



Volunteer Handbook and Policies

Updated July 2020



Our Vision and Mission: The vision of the Free Clinic of Central Virginia is that everyone has a medical home that provides for optimal individual and community wellness. Our mission is to ensure high-quality, compassionate, and comprehensive healthcare for every member of our community. We fulfill this mission by providing high-quality medical, dental, pharmacy, behavioral health and health education services to those in Central Virginia who do not have the resources to obtain these essential healthcare services. We are a 501(c)(3) non-profit organization.

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Dear Volunteer:

Welcome to the Free Clinic of Central Virginia! You have joined an organization that is dedicated to meeting the health needs of Central Virginia. Much of the credit for the success of our organization goes to the many volunteers who share their time and talent with the community by volunteering at the Free Clinic. It is our hope that your volunteer experience will be a rewarding and enjoyable opportunity.

The Volunteer Handbook and Policy Manual provides answers to many of the questions you may have about the Clinic and your role as a volunteer. It covers policies, procedures, and our mutual responsibilities. You are responsible for reading and understanding the Volunteer Handbook and for adhering to these policies and procedures. If anything is unclear, please discuss the matter with your Volunteer Supervisor.

All volunteers and students in placement at the Free Clinic are required to comply with the policies and procedures outlined in this Handbook. The information included in the Volunteer Handbook and Policy Manual may change. Every effort will be made to keep you informed of any changes. The personal satisfaction gained from a job well done is one reason many people enjoy volunteering. Career development, community service, and enjoying the company of others are additional benefits your involvement may bring you. The Free Clinic of Central Virginia is dedicated to doing its part to assure you a satisfying volunteer experience. We extend to you our personal best wishes for your success and happiness as a volunteer with the Free Clinic.

Sincerely,

A handwritten signature in black ink, appearing to read 'Christina Delzingaro', with a stylized flourish at the end.

Christina Delzingaro
Chief Executive Officer
Free Clinic of Central Virginia

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FREE CLINIC OVERVIEW

Mission

Our mission is to ensure high-quality, compassionate, and comprehensive healthcare for every member of our community. We fulfill this mission by providing high-quality medical, dental, pharmacy, behavioral health and health education services to those in Central Virginia who do not have the resources to obtain these essential healthcare services.

Vision

The vision of the Free Clinic of Central Virginia is that everyone has a medical home that provides for optimal individual and community wellness.

Our Values

- 1. Accessibility:** We serve adults who reside in Central Virginia, are uninsured or underinsured, and have income less than 250% of the Federal Poverty Level. Individuals are considered underinsured if their health insurance does not cover the medically necessary service they are requesting, or if there is a demonstrated community-wide lack of access to care. Patients will not be denied medical, pharmacy, behavioral health or basic dental services if they are unable to pay. We request that uninsured patients make a nominal donation. Patients with insurance are charged the required co-payment for services.
- 2. Volunteerism:** Our mission will be accomplished through a community-based volunteer program which will include medical, dental, pharmacy, and behavioral health professionals, as well as other non-healthcare professionals who provide various support services.
- 3. Community Involvement:** We extend our care through working relationships with other healthcare providers in our community who agree to make their services available to our patients at no charge. We partner with Community Access Network, Centra Health, Hill City Pharmacy, and other local and regional healthcare providers to create a continuum of services to improve the overall health of our community.
- 4. Care, Respect and Privacy:** We provide high-quality patient care in a compassionate way, respecting the dignity, privacy and worth of each person.
- 5. Learning:** We provide educational opportunities to assist our patients in improving their health. We provide practical experience for current and future healthcare professionals through partnership with academic institutions.
- 6. Advocacy:** We advocate for greater access to healthcare for the underserved, and improved community-wide health outcomes.

Services We Provide

The Free Clinic provides a variety of services to uninsured and underinsured adults in our community. We are committed to increasing the healthcare access of individuals through primary care, specialist care, preventative services, and behavioral health services. We also serve as a gateway to community resources and we keep an up-to-date community resource manual.

