



VOLUNTEER POLICY AND PROCEDURES MANUAL

This manual is intended to serve as a guide for COBS volunteers. No statement in this handbook will serve as a contract of employment, nor impose any legal responsibility upon COBS, nor constitute any other contractual responsibility.

COBS does not make any commitment as to what benefits, policies, or services are to be chosen, available, or applicable.

COBS has developed this manual to inform and assist you in serving this organization to the best of your ability. If you have any questions, please contact the administrative division of COBS.

RULES OF CONDUCT

COBS reserves the right to dismiss employees/contractors/volunteers for inadequate performance, violations dealing with unethical conduct, or other violations deemed inappropriate by administration.

Some of the inappropriate conduct includes, but is not limited to the following:

- No-call / No-show
- Belligerent / derogatory language, racial, sexual, or unethical comments to clients and/or other employees / volunteers
- Engaging in physical contact with clients / other employees / volunteers
- Use of alcohol on agency property and/or during work hours
- Possession of illegal drugs on agency property and/or during work hours
- Disclosure of individual's/other employees' records without consent
- Inadequate performance of duties and services to individuals
- Insubordination
- Sexual harassment toward individuals / other employees / volunteers
- Being convicted of any crime other than traffic violations
- Inappropriate dress

TERMINATION POLICY

If a volunteer has broken any of COBS' rules of conduct, the volunteer can expect to receive a verbal warning, a written warning, or immediate termination, depending upon the severity of the infraction.

If a volunteer is terminated from COBS, he/she will be informed that all confidential information must be returned to COBS administration upon termination. This includes all individual's information, documents, pictures, etc. After termination, the volunteer is no longer ethically able to contact COBS' individuals for any reason, for the stability and well-being of the individuals.

HUMAN RESOURCES

All volunteer personnel files will be kept confidential and monitored monthly by the COBS Volunteer Coordinator to ensure all requirements are kept updated.

It is the responsibility of the volunteer to provide COBS with copies of current required training and certifications/licenses.

These procedures are to ensure compliance with industry best practice.

EQUAL EMPLOYMENT OPPORTUNITY

It is COBS policy to provide equal opportunity for all its applicants and employees and to make employment decisions based on merit. COBS does not unlawfully discriminate based on race, color, religion, sex (including pregnancy, childbirth, or related medical conditions), national origin, ancestry, age, physical disability, mental disability, medical condition, veteran status, or marital status. COBS also makes reasonable accommodations for disabled employees. This policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, transfers, and social recreational programs.

To comply with applicable laws regarding equal employment opportunities to qualified individuals with disability, COBS will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability, who is an applicant or an employee, unless undue hardship would result.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact the administration department and request such accommodations. The individual with the disability should specify what accommodations, if any, will help eliminate the limitations.

Any incident of discrimination should be reported to the administration and an investigation will take place immediately to resolve the conflict. If it is determined that unlawful discrimination has occurred, effective action will be taken to ensure the severity of the offense will be considered.

Appropriate action will be taken to deter any future discrimination. You will not be retaliated against for filing a complaint, and it is your responsibility to follow this policy.

COMMUNICABLE DISEASE

At COBS, we will strive to educate our volunteers and staff, as well as our clients, on the importance of sanitization. We have implemented mandatory hand washing to help prevent the spread of communicable diseases.

In the event of an outbreak of such a disease, we will report the incident to the local Health Department and take the proper steps for safety. Any employee, volunteer, or client who is exhibiting symptoms of any communicable illness will not give or receive contact services until treatment has been completed, or non contagious approval from a physician is given.

In the case of an extended or long-term illness, individuals and professionals will modify interventions and goals as appropriate. If needed, individual's will be transitioned to more appropriate services.

HEALTH & HYGIENE

At COBS, we will strive to have all employees/contractors/volunteers free from communicable diseases and infected skin lesions while working with individuals and co-workers. Educating employees and volunteers on the signs and symptoms of such communicable diseases will do this.

CLIENT DRESS CODE

Individuals are expected to be fully dressed at the time of service. This includes a top and shorts/pants/skirt. Upon encountering an individual who is not fully dressed, the volunteer/staff is to offer to wait while the individual clothes him/herself (if able) and leave the room and close the door. If clothing is not available for the individual, the worker will obtain and provide clothing for the individual.

