# County of San Bernardino
# Department of Behavioral Health

## Volunteer Program Policy

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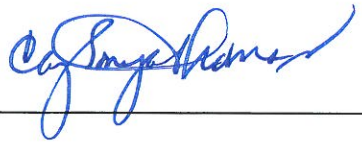

CaSonya Thomas, Director

**Policy**

It is the policy of the Department of Behavioral Health (DBH) to promote participation and encourage clients, family members, the community and students to pursue careers and volunteer experience in the behavioral health care field.

**Definition**

For the purpose of this policy the following definition applies:

**Clubhouse Member** – A person who is not an employee of the County. Some clubhouse members are required to perform obligation duty hours which are tracked and reported for specific programs. A clubhouse member will perform duties within the clubhouse but is **not** a DBH Volunteer Worker.

**DBH Volunteer Worker** – A person who is not an employee of the County, but performs duties without pay in a DBH program designated by the DBH Volunteer Services Program and authorized by DBH. A DBH volunteer worker may not volunteer at the same clubhouse where they are a member. This also excludes unpaid Master's level student interns in a clinical field of study and Behavioral Health Commission members (who are not considered volunteers for the purpose of this policy). The DBH Volunteer Worker is only properly approved if the person has completed the Volunteer Application, passed the necessary DBH background check, and is active in the volunteer database. Applicants who have not successfully completed the requirements will not be allowed to volunteer.

**Volunteer Services Coordinator** – Responsible for planning, coordinating, and organizing a volunteer services program for an assigned department to augment the services provided by regular staff, recruit and orient new volunteers, arrange for their training and placement and supervise the program.

**On-Site Supervisor** – The onsite supervisor is designated by the site, and is the day to day supervisor of the volunteer. Assigns duties to the volunteer as appropriate.

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## Volunteer Program Policy, Continued

**Types of Volunteers**

The table below lists the types of volunteers with corresponding duties.

| Type of Volunteer | Typical duties are up to and including: |
|---|---|
| Client, family, and community members | • Running peer support groups, peer trainings and workshops<br>• Assisting programs during events or with special assignments<br>• Assisting client's in completing benefits applications (i.e. ArrowCare and/or Medi-Cal)<br>• Assisting in AgeWise and TAY<br><br>**Note**: Clubhouse members may not volunteer in the Clubhouse program. |
| Clinical - Licensed | • Providing supervision (individual and group) for Bachelor and Master's level students and unlicensed clinicians<br>• Auditing clinical charts<br>• Providing trainings |
| Administrative | • General office duties:<br>– Filing<br>– Faxing<br>– Copying<br>– Answering phones<br>– Performing other clerical duties as assigned<br>– Performing administrative/clerical medical front and back office<br>• Assisting client's in completing benefits application (i.e. ArrowCare and/or Medi-Cal) |

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## Volunteer Program Policy, Continued

**Types of Volunteers** (continued)

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|---|---|
| Students – Vocational | • General office duties:<br>– Filing<br>– Faxing<br>– Copying<br>– Answering phones<br>– Other clerical duties as assigned<br>• Assisting client's in completing benefits application (i.e. ArrowCare and/or Medi-Cal)<br>• Completing and/or assisting with projects relevant to the person's course of study, if applicable or appropriate<br>• Auditing error reports<br>• Pulling/filing/prepping charts<br>• Completing chart set-up and/or registration<br>• Reviewing Charge Date Invoice (CDI) entries<br>• Performing data entry |
| Students – College | • General office duties:<br>– Filing<br>– Faxing<br>– Copying<br>– Answering phones<br>– Other clerical duties as assigned<br>• Assisting client's in completing benefits application (i.e. ArrowCare and/or Medi-Cal)<br>• Auditing error reports<br>• Pulling/filing/prepping charts<br>• Completing registration<br>• Reviewing Charge Date Invoice (CDI) entries<br>• Performing data entry<br>• Completing and/or assisting with projects relevant to the person's course of study, if applicable or appropriate<br>• Lead Clubhouse groups or classes, if appropriate |

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## Volunteer Program Policy, Continued

**Types of Volunteers** (continued)

| | |
|---|---|
| Students – High school | • General office duties:<br>– Filing<br>– Faxing<br>– Copying<br>– Answering phones<br>– Performing other clerical duties as assigned<br>– Performing medical front and back office<br>• Assisting client's in completing benefits application (i.e. ArrowCare and/or Medi-Cal)<br><br>**Note:** Volunteering can be done after school and/or during the summer independently; or through the Regional Occupational Program (ROP) with parental permission and under the child labor guidelines of the CA Department of Industrial Relations, Division of Labor Standards Enforcement. |

**Important Note**: Volunteers are strictly prohibited from working outside of his/her scope of duties, without prior approval from the Volunteer Services Coordinator and the on-site supervisor.