At the Free Clinic we provide the following health care services:

- Diagnosis and treatment of episodic and chronic illnesses
- Dental care
- Specialty medical care services such as gynecology, orthopedics, endocrinology, and ophthalmology
- Laboratory tests, as well as referrals for radiology and other diagnostic services
- Enrollment in pharmacy patient assistance programs and help accessing prescriptions
- Patient education
- Referrals to other health and social services as needed

Who We Serve

To be eligible for our services patients must be:

- Age 18 or over
- Reside in the City of Lynchburg or one of the following counties: Amherst, Appomattox, Bedford, Campbell, Nelson, or Pittsylvania
- Uninsured or underinsured
- Income must be less than 250% of the federal poverty level

How We Are Funded

The work of the Free Clinic is made possible by the generous donations of time, talent and services provided to us at no charge. Last fiscal year, we received over \$3.1 million in donated services and supplies. Fully 50% of our annual operating budget of \$1.1 million comes from individuals, corporations, churches and civic groups. Approximately 23% of our funding is from the state association of free clinics and 26% comes from foundation and other grants, including the United Way and the Greater Lynchburg Community Foundation.

THE VOLUNTEER PROGRAM

For the remainder of this manual, the following titles refer to these staff members:

Chief Executive Officer: Christina Delzingaro, cdelzingaro@freeclinicva.org, phone extension 15

Chief Operations Officer: Jillian Collier, jcollier@freeclinicva.org, phone extension 16

Director of Development: Ula Kauppi, ukauppi@freeclinicva.org, phone extension 23

Purpose of Volunteer Policies and Procedures

The purpose of these policies and procedures is to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies cover volunteers, as well as students in placement at the Free Clinic, who are also considered volunteers. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Free Clinic reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy.

Changes to or exceptions from these policies may only be granted by the Chief Executive Officer and must be

obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Chief Executive Officer.

The Volunteer Supervisor

For the purposes of this manual, the “Volunteer Supervisor” refers to the paid staff person at the Free Clinic who provides supervision and guidance to a volunteer. The Director of Development is responsible for the overall coordination of the volunteer program. Your Volunteer Supervisor is interested in your success as a volunteer and the overall success of the program. Your Volunteer Supervisor will be able to answer any questions you have regarding the program and your part in it.

What You Can Expect from your Volunteer Supervisor

As a volunteer for the Free Clinic, you can expect:

- To receive a clear, specific job description
- To be given appropriate assignments according to your skill, interests, availability, and training
- To be trusted with confidential information if needed to carry out assignments
- To be given appropriate formal and informal expressions of appreciation and recognition
- To receive orientation, training, and supervision for the jobs you accept and to know why you are being asked to do a particular task
- To have your time used well due to the planning, coordination, and cooperation of Free Clinic staff
- To discuss any problems with Free Clinic staff, and receive prompt attention to any concerns raised
- That records will be kept documenting your volunteer experience including positions held, training, evaluations, and commendations
- That your individual rights will be respected, and that all volunteers will be treated with courtesy and respect
- To have appropriate workspace, including consideration for physical disabilities
- To have all these things done in a spirit of friendliness and cooperation

What the Free Clinic Expects from You

As a volunteer for the Free Clinic, we expect you to:

- Be prompt and thorough in any job you are doing
- Know your duties and how to do them correctly and pleasantly
- Follow all Free Clinic policies and procedures in the completion of your duties
- Practice only within the competency areas for which you are qualified by licensing, training and/or experience
- Cooperate with Free Clinic staff and your fellow volunteers and maintain a good team attitude

Your interactions with fellow volunteers, staff, the public, our patients, and how you accept direction will affect the success of your personal experience. Consequently, whatever your position, you have an important assignment: perform every task to the best of your ability. The result will be greater personal satisfaction and improved services to the patients of the Free Clinic.

We are dedicated to providing an environment where you can discuss any problem or ask any question of the

Volunteer Supervisor, Director of Development, or Chief Executive Officer. We expect and encourage you to voice your opinions and contribute your suggestions to improve the quality of the Free Clinic. We work as a team, so do not hesitate to communicate your feelings. The Free Clinic needs your help in making each volunteering day enjoyable and rewarding. Your experience is important to us.

Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to the Free Clinic, its staff, and its patients. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation and the right to recognition for work done.

In return, volunteers shall agree to actively perform their duties to the best of their abilities and in accordance with Free Clinic policies and to remain loyal to the goals and procedures of the agency.

