



# Volunteer Policies and Procedures Manual

(Last Updated: 5/29/2014)

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## Welcome!

Welcome to St. David's Center for Child & Family Development. We are grateful that you have chosen to share your time and talent with us. We feel that the volunteers at St. David's Center are truly exceptional. This is demonstrated every day by visible dedication to the mission, vision and values of St. David's Center.

This Volunteer Policies and Procedures Manual is an important document for all of us. It defines and clarifies expectations of performance and partnership, so that the environment is supportive and the experience positive. It also informs St. David's Center volunteers about some important general policies. Following organizational policies is the responsibility of every volunteer. Many of these policies are crucial to our continued success and it is everyone's responsibility to ensure the implementation of these policies. Please take the time to read through the manual, if you would like to learn more about a particular policy please click on the hyperlink provided. Contact the Volunteer Coordinator if you have any questions, comments, or suggestions.

Again, welcome to St. David's Center!

## Our Mission Unites Us...

Building relationships that nurture the development of every child and family

## Our Vision Compels Us...

- All children fulfill their individual potential and develop within supported and capable families
- Staff and volunteers collaborate with all community stakeholders to create a center for leadership in child development
- The community invests its resources and relationships to support the development and potential of all individuals and their families

## Our Values Define Us...

- **Individuality:** All development unfolds along individual pathways
- **Relationships:** Nurturing relationships are fundamental for healthy development
- **Partnerships:** Evolving partnerships are essential to meet the changing needs of families
- **Integration:** Developmental success is enhanced through a thoughtfully integrated approach to services
- **Inclusion:** Inclusive environments, embracing individual differences, promote optimal development of all people
- **Community:** Investing our resources in human development will lead to a stronger community, both today and in the future

# DIVERSITY

## EQUAL OPPORTUNITY AND AFFIRMATIVE ACTION

St. David's Center provides equal opportunities without regard to race, color, creed, religion, national origin, gender, pregnancy, sexual orientation, age, disability, marital status, family status, covered veterans status, status with regard to public assistance, membership or activity in a local Human Rights-type commission, or any other classification protected by local, State, or federal law. This policy applies to all phases of volunteerism including, but not limited to, recruitment, placement, termination, training, and participation in all St. David's Center activities.

Click [here](#) for further information pertaining to this policy.

## REASONABLE ACCOMMODATION

St. David's Center is committed to providing equal opportunity in all aspects of volunteerism to qualified persons with disabilities as defined in the Americans with Disabilities Act (ADA) or applicable state law.

### **Procedure:**

Upon request, St. David's Center will make reasonable accommodations for a current or prospective volunteer who is disabled and capable of performing the essential functions of the job only with such accommodation, unless doing so would place an undue hardship upon St. David's Center.

Click [here](#) for further information pertaining to the policy.

# **PROFESSIONALISM**

## **CONFLICT OF INTEREST FOR EMPLOYEES, INDEPENDENT CONTRACTORS, AND VOLUNTEERS**

St. David's Center will comply with all applicable Federal and State laws and regulations relating to conflict of interest. St. David's Center will provide a procedure so that actual and potential financial conflicts of interest are disclosed in order to ensure that volunteers of St. David's Center perform their duties and carry out their responsibilities in a manner that is free from influence and conflicts of interest.

Additionally, as a social-service agency, St. David's must provide services in a manner that is above reproach. Employees, independent contractors, and volunteers must avoid even non-financial conflicts of interest and situations which might give the appearance of a conflict of interest. Employees, independent contractors, and volunteers must avoid actions or relationships which might affect judgment or impair the performance of their duties.

Click [here](#) for further information pertaining to this policy.

## **DRESS CODE AND PROFESSIONAL APPEARANCE**

St. David's Center's staff and volunteers are expected to at all times present a professional image to clients, visitors, customers and the public. Acceptable personal appearance is an ongoing requirement of volunteerism with St. David's Center.

