



SACRAMENTO COUNTY

*Department
of
Health & Human Services*

Volunteers & Student Interns Program Handbook

**A Manual for Volunteers, Student Interns and their Supervisors serving the
Sacramento County Department of Health & Human Services**

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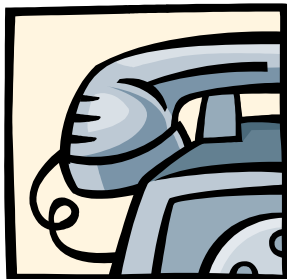
Introduction

The Sacramento County Department of Health and Human Services has for many years provided avenues and opportunities for volunteers and student interns to be involved in services that support the local Sacramento region. Volunteers play an integral role in providing comprehensive services to meet the needs of the clients served by our Department. The beneficiaries of the diligent work of our volunteers and student interns are many and include: abused and neglected children, youth, families, senior and disabled adults, the medically indigent, and other underserved populations.

The Department values and appreciates the skills, knowledge, and commitment that you as a volunteer/student intern bring to our Department. As such, the Department continues to develop support services for both volunteers and student interns in hope that your experience will be both memorable and worth the value of the time and energy given to our Department.

On behalf of the Department and its staff, we offer our deepest thanks to you for choosing to partner with us to make a difference in the lives of Sacramento County residents.

(Handbook version 2007)



As you read through this manual, if you have any questions, comments, or ideas, we welcome you to contact the Volunteer/Student Intern Services Office at (916) 875-2026.

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Introduction to the Department

The Sacramento County Department of Health and Human Services (DHHS) provides an array of social services to residents in Sacramento County. Funding for services comes from numerous sources, including federal, state and local funding as well as grant funding. The Department consists of seven divisions, each providing direct services to residents in Sacramento County:

Office of the Director
Alcohol and Drug Services Division
Child Protective Services Division
Mental Health Services Division

Public Health Services Division
Primary Health Services Division
Senior and Adult Services Division

The Office of Volunteer and Student Intern Services is housed within the Administrative Division, under the Office of the Director, to signify the important role of volunteers and student interns and to facilitate support of volunteer and intern placements throughout the Department.

DHHS Mission and Values

- We deliver health, social, and mental health services to the Sacramento community.
- We direct resources toward creative strategies and programs which prevent problems, improve well-being, and increase access to services for individuals and families.
- To further our mission, we seek close working relationships among staff, with other government offices, and within the community.

To pursue this mission, we will strive:

- To understand that the Department of Health and Human Services exists to serve the people of Sacramento County.
- To develop and maintain programs which reflect community diversity and are the most responsive and cost effective.
- To value County employees, volunteers, student intern, and clients by treating them with dignity, respect, and fairness and by promoting their safety and welfare.
- To appreciate the multicultural and experiential diversity of employees and the community as a whole.
- To enable employees to perform to their fullest potential by providing the necessary resources to accomplish objectives.
- To create a service environment which removes obstacles, promotes innovation, and maximizes productivity.
- To build a cohesive team committed to integrity, honesty, creativity, humor, competence, accountability, and communication.
- To plan for inevitable change.

Derived from the DHHS Mission and Values Statement, <http://www.sacdhs.com/>

How to use this handbook

The purpose of this Volunteer/Student Intern Handbook is to guide our volunteers, student interns, and supervising staff toward our mutual goals of meeting the needs of our clients throughout Sacramento County. As you begin your volunteer service, you may have many questions. This handbook is intended to help you answer those questions and to give you the information necessary to help make your time spent as a volunteer or student intern a positive experience.

Definition of a Volunteer and Student Intern

The philosophy of the Volunteer and Student Intern Program holds that the individual is uncoerced, involved for the purpose of helping, and goal-oriented. The volunteer/student intern placement is one that matches the skills of the volunteer/student intern with the position, while providing personal gratification to the volunteer or student intern.

Both volunteers and student interns donate their time, knowledge, expertise, and services to the Department, without compensation, in support of Departmental goals and services. However, important distinctions exist between volunteers and student interns.

A Volunteer is...

- ✓ A non-paid individual who offers services for a limited time.
- ✓ An individual employed by another organization who is receiving release time to volunteer for the County.
- ✓ A citizen or agency of the Sacramento community interested in public service

A Student Intern is...

- ✓ A person currently enrolled in an accredited educational program who receives academic credit.
- ✓ A student seeking experience or knowledge in conjunction with his or her educational development plan.
- ✓ Uncompensated except in limited circumstances where grant funding is available to pay an hourly wage.

