



## Boulder County Public Health

### Volunteer/Intern Policies and Procedures

Welcome to Boulder County Public Health (BCPH)! We hope this experience offers you a meaningful opportunity to put your valuable skills to work for Boulder County. Volunteers and interns can make a significant contribution to the BCPH mission to address social, economic, and environmental conditions to ensure that all people in Boulder County have the opportunity for a healthy life.

Volunteer Services contributes to the vision and mission of BCPH by supplying qualified volunteers and interns from the community, supporting staff to successfully partner with volunteers, and providing administrative support. Our goal is to ensure that volunteers and interns feel valued and supported, gain new skills, and become life-long ambassadors for public health.

Volunteer Services is responsible for:

- **Planning** for the utilization of volunteers and interns within BCPH programs.
- **Recruiting** volunteers and interns.
- **Collecting, screening, and tracking** volunteer and intern applications.
- **Coordinating placement** in conjunction with program managers and coordinators.
- **Orienting** volunteers and interns to BCPH's mission, vision, and culture.
- **Training staff** to work with and supervise volunteers and interns.
- **Keeping records** of volunteer and intern hours and statistics.
- **Supporting recognition** of volunteers and interns.
- **Evaluating** the impact of volunteers and interns for BCPH.

These policies and procedures were established with the objective that all volunteers and interns have a positive and productive work climate and that BCPH staff, volunteers, and interns understand specific working procedures. These policies and procedures are not to be construed as creating any contractual rights. The further use of the term "volunteer" throughout this document is meant to include "unpaid interns."





## Definition of “Volunteer”

A Boulder County “volunteer” is a person who gives time or expertise to Boulder County government, its staff, and its clients with no recompense or payment for services to County departments, offices, or programs. A volunteer must be officially accepted and enrolled by the agency prior to performance of the task. The volunteer may be donating time or expertise or may be in a service-learning project or internship for school or college. The person may also be an ongoing volunteer or a one-time-only project volunteer. Unless specifically stated, volunteers are not considered to be “employees” of the agency.

## Position Description

Each volunteer position has a written description that outlines the duties of the position. The position description is used for recruiting and throughout the volunteer’s term of service to ensure that expectations for both the volunteer and staff are clear and are being met.

## Application and Screening Procedure

Each new BCPH volunteer must complete an application that is retained by Volunteer Services. Most volunteers will also be interviewed by the volunteer supervisor prior to placement in a BCPH program. As a part of the screening process, Volunteer Services may perform the following checks:

- **Reference checks:** Volunteers are asked to supply up to three references (not a relative and at least one professional).
- **Background checks:** When the protection of clients demands it, volunteers in certain assignments will be asked to submit to background checks for misdemeanor and criminal offenses, and in some cases, for child abuse and neglect. Any volunteer who does not agree to these background checks may be refused assignment.
- **Driving record:** Some programs require volunteers to drive as part of their volunteer work. If that is the case, their driving records will be checked.

## Orientation

All volunteers must meet with Volunteer Services prior to starting the position. Orientation consists of a brief overview of the mission, vision, and structure of BCPH. All required paperwork is also completed at this time. Orientation specific to the volunteer program and position will occur on the first day of the volunteer position and will be provided by the volunteer’s direct supervisor.

## Immunizations

BCPH requires that all of its staff and volunteers have immunity to certain vaccine-preventable diseases. Official, written proof of immunity must be provided, either in the form of an immunization record or the report of a blood test that demonstrates immunity. Documented information about tuberculosis testing and/or history is also recommended. **This is especially important, as volunteers will not be able to start volunteering until after they have satisfied all of the required immunizations.**



The BCPH infection control nurse will review documentation for each volunteer and determine what immunizations, TB testing, and/or training (if any) is required. Volunteers should contact the infection control nurse if they need to change an appointment or cannot make their scheduled appointment. Vouchers for any subsequent requirements will be mailed to the volunteer, who will then be responsible for making arrangements for compliance with these requirements as soon as possible. All costs of immunizations required for volunteers are covered by BCPH. See [BCPH Administrative Policy #23](#).