DRUG-FREE WORKPLACE POLICY

Idaho COBS is committed to providing a safe, healthy, and productive environment for all clients, volunteers, employees, and individuals it serves. This Drug-Free Workplace Policy is designed to ensure a drug-free environment, promote the safety and well-being of all participants, and comply with applicable laws and regulations.

This policy applies to all volunteers of COBS, including full-time, part-time, temporary, and occasional volunteers.

Prohibited Conduct

1. The use, possession, distribution, sale, or manufacture of illegal drugs or controlled substances on COBS premises or while performing COBS related activities is strictly prohibited.
2. Volunteers are prohibited from being under the influence of illegal drugs or controlled substances while on COBS premises or during COBS related activities.
3. The misuse of prescription medications or over-the-counter drugs that impair a volunteer's ability to perform their duties safely and effectively is also prohibited.

Alcohol

1. The consumption of alcohol during COBS activities or while on COBS premises is prohibited.
2. Volunteers must not be under the influence of alcohol while performing their volunteer duties.

Prescription Medications

Volunteers taking prescription or over-the-counter medications that may impair their ability to perform their duties safely must notify their supervisor. The volunteer may be required to provide a doctor's statement confirming their ability to safely perform their duties.

Drug Testing

Idaho COBS reserves the right to conduct drug testing under the following circumstances:

1. Reasonable Suspicion: When there is reasonable suspicion that a volunteer is under the influence of drugs or alcohol while performing their duties.
2. Post - Incident: Following an incident or accident that results in injury or damage.

All testing will be conducted in accordance with applicable laws and regulations, ensuring the confidentiality and dignity of the volunteer.

Disciplinary Action

Volunteers found to be in violation of this policy may face disciplinary action up to and including termination of their volunteer position.

Volunteers refusing to undergo required drug testing may be subject to the same disciplinary action.

Assistance and Support

Idaho COBS encourages volunteers who may have a substance abuse problem to seek help. Volunteers may speak confidentially with COBS administration or the volunteer coordinator for information about available resources and support.

Confidentiality

All information related to drug and alcohol testing and the identification of substance abuse problems will be treated confidentially and shared only with those who have a legitimate need to know.

Acknowledgement

All volunteers will be required to sign an acknowledgment form indicating that they have received, read, and understood this Drug-Free Workplace Policy.



DRUG-FREE WORKPLACE POLICY ACKNOWLEDGEMENT FORM

I, _____, have received, read, and understood the Drug-Free Workplace Policy for Idaho COBS Volunteers. I agree to comply with the policy and understand that any violation may result in disciplinary action, including termination of my volunteer position.

Volunteer Signature: _____

Date: _____

Volunteer Coordinator Signature: _____

Date: _____

CONFIDENTIALITY

All volunteers must enter an agreement of confidentiality upon hire and at all times, demonstrate and abide by the code of ethics on confidentiality.

This includes, but is not limited to, individual's (clients), other volunteer's, and staff's personal information. When information is deemed necessary to share (on a need-to-know basis), consent forms must be completed by the individual and respect for the individual should be of top priority. The rights of the individual will always be considered a priority.

Confidentiality should be expanded to the media unless appropriate consent forms have been obtained and reviewed by administration.

Violation of confidentiality by volunteers will be addressed immediately and appropriate consequences will be implemented upon initiation of investigation of the incident.

Limits to Use of Portable Electronic Media

1. All requirements that apply to confidential materials in other forms also apply to electronic media.
2. Users of any electronic devices that might have any individuals information are:
 - A. To maintain a password protection on the device
 - B. To not allow any browsers to remember passwords for
 - (1) Company Email
 - (2) Provider's Devices
 - C. To keep those devices supervised or locked away at all times
3. Communications (including emails) are to be made only through encrypted networks to authorized receivers of that information
 - A. Phone contact is the preferred method of contacting individuals
 - B. Due to a lack of encryption in the devices and services that individuals used, email with individuals is to be avoided and should not include PHI.
 - C. No social media (such as: Twitter, Facebook, YouTube, Diaspora, SnapChat, Skype, Google+, Instagram) should ever be used to contact individuals
 - D. Requests from individuals to be "friended" (or other equivalent connections) through any social media are to be ignored/not responded to on that social media
4. In the event that a portable electronic device with an individual's name, phone numbers, or other PHI is lost, broken, stolen, report the event to your supervisor so that steps can be taken to maintain confidentiality.



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I, _____, have received and read the
Policy and Procedures Manual.

Volunteer Signature: _____

Date: _____

COBS Volunteer Coordinator Signature: _____

Date: _____