While each individual circumstance may differ, our volunteers and student interns share the common goal of providing comprehensive services to our clients. As such, the policies, rights and responsibilities as outlined in this handbook are also shared amongst our volunteers and student interns.

Role of the Office of Volunteer & Student Intern Services

The Office of Volunteer and Student Intern Services is part of the Office of the Director, Administrative Services section. The Office provides centralized administrative support for the Department's volunteer and student intern placements. Applicants to volunteer and student intern positions are recruited, screened, trained, placed, and supported centrally through this Office. This Office also handles any issues or conflict concerning volunteer or student placements.

The Office consists of a lead Volunteer and Student Intern Coordinator who manages the volunteer program and facilitates all student intern placements in the Department. The Office also staffs a CPS Volunteer Coordinator and a Senior Services Volunteer Coordinator, who oversee volunteer placements and programs in their respective areas. Together, these three coordinators plan, staff and oversee a variety of volunteer and student intern programs in coordination with departmental staff.

The Office of Volunteer and Student Internships also plans and implements special events and fundraisers that support programs for children, adults and the elderly, and their families. Volunteer staff serve as liaisons with other departmental staff, as well as many community partner agencies, to identify program needs and develop strategies to address those needs utilizing the services of our volunteers and student interns.

Mission:

Sacramento County, Department of Health and Human Services (DHHS) Volunteer/Student Intern Services Program will facilitate the utilization of volunteers/student interns to supplement, enrich and strengthen the delivery of services within the Sacramento community.

GOALS:

- Administer services with the focus upon the client as the primary benefactor and with the intent that the service will support and benefit the work of paid staff.
- Identify the needs of the department and opportunities to fill those needs utilizing the services of volunteers and student interns.
- Recruit, interview, train and place volunteers/student interns in jobs with consideration given to their skills, abilities, suitability and preferences.
- Extend Sacramento County's ability to provide services in a cost-efficient manner.
- Increase and facilitate community participation in County programs.
- Bring public agencies and private industry into partnership to support our community needs.
- Provide a supportive environment for volunteers and student interns with opportunities for personal and professional growth.
- Develop creative, personalized recognition events for volunteers/student interns.

Sign me up!

Congratulations! Chances are that if you are reading this manual, you have already successfully completed the initial stage of the application and screening process. Following is a summary of this process:

Overview of the Application & Screening Process

Contacting the Office: An initial contact to the Office of Volunteer & Student Intern Services starts the process. We will discuss your interests, skills and goals in order to determine the volunteer or student intern placement that is right for you! Sometimes, this may include an initial meeting with one of our Volunteer Coordinators. Student interns may be referred to our Office by a school internship coordinator.

Application Packet: The packet provides an opportunity for you to list your skills, interests, and educational background to help us determine the appropriate placement for you. The packet usually contains the following forms that must be completed and returned to our Office:

- ✓ **Application Form**
- ✓ **Confidentiality and Reporting Responsibilities Acknowledgement Form** (additional information concerning this policy can be found on page 7)
- ✓ **Vehicle Use Permit** (completed if your placement involves driving on County business)
- ✓ **Volunteer or Student Intern Contract** (see additional information below)
- ✓ **Department of Justice Criminal Background Check Form** (see below)
- ✓ **Claim Form and Instructions** (see page 14 for additional information)

Criminal Background Check: Due to the sensitive nature of many of our clients, DHHS requires all volunteers and student interns with client contact to submit fingerprints to the Department of Justice for purposes of conducting a criminal background check. Exceptions may be made for volunteers under 18 years of age, or one-day (limited time) volunteers with no client contact, and licensed volunteers, such as registered nurses or doctors, who must present a current license or a photocopy of a current license for verification.

The Department utilizes Live Scan, a system that allows for the electronic submission of applicant fingerprints and the subsequent automated background check and response. Live Scan technology has replaced the need for manual rolling of fingerprints and allows results to be processed within 72 hours (but allow up to 30 days in some instances).

Applicants for volunteer or student intern positions complete the “Request for Live Scan Services” form (BCII 8016) and bring this form with them to one of the many locations that provide the Live Scan service. The Department pays the costs of the service, and the results of the background check are kept completely confidential.

The Office of Volunteer and Student Intern Services follows all applicable laws and regulations concerning the review, retention and disposal of the criminal background checks. Any questions concerning this process should be directed to the Volunteer Services Office at (916) 875-2026.

Overview of the Application & Screening Process (continued)

Screening: Once our Office receives the completed packet, our volunteer coordinators review the information in the packet and will contact you for an interview. In many instances, you will be interviewed by one of our volunteer/student intern coordinators as well as a departmental staff person who will serve as your volunteer/student intern supervisor. In most instances, references are also contacted for additional information.