Service at the Discretion of the Agency

The Free Clinic of Central Virginia accepts the service of all volunteers with the understanding that such service is at the sole discretion of the agency. Volunteers agree that the Free Clinic may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Clinic.

You may at any time, for whatever reason, decide to sever your relationship with Clinic. Notice of such a decision should be communicated as soon as possible to the Volunteer Supervisor.

VOLUNTEER MANAGEMENT PROCEDURES

Volunteer Application Procedure

1. All volunteers must complete a Volunteer Application, typically online. If you need to complete your application on paper, please request a paper application from the Director of Development, who is responsible for reviewing all non-student Volunteer Applications.
 - a. The Director of Development will determine the initial placement for all non-student volunteers based on the needs of the Clinic and the skills of the volunteer applicant.
 - b. The Director of Development is responsible for gathering documentation of any required training, education or licensure prior to placement of the volunteer.
 - c. The Director of Development is responsible for contacting and documenting at least two professional references for any non-student volunteer who has applied to provide services to patients.
 - d. The Director of Development will forward the Volunteer Application to the appropriate Volunteer Supervisor, after confirming any required licensure or training and completing reference checks as required. The Volunteer Supervisor will approve the initial placement and set a start date for the volunteer.
 - e. All non-student volunteers are required to attend a brief orientation to the Free Clinic, provided by the Director of Development, prior to beginning their placement at the Clinic. The Volunteer Orientation includes:
 - Overview of the Free Clinic's Mission, Vision, Values and Services
 - A review of the Volunteer Handbook and Policy Manual
 - Signing of Confidentiality Statement
 - Signing Acknowledgement of Receipt of Volunteer Handbook and Policy Manual
 - f. The Director of Development is responsible for enrolling licensed volunteers into the Civitas

system, in order to ensure that licensed volunteers are covered by the Department of Treasury's VARisk Program for liability coverage as described by Senate Bill 499 (§ 54.1-106).

2. Prior to beginning volunteer work at the Clinic, all volunteers will receive instruction from their Volunteer Supervisor. This instruction will include a review of the volunteer job description, schedule requirements, review of policies and procedures related to the volunteer job, as well as how to document volunteer hours worked.

Annual Evaluation of Volunteer Performance

The Volunteer Supervisor is responsible for contacting each volunteer at least annually to discuss the volunteer's performance, their satisfaction with their volunteer placement, and to solicit suggestions about how to improve the volunteer program and services to patients. This discussion will be documented in writing and included in the volunteer record.

Maintenance of Records

A system of records will be maintained on each volunteer with the Clinic, including dates of service, positions held, certificates of training or licensure, duties performed, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the Director of Development in a timely and accurate fashion. Volunteer records shall be accorded the same confidentiality as staff personnel records. You may request documentation regarding the number of hours you have volunteered for the Clinic from the Director of Development.

Conflict of Interest

No person who has a conflict of interest with any activity or program of the Clinic, whether personal, philosophical, or financial shall be accepted or serve as a volunteer with the Clinic.

Representation of the Agency

Prior to any action or statement which might significantly affect or obligate the agency, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the agency as specifically indicated within their job descriptions and only to the extent of such written specifications.

Confidentiality and HIPAA

As a volunteer of the Free Clinic of Central Virginia, you will receive certain information which is confidential, and which needs to be protected against any disclosure to unauthorized persons as outlined by practice and ethical standards as well as official regulations. Such information is patient and family information, which includes protected health information, Clinic business and financial information, and the strategic plans of the organization. You understand that it is the responsibility of each volunteer to take steps necessary to safeguard such confidential information in order to protect the interests of our patients, their families, our donors, our employees, our volunteers, our business partners and other business activities.

In order to coordinate services for patients and families, you understand information is shared among, and limited to, those who have a need to know. All written, electronic and oral information obtained by you in your role at the Clinic will be handled with discretion at all times. You understand that maintaining confidentiality regarding patients/families, donors, employees, volunteers and business matters of the Clinic are of the utmost ethical importance and are regulated by federal and state law. Therefore, upon completion of the use of all data

and reports regarding these matters, documents will be returned to Clinic or shredded.