### **Procedure:**

1. Workplace attire and grooming must be neat, clean and appropriate for the work being performed and the setting in which the work is performed. Natural and artificial scents may also become a distraction from a well-functioning workplace, and are also subject to this policy. Departments may determine appropriate workplace attire and grooming for their area. Any questions about the department's guidelines for attire should be discussed with your supervisor.
  - A. St. David's Center allows casual attire but ripped, frayed or disheveled clothing, tight, revealing or otherwise inappropriate clothing is not acceptable.
2. All volunteers working in roles in direct client service will be required to wear closed-toed shoes for safety purposes. In and around gym spaces with matting volunteers should not be bare footed for sanitary reasons and should not be on mats with shoes that have heels or hard soles that might damage mats.
3. St. David's Center recognizes the importance of individually-held religious beliefs to persons within its workforce. St. David's Center will reasonably accommodate a volunteer's religious beliefs in terms of workplace attire unless the accommodation creates an undue hardship or is unsafe. Volunteers requesting a workplace attire accommodation based on religious beliefs should be referred to the Policy Training and Talent department.
4. Any volunteer who does not meet the attire or grooming standards set by his or her department will be required to take corrective action, for example leaving the premises to change clothing.

Click [here](#) for further information pertaining to this policy.

## DUAL RELATIONSHIPS

This set of guidelines will apply to situations where a dual relationship exists (both a volunteer and a client relationship exist), so as to create clear expectations regarding the relationship and appropriate boundaries. St. David's Center is committed to protect the data privacy of all program participants, regardless of employment or volunteer status with St. David's Center and of all employees and volunteers, regardless of program participant status.

### Procedure:

1. Data privacy laws apply to both volunteer and program participant information. Volunteers who also participate in St. David's programs are prohibited from using or disclosing any private information they learn as a volunteer. Program participants who are volunteers of St. David's Center are prohibited from using or disclosing any private information they learn as a program participant with other volunteers, employees or anyone else outside of that program.
2. St. David's Center volunteers who help out in more than one of St. David's Center's programs or departments are prohibited from sharing program or departmental information with a separate program or department, including information about the participants in that program or account. Information may only be shared across St. David's Center departments or programs if there is a legitimate business need to know.
3. Volunteers who are also program participants must keep volunteer responsibilities separate from program participant responsibilities and/or status.

Click [here](#) for further information pertaining to this policy.

## VOLUNTEER COMMUNICATION AND SOLICITATION

In order to prevent disruption in operations or services of St. David's Center and in support of a respectful work environment, St. David's Center has implemented the following policy regarding solicitation and distribution of non-St. David's Center materials in any format by St. David's Center employees, volunteers and board members for commercial, personal business, religious, political, or other non-charitable causes, or for support of non-charitable outside organizations.

### Procedure:

1. Volunteers are not permitted to solicit other employees, families, partners, vendors, visitors, or any other individuals for funds, contributions, memberships, sale of goods or services, promotions or other purposes during work hours and at St. David's Center worksites unless all proceeds benefit St. David's Center and sales receive pre-approval from the Executive Director.
2. Use of St. David's Center communications systems (email, phone, etc.) to solicit the sale of goods is prohibited. General posting for sale of goods are not permitted except personal items for sale which may be posted on the bulletin board in the staff lounge only.
3. Promotional material that is not directly related to St. David's Center may not be distributed at St. David's Center work sites without the preapproval of the Executive Director.
4. St. David's Center volunteers may not distribute non-St. David's Center materials or literature for commercial, personal business, religious, political, or other causes or for support of outside organizations during working time or in work areas for any purpose.
5. Individuals not employed by St. David's Center are not allowed to solicit or distribute at any time on St. David's Center property or work sites.
6. All volunteers are expected to conduct respectful and helpful communication regarding all interactions involving St. David's Center. This includes activities and functions held away from St. David's Center property such as the gala, field trips, conferences, seminars and/or workshops the volunteer may attend as a part of his/her volunteerism with St. David's Center.

Click [here](#) for further information pertaining to this policy.

