



Centre Volunteers

IN MEDICINE

Volunteer Handbook

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WELCOME TO CENTRE VOLUNTEERS IN MEDICINE

About CVIM

Centre Volunteers in Medicine (CVIM) is a team of community professionals and citizens who work together to provide medical, dental, case management and medication assistance services at no charge to qualified residents of Centre County without insurance. CVIM has been serving Centre County since 2003 as a non-profit organization. The neighbors we serve have little or no access to health insurance or affordable benefits, though most of them work in our community. CVIM is able to care for our patients through paid staff and a team of volunteers.

Mission Statement

CVIM will serve and advocate for the medically underserved residents of Centre County.

Vision Statement

All Centre County residents have access to health care.

Thank you for joining CVIM!

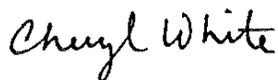
We hope you agree that you are a great addition to our clinic and that you will find volunteering at CVIM a rewarding experience. We look forward to the opportunity of working together to care for our neighbors who need our help. We also want you to feel that your volunteer experience with CVIM will be a mutually beneficial and gratifying one.

You have joined a non-profit organization that has established an outstanding reputation for helping the medically underinsured of Centre County. We hope you, too, will find satisfaction and take pride in your work here. As a member of the CVIM team, you will be expected to contribute your talents and energies to further improve the environment and quality of the clinic.

This Volunteer Handbook may provide answers to most of the questions you may have about CVIM's policies and procedures. **You are responsible for reading and understanding this Volunteer Handbook.** If anything is unclear, please discuss the matter with your supervisor.

We extend to you our personal best wishes for your success and happiness at CVIM.

Sincerely,



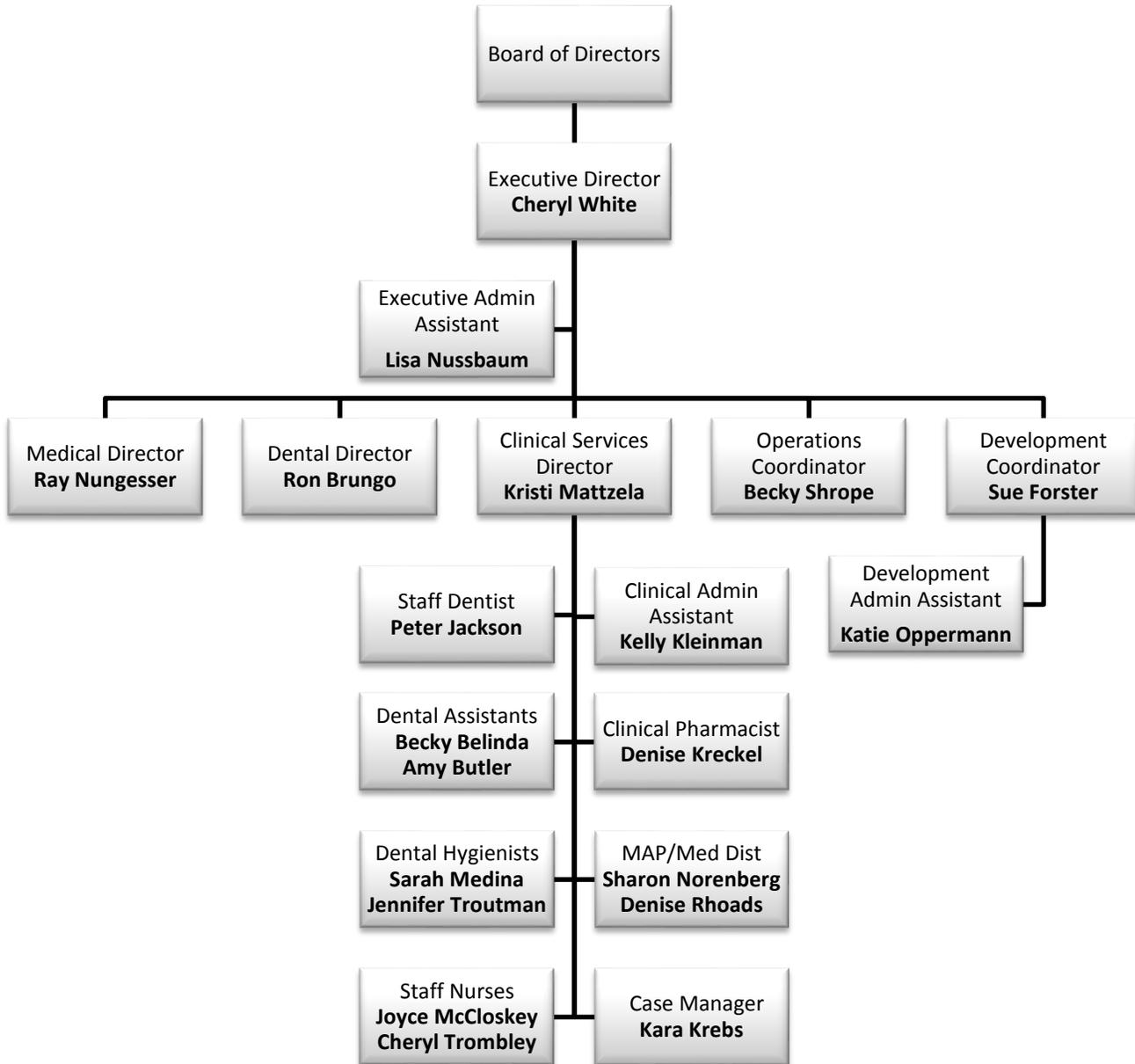
Cheryl White
Executive Director
Centre Volunteers in Medicine

