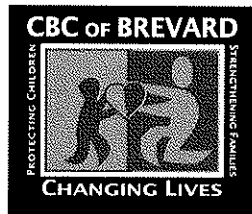


# Community Based Care of Brevard, Inc. Policy and Procedure Manual

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**Series:** HR-Recruitment & Selection COA: HR 3.05, 5,  
RPM 2.01, TS  
3.05  
CFOP: NA

**Procedure Name:** Volunteers – Direct Service  
**Procedure Number:** HR-2219  
**Effective Date:** 2/09

**Applicable to:** Volunteers in Direct Service

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**SUBJECT:** Volunteers in Direct Service

**PURPOSE:** CBC of Brevard may employ volunteers to serve in direct service roles. In these instances, the Agency ensures that the volunteer has a clear understanding of the roles and responsibilities of filling this volunteer role. All volunteers in direct service will also submit to a Level II background screening to include a criminal background search, submission to the Florida Department of Law Enforcement and a local background screening and will be drug screened.

**PROCEDURE:**

1. Volunteers who provide direct services to the clients of the Agency will receive an overview of the Agency, the System of Care and the specific role and responsibility of the volunteer activity that is being addressed by the individual. This will be coordinated by the volunteer's supervisor.
2. In some cases this may be in the form of a memo, a list of tasks and responsibilities or other written document to ensure clarity and understanding.
3. With mutual consent this document can be amended or adjusted based on the needs of the clients and Agency and the skills and experience of the volunteer.
4. Where the volunteer serves in a role where a paid employee would be required to hold a specific certification or license this requirement is applicable to the volunteer and must be presented and maintained current during the term of the volunteer relationship.
5. During the first day of the relationship, all new volunteers in direct service will be asked to execute the Affidavit Of Good Morale Character. This document must also be notarized and notaries are available at all locations. Affidavits of Good Morale Character are also executed on an annual basis by all current employees, interns, Independent Contractors and volunteers in direct service.
6. Every new volunteer in direct service must, before their first day of service, complete the fingerprint process, be drug screened and have completed the required background authorization forms. Additionally a local criminal records search must be submitted. Information about this process is provided to the volunteer once there is a mutual decision to engage in this relationship.

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Fingerprints can be done at the main office of CBC of Brevard or at the care center locations during the week.

7. The Florida Department of Law Enforcement (FDLE) will conduct a search of criminal and juvenile records and will request that the FBI conduct a search of its records. These results are provided to the Chief Personnel & Administrative Officer for review and if satisfactory, these are maintained in the volunteer file.

8. If the results reveal disqualifying or potentially disqualifying information, the Chief Personnel & Administrative Officer will discuss the findings with the volunteer in direct service. Based on the information provided, DCF background and licensing may be contacted to discuss the results and obtain guidance relating to the details provided.

9. In the event that information is missing from the screening documentation, this will be requested from the individual by the Chief Personnel & Administrative Officer. The individual must supply this information within 30 days from the date of the request or the individual will be subject to automatic disqualification from employment or engagement.

10. All volunteers in direct service will be required to execute a Business Associate Agreement in compliance with HIPAA regulations which outlines the scope of access and the permitted use and disclosure of Protected Health Information (PHI) of the clients the volunteer may work with.

11. A volunteer in direct service may also be required to attend the System of Care overview training and will be required to attend trainings in HIPAA, Security Awareness and will execute both the Conflict of Interest and Ethics policies.

12. All documents are maintained in the volunteer personnel file which is retained by the Chief Personnel & Administrative Officer or designee in the same manner as all employee personnel files.

13. The volunteer relationship is at "at-will" one and can be ended by either party at any time for any reason. If a volunteer chooses to end his or her service to the Agency it is requested that a minimum of two weeks notice be provided.

14. If CBC of Brevard elects to end the relationship it will attempt to provide as much advance notice as possible, but can not guarantee a specific period of time depending on the reason for the decision.

BY DIRECTION OF THE CHIEF EXECUTIVE  
OFFICER:



DR. PATRICIA NELLIUS-GUTHRIE  
Chief Executive Officer  
CBC of Brevard, Inc.

APPROVAL DATE: 3/24/09