## INTERNET ACCESS AND DEVICE ACCEPTABLE USE

The use of St. David's Center's information resources must be consistent with business purposes for which these resources have been provided. Use of the St. David's Center Network is a privilege that is provided to help complete and deliver business obligations to our members, contracted providers, and business associates. The St. David's Center Network provides personnel, management, contracted providers, and business associates with the means for communicating effectively within the St. David's Center's office and with St. David's Center's members, the public, government entities, and business associates. The authorized use of these resources shall include, but is not limited to, work-related inquiries, researching St. David's Center related information, and informing our members and the public about St. David's Center's programs and services. Personnel, management, contracted providers, and business associates must not violate the public trust or disregard applicable policies and regulations established by St. David's Center.

### **Disclaimer:**

The Internet is a collection of thousands of worldwide networks and organizations that contain millions of pages of information. Users are cautioned that many of these pages contain offensive, sexually explicit, and inappropriate material including, but not limited to the following categories: Adult Content, Nudity, Sex, Gambling, Violence, Weapons, Hacking, Personals/Dating, Lingerie/Swimsuit, Racism/Hate, Tasteless, and Illegal/Questionable. In general, it is difficult to avoid at least some contact with this material while using the Internet. Even innocuous search requests may lead to sites with highly offensive content. Additionally, having an email address on the Internet may lead to receipt of unsolicited email containing offensive content. System users accessing the Internet do so at their own risk. No filtering software is 100 percent effective and it is possible that the software could fail. In the event that the filtering software is unsuccessful and system user's gain access to inappropriate and/or harmful material, St. David's Center will not be liable. To minimize these risks, volunteer use of the St. David's Network is governed by this policy.

Click [here](#) for further information pertaining to this policy.



## SOCIAL MEDIA

St. David's Center understands that volunteers may maintain and/or contribute to social media and may on occasion post information relating to their volunteer activities at St. David's Center. While social media can be a fun and rewarding way to share thoughts and opinions with others, social media also presents certain risks and carries with it certain responsibilities. This policy is intended to assist employees, contractors, and volunteers to make responsible decisions about use of social media.

### Definitions:

Social media includes: multi-media and social networking websites, including but not limited to: MySpace, Facebook, Yahoo! Groups, YouTube, and Twitter; blogs; wikis such as Wikipedia and any other site where text can be posted; and all other means of communicating or posting information or content of any sort on the Internet.

### Procedure:

1. Use of social media
  - A. Personal use of social media during regular volunteer hours should be limited and must never interfere with an individual's performance of his or her duties or cause the company's computers, internet connections, telephones, telephone connections, or other devices or media to be unavailable for work related purposes.
  - B. Individuals are prohibited from using St. David's Center email addresses to register on social networks, blogs, or other online tools utilized for personal use.
2. Never post any information regarding clients
  - A. Always remember that the services provided by St. David's Center are subject to confidentiality laws, which may include HIPAA. Therefore, never, under any circumstances, refer to a client, even if not using the client's name directly. You should also never refer to a situation involving a client, or provide any details regarding the services or care you have provided to a client.
3. Post only appropriate, lawful, and respectful content.
4. Be honest and accurate when posting information, and if you make a mistake, promptly correct it. Remember that the Internet archives almost everything, so even deleted posts can be found later. Never post information or rumors that you know to be false about St. David's Center's staff, volunteers, customers, vendors, or competitors.
5. Maintain confidentiality of St. David's Center's trade secrets and private or confidential information. Trade secrets include information related to the development of systems, processes, or products. Private or confidential information includes client information, internal policies, procedures, reports, or other internal business-related confidential communications.
6. Unless you are specifically authorized by your supervisor in writing or posting to St. David's Center's Facebook page is part of your regular volunteer functions, volunteers are strictly prohibited from posting to this page. It is meant for clients to engage and talk about St. David's Center and for marketing and promotional purposes.
7. St. David's Center may, at its discretion, review a volunteer's public social media activities to ensure compliance with this policy.

Click [here](#) for further information pertaining to this policy.

