

GUILFORD COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES PUBLIC HEALTH		GUIDELINE PROCEDURE	MANUAL: AGENCY SUBJECT: Administration	
NAME OF GUIDELINE	NUMBER G-32	EFFECTIVE DATE 4/11/2013	REVISION 6/2020	PAGE 1 of 2
Volunteers	PREPARED BY: Executive Team	APPROVED BY: Executive Team	DATE LAST REVIEWED: 06/2020	

1. **Purpose:**

The volunteers of Guilford County Department of Health and Human Services, Division of Public Health, are a valuable resource. This guideline will provide guidance to ensure that volunteers are well-informed on issues such as confidentiality, liability, safety, and volunteer expectations.

2. **Guideline:**

All GCDPH volunteers will receive guidance on confidentiality, liability, safety, and volunteer expectations. They will complete forms that document their understanding and agreement of the volunteer expectations. instructions complete

3. **Programs/Divisions Affected:**

All

4. **Definitions:**

None

5. **Procedures:**

- 5.1 The volunteer can contact the Staff Development Coordinator or a program representative to obtain a Volunteer Application. The application is available online at <https://www.guilfordcountync.gov/our-county/human-services/health-department/about-us>.
- 5.2 The completed Volunteer Application is submitted to the Staff Development Coordinator for screening and distribution to program managers. (Volunteers must be at least 18 years of age and cannot be a current student in high school.)
- 5.3 The Staff Development Coordinator shall review the application and submits a summary of interests, experience, and availability to the program managers of applicant's interest.
- 5.4 Program managers distribute the information to supervisors, who will determine if they have a good opportunity for the applicant.
- 5.5 Program supervisors will contact the applicant for further information and to determine if the opportunity will be offered.
- 5.6 Once the volunteer is offered and accepts the opportunity, all volunteer forms must be completed. The supervisor is responsible for providing the volunteer orientation about the safety/health hazards they may encounter while performing their work responsibilities. Immunity information must be provided to the Staff Development Coordinator. All volunteers must meet the immunity requirements as directed in Agency Guideline G-23. Any expenses involved with obtaining this documentation is the applicant's responsibility.
- 5.7 The supervisor will send the completed application and forms to the Staff Development Coordinator for record-keeping. The supervisor is responsible for the agency time report for volunteers, as well as any required paperwork if the volunteer request. A time report of the total time logged by the volunteer will be submitted at completion of the assignment.
- 5.8 If it is deemed that the volunteer needs access to the County Network or other software programs, they must adhere to all County Policies regarding use and access to County devices, including the internet. The volunteer shall use only their assigned IDs and passwords to access the network and various software programs and their access to such program(s) shall be terminated when their work with the division is over.
- 5.9 If it is deemed that the volunteer requires a County ID, the PH Supervisor will follow procedure to obtain the ID and will collect the County ID upon completion of the volunteer assignment.
- 5.10 If any performance or disciplinary issues arise with the volunteer(s), the supervisor is responsible to document and discuss with the volunteer and other appropriate personnel (program managers, team members, etc.)
- 5.11 The volunteer can be dismissed should it be determined they are not abiding by agency agreements, the confidentiality agreement, or the expected code of conduct indicated in the Volunteer Agreement. The supervisor will consult with the program manager involved before dismissal

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6.0 Legal Authority
Refer to F-1 (Confidentiality) and F-16 (HIPAA) Agency Guidelines

7.0 Appendix (Available online at guilfordcountync.gov)

- 7.1 Volunteer Application
- 7.2 Volunteer Agreement
- 7.3 Confidentiality Agreement
- 7.4 Volunteer Time Report