Placement and Volunteer/Student Intern Contract: Once a placement is determined, you and your volunteer/internship supervisor will complete the “Volunteer/Student Intern Contract” form together. This form clearly identifies your supervisor and the dates and days of your mutually agreed-upon service to the Department. The contract also outlines the responsibilities of both supervisor and volunteer/student intern.

In this contract, you should also agree upon a date when you and your supervisor will meet to review the placement. A date one month from the starting date is recommended. At this review date, you and your supervisor can determine if the placement is suitable to your needs and identify any issues relating to work performance. If the placement is not suitable to your expectations, our volunteer coordinators can work with you and your supervisor to make alternative arrangements.

Minors as Volunteers

There may be a minimum age requirement for County volunteer as specified in the job description. All youth volunteers under the age of 18 must have written parental permission on file in order to volunteer. The Office of Volunteer Services must comply with the California Child Labor Laws, specifically:

- Minors under 18 years of age shall be employed for no more than four hours on a school day and eight hours on a non-school day.
- Minors under 18 years of age shall not be permitted to work before 5 a.m. or after 10 p.m. (or before 12:30 p.m. on a school day).

As mentioned previously, volunteer applicants under 18 years of age may be exempted from criminal background check via the Department of Justice.



Being a Volunteer/Student Intern

Your Rights and Responsibilities

Your Rights...

- ✓ You have a right to receive initial and on-going training, supervision and evaluation commensurate to your volunteer/student intern position.
- ✓ You have a right to a designated workspace to enable you to fulfill your duties as a volunteer or student intern.
- ✓ You have a right to review your personnel record as maintained by the Office of Volunteer and Student Intern Services.
- ✓ You have a right to receive work references for future employment or academic credit for work satisfactorily completed.
- ✓ You have a right to provide feedback, suggestions and recommendations to your supervisor and volunteer coordinators for increasing the effectiveness of the volunteer or student internship program.

Your Responsibilities...

- ✓ You are responsible to meet the time commitments that you have agreed upon with your volunteer/student intern supervisor. It is expected that you will report to work on time, when scheduled, and if unable to report, to contact your supervisor and provide adequate notice whenever possible
- ✓ You are responsible to perform the tasks outlined in the job description to the best of your ability.
- ✓ You are responsible to maintain confidentiality and to report any illegal activity, suspected abuse, neglect or exploitation of any child or adult to your supervisor and the proper authorities immediately.
- ✓ You are responsible to provide the supervisor or volunteer staff with information regarding problems, need for transfer, or other issues directly related to your placement.
- ✓ You are responsible to observe the same rules of conduct, ethical standards, and policies as paid staff. This includes treating your clients with dignity and respect, and to uphold all ethical, moral and professional standards in the same way expected of paid staff.

Note that Volunteers and student interns are prohibited from:

- ✗ Sharing confidential information;
- ✗ Providing overnight accommodations to clients or their families;
- ✗ Making personal loans or money gifts or accepting such gifts from clients;
- ✗ Assisting clients with household moving;
- ✗ Providing political or religious advice; and

Providing any medical, legal, or financial advice, unless this is specifically sanctioned by your volunteer/internship position.

Confidentiality and Reporting Responsibility

Sacramento County DHHS clients, including applicants for services, must be protected against identification, exploitation or embarrassment. The Welfare & Institutions Code, Section 10850 supports this policy of confidentiality. Names, addresses and all other identifying information concerning the circumstances of any individual for whom or about whom information is obtained is confidential and shall be safeguarded. This applies to all records, lists, papers, files and communications pertaining to applicants and recipients of health or social services. No disclosure of any information, obtained by a student or volunteer of the Department in the course of discharging his or her duties, shall be made, directly or indirectly, other than in the administration of the given assignment. This includes acknowledgment that a person is receiving services.

Reporting Abuse, Neglect or Exploitation

DHHS is designated the protective agency for children, seniors and vulnerable adults. Volunteers and student interns of the Department are required to report suspected abuse, neglect or exploitation of any adult or child. Failure to report suspected child abuse is a misdemeanor punishable by six months in county jail and/or a fine not to exceed \$1,000. Failure to report suspected senior or dependent adult abuse is punishable by six months in county jail and/or a \$1,000 fine. A mandated reporter who willfully fails to report wherein the senior/dependent adult abuse results in death or great bodily injury is punishable by a year in jail and/or a \$5,000 fine.