## ACCEPTABLE COMPUTER USE

Users of our electronic systems and/or our protected information assets may only use these resources and data for the acceptable business purposes required by one's work duties. Further, users must adhere to the security controls described in this policy and other organization policies, standards, and procedures.

### **Purpose:**

Users of computing devices that access or use this organization's electronic resources share responsibility for maintaining good security of corporate information assets. Each workstation connected to the network and each device storing or accessing our protected information is a point of vulnerability that can potentially weaken security controls for the information and infrastructure. This policy describes how individuals may and may not use workstations so that individuals understand their responsibilities.

### **General rules:**

1. Only officially approved software may be run on user workstations owned by this organization. This includes standard business and clinical software supported by the IT Department. Software may not be loaded by a user (downloaded from the Internet or brought in on a CD, for example) because it may introduce malicious code, it may not be properly licensed, or it may conflict with other software already running. (See the Information Security Department if you believe you have a legitimate exception.) (Exception: Authorized IT staff may be required to download software from the Internet, for example, for system upgrades and patches.)
2. Workstations connected to our network must run up-to-date antivirus software and other protective software as required by the Information Security Department. Users may not disable this software. Users connecting remotely must also use an authorized personal firewall product.
3. Users may not download production or live data or files to their workstations or media for other than specifically authorized purposes.
4. Users may not install additional hardware, either attached to the workstation (such as an external drive) or attached to the network (such as a new workstation or server) without prior authorization from the IT Department.
5. Use of the Internet from our network is limited to organization business and incidental personal use, as long as it does not interfere with work productivity, does not consume nontrivial technical resources, and does not otherwise conflict with this or other policy. Accessing Web sites containing pornography, gambling, and other banned or illegal activities is prohibited.
6. Users must use a password-protected screensaver when leaving a workstation unattended for a brief time (no more than 15 minutes). If leaving a workstation for a longer period of time, users must log off.
7. Users must reasonably ensure that their workstation screens are not visible to passersby, whether members of the work force or the public. In some cases of exposure with limited options for moving the workstation, screen filters should be used.
8. All portable workstations (laptops and smaller) must be locked in a drawer or case when not in use or on one's person.

Click [here](#) for further information pertaining to this policy.

## DATA PRIVACY FOR ALL PROGRAMS

St. David's Center's programs recognize the right of each person receiving services in the programs to confidentiality and data privacy. This policy provides general guidelines and principles for safeguarding service recipient rights to data privacy under section 245D.04, subdivision 3(a) and access to their records under section 245D.095, subdivision 4, of the 245D Home and Community-based Services Standards.

### Procedure:

1. Private Data
  - A. Private data includes all information on persons that has been gathered by St. David's Center's programs or from other sources for program purposes as contained in an individual data file, including their presence and status in the program.
  - B. Data is private if it is about individuals and is classified as private by state or federal law.
  - C. Data created prior to the death of a person retains the same legal classification (public, private, confidential) after the person's death that it had before the death.
2. Staff Access to Private Data
  - A. This policy applies to all program staff, volunteers, and persons or agencies under contract with this program (paid or unpaid).
  - B. Staff persons and volunteers do not automatically have access to private data about the persons served by a program or about other staff or agency personnel. Staff persons and volunteers must have a specific work function need for the information. Private data about persons are available only to those program employees and volunteers whose work assignments reasonably require access to the data; or who are authorized by law to have access to the data.
  - C. Any written or verbal exchanges about a person's private information by staff or volunteers with other staff or any other persons will be done in such a way as to preserve confidentiality, protect data privacy, and respect the dignity of the person whose private data is being shared.
  - D. As a general rule, doubts about the correctness of sharing information should be referred to the supervisor.

Click [here](#) for further information pertaining to this policy.

## ELECTRONIC MAIL USE

This policy describes the standards and rules for safe and appropriate use of electronic mail (e-mail) in our organization. E-mail is an important business administration and communications tool and, as such, it is a corporate resource that must be protected and regulated.