CVIM STRUCTURE

CVIM Board of Directors

The business and affairs of CVIM are managed by a Board of Directors whose members are elected for a maximum of two successive three-year terms. A list of the current board members is available on the CVIM website www.cvim.net.

CVIM Staff



ABOUT CVIM

What You Can Expect From CVIM

CVIM believes in creating a harmonious working relationship between all staff and volunteers. In pursuit of this goal, CVIM has created the following objectives:

1. Provide an exciting, challenging and rewarding workplace and experience.
2. Select people without discrimination with regard to age, ancestry, color, disability or handicap, marital status, medical conditions, national origin, race, religious creed, sex, sexual orientation or veteran status.
3. Assure volunteers, after talking with their supervisor, an opportunity to discuss any issue or problem with the Executive Director.
4. Give consideration in a timely manner to any concern or constructive disagreement to CVIM's policies or actions regarding volunteers.
5. Respect individual rights and treat all volunteers with courtesy and consideration.
6. Maintain mutual respect in all working relationships.
7. Provide an environment that is comfortable, orderly and safe.
8. Strive to provide opportunities for growth and advancement when such opportunities arise.
9. Keep all volunteers informed of the progress of CVIM, as well as the clinic's overall goals and objectives.
10. Promote an atmosphere in keeping with CVIM's vision, mission and goals.

What CVIM Expects From You

CVIM needs your help in making each working day enjoyable and rewarding. Your first responsibility is to know your own duties and how to perform them promptly, correctly and pleasantly. Secondly, you are expected to cooperate with management, the Board of Directors, staff and your fellow volunteers and to maintain a positive team attitude.

How you interact with fellow volunteers, staff and those whom CVIM serves, and how you accept direction can affect the success of your department. In turn, the performance of one department can impact the entire service offered by CVIM. Consequently, whatever your position, you have an important assignment: perform every task to the very best of your ability, in accordance with your job description and CVIM policy.

You are encouraged to grasp opportunities for personal development offered to you. This handbook offers insight on how you can perform positively and to the best of your ability to meet and exceed CVIM expectations.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. We believe in direct access to management. We are dedicated to making CVIM a place where you can approach your supervisor, the Executive Director, or any member of management, to discuss any problem or question. We expect you to voice your opinions and contribute your suggestions to improve the quality of CVIM. Remember, you help create the pleasant and safe working conditions that CVIM intends for you. The result will be better performance for the clinic overall, and personal satisfaction for you.

Patient and Donor Relations

The success of CVIM depends upon the quality of the relationships between CVIM, our employees, patients, volunteers, donors and the general public. Our patients' and donors' impression of CVIM and their interest and willingness to contribute to CVIM is greatly formed by the people who serve them. In a sense, regardless of your position, you are a CVIM ambassador. The more goodwill you promote, the more our patients and donors will respect and appreciate you, CVIM and CVIM services.

Below are several things you can do to help give patients and donors a good impression of CVIM. These are the building blocks for our continued success.

1. Act competently and deal with patients and donors in a courteous and respectful manner.
2. Communicate pleasantly and respectfully with staff and other volunteers at all times.
3. Follow up on tasks and questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
4. Take great pride in your work and enjoy doing your very best.

Discrimination Policy

Centre Volunteers in Medicine is committed to a policy that all persons shall have equal access to employment, volunteer opportunities, programs, and facilities without regard to personal characteristics unrelated to ability, performance, or qualifications as determined by CVIM policy or by state and/or federal law. CVIM prohibits any employee, volunteer or contractor from engaging in discrimination against any individual or group of individuals because of age, ancestry, color, disability or handicap, marital status, medical conditions, national origin, race, religious creed, sex, sexual orientation or veteran status.