Reports on suspected child abuse, neglect or exploitation may be made to:
Children's Protective Services (CPS) Emergency Response, 875-5437 (875-KIDS).

Reports on suspected elder abuse, neglect or exploitation may be made to:
Adult Protective Services (APS) Emergency Response, 874-9377



You are a Partner!

As a volunteer or student intern, you play a critical role as a second set of eyes and ears to the welfare and safety of our clients. You are in a position to observe anything unusual or out of the ordinary. We encourage you to share any concerns you may have about the clients you meet with your supervisor.

Training and Supervision

TRAINING

The Volunteer and Student Internships Office initially screens applicants and approves those meeting at least the minimum qualifications for the position. The Office also orients volunteers and students to the Department's policies and procedures.

It is the responsibility of staff supervising volunteers to make the final decision whether applicants meet minimum qualifications for the position to which they are applying. Staff supervisors are also responsible to ensure that the volunteer or student intern receives sufficient on-the-job training to perform his or her job duties. When funds are available, and with the supervisor's recommendation, the cost of the training may be paid by the program in which the volunteer is working. Some volunteer and student intern positions may require successful completion of an orientation and training as a prerequisite to placement. You will be notified if this is the case, or you may check with a volunteer coordinator for additional information.

SUPERVISION

The following guidelines are provided to our volunteer and student intern supervisors as a guide for supervision:

- Discuss and list the tasks to be assigned to the volunteer and student intern. Provide clear and accurate descriptions of the jobs to be performed.
- Provide the volunteer/student intern with the necessary information and training before releasing them to an assignment.
- Provide any tools necessary for the volunteer or student intern to enable them to complete their assigned duties, including adequate workspace.
- Orient the volunteer/student intern by arranging a tour of the office building. Coffee breaks, dress code, restroom, office etiquette, and special office rules are all to be included, as well as introduction to staff.
- Provide clearly defined lines of supervision and arrange for alternative supervision for the volunteer or student intern when a supervisor is absent.
- Review work performance regularly and provide feedback to the volunteer/student intern concerning their work and activities to help strengthen their job performance.
- Articulate the expectations for the volunteer/student intern to follow with regard to Department policies and procedures.



We encourage you to review this list with your supervisor to ensure that all areas of supervision & training are addressed.

Documentation & Evaluation

Documentation of Work Experience

Volunteers/student interns may request verification of their work performed, which will be prepared by the immediate supervisor on the "Documentation of Volunteer Experience Form." Requests for this form should be directed to the Office of Volunteer and Student Internships.

Work Performance Evaluation

An evaluation of the volunteer/student intern by the supervisor is essential to the effectiveness of the volunteer program. Volunteers/student interns may desire a personal evaluation of their strengths and abilities for both career and personal development. Evaluation may be arranged with the volunteer/student intern site supervisor.

Volunteers/Students Who Drive on County Business

All volunteers and student interns who drive either a County vehicle during the course of their volunteer assignment, or who use their personal vehicle to transport clients, are required to be in possession of a valid California driver's license and to produce a print-out of a driving record from the Department of Motor Vehicles. Individuals who will be using their private vehicle to transport clients are also required to provide proof of vehicle insurance.

Every three years, the Department will ask you to provide print-out of your driving record from the Department of Motor Vehicles to ensure that your driving record remains in good standing. You also sign a statement that acknowledges your responsibility to notify us if your license becomes suspended or revoked. The use of privately owned motorcycles and other two or three wheeled motor-driven vehicles on the volunteer assignment is strictly prohibited.

Following are the guidelines that all volunteers and student interns must abide to whether driving a County vehicle or your own personal vehicle:

Defensive Driving: Drive defensively. Be alert for unexpected actions by other drivers. Allow for lack of knowledge, skill and forethought in other drivers. Recognize that you have no control over other drivers, pedestrians, weather and road conditions. Plan actions accordingly. Be prepared to make any concession to keep out of trouble. Be a courteous driver. Yield the right of way to other drivers and to all pedestrians. Obey traffic signs and regulations. Be a good example to fellow County drivers and to the driving public.



Please note that successful completion of a defensive driving course may be a prerequisite for some volunteer positions. Please check with the Volunteer Coordinator for additional information.

Seat Belts: Always fasten seat belts and see that all passengers use their belts too. This point is so important that every person who works for the County, including volunteers/student interns, must sign an affidavit that he or she understands and will comply with this rule. The appropriate car safety and booster seats will be provided when transporting young children.

