

Department of Mental Health
TRANSMITTAL LETTER

SUBJECT Volunteer Services Program		
POLICY NUMBER 713.2	DATE DEC 09 2008	TL# 113

Purpose. To establish uniform guidelines for the Department of Mental Health (DMH) to follow for the selection and utilization of volunteers, to explain the program requirements, and to describe the benefits to which volunteers are entitled. This policy also transmits updated volunteer service agreement forms issued by the District of Columbia Department of Human Resources (DCHR) and a new confidentiality statement.

Applicability. Applies to all DMH employees who utilize or benefit from the services of volunteers. Also See Section 10 of the policy for Mental Health Rehabilitation Services (MHRS) Provider requirements.

Policy Clearance. Reviewed by affected responsible staff and cleared through appropriate MHA offices.

Implementation Plans. A plan of action to implement or adhere to this policy must be developed by designated responsible staff. If materials and/or training are required to implement this policy, these requirements must be part of the action plan. Specific staff should be designated to carry out the implementation and program managers are responsible for following through to ensure compliance. Action plans and completion dates should be sent to the appropriate authority. Contracting Officer Technical Representatives (COTRs) must also ensure that contractors are informed of this policy if it is applicable or pertinent to their scope of work. *Implementation of all DMH policies shall begin as soon as possible. Full implementation of this policy shall be completed within sixty (60) days after the date of this policy.*

Policy Dissemination and Filing Instructions. Managers/supervisors of DMH and DMH contractors must ensure that staff are informed of this policy. Each staff person who maintains policy manuals must ensure that this policy is filed in the **DMH** Policy and Procedures Manual, and contractors must ensure that this policy is maintained in accordance with their internal procedures.

ACTION

REMOVE AND DESTROY

CMHS Policy 713.1, Volunteer Services

INSERT

DMH Policy 713.2

Stephen T. Baron
Director, DMH

GOVERNMENT OF THE DISTRICT OF COLUMBIA ***  DEPARTMENT OF MENTAL HEALTH	Policy No. 713.2	Date DEC 09 2008	Page 1
Supersedes: CMHS Policy 713.1, Volunteer Services			

Subject: Volunteer Services Program

1. **Purpose.** To establish uniform guidelines for the Department of Mental Health (DMH) to follow for the selection and utilization of volunteers, to explain the program requirements, and to describe the benefits to which volunteers are entitled. This policy also transmits updated volunteer service agreement forms issued by the District of Columbia Department of Human Resources (DCHR) and a new confidentiality statement.

2. **Applicability.** Applies to all DMH employees who utilize or benefit from the services of volunteers. Also See Section 10 below for Mental Health Rehabilitation Services (MHRS) Providers.

3. **Authority.** The Volunteer Services Act of 1977, effective June 28, 1977 (D.C. Law 2-12; D.C. Official Code § 1-319.01 et seq.) (2006 Repl.), and Part I, Chapter 35 of the D.C. Personnel Regulations, Voluntary Services.

4. **Definition.**

Volunteer – A person who donates his or her services to a specific program or department of the District of Columbia Government, by his or her free choice and without payment for the services rendered, except that the reimbursement for actual expenditures by a volunteer on behalf of the District Government shall not make that person an employee.

5. **Policy.**

5a. Volunteer services are established for the purpose of creating support services that would not otherwise be available, and that enhance, strengthen, and reinforce mental health care and treatment, and help to establish and sustain partnerships between the community and DMH.

5b. DMH shall accept and utilize the services of persons on a voluntary basis in accordance with the provisions in the DC Personnel Regulations Chapter 35, Voluntary Services, and other applicable policies listed in Section 11 below.

5c. No volunteer shall fill an authorized position or be utilized to perform any function or service that is currently being performed by a DMH employee. Volunteers may be utilized to perform the following:

- (1) Any service or function that augments or supplements an existing function, service, or program which is staffed by DMH employees.
- (2) Any service or function that creates a community service capability which would not be available under existing programs or within the level of available resources.
- (3) Duties assigned to a regular employee during the temporary absence of the regular employee, provided the volunteer is qualified to perform the assigned duties; or

(4) Duties assigned to a regular employee on a temporary basis during periods of heavy workload or to assist in relieving an existing backlog of work.

5d. Persons who offer services on a voluntary basis shall only be utilized to perform services for which they are qualified based on training, education, experience, and maturity, and which they are physically and mentally capable of performing (also see Section 6a below).

5e. The acceptance and utilization of the services of any person on a voluntary basis shall be at the discretion of DMH, and the utilization of such services may be discontinued by DMH at any time for any reason, except that DMH may not discontinue the services of a volunteer for an unlawful discriminatory reason (e.g., race, gender).