The Board of Directors and senior management are primarily responsible for assuring that CVIM's equal employment opportunity policies are implemented, but all employees share in the responsibility for assuring by their personal actions that the policies are effective and apply uniformly to everyone.

Any volunteer who believes he/she has been discriminated against in violation of this policy, or who witnesses a discriminatory act, should promptly report the matter to his/her immediate supervisor, the Executive Director or the Chair of the Board of Directors. Retaliation against a volunteer who in good faith makes such a report or participates in a complaint investigation is strictly prohibited.

Equal employment opportunity notices are posted in the break room as required by law. These notices summarize the rights of employees to equal opportunity in employment and list the names and addresses of the various government agencies that may be contacted in the event that any person believes he or she has been discriminated against.

Any volunteer involved in discriminatory or retaliatory practices in violation of this policy will be subject to removal from volunteer services.

BECOMING A VOLUNTEER

Age of Volunteers

CVIM welcomes student volunteers. All volunteers serving on a regular basis in the clinic must be at least 18 years old. Volunteers under 18 years old may be permitted to volunteer for special projects or events with the consent of a parent or guardian.

Tb Screening

If you will be volunteering at our facility, you must complete a Tuberculosis Test (PPD). If you have had a PPD in the last 12 months, please provide the Volunteer Coordinator a copy of the results. If you need to have a PPD completed, Centre Health Network will provide the test at no cost to you. See the Volunteer Coordinator for instructions on having the test completed.

HEP B Vaccinations

It is recommended that all volunteers with exposure risk to Hepatitis B (this includes but is not limited to physicians, nurse practitioners, nurses, phlebotomists, and dental clinic personnel) be vaccinated against Hepatitis B. All volunteers with risk exposure will be given Hepatitis B vaccine information. CVIM will not provide or pay for the Hepatitis B vaccine series for volunteers. Volunteers with risk exposure will be asked to sign off on a form indicating their intended action with the vaccine.

Credentialing and Privileging

Any licensed, certified, or registered healthcare provider who wishes to join the CVIM provider panel must complete a Credentialing Application. As part of the application process, providers will apply for privileges using the CVIM privileging form. This form will be completed by the provider indicating the type of care they are applying to provide at CVIM. The Credentialing and Privileging Committee will utilize this form and information obtained from the credentialing process to determine the scope of care each provider will have at CVIM.

Criminal Background Checks

CVIM requires that all volunteers working with patients and those with access to protected information complete a criminal background check. The offer of a volunteer position is contingent upon successful completion of the background screening. You will be given instructions for requesting the criminal background check. Results of the screening will be sent directly to CVIM. Decisions regarding volunteer acceptance will be made by the Executive Director and the Clinical Services Director in compliance with applicable law.

Professional Liability Insurance

CVIM requires that all clinical volunteers, including but not limited to physicians, nurse practitioners, nurses, pharmacists, dentists, dental assistants, & dental hygienists, carry professional liability coverage. Professional Liability coverage is available at no cost to health care providers working in free clinics through the Federal Tort Claims Act (FTCA). We recommend that clinical volunteers consult with their insurance agent if they carry other professional liability coverage. If you wish to apply for Professional Liability coverage through FTCA, see the Volunteer Coordinator. If you will be relying on another policy to cover your volunteer activities at CVIM, please provide us with a copy of your current policy face sheet.

Training Requirements

All volunteers working regularly in the clinic, are required to attend mandatory Safety Training and Confidentiality Training.

In addition to these sessions, you will receive job specific training from your supervisor.

Confidentiality Policy

Upon accepting a volunteer position with CVIM, you were asked to sign a Confidentiality Agreement, which generally provides that you will not disclose or use any CVIM confidential information, either during or after your volunteer experience. We sincerely hope that our relationship will be long-term and mutually rewarding. However, your involvement with CVIM assumes an obligation to maintain confidentiality, even if you are no longer volunteering with us.

Patient Confidentiality and Privacy

CVIM respects the privacy and confidentiality of all persons who receive services through our clinic. Volunteers will be provided with HIPAA training and are required to comply with the specifications contained therein.

Other Data and Information

All volunteers are required to adhere to confidentiality regarding all aspects of the clinic's business including donors' names and addresses, contribution levels, etc.

All volunteers are required to adhere to this policy. Any violation of this policy will be addressed through the disciplinary process.

