

VOLUNTEER SERVICE

Bob Belloni Ranch encourages volunteer participation where feasible to enhance and expand the services offered to residents. Volunteers enable increased personal contact with residents, broadens community resources for programs, increases public awareness of the juvenile corrections system, and develops management skills among staff. Volunteers are recruited to supplement and enrich services for residents, but not to substitute agency activities and functions. The following individuals are not considered volunteers, and are exempt from these policy standards:

1. Paid staff,
 2. Individuals under a service contract,
 3. Individuals on official business, such as an attorney,
 4. Individuals who provide services only in the school setting and who are screened, trained, and supervised by school district personnel, or contracted educational service provider, or
 5. A guest on a one-time basis for a special program or event.
- A. PLAN COORDINATION: The Program Director is the assigned to coordinate the agency's volunteer services program and will:
1. Maintain a program volunteer database of approved volunteers, including their program assignment and service status;
 2. Manage the program volunteer services communication and recruitment;
 3. Coordinate the volunteer orientation and training program;
 4. Oversee retention of inactive volunteer records;
 5. Administer a volunteer recognition program; and
 6. Ensures the volunteer applicant has an approved criminal records checks.
- B. PLAN MANAGEMENT: The Residential Care Coordinator is assigned to manage the agency's volunteer services program within their assigned program and will:
1. Ensure volunteers are screened, approved, oriented, and trained prior to providing services.
 2. Maintain a service file on each volunteer under their purview. The file must contain all of the written forms and exceptions associated with the volunteer.
- C. VOLUNTEER ELIGIBILITY CRITERIA
1. Bob Belloni Ranch encourages volunteers from all ethnic, cultural and socioeconomic segments of the community.

2. The agency normally restricts volunteers to age 21 or older. Exceptions to this age restriction must be approved in writing by the Program Director and placed in the volunteer's file.
 - a. Written exceptions for the following circumstances are allowable:
 - a) Students who are at least 18 years old and required to participate in such experience to gain a college certificate or diploma, or professional licensing.
 - b) Persons who are at least 18 years of age and will not have direct contact with residents out of sight or hearing of staff.

D. APPROVAL PROCESS

1. Residential Care Coordinators must ensure prospective volunteers:
 - a. Complete a volunteer application and consent to:
 - a) Volunteer Criminal Records Check;
 - b) Conditions of Volunteer Service;
 - c) Liability and Volunteer Injury Coverage;
 - d) Policy and procedures for trainees and student interns;
 - e) Providing proof of current driver's license, clear driving record, and applicable automobile insurance, if the person will transport residents,
 - f) Participate in an interview with staff.
2. The Residential Care Coordinator must assign and follow-up with the Office Manager to ensure that a criminal records check is completed according to agency policy through Belloni Administration, and the applicant has been approved. Volunteers may provide limited volunteer services after a computerized criminal record review pending a final determination.

E. RESIDENT'S FAMILY, FRIENDS, FOSTER PARENTS AS VOLUNTEERS

1. The Residential Care Coordinator will ensure volunteer applicants who want to serve in a program in which a relative or family friend is housed have approved written exceptions from the Program Director.
2. Volunteer applications must be reviewed and authorized to ensure a conflict of interest does not exist, especially with any person with an existing relationship with a resident.
3. The written exception document must be retained in the volunteer's file.

F. EXCEPTIONS

1. If a volunteer wishes to serve at more than one program, the Program Director must make a written exception. If an exception is made, the Residential Care Coordinator of each location must work in collaboration to monitor the volunteer service.
2. The Residential Care Coordinator can give approval with the Program Director's permission to allow a volunteer whose application was denied at another program to serve in their program.

G. APPLICATION APPROVED: If the application is approved, the Residential Care Coordinator must:

1. Review the need for volunteers.
2. Ensure that a service description exists that outlines the volunteer's specific duties and responsibilities and that the volunteer has agreed to it in writing.
3. Ensure that the volunteer receives orientation training.
4. Monitor the volunteer during the service period and ensure that an annual service evaluation is completed. As part of this annual evaluation, the Residential Care Coordinator will ensure that the criminal background check is completed, and fully documented.

H. APPLICATION DENIED: Following the policy for employment, the Residential Care Coordinator must inform the volunteer applicant if the application is denied. Bob Belloni Ranch's decision to deny a volunteer application is final.

I. VOLUNTEER DESCRIPTION OF DUTIES: The Residential Care Coordinator must ensure duties specific to a volunteer assignment are provided in writing to each volunteer in their program.

1. The Program Director may authorize a trained volunteer who has a valid driver's license to operate an agency's vehicles to conduct business.
2. The Residential Care Coordinator must ensure the Description of Duties do not include:
 - a. Taking supervisory responsibility of a resident in a program;
 - b. Substitution for the required staff-to-resident ratio necessary for safety and security;
 - c. Conducting resident transports for treatment services;
 - d. Possessing keys and passwords, necessary to maintain security/safety and daily operations within the program;
 - e. Performing professional services that require certification or licensing unless active credentials or certificates are available, and

- f. Maintaining unauthorized contact with residents outside their assigned volunteer duties.

J. VOLUNTEER ORIENTATION TRAINING

1. The Residential Care Coordinator must ensure the volunteer's orientation includes, at a minimum:
 - a. Safety and security procedures;
 - b. Fire safety, emergency, and infection control plan;
 - c. Responsibilities during any emergency;
 - d. Names and positions of staff that will be working with the volunteer and monitoring the volunteer's duties, and the line of authority within the program;
 - e. Policies and procedures associated with the services provided. At a minimum, staff will ensure that volunteers have a clear and documented understanding of the agency mission, policies and procedures relating to confidentiality, resident rights, and appropriate relationship boundaries;
 - f. Expectations if the volunteer becomes aware of actual, suspected, or alleged abuse of or by a resident;
 - g. Time and place to report for service and who to contact when unable to report;
 - h. Tour of relevant areas of the facility where the volunteer will serve; and
 - i. adherence to the agency policy and procedure if the volunteer is working toward a professional certification, licensure, or college degree.

K. VOLUNTEER TERMINATION

1. The Residential Care Coordinator and/or the Program Director may discontinue the services of a volunteer for reasons including but not limited to:
 - a. Breach of confidentiality;
 - b. Unlawful conduct or breach of program policy or procedures;
 - c. Inability or unwillingness to cooperate with staff;
 - d. Activities which threaten the order or security of the program or the safety of the volunteer;
 - e. Erratic, unreliable attendance;
 - f. Unsatisfactory service;

- g. Decreased need for service;
 - h. If the volunteer has not provided services for a year;
 - i. If the volunteer's affiliation withdraws its endorsement of the volunteer; or
 - j. Upon the volunteer's request writing.
2. The Residential Care Coordinator will work the Program Director to initiate termination. The decision to terminate volunteer service is final