Personal Car Use

- If a violation occurs while driving your own vehicle on County business and you receive a driving citation, it is the driver's responsibility. This includes citations for parking violations as well.
- When a volunteer uses a vehicle on County business, the primary coverage for that vehicle is the volunteer's personal auto policy. The County's insurance program is secondary to the Department's volunteer services program insurance and the personal auto policy (additional information on insurance on page 12). The volunteer insurance policy only comes into force when the primary auto policies reach their stated limits.
- If you have an accident while driving your own vehicle on County business, promptly notify your supervisor, and of course your own insurance company. Our Form DPM-11, Driver's Report of Accident, is not required, but it would give you a good idea of what your insurance company would need to know.

County Vehicle Use

Volunteer positions such as our Driver Escorts and other positions where transportation is a frequent necessity will generally have access to a County vehicle. Following are some guidelines for use of the County vehicles:

- When you are driving a County vehicle, drivers are on public display. Any discourtesy or violation reflects not just on the driver, but also on the County.
- If a violation results in a citation, it is the driver's responsibility. This includes citations for parking violations as well.
- If a County vehicle is used during the course of your assignment, it is to be used for County business only. County vehicles may not be used to complete personal business or errands. Do not transport any passengers other than those designated by your supervisor.
- When checking out a vehicle from the motor pool, check its mechanical condition before leaving the lot. Check the breaks, horn, mirrors, fuel and tires. If there is a chance of rain or poor visibility, check wipers and lights. Check turn signals. Report anything not working properly to your supervisor/volunteer coordinator, or the motor pool dispatcher, and ask for another vehicle.
- Before returning the County vehicle, remove all personal items and trash from the vehicle and report any safety/maintenance problems to your supervisor or volunteer coordinator and the motor pool dispatcher.

Cell Phones & Your Safety:

When driving during your volunteer/student intern assignment, you should always carry a cellular phone in case of emergencies. A cellular phone can be provided by your volunteer/intern supervisor. You should pull safely off the road whenever you need to use your cell phone.

Reporting Accidents in County Vehicles

If you are involved in an accident while driving a County vehicle, follow these steps:

DO keep calm.

DO NOT admit blame, or make any promises to the other party(s) regarding reimbursement by the County for damages.

DO call the **County Operator at 875-6900**, who will call:

- Police or Highway Patrol (their report is required on all accidents involving County vehicles or drivers).
- Ambulance if needed
- Towing Service if needed
- Risk Management Office

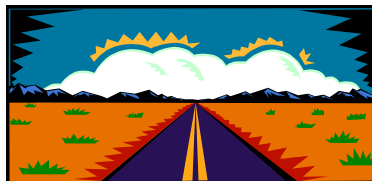
DO NOT leave the scene of the accident/incident until you have completed the following sections of the Driver's Report of Accident (DRA) (the remainder can be completed at your office):

- Accident Details
- List of Witnesses
- Other Driver/Vehicle Information
- Passengers in the other Vehicle

DO obtain the names, addresses, and phone numbers of all witnesses.

DO complete the DRA, and submit to your supervisor and the Volunteer Services Office. The DRA must be completed and sent by your supervisor to the Property and Casualty Office within 24 hours of the accident/incident and copies sent to any other County departments listed at the end of the DRA.

Instructions on what to do in case of an accident are placed in the glove compartment of each County vehicle. A copy of this form and instructions are also attached in the Appendix of this Volunteer Handbook.



Drive Safely!

Volunteer/Student Intern Insurance — What's Covered?

In order to provide our volunteers and student interns with added protection and peace of mind, our Department participates in the Volunteers Insurance Program, a program of The CIMA Companies, Inc. Your volunteer packet should have contained a brochure outlining the provisions of this insurance program. Additional information concerning this insurance protection is outlined below, or you may contact the Volunteer Coordinator for additional information.

Please note that in order to be covered under this insurance policy, all volunteers and student interns **must be registered** with the Office of Volunteer and Student Intern Services. Also, please note that the insurance protections apply only after your own insurance coverage has been exhausted.

Any incidents involving injury or any other accidents should be reported immediately to the Volunteer Coordinator at 875-2027, regardless of whether or not you plan to file a claim. The Volunteer Coordinator can also provide you with a claim form to assist you in filing your insurance claim.

Automobile Liability Insurance

When a volunteer is requested to use a personal vehicle on County business, the primary coverage for that vehicle is the volunteer's personal auto policy. The Department's insurance program is secondary to your coverage. This secondary insurance provides protection for bodily injury or property damage claims arising out of your activities, with a combined single limit up to \$500,000.

This added protection also applies when driving between your home and your volunteer worksite; however, this coverage does not apply to any damage to your vehicle. Additional provisions apply; please contact the Volunteer Services Office for this information.