### **Purpose:**

Because each e-mail message is identified with our organization, this policy establishes standards for e-mail use that reflect our organization's ethics and professionalism.

Further, it is important for e-mail users to understand the limitations of e-mail systems. Common e-mail cannot guarantee message delivery, privacy, or integrity of the message content. This policy acknowledges those shortcomings by imposing certain restrictions and requirements.

### **General rules:**

1. **Ownership:** All messages originating in or received by our e-mail system(s) are the property of this organization. Messages should not be considered private.
2. **Proper Usage and User Responsibilities**
  - A. E-mail users are responsible for using our e-mail system and for handling messages appropriately.
  - B. If you accidentally send a message to the wrong person, discuss the incident with your manager and contact the Compliance Officer for guidance if the message contained PHI or other confidential information.
  - C. Incidental personal use of the e-mail system is permissible as long as it does not interfere with work productivity, does not consume non-trivial technical resources, and does not otherwise conflict with this policy or laws and regulations.
3. **Prohibited Uses**
  - A. This organization must ensure that e-mail users comply with all applicable laws and regulations. In addition to the rules and responsibilities described elsewhere in this policy, users may not send messages of the following nature:
    - I. Chain letters
    - II. Gambling and card schemes
    - III. Threats, harassment, obscenity, defamation
    - IV. Commercial activities not job-related
    - V. Solicitation and advertising (except with prior written approval of the Executive Director)
    - VI. Any illegal activities
  - B. E-mail users may not auto-forward their messages to an e-mail account not owned by this organization (for example, to an account at another organization or to an Internet account such as AOL or Hotmail).

Click [here](#) for further information pertaining to this policy.

## PRIVACY AND SECURITY VIOLATIONS SANCTIONS

Sanctions will be imposed on individuals who violate privacy and information security policies and procedures.

Sanctions may include:

1. Oral or written warnings
2. Immediate termination of employment, of work agreement with students/trainees and volunteers, and/or of business contract, as appropriate
3. External reporting, possibly resulting in civil and criminal legal consequences:
  - A. To government agencies, such as the Secretary of Health and Human Services
  - B. To law enforcement
  - C. To licensing and registration boards

Click [here](#) for further information pertaining to this policy.

## SAFETY

### ANTI-HARASSMENT

It is the policy of St. David's Center to maintain a respectful work and public service environment free from harassment, violence, discrimination, and other offensive or degrading remarks or conduct. St. David's Center will not tolerate such behavior by or toward any employee, customer, vendor, volunteer or client. Any volunteer found to have acted in violation of this policy shall be subject to appropriate disciplinary action that may include discharge from service.

#### Procedure:

1. All employees, customers, volunteers, vendors and business associates must be treated with courtesy and respect at all times.
2. St. David's Center prohibits harassment, bullying, offensive behavior, violent behavior, and discrimination of any kind.
3. St. David's Center prohibits verbal or physical conduct that denigrates or shows hostility or aversion toward any individual because of that person's race, creed, color, religion, gender, pregnancy, national origin, marital status, status with regard to public assistance, disability, age, membership on a local human rights commission, sexual orientation, or any other classification protected by local, State, or Federal law, or because of the protected classifications of the person's relatives, friends, or associates.
4. Sexual harassment is prohibited.
5. A volunteer who believes he/she has been subject to harassment prohibited by this policy should report the incident immediately to his/her supervisor or any member of St. David's Center's PTT.
6. All volunteers are protected in their right to report incidents that they believe violate this anti-harassment policy, and they are also protected in their right to participate in the investigation of such reports without fear of reprisal such as retaliation, intimidation, or other adverse volunteer placement action. Reprisal is strictly prohibited.

Click [here](#) for further information pertaining to this policy.

## BACKGROUND CHECKS

Appropriate background and reference checks will be conducted on potential finalists for a volunteer position at St. David's Center. Depending upon the position and job description, these checks may include work references, personal references, education and licensure verification, and criminal background checks. The individual will complete an authorization form in advance of any such background and reference checks. No direct care work may be performed until cleared to do so by the Department of Human Services (DHS).