In addition, you will abide by the following guidelines regarding patients, families, donors, and other agency information:

1. Patient records and documents are for official use only.
 - a. Copies will be made for official use only as determined by those department leaders responsible and accountable for such records.
2. Any party identifying themselves as “official” will not receive any information regarding patients, families, donors, employees or volunteers without the Clinic’s approval.
 - a. Questions about patients and families are referred to a staff member or designee.
 - b. Questions about employees are referred to the Chief Executive Officer or designee.
 - c. Questions about volunteers are referred to the Director of Development or designee.
 - d. Questions about the Clinic are referred to a staff member or designee.
 - e. Questions by members of the media (newspaper, TV or radio) are referred to the Chief Executive Officer.
 - f. No volunteer may speak to members of the press about the Clinic, its employees, its volunteers, patients, families or business operations, without prior approval from the Chief Executive Officer.
3. All requests for donations of money, goods, or services on behalf of the Clinic are the responsibility of the Director of Development. No requests for donations may be made to any individual, company or organization without the prior approval of the Director of Development.

The Free Clinic complies with the Health Insurance Portability and Accountability Act’s (HIPAA) Privacy and Security Rules, which require that protected health information (PHI) be specifically safeguarded. PHI is defined as individually identifiable health information transmitted by electronic media, maintained in any electronic medium, or transmitted or maintained in any other form, i.e. verbal or written. All volunteers will understand and comply with the Privacy and Security Rules’ regulatory requirements.

In addition to understanding and complying with regulatory requirements, the Volunteer Supervisor will be responsible to

- Identify, report, and correct any misconduct or non-compliance.
- Educate volunteers in Privacy and Security regulations.

Absenteeism

Volunteers are expected to perform their duties on a regular, scheduled, and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform the Volunteer Supervisor as far in advance as possible so that alternative arrangements may be made.

Continual absenteeism will result in a review of the volunteer’s work assignment.

Inclement Weather

Each person should exercise his/her best judgment with regard to road conditions and other safety concerns. Volunteers should not endanger their own lives nor risk any injuries due to severe weather. The Free Clinic follows the Lynchburg City Schools inclement weather closing schedule.

Background Check

As appropriate for the protection of clients, volunteers may be asked to submit to a background check which may include a criminal background check and reference check. All licensed volunteers providing services to patients must provide documentation of their education, licensing, and training. Volunteers who do not agree to the background check will be refused assignment.

Electronic Communications

Electronic communications, including the contents of Clinic owned computers, telephones and facsimiles are the property of the Free Clinic of Central Virginia and electronic communications are subject to all the policies of the Clinic. Internet, e-mail, phone, mail, or any other communication or information system of the Clinic is not to be used in any way that may be disruptive, offensive to others, harmful to morale, or in violation of Free Clinic of Central Virginia policies. If you have been provided with access to the Free Clinic's Electronic Health Record or other electronic data system, you will be provided necessary passwords. Sharing of passwords or accessing electronic data without authorization is grounds for immediate termination of volunteer placement.

Certificate of Ability

Any potential volunteer who indicates that they are under the care of a physician for either physical or psychological treatment may be asked to present a certificate from the physician as to their ability to satisfactorily and safely perform their volunteer duties. Volunteers under a course of treatment which might affect their volunteer work will not be accepted without written verification of suitability from their physician. Any volunteer who, after acceptance and assignment by the Clinic, enters a course of treatment which might adversely impact upon the performance of their volunteer duties should contact the Volunteer Supervisor immediately.

Building Security

The Free Clinic of Central Virginia is a medical facility. It is the responsibility of all volunteers and staff of the Clinic to ensure the security of the building, as well as the medical equipment, computers and patient information contained in the building. The front and back doors are secured with a keypad door lock. Only paid staff are provided with the code to the keypad. No volunteer is permitted to be in the building unescorted. Therefore, no volunteer is to be provided with the code to the keypad. To access the building, volunteers should use the call button on the back (parking lot) door to summon staff.

COVID-19 Screening

Prior to entering the Free Clinic facility, all volunteers must have their temperature taken (we have a touch-free thermometer) and recorded. If you have a fever, any respiratory symptoms, or have been in contact with anyone exhibiting respiratory symptoms or fever or diagnosed with COVID-19, you may NOT enter the building. If you refuse the screening, you may NOT enter the building. A mask must be worn at all times when in the building.