References and Recommendations

Many volunteers consider volunteer work as a transition path to employment, or as preparation for education leading to a career in healthcare. If you are interested in CVIM providing you with a job or school recommendation, we request that you complete a minimum of 40 hours of service to give staff adequate time to get to know you and your work habits. Please contact the Volunteer Coordinator if you need a reference.

DAILY PROCEDURES

Business Hours

Our regular business hours are Monday through Friday. Specific volunteer schedules and the minimum monthly hours required may vary based on your volunteer position. Your particular hours of work will be determined by your supervisor.

Attendance

Please report to the clinic on time for your shift, preferably several minutes early. If you are unable to volunteer for your entire shift, please let your supervisor know in advance, when possible.

As a volunteer staff member we depend on you to complete your scheduled shift. At times, unforeseen situations arise that prohibit you from doing so. Please call your area supervisor as soon as possible so that a replacement can be found. If absenteeism becomes excessive, your volunteer relationship with CVIM will be reevaluated.

If you are planning to take an extended leave of absence from your volunteer position, please report it to your supervisor and the Volunteer Coordinator with as much notice as possible.

Holiday Schedule

CVIM will be closed the following scheduled holidays:

- New Year's Day
- Memorial Day
- Independence Day (July 4th)
- Labor Day
- Thanksgiving Day
- Friday following Thanksgiving
- Christmas Day

Inclement Weather Procedure

The winter months can bring inclement weather and CVIM wants to be sure you know what to do if the weather forecast is ugly on a day you are scheduled to volunteer. **CVIM DOES NOT FOLLOW THE SCHOOL DISTRICT SCHEDULE. We will make every effort to provide services to patients, even in bad weather.** We still need volunteer assistance to do this. If you

Origination Date: September 27, 2011

Last Reviewed/Approved: March 2017

Next Review Date: March 2020

Committee: Human Resources/Finance

are scheduled to work on a day when the weather is inclement, please follow the procedures below:

1. In the event that we have had significant snow or ice overnight go to www.foreverstatecollege.com. We will make every effort to have any announcement posted **by 7:30 a.m.** If we are closed, you do not need to report to the clinic. If you are unsure, call the staff contact for your department.
2. Your safety is important to us. **Contact the designated clinical staff person below if you feel that is unsafe to travel to CVIM for your shift.** We ask that you call **by 7:00 a.m.** so that we have time to assess our ability to remain open and notify the radio and TV stations if it is necessary to close the clinic to patients.

CVIM Bad Weather Contact List:

Volunteer Position:	Staff Contact:	Home Phone:
Physicians Dentists Pharmacists *	Kristi Mattzela *Please notify Kristi if you are unable to do a scheduled med check.	(814)571-0418
Nurses Clinical Assistants Phlebotomists	Cheryl Trombley (Mon, Tues, Wed am) Joyce McCloskey (Wed pm, Thurs, Fri)	(814)571-9067 (814)235-0895
Dental Assistants Dental Hygienists	Becky Belinda	(814)281-5324
Case Managers	Kara Krebs	(814)222-0401
Receptionists Greeters Eligibility Assistants	Kelly Kleinman	(814)692-7903 (804)404-7269

3. If you are unable to reach your designated staff contact, call Cheryl White at (814)360-0480.
4. If your volunteer position is not listed above, you do not need to call a staff person at home by 7 am. Please contact the clinic after 9 am if you will not be able to come in to work your shift (i.e. MAP team, data entry, medical records).

Visitors in the Work Place

Due to the nature of CVIM's business and in the interest of the health, well-being and privacy of our patients, only those individuals who are involved in meeting the CVIM mission, i.e. staff and assigned volunteers, may be present in the workplace during normal business hours. CVIM does not provide on-site day care for well or sick children or for their care during times when other childcare arrangements may be interrupted.

Recording of Hours

There are volunteer logs located throughout the clinic. It is essential that at the end of each shift you record your hours on one of the logs. We utilize this data for grant writing and fundraising purposes, as well as including this data in our annual financial audit. CVIM benefits by having the most accurate record of volunteer data.

Name Tags

Upon becoming a volunteer at CVIM, you will be issued a name tag. You should wear your name tag whenever you are volunteering. We recommend that you keep it stored in your department so that you can always be assured it is here when you come to volunteer. Check with your supervisor for the location of stored name tags. If you will no longer be volunteering with CVIM, please return your name tag to your supervisor so that they can be recycled.

Parking and Access to the Building

Volunteers should park behind the building. Please lock your vehicle and remove your keys. CVIM is not responsible for damage, loss or theft of cars or the contents.

Volunteers can enter the building through the rear entrance. For security reasons, there is a key pad on the back door. Your supervisor will give you the code. Please keep it confidential.