Click [here](#) for further information pertaining to this policy.

## DRIVER SAFETY

It is the policy of St David's Center that all volunteers that drive for volunteering purposes maintain an acceptable driving record as defined in this policy. Volunteers will be required to complete a vehicle safety training if their volunteer description identifies driving as an essential function.

Click [here](#) for further information pertaining to this policy.

## SEXUAL CONDUCT ZERO TOLERANCE

St. David's Center is committed to ensuring the safety and security of every participant in all of our programs. Accordingly, St. David's Center follows a "Zero Tolerance" policy for any form of sexual conduct involving a client.

### Definitions:

**Sexual conduct** includes, but is not limited to, kissing, the intentional touching by the actor of the complainant's intimate parts; the touching by the complainant of the actor's, the complainant's, or another's intimate parts; the touching by another of the complainant's intimate parts; in any of the cases listed above, touching of the clothing covering the immediate area of the intimate parts; or the intentional touching with seminal fluid or sperm by the actor of the complainant's body or the clothing covering the complainant's body.

**"Intimate parts"** includes the primary genital area, groin, inner thigh, buttocks, or breast of a human being.

### Procedure:

1. All employees, staff, volunteers, and other personnel are strictly prohibited from engaging in any sexual conduct involving a client.
2. Consensual sexual conduct between adults when one adult is a recipient of St. David's Center's services is also strictly prohibited, may be a violation of law, and may require a mandatory report.
3. In the event that St. David's Center receives a report of suspected or actual sexual conduct involving a St. David's Center client, the incident will be immediately reported to the Executive Director and an Accident/Critical Incident form shall be filled out.

4. All reports of suspected sexual conduct involving a client will be investigated. The subject of the report may be suspended from their role pending the investigation.
5. St. David's Center will take immediate action with respect to suspected sexual conduct involving a client, including, as appropriate, reporting the incident to licensing authorities, law enforcement, and/or Common Entry Point.
6. Violation of the policy will result in disciplinary action, up to and including termination from volunteer role.

Click [here](#) for further information pertaining to this policy.

### TOBACCO, DRUGS, AND ALCOHOL-FREE WORK PLACE

St. David's Center has a longstanding commitment to provide a safe and productive work environment. Alcohol and drug abuse pose a threat to the health and safety of employees and to the security of our equipment and facilities. It is the policy of St. David's Center to support a workplace free from the effects of drugs, alcohol, chemicals, and abuse of prescription medications. This policy applies to all of our employees, subcontractors, interns and volunteers.

Click [here](#) for further information pertaining to this policy.



## WORKPLACE SAFETY

St. David's Center is committed to providing a safe working environment. Staff are required to ensure the safety of program participants, volunteers, visitors and themselves. The agency makes serious efforts to comply with all applicable federal, state, and local health and safety regulations and provides a work environment as free as possible from recognized hazards. It is the responsibility of all employees and volunteers to comply with all safety and health requirements whether established by the agency or by federal, state or local law.

Click [here](#) for further information pertaining to this policy.

## VULNERABLE INDIVIDUALS

St. David's Center expressly prohibits the abuse, neglect or financial exploitation of its clients. All employees, agents, consultants, volunteers, and others who provide services to St. David's Center clients (collectively, "St. David's Center personnel") are mandatory reporters and will report any apparent or suspected abuse, neglect, or financial exploitation that comes to their attention. All such reports will conform to applicable statutory requirements.