Liability Insurance

Liability insurance is provided for all volunteers while acting within the scope of their duties as a volunteer.

All medical professional Physicians, Dentists, Nurse Practitioners, Nurses, Pharmacists, and others must possess a valid license in the state of Virginia. Please notify us if there is any change in the status of your license.

All licensed medical, dental and pharmacy professional volunteers are registered with the VA Division of Risk Management for liability coverage as described by Senate Bill 499 (§ 54.1-106), enacted July 1, 1992.

Below is information about this liability coverage:

Purpose: To provide civil immunity for negligent conduct, and liability protection and litigation defense for grossly negligent conduct, of healthcare professionals providing volunteer services to patients at free clinics.

To Whom Does the Legislation Apply: To any person who is licensed by the Boards of Audiology and Speech Pathology, Dentistry, Medicine, Nursing, Optometry, Opticians, Pharmacy, Hearing Aid Specialists, Psychology, Social Work or Professional Counselors, rendering services within the limits of his/her license or certification.

To Whom and Where May the Health Care be Rendered:

- The care must be rendered voluntarily and without compensation to any patient of any clinic, which is organized in whole or in part for the delivery of health care services without charge.
- The volunteer care may be rendered at the clinic, at the professional's office, the patient's home, or any other location, provided the patient is referred from the clinic.

The Benefits:

- Civil immunity for negligent conduct.
- Excess liability protection through Virginia's self-insurance plan for grossly negligent conduct (primarily, liability coverage is provided if no other private insurance protection exists).
- Defense by the Office of the Attorney General, or by expert medical malpractice defense attorney appointed by the Attorney General, for negligent or grossly negligent conduct (if private liability insurance coverage exists, Attorney General will assist insurance counsel in defense).

The protections are available only if the health care professional (1) is registered with the Division of Risk Management and is licensed or certified to practice and (2) has no legal or financial interest in the clinic from which the patient is referred.

What this Legislation does not cover: The immunity and liability protections in Senate Bill 499 do not apply to intentional, malicious, or willful and wanton misconduct by those health care professionals otherwise covered by this legislation.

Other Provisions:

- A physician whose active clinical practice is limited to providing voluntary services in any clinic organized in whole or in part for the delivery of health care services without charge is exempt from payment of the annual physician assessment to the Virginia Birth-Related Neurological Injury Compensation Program.
- A temporary license may be issued by the Board of Medicine to a physician who is licensed and in good standing from another state, the District of Columbia, or Canada who renders voluntary care to patients on referral from a free clinic.

Personal Belongings

You are responsible for safeguarding your personal effects while at the Clinic. The Clinic accepts no responsibility for loss of personal effects, including cash.

Resignation

Volunteers may resign from their volunteer service with the Clinic at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

Exit Interviews

Exit interviews, where possible, will be conducted with volunteers who are leaving their positions. In the interview, we will try to ascertain why the volunteer is leaving the position, suggestions the volunteer may have to improving the position, and the possibility of involving the volunteer in some other capacity with the Clinic.

Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the Free Clinic or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the Chief Executive Officer.

Reasons for Dismissal

Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of agency equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by agency policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

Volunteer Injury Procedures

Procedures:

- Volunteer should report the injury, the same day, to his/her supervisor.
- The volunteer should complete a Volunteer Injury report and forward it to the Director of Development.
- The volunteer files with his/her personal medical insurance if treatment was necessary.
- Provide copies of treatment to the Director of Development.
- Volunteers are covered by our insurance when acting under their scope of duties.

Emergency Preparedness Procedures

These procedures are designed to guide you during emergencies such as fire, disaster, bomb threats or medical emergencies. Anyone wishing to have more information regarding emergency procedures should contact the Chief Operations Officer.

Civil Disturbances

Behavioral Emergencies

For assistance in securing an out-of-control patient who presents an immediate danger to self or others, call other staff members and the appropriate emergency services personnel (EMS).

Civil Disturbances (in immediate vicinity of the Clinic)

- Personnel are to remain in own area of assignment.
- Reassure patients.
- Use telephone for emergencies only.
- Await further instructions.

