


CHAPTER: 9	SECTION: 11	SUBJECT: HUMAN RESOURCES
TITLE: Volunteers		
EFFECTIVE DATE: 12/15/95	REVISED DATE: 12/13/96, 8/21/01, 3/15/05, 6/7/05, 3/7/06, 4/4/06, 6/6/06, 8/7/07, 1/27/10, 5/26/10, 8/1/13, 5/12/16, 3/4/19, 4/29/20, 6/15/21, 11/04/22, 11/17/23	
ISSUED AND APPROVED BY:  INTERIM EXECUTIVE DIRECTOR		

I. PURPOSE:

To establish guidelines for the use, recruitment, orientation, training, and ongoing supervision of volunteers at CMHOC.

II. APPLICATION:

To all Community Mental Health of Ottawa County (CMHOC) operated programs.

III. DEFINITIONS:

Not applicable

IV. POLICY:

It is the policy of Community Mental Health of Ottawa County to assure that all volunteers are adequately oriented, trained, and supervised to maximize quality of care to consumers and/or ensure effective use by staff.

V. PROCEDURE:

1. APPLICATION AND PRIVILEGES

Persons interested in volunteering must complete a Volunteer Services Agreement and a criminal background check will be conducted. If the criminal background check shows evidence of past convictions, the Executive Director or his/her designee, will review the information to decide if the individual will be allowed to volunteer at CMHOC and/or to identify limitations in volunteering at CMHOC. This information will be maintained by CMH administration as assigned by the Executive Director.

Volunteers are assigned to a specific program area and supervisor, and are assigned commensurate duties.

Volunteers who are student interns will be assigned specific duties agreed upon by the student, supervisor, and the student's field placement coordinator. These duties will be specified in writing and will be consistent with policy 9.07, Professional Internship Program.

Volunteers are not allowed to transport consumers.

2. **ORIENTATION/TRAINING**

Once a volunteer has been accepted into a program, the volunteer will meet with the Training Center to complete the orientation plan for volunteers and to complete the Volunteer Services Agreement.

3. **DEGREE OF LIABILITY**

The Ottawa County Board of Commissioners may, pursuant to its Indemnification Resolution, defend and indemnify volunteers against claims or lawsuits by CMHOC consumers alleging injury resulting from the simple negligence of the volunteer. It is the practice of Ottawa County to have such matters handled through the Ottawa County, Michigan, Insurance Authority. Ottawa County is not obligated to defend or indemnify volunteers against liability for intentional, grossly negligent, or willful acts.

4. **REIMBURSEMENT/STIPENDS**

Volunteers will not be compensated monetarily for any costs incurred in providing services for CMHOC. They will receive no monies, salary, or travel reimbursement. Consumer volunteers may qualify for a stipend.

5. **INSURANCE**

Volunteers are not entitled to any compensation or benefits from Ottawa County or CMHOC including but not limited to worker's compensation, medical insurance, or unemployment compensation.

6. **SUPERVISION**

Volunteers are contacted on a monthly basis (at a minimum) by the supervisor of the program for which they are volunteering in order to communicate to the volunteer on his or her performance. Volunteers who are student interns will receive regularly scheduled supervision. This supervision will include an ongoing assessment of performance.

Written performance assessments will be provided at intervals agreed upon between the supervisor and the student's field placement coordinator.

In keeping with the county Employee Behavior and Discipline Policy, volunteers can withdraw their volunteering efforts at any time and for any reason, with or without notice. Likewise, CMHOC can terminate the volunteer's services at any time and for any reason, with or without cause or with or without reason. Efforts will be made to afford the volunteer the opportunity to correct their behavior prior to dismissal. However, serious misconduct could result in a volunteer's dismissal on the first offense.

7. **FILES**

Volunteer files will be maintained by the individual supervisor of the volunteer. A master list of all volunteers engaged at the agency shall be maintained by the CMHOC Administrator's office. All volunteers shall have the following completed forms on file:

- A. Volunteer Services Agreement
- B. Completed New Employee Orientation Check List
- C. Emergency Contact Information

8. COPIES OF AGREEMENTS

Copies of the Volunteer Services, Agreement, and Emergency Contact Information shall be forwarded upon receipt to both CMHOC Administrative Assistant's office and Administrative Services, 12220 Fillmore, West Olive, Michigan 49460. Originals shall be so noted as to their routing.

VI. REFERENCE:

MDHHS Administrative Rules, CARF Behavioral Health Standards Manual, New Employee Orientation Policy, Ottawa County Personnel Policy 33.000.
Volunteer Services Agreement
Emergency Contact Information
Ottawa County Criminal Background Check