Personal Liability

This policy provides protection if you are liable for bodily injury or property damage arising out of the performance of your duties. Registered volunteers and student interns are provided with excess volunteer liability insurance at a limit of \$1,000,000 per occurrence. Additional provisions apply. Contact the Volunteer Coordinator for additional information.

Excess Medical

County volunteers and student interns are not covered by the County's Worker's Compensation Program. The Department retains insurance coverage that will pay up to \$25,000 for medical treatment, hospitalization, and licensed nursing care required as the result of a covered accident. This coverage is in excess of Medicare, Medicaid, and any other insurance that you have in place. Initial medical expenses must be incurred within 60 days of the accident. Expenses are then covered for a one-year period following the accident. Other provisions apply. Contact the Volunteer Coordinator for additional information.

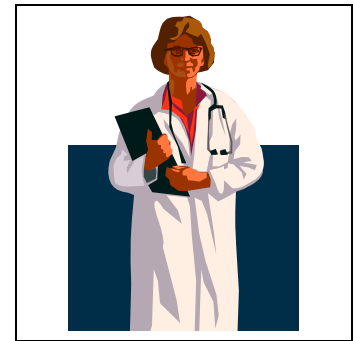
Your Health and Safety are Important

Your personal safety while performing your volunteer work with the Department is a top priority. In order to ensure your safety while on the job, both the volunteer/student intern and Department management staff must take responsibility to promote and maintain a safe and healthful work environment.

Similar to employees, you as a volunteer or student intern are responsible to conduct your work activities in a safe and professional manner and to follow all safety rules and regulations. Safety awareness must be a routine element in your work activities.

Following are some general safety rules to practice while on your work assignment. Note that some of these safety rules may apply only to specific jobs:

- ✓ A job task should not be performed if it is unsafe. Talk to your supervisor if you are unsure of the safe way to perform a task.
- ✓ Report all unsafe conditions to your supervisor.
- ✓ Report work related injuries or illnesses to your supervisor (for additional information, see page 17)
- ✓ Read and obey all signs, labels and danger notices.
- ✓ Know where the emergency exits are located and what to do when an alarm sounds in your work area.
- ✓ Keep floors, stairs and exits free from obstructions.
- ✓ Use lifting equipment or request assistance for loads heavier than what is comfortable for you.
- ✓ Never indulge in horseplay or practical jokes that could result in injury to someone.
- ✓ Drive defensively and courteously and follow all traffic regulations. Seat belts must be worn while driving.



Management, including your volunteer/internship supervisor, is responsible for ensuring a safe and healthful work environment by providing adequate training, correcting unsafe acts or conditions, promoting safe work practices, and complying with government occupational regulations and internal policies and procedures.

Source: County of Sacramento Employee Handbook, Department of Employee Relations/Benefits, Safety Services Office, County of Sacramento

Health Evaluation:

Safety also means that the volunteer or student intern is capable of performing the job with no danger to self or others due to a health condition. Volunteers may be asked to provide a statement from their own physician when:

- ✓ At the initial interview, or during the course of the volunteer/intern placement, if the Department volunteer coordinator has reason to question the health status of the applicant as related directly to his or her ability to perform the tasks to be assigned.
- ✓ The volunteer desires to return to volunteer work after a medical absence.

Reporting On-The-Job Injuries

Volunteers and student interns are not covered by the County's Worker's Compensation Program. For information concerning insurance protection for any injury you may suffer, please refer to the discussion on insurance, which was covered on page 12. Also, please become familiar with our health and safety policies as discussed on page 13 to reduce the risks of injury while on your work assignment.

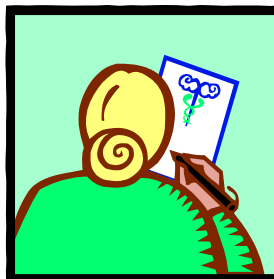
In the event that you become injured while on your work assignment, please follow these steps:

1. Report the incident to your supervisor immediately.
2. Contact the Volunteer Services Coordinator immediately at 875-2027. A "Volunteer Injury/Accident Report" will be faxed to you (or mailed if unavailable by FAX). Return this form to our Office as soon as possible, and retain a copy for your records.
3. Supervisors complete the "Supervisor's Report of Volunteer Injury/Accident" and send a copy to the Volunteer Services Coordinator.
4. The Volunteer Services Coordinator will provide the volunteer/student intern with a "Proof of Loss" form for insurance claims.
5. Return the completed "Proof of Loss" form to our Office immediately. Attachments, such as your medical provider's billing statement, may be sent as a separate attachment after medical services are rendered. Note that medical services must be rendered within 60 days of the accident.
6. The Volunteer Services Coordinator will inform the Office of Risk Management and forward the signed insurance claim for processing.