**Computer Access**

Volunteers shall have access to applicable DBH systems pertaining to their volunteer assignment/task. However, on-site supervisors will monitor the business need and access level.

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## Volunteer Program Policy, Continued

**Supervisor Responsibility and Requirements**

Persons providing supervision to DBH volunteer workers are responsible for the following:

- Ensuring that work performed is within the volunteer's scope of duties
- Training the volunteer for the duties approved by this policy and appropriate school/program
- Ensuring that vocational, college, or high school students are not reassigned to perform unrelated duties without prior approval from their school or program and the DBH Volunteer Coordinator
- Providing continuous supervision and instruction to the volunteer related to assigned duties
- Providing the volunteer with materials, equipment, and supplies that are necessary to perform assigned duties
- Completing timecards or attendance verification for hours actually worked, as required by the school or program
- Ensuring volunteers work no more than forty (40) hours per week
- Ensuring that volunteers receive breaks and lunches in accordance with state and federal labor laws
- Adhering to state and federal child labor laws if the volunteer is a minor
- Awareness of licensing requirements for all disciplines and agree to not interfere with legal and ethical obligations of the supervisor with regards to these requirements
- Provide the clinic supervisor access to clinic charts of the clients who are getting counseled by the intern or trainee
- Complete a Volunteer Evaluation Form for each volunteer in their program every thirty (30) days and forward a copy to the Volunteer Services Coordinator
- Complete a Volunteer Separation Report if a volunteer separates and forward the original to the Volunteer Services Coordinator

**Mandatory Training**

It is the responsibility of the Volunteer Services Coordinator and the site supervisor to ensure all volunteers complete mandatory training. Licensed clinical volunteers will be able to collect Continuing Education Units (CEUs) during their active volunteer service.

**Worker's Compensation Coverage**

All volunteers are covered under DBH's Worker's Compensation and general liability insurance while performing volunteer work.

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## Volunteer Program Policy, Continued

**Malpractice Insurance**

The County provides malpractice insurance for volunteers while performing volunteer work.

**Liability Coverage**

The County's self-insurance program covers volunteer workers for public liability losses while performing volunteer work.

**Vehicle Use**

The following applies to the use of vehicles for County business:

| Type of Vehicle | Requirements for use of vehicles |
|---|---|
| County Vehicles | • Must have written permission from the volunteer's immediate supervisor and applicable DBH Program Manager<br>• Must have a valid California Driver's license<br>• Complete County Driver Awareness Training<br>• Must have minimum insurance coverage as required by the current California Motor Vehicle Code |
| Personal Vehicles | • Must have a valid California Driver's license<br>• Must have minimum insurance coverage as required by the current California Motor Vehicle Code<br>• Complete County Driver Awareness Training<br>**Note**: Owner of vehicle is responsible for personal liability and property damage insurance when using his/her personal vehicle for County business. |

**Mileage Reimbursement**

Volunteers will utilize the County mileage reimbursement process through the on-site supervisor. All mileage must be pre-approved by the on-site supervisor. Reimbursement will be in accordance to rates and conditions established by the County of San Bernardino, Board of Supervisors at the time mileage reimbursement is authorized.

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## Volunteer Program Policy, Continued

**Recognition**

Volunteers may receive recognition under the provision of the County Award Policy and department recognition programs.

**Questions**

Questions on the following topics shall be directed to the Volunteer Services Coordinator assigned to the Workforce Education and Training program:

- DBH's Volunteer Program
- Request to volunteer
- Policy and related procedure pertaining to volunteers

**Reference**

County of San Bernardino Policy Manual, 06-10: Volunteer Workers

**Related Procedure**

DBH SPM HR4013-1 – Volunteer Request and Registration Procedure
County of San Bernardino Policy Manual 06-10 – Volunteer Workers

**Related Documents**

Welcome Letter
Vehicle Usage Acknowledgement Form