dress is something very personal and individual to each of us. Many of us feel that attire makes a statement – a statement that is different to different groups of people. Our dress and appearance code is not about you; it is, rather, about all the people we encounter and serve. In order to meet this standard, we have offered the following guide:

- **Fragrances:** Minimize use of all fragrances, being considerate of co-workers and patients.
- **Jewelry:** Jewelry must not jeopardize volunteer or patient safety.
- **Facial Hair:** Beards and mustaches need to be clean and neatly trimmed.
- **Hair:** Clean, pulled back so as not to interfere with professional care practices.
- **Tattoos:** All tattoos should be covered whenever possible. Tattoos that are not covered must be non-violent and non-offensive, including profanity.
- **Fingernails:** Should be clean, neatly manicured and of a length that allows a volunteer to accomplish tasks safely and efficiency.
- **Undergarments:** Should be worn at all times.
- **Shoes:** No open toed shoes, sandals or flip flops. Clogs with straps are permissible.
- **Shoes** should be safe and in good repair.

- Skirts: No shorter than above the knee.
- Hosiery and/or Socks: Will be worn unless wearing pants or skirts to mid-calf.

The following attire is not acceptable for volunteers:

- Shorts (while delivering medical care) or tight fitting garments
- See-through garments
- Low cut (exposing cleavage) shirts, tops or dresses

Equal Employment Opportunity Policy

It is the policy of the MFHC to provide equal volunteer opportunities to all qualified individuals without regard to race, color, religion, national origin, age, gender, marital status, sexual orientation or disability. This policy of equal opportunity covers all aspects of the volunteer relationship, including the application, working conditions, promotion and transfer.

Smoking Policy

The Moab Free Health Clinic designates all facilities will be smoke and tobacco free. A smoke/tobacco free environment directly protects patients, visitors, physicians and volunteers and affirms our commitment to the promotion of a healthy lifestyle. Smoking and tobacco use by MFHC employees and volunteers is not allowed on the building premises, including the parking lots, sidewalks and grounds. If volunteers choose to smoke, they will do so off the premises while being respectful of neighboring businesses and the environment. All refuse will be disposed of properly.

Anti-Harassment Policy

The MFHC prohibits harassment of volunteers based on race, color, national origin, religion, gender, age, disability and sexual orientation. No volunteer, regardless of title or position, has the authority (expressed, actual, apparent or implied) to discriminate against another employee or volunteer of the MFHC. This policy applies while on volunteer assignment or during any MFHC related activity.

Whether particular conduct constitutes harassment prohibited by this policy may depend on the circumstances. It therefore is impossible to provide a complete list of all prohibited activities. However, behaviors that may be illegal and ordinarily violate this guideline include:

- Reference to co-worker by derogatory terms relating to gender, race, age, religion or other protected-class status
- Other conduct that another person reasonable could construe as creating or contributing to the creation of an intimidating, hostile work environment
- Insulting, degrading, threatening or otherwise offensive or hostile remarks, graffiti, jokes, posters, writings, gestures, actions, email or other communications relating to race, color, religion, gender, national origin, age, disability, veteran or marital status are strictly prohibited

- Racial, ethnic, religious jokes or slurs or any other communications or conduct disparaging or degrading any racial, minority, ethnic, religious group or any other protected class

Sexual harassment is a form of sex discrimination that can occur in a variety of different circumstances. Examples of unlawful work-related sexual harassment, include, but are not limited to:

- Conduct unreasonably interfering with the individual's work performance, or creating an intimidating, hostile or offensive work environment
- Direct or implied threats that submission to sexual advances will be a condition of continued volunteer service with the MFHC
- Sexually related material such as pornography, objects, pictures or internet sites
- Unwelcome verbal or visual conduct of a sexual nature such as comments, innuendos, jokes, emails, voice messages, gestures, leering or stalking
- Unwelcome physical sexual conduct, such as grabbing, groping, pinching, patting, pulling against another's body, rape or any attempts to commit such wrongdoing.

Harassment is extremely serious misconduct and may result in discipline, up to and including termination of volunteer assignment. If you are aware of workplace discrimination or harassment taking place, you must immediately discuss your questions, problems, complaints or reports with the Executive Director.

To the extent possible, any investigation will be handled in confidence. However, the MFHC cannot promise anonymity to persons who report harassment or participate in any investigation. The MFHC reserves the right and hereby provides notice that third parties may be used to investigate harassment or discrimination claims. The MFHC prohibits retaliation against any volunteer who lodges a good faith complaint of discrimination or harassment, or who participates in any related investigation. Volunteers should recognize that making false or bad faith accusations of discrimination or harassment can have serious consequences for those who are wrongly accused. The MFHC prohibits deliberately making false and/or malicious allegations of discrimination or harassment, as well as deliberately providing false information during an investigation. Anyone who violates this rule is subject to disciplinary action, up to and including termination of volunteer assignment. Volunteers with question concerning this guideline are responsible for contacting the Executive Director for clarification.