Copies of the Volunteer's and Supervisor's report of Injury/Accident can be found in the Appendix to this Handbook.

Workplace Violence Incidents Reports

If you experience any violent act or threat of violence occurs in the workplace (*i.e.*, verbal/physical abuse, bomb threats, robbery, property damage, or breach of security systems), please report this to your supervisor immediately.



What Expenses Will Be Reimbursed to You?

Volunteers may be reimbursed at a flat rate of \$3.00 per day for each day volunteered with the Department. Student Interns who are not currently County employees may also receive this daily reimbursement. This reimbursement rate applies regardless of the number of hours worked in any given day. For example, if you volunteer 2 hours on a Monday and 7 hours on a Tuesday, the daily reimbursement is \$3.00 for each day.

The reimbursement is intended to cover a portion of your travel expenses for traveling to and from your volunteer/internship worksite. As an alternative, you may wish to claim mileage as a tax deduction rather than be reimbursed. Please check with your accountant or the IRS for current rates.

Some out-of-pocket expenses, such as parking, may be reimbursed to you. Please check with your supervisor prior to incurring any expenses. Also, certain volunteers are eligible for the County's mileage reimbursement at the current federal mileage rate. Please check with the Volunteer Services Coordinator for additional information.

How do I claim my reimbursement?

To claim your reimbursement, simply fill out the "County of Sacramento Student Intern and Volunteer Claim" form. A sample of this form can be found in the Appendix.

The forms should be completed on a monthly basis, signed by your supervisor, and returned to the Office of Volunteer & Student Intern Services for processing. Once our Office receives the form, it is sent to our Fiscal Services Unit and the County Auditor.

Please allow approximately 10 business days for the County Auditor to issue a check. The County can process your reimbursement claim for any work completed within the past 12 months.

The monthly report is also important to our Office in that the report:

1. Provides us with statistical data concerning our volunteer programs.
2. Verifies your number of hours of volunteer/internship service.
3. Is required as a backup document for auditing purposes.



You may be eligible for a number of other tax benefits as a volunteer under the general charitable contribution deduction of the Internal Revenue Code. Deductions are explained in IRS Publication Number 526 *Income Tax Deduction for Contributions*. A copy of this document is available at <http://www.irs.gov> or by calling 1-800-TAX-FORM (1-800-829-3676).

We Appreciate You! The Perks of Volunteering with DHHS

Sacramento County DHHS thanks you for choosing to volunteer with our Department. All across our nation, volunteers are making a difference in their communities. We are especially pleased that you chose to make a difference in partnership with your local government. As a volunteer or student intern, you are a partner with Sacramento County in our mutual efforts to improve services in the Sacramento community. We appreciate the many hours that you donate to our Department.

During your volunteer/student intern service, your supervisors and our volunteer coordinators will recognize your valuable service in many different ways. At a department-wide level, our largest event is the **Annual Volunteer Appreciation Luncheon**. The luncheon event is traditionally held in the Spring in honor of our volunteers and their supervisors.

In addition, during National Volunteer Week, the Sacramento County Board of Supervisors honors volunteers/student interns at the **Outstanding Volunteers of the Year Event**, for those who have performed exemplary service in the course of the previous year. Nominations are provided to the departmental volunteer coordinators, with final award winners selected by each County department director.

Rewards for DHHS volunteers and student interns includes:

- ★ Earn academic credit
 - ★ Make personal and professional friends
- ★ Share your skills and knowledge
 - ★ Continue to learn and grown
- ★ Reinvest in your community
 - ★ Support County services
- ★ Career development
 - ★ Receive training and supervision
- ★ Learn about public services
 - ★ Improve quality of life in your community
- ★ Satisfaction through service



Volunteer/Student Intern Policies

General Departmental Policies

The Department's Volunteer Services Program strives to involve students and volunteers wherever possible to strengthen the delivery of services. The program offers an opportunity for reinforcing and reflecting the goals of the Department and to bring about a greater public understanding of the Department and its goals.