Professional Attire Policy

POLICY

Centre Volunteers in Medicine is a business, and it is expected that all staff and others who provide services will dress in a manner that promotes a professional environment. All staff and volunteers are representatives to the general public and our patients, and reflect the quality services that CVIM provides.

PURPOSE

This policy sets forth the basic work attire and appearance expectations for all CVIM staff and volunteers (all of whom are referred to as "staff" herein).

CONTENT

- I. Appearance
 - A. All staff are expected to wear professional attire or, if required, uniforms that are clean, pressed and fit properly. Personal appearance should be neat and

professional at all times.

- B. Name tags must be worn by all staff.
- C. Hair must be clean and combed at all time. In the medical and dental clinic, long hair must be pulled back off the face due to hygiene requirements.
- D. Facial hair must be clean, well-trimmed, and neat.
- E. The wearing of visible body piercing jewelry is to be kept to a minimum for reasons of safety. It is recommended that staff should not wear any visibly piercing jewelry while on duty, other than modest earrings. Tongue piercings are prohibited at all times.
- F. Tattoos with offensive slogans, graphics, or appearance must be covered. The determination will be made by the supervisor whether tattoos are deemed offensive.

II. Dress

A. Appropriate Dress

- 1. Business suits or pants suits.
- 2. Pants (ankle length) or capris (calf link) including denim that is clean and free of holes.
- 3. Skirts and dresses. Hem lengths should be in keeping with the demands of the job as well as current styles and appropriate modesty. It is recommended that the length of these items be no more than two (2) inches above the knee.
- 4. Professional Shirts/Blouses and sweaters.
- 5. Medical and Dental Clinic staff, when providing patient care, are required to wear scrubs and/or lab coats over appropriate professional attire.

B. Inappropriate Dress

- 1. Hats or caps shall not be worn indoors.
- 2. Shorts or mini-skirts.
- 3. Low-rise pants or exercise attire.
- 4. Spaghetti straps, tube-tops and halter tops.
- 5. Shirts and tops of acceptable types must cover the midriff and avoid plunging necklines.
- 6. T-shirts and shirts with logos, phrases, or wording other than on approved United Way fundraising days or approved work days.
- 7. Undergarments must not be visible.
- 8. Hooded sweatshirts.
- 9. Clothing should not be faded, torn, or stained.

- C. Shoes must be clean, professionally appropriate, and in good repair. Closed toes shoes must be worn in the medical and dental clinic when working with patients. Flip flops are never acceptable.

III. Hygiene

- A. Personal hygiene demonstrates pride in yourself and respect for those around you. Offensive body odor and poor personal hygiene is not professionally acceptable.
- B. Proper handwashing and bathing techniques are important for personal safety and control of infection.

- C. CVIM is a fragrance free clinic. Staff must avoid excessive use of cosmetics or scented materials (perfume, cologne, aftershave).
 - D. Natural fingernails are required for all personnel who provide patient care or prepare patient care supplies and equipment. Artificial fingernails, including but not limited to, acrylics, overlays, tips, gels, silk wraps or nail jewelry are not permitted for those providing patient care. Nail length must not interfere with job performance.
- IV. These standards for work attire and any other standards communicated by the supervisor must be followed at all times when working at CVIM. If there is a question as to what constitutes proper work attire, staff should consult with their supervisors. The decision of whether work attire is inappropriate rests with the supervisor or Executive Director. If necessary, staff will be sent home to change clothes and then report back to work. Time away from work as a result of inappropriate work attire will be unpaid time.

Break Room Facilities

The break room is a wonderful place for volunteers and staff alike, to sit and enjoy each other's company. Here are a few things you should know about this well used space:

- On the days that lunch is donated by one of our lunch partners, lunch is generally served from noon until 2 pm. Staff are assigned to "break room patrol" on a rotating basis and will be sure the food is set out and put away in a timely manner. ENJOY!
- Please help yourself to any food in the refrigerator that is not marked. Be sure that you return any perishable food to the fridge when you are done. Please do not leave perishable food sitting out for others to enjoy. If we do not know how long it has been out, we will have to throw it away!
- Clorox wipes are available for wiping up spills and crumbs created before and after lunch time. Please help us keep the break room clean for everyone's enjoyment.
- To cut down on our use of disposable products, plates and silverware are available. If the dishwasher sign says "DIRTY", please rinse your dishes and place them in the dishwasher. If the sign says "CLEAN", just set your dishes in the sink and the "break room patrol" will take care of them for you.
- If the coffee pot is empty, please feel free to start another pot. If you take the last cup, please be sure to turn the coffee maker off.