Sexual Abuse Policy

The MFHC prohibits and does not tolerate sexual abuse in the workplace or in any organization-related activity. The MFHC provides procedures for employee, volunteers, family members, patients or others to report sexual abuse and disciplinary action for those who commit such acts. No employee, volunteer or third party, no matter his or her title or position has the authority to commit or allow sexual abuse.

The MFHC has a zero-tolerance policy for sexual abuse. Upon determination that sexual abuse by an employee, volunteer or third party has occurred, disciplinary action up to and including termination of volunteer assignment or business relationship may occur. The MFHC may also report sexual abuse allegations to appropriate law enforcement and/or regulatory agencies. Sexual abuse is inappropriate sexual contact of a criminal nature or physical interaction for gratification of the adult who is responsible for the patient or family member's care. Sexual abuse includes sexual molestation, sexual assault, sexual exploration or sexual injury, but does not include sexual harassment.

Anti-Retaliation

The MFHC prohibits retaliation against any employee, volunteer, board member, patient, or family member who makes a good faith report of sexual abuse or who participates in good faith in any related investigation. Making false accusations of sexual abuse can have serious consequences for those who are wrongly accused. The MFHC prohibits making false and/or malicious sexual abuse allegations, as well as deliberately providing false information during an investigation. Anyone who violates this rule is subject to disciplinary action, up to and including termination.

Reporting Procedure

If you are aware of or suspect sexual abuse is taking place, you must immediately report it to the Executive director, or designee, who will report it to the appropriate law enforcement agencies. If the suspected abuse is to an adult, the MFHC will report the abuse to the Adult Protective Services at (800) 371-7897. If a child is the suspected victim, then the MFHC will report the suspected abuse to the Child Abuse/ Neglect Hotline (855) 323-3237. If a child or adult is in mediate danger, volunteers will call 911. All alleged sexual abuse incidents will be reported to all applicable liability carriers.

If you are retaliated against, or are aware if someone else who has been retaliated against, for making reports of sexual abuse, or for participating in any related investigation, you must immediately report it to the Executive Director or designee.

Investigation and Follow-up

The MFHC will take all allegations of sexual abuse seriously. An investigation will be conducted by the appropriate law enforcement agency. It is the MFHC's objective to cooperate fully with a fair and impartial investigation. The MFHC will make every reasonable effort to keep all matters regarding allegations as confidential as possible while still allowing for a prompt and thorough investigation. An internal investigation will also be conducted by the MFHC with an effort to prevent further events from happening.

RECEIPT AND ACKNOWLEDGEMENT OF MFHC VOLUNTEER HANDBOOK AND REFERENCE MANUAL

The Volunteer Handbook and Reference Manual is an important document intended to help you become acquainted with the volunteer program. This handbook will serve as a guide to your service to the MFHC; it is not the final word in all cases. Individual circumstances may call for individual attention.

Please read the following statements and sign below to indicate your receipt and acknowledgment of the Moab Free Health Clinic Volunteer Handbook and Reference Manual.

- I have received and read a copy of the MFHC Volunteer Handbook and Reference Manual. I understand that the policies and rules described in it are subject to change at the sole discretion of the MFHC at any time.
- I understand that my volunteer service is terminable at will, either by me or the MFHC, regardless of the length of my volunteer service.
- All writings, photographs or other artwork created that relate to any persons or experience at the MFHC will be reviewed and approved by the Executive Director prior to distribution. Review is necessary to assure confidentiality, appropriateness and accuracy of all information.
- I authorize the MFHC to use or publish any interviews, photographs, videotapes or motion pictures in any manner and any medium deemed appropriate by them. I acknowledge that I have no interest, ownership or copyrights for any pictures, images or recordings.
- I am aware of the Sexual Abuse Policy. I understand that the MFHC will not tolerate any employee or volunteer who commits sexual abuse. I further acknowledge that the MFHC will not tolerate retaliation against any individual who in good faith reports a suspected incident of sexual abuse. I understand that it is my responsibility to abide by all rules contained in this policy. I also understand how to report incidents of sexual abuse or retaliation set forth in the sexual abuse policy.
- I am aware that during the course of my volunteering, confidential information may be made available to me. I understand that all confidential information must not be released within or outside the MFHC premises or property.
- I understand that my signature below indicates that I have read, received, and understand the above statements and those in the MFHC Volunteer Handbook and Reference Manual.

Volunteer Signature	Date
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Staff Member	Date
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