Body Fluid Exposure

In the event a volunteer has an exposure to body fluid, either thru the skin (for example, a needle stick) or onto a mucous membrane (eyes, nose or mouth):

1. Provide Immediate First Aid.
 - a. For splash into the eyes, flush the eyes with lots of water.
 - b. For a needle stick, cut, wound or splash onto the body or mucous membrane other than the eyes, wash the exposed body part with lots of soap and water.
 - c. Remove soiled clothing, wash skin and change into clean clothing.
2. Inform your Volunteer Supervisor, who will coordinate with the Medical Clinic Coordinator to implement the Infection Control Policy.

Bomb Threat

If you receive a telephone bomb threat:

1. DO NOT HANG UP.
 - a. Remain calm.
 - b. Try to prolong the conversation and get as much information as possible.
 - c. Note what you hear. Are there any background noises, such as music, voices or cars?
 - d. How does the caller's voice sound? Any accents? What sex? What age? Any unusual words or phrases?
 - e. Does the caller seem to know about the clinic? How is the bomb location described? Does the caller use a person's name? Does the caller give his/her name?
2. Dial 911 and report a bomb threat. Give the operator all the information you collected – give your name, clinic address and phone number.
3. After this is done, notify your Volunteer Supervisor or the Chief Executive Officer immediately. Then stand by for further instructions.
4. If it is deemed necessary to evacuate, you will be notified by a staff member or EMS personnel.

Bomb or Suspicious Item:

- Leave it untouched and secure the area.
- Dial 911 and report a suspicious item. You may be asked to assist in a search because you are familiar with the area.
- Notify your Volunteer Supervisor or the Chief Executive Officer.
- If so directed, evacuate your area.

Cardiac Arrest

If you discover someone who has suffered cardiac or respiratory arrest, (they are unconscious and do not appear to be breathing) you should:

- Note the time.
- Summon help while remaining with the person. Shout or yell if necessary.
- Send someone to call 911. If you are alone, do it yourself.
- Begin cardiopulmonary resuscitation (CPR) if you know how. Continue CPR until assistance arrives and takes over. Use the automated external defibrillator (AED).

Fire Emergency

If you smell something burning, but see no smoke notify a staff member immediately.

If smoke or a fire is sighted:

- Call 911 immediately. Give the exact location of fire, your name and type of fire (if known).
- Inform your Volunteer Supervisor or the Chief Executive Officer.
- Evacuate the building.

POLICIES

Drug Free Workplace Policy

It is the policy of the Free Clinic of Central Virginia to provide a workplace that prohibits the abuse of drugs, alcohol, and/or related substances. Abuse of drugs, alcohol and/or related substances by volunteers is a significant hazard to patients/families, co-workers, volunteers and individual employees. The Clinic is entrusted with the responsibility of providing the best, most professional care and services to its patients, and a safe and healthful workplace. With this purpose in mind, the Clinic chooses to have volunteers who are free of the effects of illegal drugs, narcotics, controlled substances or alcohol. To fulfill this practice, any such presence may be cause for corrective action, up to and including termination.

The Free Clinic prohibits the unlawful manufacture, distribution, dispensation, possession or use of alcohol, illegal drugs, narcotics or controlled substances in the workplace or on Free Clinic property. This policy also prohibits the use of prescription drugs if the drugs affect the volunteer's ability to perform safely his/her volunteer duties. Also prohibited is the use of a prescription drug by an individual for whom the drug was not prescribed, or the abuse of a drug by the individual for whom it was prescribed.

Each volunteer shall, when drugs are prescribed by a medical professional, inquire of the prescribing professional whether the drug prescribed has any side effects, which may impair the volunteer's ability to perform the volunteer's job duties. If the answer from the medical professional is yes, the volunteer shall obtain a statement from the medical professional indicating any work restrictions and their duration. The volunteer shall present that statement to the Volunteer Supervisor prior to volunteer's assignment. Volunteers are required to notify a staff member when they observe another employee or volunteer exhibiting symptoms commonly associated with drug, alcohol and/or related substance misuse or abuse.

Dress and Appearance Policy

Setting high standards in customer service is the core of the Free Clinic of Central Virginia. Customer Service includes everything from our appearance to the way we deliver care and communicate with our patients. If you are a medical or dental volunteer, you may wear scrubs or lab coats. Volunteers must wear an ID badge (provided by the Free Clinic) at all times while at the clinic.