Injury Reporting

If you are injured while volunteering at CVIM, please see the Executive Director or Clinical Services Director to complete an incident report.

COMMUNICATION

Volunteer Communication

To facilitate communication with all volunteers, CVIM periodically sends out a volunteer E-Newsletter via email. If you provide us your email, you will receive the newsletter as long as you are volunteering. If you choose not to share your email or do not have email, there is a print copy of the latest newsletter on the Volunteer Information bulletin board in the break room.

Media Communication

Any inquiries that volunteers receive from the media should be referred to the Executive Director or the Development Director. Please be careful not to represent yourself as a spokesperson or representative for CVIM without prior approval.

Certificate of Ability

Volunteers who indicate that they are under the care of a physician for any physical or psychological ailment which might impede their ability to work, may be asked to present a certificate from their physician as to their ability to satisfactorily and safely perform their duties. Any volunteer who enters a course of treatment which might adversely impact upon their performance of their duties should consult with their supervisor.

Discontinuation of Volunteer Service

If you wish to leave your volunteer service for any reason, please contact the Volunteer Coordinator, ideally 2 weeks prior to your departure, and we request that you complete the Exit Interview process. As a volunteer, you have the right to terminate your volunteer service for any reason. CVIM reserves the same right.

Problem Solving Procedure

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute, or misunderstanding that arises in the course of your volunteering.

Step 1: You may submit a problem in writing to the Volunteer Coordinator within three (3) working days after the problem becomes known to you. He/she will attempt to resolve your problem at this initial meeting. If unable to reach a mutually agreed upon settlement, the Volunteer Coordinator will investigate the situation further, and within three (3) working days,

Origination Date: September 27, 2011

Last Reviewed/Approved: March 2017

Next Review Date: March 2020

Committee: Human Resources/Finance

meet you to give his/her final answer in writing. If you are still not satisfied, then you may request a Step 2 meeting.

Step 2: This step consists of submitting, in writing, the problem to Executive Director within three (3) working days of receiving the Step One response. The Executive Director will schedule a meeting with you and the Volunteer Coordinator as soon as practicable. At this meeting the Executive Director will attempt to resolve the problem. If he/she is unable to do so, he/she will provide you with a written resolution within three (3) working days. This will be the final determination.

Corrective Practices

To ensure CVIM's business is conducted properly and efficiently, all volunteers are expected to conform to certain standards of attendance, conduct, work performance and other work rules and regulations. In most cases, if a problem in these areas arises, your supervisor will meet with you informally to develop an effective solution. However, if the problem is not resolved, or if an incident occurs that requires formal corrective actions, CVIM may issue a written warning, suspend a volunteer or immediately remove an individual from their volunteer position.

It is within CVIM's sole discretion to determine what type of corrective action is appropriate in a particular situation. Please note that CVIM reserves the right to implement any form of corrective action, including immediate removal from volunteer service, with or without any prior corrective measures, warnings or advance notice.

The use of these corrective practices in no way alters the fact that your volunteering with CVIM is "at-will".

Removal from Volunteer Service

Removal of a volunteer from service is a serious consideration. Before a volunteer is removed from volunteer service attempts to reconcile the solution will be made including a meeting between staff and volunteer(s) involved, the Volunteer Coordinator, and, if appropriate, the Executive Director. Removal of a volunteer from service may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of CVIM.

Exit Interview Process

We encourage all volunteers to participate in an exit interview before leaving CVIM, regardless of your reason for leaving. You may also request a letter of reference or referral at this time.

The exit interview is your opportunity to communicate your views about the position, your department, management, the operations of the organization, and any other relevant information you feel it is important for us to know. Information that you provide CVIM during the interview assists us in improving our volunteer program.

The appropriate persons will contact you to arrange an exit interview.

WORKPLACE POLICIES

Patient Transportation

At times, patients may ask volunteers or staff to give them a ride. While CVIM understands the desire to be kind and assist the patient, driving a patient creates a liability for CVIM and could be a potential safety and liability issue for the volunteer. It is CVIM's policy that volunteers may not transport patients.

Bus transportation to/from the clinic is available and a bus stop is located in front of the clinic. Please refer patients to the CATA bus schedule for the Valley Vista W Line.

If a patient needs immediate transportation to Mount Nittany Medical Center from CVIM, and a staff nurse has determined that the patient is safe to travel by car, cab vouchers are available. The vouchers can be obtained from the Clinical Services Director or the Executive Director.

Drug and Tobacco Policy

CVIM is a drug and tobacco free environment. The use of illegal drugs or tobacco products is prohibited inside the CVIM building. Smoking is permitted in areas more than 20 feet from any building entrance.