### Definitions:<sup>1</sup>

1. "***Vulnerable Individual***" (or "VI"): means any person defined as either a vulnerable adult or minor by Minnesota law.
2. "***Vulnerable Adult***" (or "VA"): means any person, 18 years of age and older, who is a resident or a patient of a facility such as a hospital, group home, nursing home, day service facility, day activity center, adult foster care home, or a person who receives services from an agency such as a home care agency or personal care service. VA also means an adult, regardless of where he or she lives or what type of services he or she receives, who possesses a physical or mental infirmity or other physical, mental or emotional dysfunction that impairs the individual's ability to provide adequately for his or her own care without assistance and because of the dysfunction or infirmity and the need for care or services, the individual has an impaired ability to protect him or herself from maltreatment.
3. "***Minor***": means any unemancipated person less than 18 years of age.
4. "***Mandated Reporter***": means any professional/professional's delegate while engaged in providing any services to persons in the hospital or in providing care to a VI regardless of the location of the care, including:
  - A. Administrative services personnel
  - B. Supervisors
  - C. Social Services
  - D. Therapeutic or rehabilitative services
  - E. Licensed services (e.g. MD, NPP, RN, LPN, NA)
  - F. Interns and volunteers
  - G. Clergy
5. "***Common Entry Point***" (or "CEP"): means the agency responsible for taking the report.

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<sup>1</sup> Many of the following definitions are abbreviated. For full definitions and frequently asked questions regarding these definitions, see the resources available at <http://www.dhs.state.mn.us>.



6. **“Maltreatment”**: means abuse, neglect or financial exploitation.
7. **“Abuse”**: means assault, the use of drugs to injure or facilitate crime, solicitation or promotion of prostitution, criminal sexual conduct, hitting, slapping, kicking, pinching, biting or corporal punishment, use of repeated or malicious oral, written or gestured language, or treatment that is disparaging, derogatory, humiliating, harassing or threatening, any aversive or deprivation procedures, sexual contact or penetration between a facility staff or a person providing services in the facility and a resident or patient, or forcing a VI to perform services for the advantage of another against the person’s will.
8. **“Neglect”**: means the failure of a caregiver to supply a VI with care or services like food, clothing, shelter, health care or supervision which is reasonable and necessary for the VI’s physical or mental health or safety or comfort considering the physical or mental capacity or dysfunction of the VI.
9. **“Financial exploitation”**: means an unauthorized expenditure of funds entrusted to the actor (who has a fiduciary relationship with the VI) or failure by the actor to use the financial resources of the VI to provide for the VI in detriment to the VI. Financial exploitation also means to acquire possession or control of funds or property of a VI through undue influence, harassment, duress, deception or fraud or to force, coerce or otherwise entice a VI to perform services for the profit or advantage of another against the VI’s will.

#### **Procedure:**

##### **Emergency or Remedial Action to Address Maltreatment**

1. St. David’s Center personnel observing or discovering maltreatment of a vulnerable individual (“VI”) will immediately intervene, provide First Aid and/or obtain qualified medical assistance, and otherwise secure the safety of the individual using any available resources or assistance required. If you know of or suspect immediate danger, you must call 911.
2. If the individual is injured, an “Accident/Critical Incident Reporting” Form must be completed.
  - A. The “Accident/Critical Incident Reporting” Form does not constitute a VI maltreatment report, which is also required.

##### **Reporting Maltreatment**

A Mandated Reporter who has reason to believe a VI is being or has been maltreated, or who has knowledge that a VI has sustained a physical injury, which is not reasonably explained, will either report such information internally and/or externally. St. David’s Center encourages Staff/Providers to use the internal reporting procedures. However, Staff/Providers can report (externally) directly to the CEP at any time.

In cases requiring immediate assistance/intervention, law enforcement may be contacted first, followed by making a CEP report.

The Department of Human Services, Licensing Division’s Maltreatment Intake line: (651) 431-6600.

To make a VI report, contact the appropriate CEP:

- Hennepin County Adult Protection 612-348-8526
- Hennepin County Child Protection 612-348-3552
- Anoka County Adult Protection 763- 422-7070

- Anoka County Child Protection 763-422-7125
- First Response for Hennepin County 211
- Dakota County Adult Protection 651-554-6424
- Dakota County Child Protection 952-891-7459
- Ramsey County Adult Protection 651-266-4012
- Ramsey County Child Protection 651-266-4500
- Carver County-Community Social Services (Adult & Child) 952-361-1600
- Wright County Human Services Agency (Adult & Child) 763-682-7449 or 763-361-1600

If your report does not involve possible abuse or neglect, but does involve possible violations of Minnesota Statutes or Rules that govern the facility, you should call the Department of Human Services, Licensing Division at (651) 431-6500.