The way we dress is something very personal and individual to each of us. Many of us feel that attire makes a statement – a statement that is different to different groups of people. Our dress and appearance code is not about you; it is, rather, about all the people we encounter and serve. In order to meet this standard, we have offered the following guide:

- **Fragrances:** Minimize use of all fragrances, being considerate of co-workers and patients.
- **Jewelry:** Jewelry must not jeopardize volunteer or patient safety.
- **Facial Hair:** Beards and mustaches need to be clean and neatly trimmed.
- **Hair:** Clean, pulled back so as not to interfere with professional care practices.
- **Tattoos:** Tattoos must be non-violent and non-offensive, including profanity.

- Fingernails: Should be clean, neatly manicured and of a length that allows a volunteer to accomplish tasks safely and efficiency.
- Undergarments: Should be worn at all times.
- Shoes: No flip flops. Shoes should be safe and in good repair.

Equal Opportunity Policy

It is the policy of the Free Clinic to provide equal volunteer opportunities to all qualified individuals without regard to race, color, religion, national origin, age, gender, marital status, sexual orientation or disability. This policy of equal opportunity covers all aspects of the volunteer relationship, including the application, working conditions, promotion and transfer.

Smoking Policy

The Free Clinic designates all facilities will be smoke and tobacco free. A smoke/tobacco free environment directly protects patients, visitors, physicians and volunteers and affirms our commitment to the promotion of a healthy lifestyle. Smoking and tobacco use by Free Clinic employees and volunteers is not allowed on the building premises, including the parking lots, sidewalks and grounds. If volunteers choose to smoke, they will do so off the premises while being respectful of neighboring businesses and the environment. All refuse will be disposed of properly.

Anti-Harassment Policy

The Free Clinic prohibits harassment of volunteers based on race, color, national origin, religion, gender, age, disability and sexual orientation. No volunteer, regardless of title or position, has the authority (expressed, actual, apparent or implied) to discriminate against another employee or volunteer of the Free Clinic. This policy applies while on volunteer assignment or during any Clinic-related activity.

Whether particular conduct constitutes harassment prohibited by this policy may depend on the circumstances. It therefore is impossible to provide a complete list of all prohibited activities. However, behaviors that may be illegal and violate this guideline include:

- Reference to co-worker by derogatory terms relating to gender, race, age, religion or another protected-class status
- Other conduct that another person reasonably could construe as creating or contributing to the creation of an intimidating, hostile work environment
- Insulting, degrading, threatening or otherwise offensive or hostile remarks, graffiti, jokes, posters, writings, gestures, actions, email or other communications relating to race, color, religion, gender, national origin, age, disability, veteran or marital status
- Racial, ethnic, religious jokes or slurs or any other communications or conduct disparaging or degrading any racial, minority, ethnic, religious group or any other protected class

Sexual harassment is a form of sex discrimination that can occur in a variety of different circumstances.

Examples of unlawful work-related sexual harassment include, but are not limited to:

- Conduct unreasonably interfering with the individual's work performance, or creating an intimidating, hostile or offensive work environment
- Direct or implied threats that submission to sexual advances will be a condition of continued volunteer service with the Clinic
- Sexually related material such as pornography, objects, pictures or internet sites

- Unwelcome verbal or visual conduct of a sexual nature such as comments, innuendos, jokes, emails, voice messages, gestures, leering or stalking
- Unwelcome physical sexual conduct, such as grabbing, groping, pinching, patting, and pulling against another's body, rape or any attempts to commit such wrongdoing.

Harassment is extremely serious misconduct and may result in discipline, up to and including termination of volunteer assignment. If you are aware of workplace discrimination or harassment taking place, you must immediately discuss your questions, problems, complaints or reports with the Volunteer Supervisor or the Chief Executive Officer.

To the extent possible, any investigation will be handled in confidence. However, the Clinic cannot promise anonymity to persons who report harassment or participate in any investigation. The Clinic reserves the right and hereby provides notice that third parties may be used to investigate harassment or discrimination claims. The Clinic prohibits retaliation against any volunteer who lodges a good faith complaint of discrimination or harassment, or who participates in any related investigation. Volunteers should recognize that making false or bad faith accusations of discrimination or harassment can have serious consequences for those who are wrongly accused. The Clinic prohibits deliberately making false and/or malicious allegations of discrimination or harassment, as well as deliberately providing false information during an investigation. Anyone who violates this rule is subject to disciplinary action, up to and including termination of volunteer assignment. Volunteers with question concerning this guideline are responsible for contacting the Volunteer Supervisor for clarification.