Solicitation

Outside solicitation is not allowed for any reason on CVIM property. CVIM staff and volunteers may solicit or distribute literature for various groups and organizations for reasons including charitable ones. Materials should be placed in the break room. Please refrain from directly approaching others at CVIM to solicit.

Workplace Violence Policy

Centre Volunteers in Medicine Prohibits and Will Not Tolerate Workplace Violence

Centre Volunteers in Medicine (CVIM) prohibits and will not tolerate any form of workplace violence by or against an employee, volunteer, supervisor or third party, including patients and visitors both at the workplace and at employer-sponsored events.

Prohibited Conduct

For purposes of this policy, workplace violence includes:

- Making threatening remarks (written or verbal).
- Aggressive or hostile acts such as shouting, using profanity, throwing objects at another person, fighting or intentionally damaging a co-worker's property.

- Bullying, intimidating or harassing another person (for example: making obscene phone calls or using threatening body language or gestures such as standing close to someone or shaking your fist at them).
- Behavior that causes another person emotional distress or creates a fear of injury (for example: stalking).
- Assault.

This list is illustrative only and not exhaustive. No form of workplace violence will be tolerated.

Centre Volunteers in Medicine Prohibits Weapons At the Workplace

CVIM prohibits all employees from possessing any weapons of any kind both at the workplace, while engaged in activities for CVIM and at CVIM-sponsored events. For purposes of this policy, the workplace is defined to include building[s], outdoor areas and parking lots.

Weapons include:

- Guns
- Knives
- Explosives
- Any item with the potential to inflict harm that has no common purpose

This list is illustrative only, and not exhaustive. CVIM prohibits employees, volunteers, and patients from possessing any weapon at the workplace.

Complaint Procedure

If you witness or are subjected to any conduct you believe violates this policy, you must speak, write or otherwise contact your direct supervisor or, if the conduct involves your direct supervisor, the Executive Director or CVIM Board Chair as soon as possible.

Your complaint should be as detailed as possible, including the names of all individuals involved and any witnesses and submitted in writing.

CVIM will directly and thoroughly investigate all complaints of workplace violence and will take prompt corrective action, including discipline, if appropriate. CVIM reserves the right to contact local law enforcement, if appropriate. To the extent permitted by state law, CIM reserves the right to seek a restraining order to prevent workplace violence against an employee.

If you become aware of an imminent violent act or threat of an imminent violent act, immediately contact local law enforcement then contact The Executive Director or Clinical Services Director.

No Retaliation

CVIM prohibits any form of discipline, reprisal, intimidation or retaliation for reporting incidents of workplace violence of any kind, pursuing a workplace violence complaint or cooperating in related investigations.

CVIM is committed to enforcing this policy against all forms of workplace violence. However, the effectiveness of our efforts depends largely on employees telling us about all incidents of workplace violence, including threats. Employees who witness any workplace violence should report it immediately. In addition, if an employee feels that they or someone else may have been subjected to conduct that violates this policy, they should report it immediately. If employees do not report workplace violence incidents, CVIM may not become aware of a possible violation of this policy and may not be able to take appropriate corrective action.

Administration of this Policy

CVIM expressly reserves the right to change, modify or delete the provisions of this Workplace Violence Policy without notice.

Harassment Policy

CVIM strives to provide an environment that is pleasant, professional and free from harassment, hostility or other offenses which might interfere with work performance or access to our programs and facilities.

CVIM prohibits any volunteer from engaging in harassment of any individual or group of individuals because of age, ancestry, color, disability or handicap, marital status, medical conditions, national origin, race, religious creed, sex, sexual orientation, gender identity, or veteran status.

What is Harassment?

Harassment is a form of discrimination consisting of physical or verbal conduct that (1) is directed at an individual or group of individuals because of the individual's age, ancestry, color, disability or handicap, medical conditions, marital status, national origin, race, religious creed, sex, sexual orientation or veteran status; and (2) is sufficiently severe or pervasive so as to substantially interfere with the terms and conditions of the individual's employment or with the individual's access to our programs and facilities. To constitute prohibited harassment, the conduct must be such that it detrimentally affects the individual in question and would also detrimentally affect a reasonable person under the same circumstances.

Harassment may include, but is not limited to, slurs, offensive comments, jokes, pictures, e-mail messages, pranks, threats or verbal or physical assaults that meet the definition set forth above. Whether the alleged conduct constitutes prohibited harassment depends on the totality of the

particular circumstances, including the nature, frequency and duration of the conduct in question, the context in which it occurs and the status of the individuals involved.