5f. DMH employees may volunteer their services only when: (1) their services are beyond the scope of their functions and the scheduled hours of their assignments as employees of DMH, and (2) their services are offered to meet the needs of voluntary services as provided in this policy. Employees, while performing volunteer services, are governed by the volunteer services regulations as well as the policies of the area to which they are volunteering.

6. Specific Program Requirements.

6a. Any volunteer whose services are utilized to perform duties which would ordinarily require that the person be licensed in a trade or craft under the laws of the District of Columbia shall be required to have or obtain the required license(s) prior to the performance of voluntary services. An individual who is enrolled in an educational or training program in preparation for licensing, may volunteer provided the volunteer meets the requirements for student practice in applicable District of Columbia licensing regulations and provided that the volunteer is supervised by a licensed DMH staff member at the level required by the applicable licensing regulations and by any applicable agreement with a school or other entity.

6b. Volunteer clinicians must meet the same privileging/credentialing requirements as employees.

6c. Volunteers must meet the same criminal background and traffic check requirements as employees.

6d. Volunteers must be at least sixteen (16) years of age.

6e. The following applies to volunteers under 18 years of age:

(1) Volunteers must provide a signed Parental/Guardian Consent and Certification Form (Exhibit 1) that gives them permission to be a volunteer unless they are enrolled in a college or university, and follow applicable procedures as noted in Section 7 below.

(2) Volunteers are allowed to provide no more than forty-eight (48) hours of service during any seven (7) consecutive day period.

7. Procedures.

7a. Normal recruitment, employment, and internal placement activities will not be affected by the use of volunteers, however:

(1) The prospective volunteer must be interviewed by responsible supervisory personnel, and the volunteer must provide evidence of credentials as applicable (also see Section 6 above for specific requirements). An exception to this procedure may be made in the case of groups volunteering for special events; for example, those who visit with consumers at Saint Elizabeths Hospital during the holidays.

(2) The supervisor must contact the Division of Human Resources to request criminal background and traffic record checks.

(3) The Volunteer Service Agreement (Exhibit 2) and confidentiality statement (Exhibit 3) must be completed and signed by the volunteer and supervisor prior to accepting a volunteer's service.

(4) The supervisor must keep copies of the Volunteer Service Agreement, confidentiality statement and if applicable, Parental/Guardian Consent and Certification Form.

7b. Volunteers shall perform assignments under the direct supervision of DMH staff at the place of assignment.

7c. The supervisor shall provide a general orientation that must, at a minimum, include the following.

- Written description of required duties and discussion of duties and work hours
- Explanation of fire and disaster preparedness
- Explanation of the importance of maintaining confidentiality and protecting consumer rights
- Explanation of the unusual incident procedures
- Explanation of pertinent policies and procedures

7d. The supervisor shall be responsible for assignment of duties, on the job training, supervision and control of the activities of the volunteer, establishment and monitoring of the hours during which voluntary services are performed, and the documented evaluation of performance (as appropriate to nature of volunteer activities).

7e. At the Mental Health Authority (MHA) level:

- Volunteers may contact the MHA office of interest directly to offer volunteer services, and
- MHA staff may contact the Office of Consumer and Family Affairs to inquire/obtain volunteer consumers at the MHA.

8. Confidentiality.

8a. All rules and procedures with respect to the confidentiality of personnel records and release of personnel information which are in effect for DMH employees shall be applicable to volunteers. The DMH Division of Human Resources should be contacted for additional information, if needed.

8b. Supervisors of volunteers who may have access to or use of a consumer's protected health information (PHI) must explain the DMH Privacy Policies and Procedures as necessary and appropriate for the volunteer to carry out his or her job functions. Also see Section 7a(3) above.

8c. Each volunteer with access to a consumer's protected health information (PHI) must, at all times, comply with the policies and procedures set out in the DMH Privacy Policies and Procedures.

9. Services and Benefits to Volunteers.

Volunteers are not employees of the D.C. Government and are not eligible for benefits, except that volunteers are eligible for compensation under the District of Columbia Disability Compensation Program in the event of a job-related illness or injury (unless covered by an organization supplying volunteers to the District), and volunteers are considered employees for the purposes of liability for tortious injuries caused by the volunteer while acting within the scope of duty under the supervision and control of the District of Columbia.

10. Private MHRS Provider Requirements.

Private MHRS providers who utilize volunteers should develop internal procedures/form(s), and require their volunteers to meet standards and criteria equivalent to this policy (see sections 6 and 8 above, in particular).