Workplace Violence

Workplace violence is any act of threat of physical violence, harassment, intimidation or other threatening disruptive behavior that occurs at a worksite. The Free Clinic prohibits volunteers and employees from engaging in workplace violence and requires that volunteers and employees report any incidence of workplace violence to their supervisor or the Chief Executive Officer immediately.

The Free Clinic prohibits and does not tolerate abuse, including physical or sexual abuse, in the workplace or in any organization-related activity. The Clinic provides procedures for employees, volunteers, family members, patients or others to report abuse and disciplinary action for those who commit such acts. No employee, volunteer or third party has the authority to commit or allow abuse.

Upon determination that abuse by an employee, volunteer or third party has occurred, disciplinary action up to and including termination of volunteer assignment or business relationship may occur. The Clinic may also report abuse allegations to appropriate law enforcement and/or regulatory agencies.

Anti-retaliation

The Free Clinic of Central Virginia prohibits retaliation against any employee, volunteer, board member, patient or family member who makes a good faith report of abuse or who participates in good faith in any related investigation. Making false accusations of abuse can have serious consequences for those who are wrongly accused. The Clinic prohibits make false and/or malicious abuse allegations, as well as deliberately providing false information during an investigation. Anyone who violates this rule is subject to disciplinary action, up to and including termination of volunteer placement.

Reporting Procedures

If you are aware of or suspect that physical or sexual abuse is taking place, you must immediately report it to your supervisor or the Chief Executive Officer. An investigation will be conducted, including law enforcement if appropriate, with an effort to prevent further events from happening. If law

enforcement is involved, Clinic volunteers and staff are required to fully cooperate with law enforcement personnel. The Clinic will make every reasonable effort to keep all matters regarding allegations as confidential as possible while still allowing for a prompt and thorough investigation.

Suspected Abuse, Neglect or Exploitation of a Child or Incapacitated Adult

It is the policy of The Free Clinic that all employees, volunteers and interns shall report every incident of suspected child or adult abuse or neglect to the Department of Social Services. The Free Clinic's confidentiality requirements should in no way impede a volunteer from reporting suspected child or adult abuse or neglect. Any volunteer who fails to fulfill his or her obligation to report incidents of suspected abuse or neglect is subject to disciplinary action up to and including termination of volunteer placement. The Volunteer Supervisor is responsible for ensuring that all volunteers are aware of their responsibilities as mandated reporters of child or adult abuse or neglect.

Further, it is the policy of The Free Clinic that any employee, volunteer or intern who abuses, neglects or exploits a patient, or permits a patient to be abused or neglected, is subject to immediate termination of employment, volunteer position, or internship.

Reporting Suspected Abuse or Neglect

All Clinic volunteers, while acting in their professional capacity, are required by Virginia law to report suspected child or adult abuse or neglect to the Department of Social Services. This policy requires that the volunteer also report suspected abuse or neglect to the Chief Executive Officer. Each volunteer shall be responsible for the documentation and reporting of suspected abuse or neglect.

The court may impose a fine for personnel who have observed suspected abuse or neglect and have not reported the incident to the Department of Social Services. Virginia law provides that persons making a report of abuse or neglect shall be immune from civil or criminal liability unless it is proven that the person acted with malicious intent.

- Any volunteer who suspects that a patient has been a victim of abuse and/or neglect, including staff/patient abuse, must immediately notify the Chief Executive Officer.
- After consultation with the Chief Executive Officer, the volunteer must immediately report his or her concerns to the appropriate local Department of Social Services. If the volunteer feels that consultation may unnecessarily delay action in a particular incident, the volunteer may contact the Department of Social Services prior to notifying management.
- Reporting concerns to the Chief Executive Officer in no way relieves an individual volunteer of ensuring that a report is made to the Department of Social Services.
- Each time a volunteer suspects that a patient has been abused or neglected, a report must be made to the Department of Social Services, even if repeated previous reports have been made.