Sexual harassment is a particular form of harassment that includes, but is not limited to, the actions described in the previous paragraph, as well as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when:

- Submission to the conduct is made either explicitly or implicitly a condition of access to CVIM's programs and facilities;
- Submission to or rejection of the conduct is used as the basis for decisions regarding access to our programs and facilities; or,
- The conduct has the purpose or effect of unreasonably interfering with an individual's work performance or access to CVIM's programs or facilities, or of creating an intimidating, hostile or offensive environment.

Reporting

Any volunteer who believes that he or she is the victim of harassment, or who has witnessed an act of harassment, should promptly report the matter to their immediate supervisor, the Executive Director or the Chair of the Board of Directors. CVIM will conduct a prompt investigation of the complaint and take appropriate action based on the investigation. Confidentiality of the complainant will be maintained to the extent reasonably feasible, and investigation of the complaint will be conducted with due regard to the rights and privacy interests of all concerned. It may be necessary, however, to disclose the identity of the complainant and other information as part of the investigation, pursuant to a legal proceeding or as part of CVIM's internal governance.

Retaliation against any person who in good faith makes a harassment complaint or participates in an investigation of such a complaint is strictly prohibited. Any volunteer who engages in harassment or retaliation in violation of this policy is subject to disciplinary action up to and including discharge.

Disabilities

Centre Volunteers in Medicine supports and complies with all applicable federal and state disability laws. In accordance with those laws, CVIM will provide reasonable accommodations to disabled individuals provided the accommodations do not pose an undue hardship. Applicants and volunteers with disabilities may, on a voluntary basis, confidentially suggest how CVIM may reasonably accommodate them.

When dealing with situations involving individuals with disabilities, all volunteers should:

- Remember that the individual's health condition is personal and confidential, and that precautions must be taken to protect the confidentiality of any information regarding an individual's health or medical condition.

- Be prepared to make reasonable accommodations, as determined by CVIM management, for individuals with disabilities.

Please consult the Clinical Services Director or the Executive Director if you need assistance in this area.

Volunteer Protection Policy (Whistle Blower)

Policy

This Whistleblower and Non-Retaliation Policy provides reasonable protection for employees, volunteers, patients, and vendors (“concerned individuals”) who discover and report to CVIM or an appropriate governing agency suspected violations of some policy or activity of Centre Volunteers in Medicine (CVIM) that they reasonably believe is in violation of any law or CVIM policy. CVIM will not retaliate against a concerned individual who, in good faith, has reported a suspected violation. Any good faith report, concern, or complaint is fully protected by this policy, even if the report, question, or concern is, after investigation, not substantiated. In addition, this policy provides a process for the concerned individual to report such suspected violations.

Process

A concerned individual should report the suspected violation in writing or verbally to the Executive Director or any officer of the Board of Directors. Every effort will be made to ensure maximum privacy for the concerned individual

The Executive Director or Officer will communicate the suspected violations to the appropriate members of the Board of Directors to determine the manner for investigation. All reports will be promptly investigated and corrective measures will be taken if warranted by the investigation.

ACKNOWLEDGMENT OF RECEIPT OF CENTRE VOLUNTEERS IN MEDICINE VOLUNTEER HANDBOOK

(Please read the following statements, sign below and return to the Volunteer Coordinator.)

I acknowledge that I have been given a copy of the CVIM Volunteer Handbook. I understand that this Handbook summarizes CVIM's volunteer guidelines, and that it is furnished to me solely for my information.

I further understand that volunteering with CVIM is not for a specified term and is at the mutual consent of me and CVIM. Accordingly, CVIM or I can terminate the volunteer relationship at will, with or without cause, at any time.

I further understand that the statements contained in the handbook are not intended to create any contractual or other legal obligations. I also understand that CVIM may modify or rescind any of its policies, or practices described in the Handbook at any time, except for those policies required by law.

I acknowledge that it is my responsibility to read and become familiar with the contents of the Handbook.

Volunteer Signature

Date

Print Name

Publicity Consent

I authorize Centre Volunteers in Medicine (CVIM), a non-profit provider of free health care, permission to produce and/or publish my words, stories, interview, or photographs/ video images of me in conjunction with this clinic. The images and/or words may be used for advertising, fundraising, and /or grant reporting purposes.

My signature releases CVIM from any liability of virtue of any blurring, distortion, alteration, optical illusion, or use in composite form, whether intentional or otherwise, that may occur or be produced in the taking of said pictures, or in any processing thereof.

Consent regarding photos and/or words of minors require the signature of a parent or guardian.

Volunteer Signature

Date

Print Name