11. References.

DPM Chapter 35, Voluntary Services

DMH Policy 645.1, DMH Privacy Policies and Procedures

DMH Policy 716.4, Criminal Background and Traffic Record Check Program

DMH Policy 716.5, Criminal Background Check Program for Certain Unlicensed Personnel

Approved By:

Stephen T. Baron
Director, DMH


(Signature) 12/9/08 (Date)

DEC 09 2008

DMH Policy 713.2
Exhibit 1 - 6e(1)

Appendix B: Consent Form - Volunteer Services of Minors

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
D.C. Department of Human Resources**

**PARENTAL/GUARDIAN CONSENT AND CERTIFICATION FORM
VOLUNTEER SERVICES OF MINORS***

Please Print

1. Volunteer's Name: _____ 2. Date of Birth: _____
(First Name, Middle Initial, and Last Name)
3. Address: _____ 4. Telephone No.: _____

(City) (State) (Zip Code)
5. Last Grade Completed: _____ 6. School: _____

I, _____, (mother, father, guardian) of _____,
(Name of Parent/Guardian) (Name of Minor Volunteer)
hereby give my consent for him/her to volunteer his or her services to the _____.
(Department or Agency)

I understand that there is no payment for the volunteer services, and that the volunteer is not entitled to other monetary benefits in connection with his/her volunteer work.

(Signature of Parent or Guardian)

(Date)

*Note: The Consent Form is to be filed along with the Volunteer Service Agreement

Appendix A. Volunteer Service Agreement

GOVERNMENT OF THE DISTRICT OF COLUMBIA
D.C. Department of Human Resources**VOLUNTEER SERVICE AGREEMENT**

This agreement must be completed and approved before accepting the services of a volunteer. Volunteer services are authorized under the Volunteer Services Act of 1977, effective June 28, 1977 (D.C. Law 2-12; D.C. Official Code § 1-319.01 *et seq.*) (2006 Repl.), and regulations contained in Part I of Chapter 35 of the District Personnel Manual ("DPM"). The volunteer shall be subject to a criminal background check, traffic record check, or both, if providing unsupervised direct services to children or youth (D.C. Official Code § 4-1501.01 *et seq.*) (2007 Supp.).

Under this agreement, _____ will provide the following services:
(Name of Volunteer)

Last 4 Digits of Volunteer's SSN: _____

Duty Location: _____ Work Schedule: _____

Supervisor: _____ Title: _____ Telephone #: _____

DECLARATION OF VOLUNTEER

I, _____, hereby agree to donate my services to the District government in performing the duties described above. I understand that I will not be compensated for my services and that I am not entitled to other monetary benefits in connection with my volunteer work. I will, however, be considered an employee for purposes of benefits under the District of Columbia Disability Compensation Program in the event of a job-related illness or injury.

I will accept instructions for assignments from the supervisor named above. I understand that my work assignments are limited to the duties described in this agreement, unless otherwise authorized by my supervisor in writing. I will keep my supervisor informed of the status of my progress on assignments and will notify him or her if I am unable to report as scheduled or if I decide to withdraw from volunteer service and terminate this agreement.

As a volunteer member of the District government workforce, I will not engage in any form of political activity during the hours I render service for the District government, and I will not use District government resources to engage in any form of political activity.

I understand that this agreement may be terminated at any time by the District government.

Signature of Volunteer

In case of emergency notify: _____ Relationship: _____

Address: _____ Telephone No.: _____

Volunteer service approved by: _____

Signature

Title

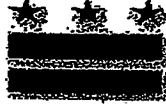
Department or Agency: _____ Date: _____

Criminal Background Check Required: Yes _____ No _____ Traffic Record Check Required: Yes _____ No _____

DEC 09 2008

DMH Policy 713.2
Exhibit 3 - 7a(3)

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF MENTAL HEALTH**



I understand that I hold a position of trust relative to protected health information and mental health information (collectively "PHI") owned and/or maintained by the District of Columbia in all formats and computer systems and I have a responsibility to preserve the confidentiality and security of such information.

Any unauthorized or inappropriate use of PHI owned and/or maintained by the District of Columbia may subject the user to criminal and civil sanctions pursuant to federal and state law.

Accordingly, I understand that I am prohibited from engaging in inappropriate conduct, which may include, but is not limited to, the types of actions listed below:

Failing to safeguard PHI that is carried or maintained in my possession.

Re-disclosing PHI except as authorized by law.

Knowingly gaining, attempting to gain, causing access to, or permitting unauthorized use of or disclosure of any PHI owned and/or maintained by the District of Columbia in all formats and computer systems.

Removing or causing to be removed, without proper reason and authorization, any necessary and required information owned and/or maintained by the District of Columbia in all formats and computer systems.

Abiding, abetting, or acting in conspiracy with another to violate any of the above restrictions.

Name of Person:

Signature

Date