The following are guiding principles for the Department's Volunteer/Student Intern Program:

- DHHS Volunteer/Student Intern Services will be used to enhance and extend service delivery, but will not displace or supplant paid staff.
- Clients receiving volunteer services will be treated with dignity and respect.
- The DHHS Volunteer/Student Intern Services Program respects and affirms the differences among volunteers/student interns, clients, staff, and any individual with special disability needs as they interact in our program.
- The Volunteer/Student Intern Services Program will be administered with the consideration that volunteers/student interns play an integral role in service delivery to DHHS clients, and, as such, must represent our programs in the most ethical manner possible.
- Volunteers will closely adhere to all laws pertaining to confidentiality, client's right to privacy, and client's right to accept or refuse help offered by volunteers.
- Volunteer job assignments will be designed with mutual benefit to both Sacramento County and the volunteer, ensuring that the work performed meets the needs of both.
- Volunteers must complete only that work which is specifically assigned by an authorized representative of the County.

VISION:

The Department of Health and Human Services Volunteer/Student Intern Services Program will maintain and foster volunteerism as a vital link between the Department of Health and Human Services (DHHS) and the Sacramento Community.



Standards of Conduct, Grievance and Dismissal Policy

The following discussion covers DHHS policies concerning standards of conduct, disputes between the volunteer or student intern and his or her immediate supervisor, and disciplinary procedures.

Standards of Conduct

As a volunteer or student intern with DHHS, you have a responsibility to the Department, your fellow volunteers, and to your clients to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what is expected and necessary. These expectations are similarly conferred upon our Department employees.

Volunteers and student interns serve at the will of the Department may be dismissed at any time. Immediate dismissal, without warning, may also be warranted if the volunteer or student intern commits a serious violation. Some of the more obvious unacceptable activities include, but are not limited to, the following:

- Being intoxicated or under the influence of a controlled substance while volunteering; use, possession or sale of controlled substance in any quantity while on agency premises, except medications prescribed by a physician that do not impair volunteer performance;
- Willful violation of security or safety rules or failure to observe safety rules or practices; failure to wear safety equipment, use seat belts, or tampering with safety equipment;
- Violation of confidentiality or removal of client files from the building without supervisor authorization;
- Insubordination or refusing to obey instructions properly issued by your supervisor;
- Theft of County property or the property of fellow volunteers, clients or staff, or use of County equipment or property for personal reasons or for profit;
- Willful falsification or misrepresentation of your volunteer/student intern application or altering DHHS records or other documents;
- Sexual harassment, discrimination, or other inappropriate behavior against clients, other volunteers/interns, or departmental staff;
- Threatening, intimidating, or coercing behavior, or making threats of violence toward anyone on DHHS premises or when representing DHHS, or engaging in criminal conduct or acts of violence;
- Failure to possess or keep in effect any license, certificate, or other similar requirement specified in the job assignment; and
- Any failure of good behavior either during or outside of duty hours that is of such nature that it causes discredit to the Department or to his/her assignment.

Disciplinary Actions

Unacceptable behavior, which does not lead to immediate dismissal, may be dealt with in one or more of the following ways:

Written Warning
Disciplinary Suspension
Dismissal

Written Warning: Written warnings include the reason(s) for the warning and any supporting evidence. Volunteers and student interns will have an opportunity to defend his or her actions and write a rebuttal. Send a copy of the written warning and any rebuttal to the Office of Volunteer and Student Intern Services.

Disciplinary Suspension and Dismissal: Volunteers or student interns who do not adhere to the rules of the Department or who fail to satisfactorily perform their duties are subject to disciplinary suspension or dismissal. No volunteer or student intern will be terminated until he or she has had the opportunity to discuss the reasons for possible dismissal with supervisory staff (McCurdy, 1990).

Volunteers may be dismissed without warning at any time. DHHS has the right to request a volunteer or student intern to leave immediately.

Grievance Procedure

The purpose of the volunteer grievance procedure is to provide a mechanism by which issues, problems and conflicts between the volunteer and the department can be considered. The grievance procedure is as follows:

1. Discuss the complaint with your immediate supervisor. Every effort should be made to resolve the issue at this level.
2. If not resolved at this level, the supervisor may confer with his or her Program Manager.
3. If results are unsatisfactory, contact the Volunteer Services Coordinator (or liaison, if appropriate).

Termination of Service

Supervisors are responsible to notify the Volunteer Services Office when a volunteer or student intern has ended his or her assignment prior to the agreed upon date as specified in the Volunteer/Student Intern Contract.

Volunteers and Student Interns must turn in their identification cards and building key card access badges when they terminate their assignment.

APPENDIX

Drivers Report of Accident (DRA) Instructions & Form

Claim Form Instructions

Claim Form Sample

Volunteer & Supervisor Report of Injury

**Affidavit of Receipt of Volunteer/Student Intern
Handbook**