#### 1. **Conditions of Reporting**

- A. Everyone (including persons other than Mandated Reporters) may and should report cases of known or suspected VI Maltreatment internally and/or to the CEP.
- B. The identity of Mandated Reporters may not be disclosed. Any person who makes a good faith VI report either internally or externally is immune from liability and shall not be subject to retaliation by anyone in authority or employed by St. David's Center.
- C. Any person who negligently or intentionally fails to report suspected maltreatment of a VI is liable for damages caused by the failure.
- D. A person is not required to make a report if the reporter knows or has reason to know a report has already been made to the CEP.
- E. Any person who intentionally makes a false VI report is liable in a civil suit for any actual damages, punitive damages and attorneys' fees.

Click [here](#) for further information pertaining to this policy.

# PERFORMANCE

## SIGN-IN PROCESS

It is the responsibility of all volunteers to sign-in at the main reception area each time they come into work. The volunteer must also wear a “Volunteer” badge to identify themselves while in the building.

## ATTENDANCE AND ABSENTEEISM

Prompt and regular attendance is necessary to ensure effective agency programming and operations.

### Procedure:

1. St. David's Center recognizes that on occasion a volunteer may not be able to report due to illness or emergency. In this case the volunteer should notify their supervisor as soon as possible
2. Excessive absences may result in termination of volunteer role

## DISMISSAL

St. David's Center and its volunteers have a relationship which is known as “at-will.” Both the agency and the volunteers have the right to discontinue the relationship at any time for any reason.

It would be ideal for volunteers to give their supervisor or the Volunteer Coordinator 30 days notice before ending their time in an on-going volunteer position.

## EXPECTATIONS

What volunteers can expect of their volunteer placement at St. David's Center:

1. To have an appropriate and mutually agreed upon job assignment that is worthwhile and which offers an opportunity to use existing skills and develop new skills.
2. To be treated as a co-worker with respect and support.
3. To receive appropriate orientation, training, and supervision for the job.
4. To receive sound guidance from staff who are experienced, well-informed, sensitive, and patient.
5. To feel free to ask questions, give input, and provide feedback.
6. To receive recognition and thanks for the generosity they show St. David's Center.

What St. David's Center expects from volunteers:

7. To uphold their commitment to the best of their ability.
8. To get to know their work team and the procedures.
9. To take initiative in getting their needs met and/or goals reached.
10. To maintain a positive attitude.
11. To be willing to be trained for the job and accept supervision and feedback.
12. To always sign-in and record volunteer hours.
13. To always maintain data privacy and client confidentiality.
14. To present a professional and positive image to the clients, families, and community as a representative of St. David's Center.

## ***POLICY ACKNOWLEDGMENT***

I hereby acknowledge that I have received a copy of St. David's Center's Volunteer Policies, which provide guidelines on the policies, procedures, and programs affecting my volunteer placement with this organization. I understand that St. David's Center can, at its sole discretion, modify, eliminate, revise, or deviate from the guidelines and information in this handbook as circumstances or situations warrant.

I also understand that any changes made by St. David's Center with respect to its policies, procedures, or programs supersede, modify, or eliminate any of the policies, procedures, or programs outlined in these policies. I accept responsibility for familiarizing myself with the information in these policies and will seek verification or clarification of its terms or guidance where necessary.

Furthermore, I acknowledge that these policies are neither a contract of a volunteer position nor a legal document and nothing in these policies creates an express or implied contract. I understand that my volunteerism with the company is at-will, meaning that either the company or I may choose to end that relationship at any time, for any or no reason, and without notice. I understand that I should consult my supervisor or representative of the Policy, Training and Talent Department if I have any questions that are not answered in these policies.

Volunteer Signature: \_\_\_\_\_

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

Printed Name: \_\_\_\_\_