### **Training**

All volunteers will receive specific on-the-job training to provide them with the necessary information and skills to effectively perform their assignments. In general, this training will be provided by the supervisor of the program. Learning and skill development opportunities may also be made available throughout the tenure of the volunteer. When possible, volunteers may attend appropriate in-service staff trainings or workshops.

### **Volunteer Supervision and Performance Evaluations**

Supervision needs of volunteers will depend primarily on the tasks they will be performing. Some position descriptions ask that a volunteer be able to work independently with little supervision, while other volunteer positions may require weekly supervision.

Volunteers may receive periodic evaluations throughout their volunteer assignments in order to review their work performance. These evaluation sessions provide an opportunity to review performance, suggest changes in work style, seek suggestions on enhancing the relationship with the agency, and ascertain continued interest in serving in their volunteer positions. All interns will receive evaluations in accordance with the requirements of their internships by their respective universities and colleges.

Volunteers are encouraged to be open and honest about their volunteer experiences and to be clear about additional needed support or suggestions on how supervisors can be more helpful.

If a volunteer placement has been unsatisfactory, several options may need to be considered:

- Coaching the volunteer to improve performance.
- For interns, notification of performance issues to the intern coordinator of the respective university or college by Volunteer Services.
- Reassignment to another position (if available) within the agency that is more appropriate for their skills.
- Dismissal: Any volunteers not adhering to agency rules and procedures or failing to satisfactorily perform their volunteer assignments will be subject to dismissal. They will be given an opportunity to discuss the reasons for possible dismissal with supervisory staff and the Volunteer Services Specialist before termination.



## **Grievances**

Volunteer supervisors are responsible for the day-to-day management and guidance of their volunteers and should be available on a regular basis for consultation. Volunteers are expected to go to their immediate supervisors with problems and concerns; however, if for any reason they are not comfortable talking with their direct supervisors or feel that their concerns are not being satisfactorily addressed, they have the option of contacting the Volunteer Services Specialist. This option should be explained to interns when they are first placed and should be included in writing in the "feedback process" section of intern placement agreements. The Volunteer Services Specialist is responsible for working neutrally and collaboratively with volunteers and supervisors to resolve conflicts.

## **Program Evaluations**

Volunteers have the opportunity to provide feedback to Volunteer Services at any time, whether it's in person and by phone or email. In addition, volunteers will be asked to complete a survey within the first two months of their service and at the end of their service. Information from these surveys will be used to make improvements on future volunteer positions, training, recognition, and supervision.

## **Maintenance of Hourly Records**

Accurate recording of hours is important to document the amount of time contributed to program efforts. Volunteers are responsible for keeping track of their own hours and submitting them to Volunteer Services at the end of each month.

Most volunteers can submit their hours to Volunteer Services by email (preferred method). If a volunteer is not comfortable using email or they need mileage reimbursement, they should fill out a paper timesheet and send it to Volunteer Services. The volunteer timesheet is located on *The Source* (i.e. BCPH's intranet site). ***Timesheets including mileage requires supervisor signature before it is submitted at the end of the month.*** See the mileage reimbursement policy below.

## **ID Badges**

All volunteers will be issued a BCPH photo ID badge that must be visibly worn at all times while on BCPH premises or when conducting official BCPH business off-site. The ID badge should be returned to Volunteer Services upon completion of the volunteer position or internship. See [BCPH Administrative Policy #30, Identification of BCPH Staff](#).

## **Confidentiality**

Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while working at BCPH, whether the information involves staff; a volunteer; overall agency business; or most importantly, a client. All volunteers will be asked to sign a confidentiality agreement to give assurance that federal rules and regulations regarding confidentiality will be upheld and that an individual's right to privacy will not be violated. See [BCPH Administrative Policy #15, Confidentiality](#).



## **Volunteer/Client Relationships**

The relationship between a volunteer and a client is guided by a profound respect for diversity and a belief in human potential, recognizing that each person has an individual dignity worthy of respect. Volunteers will respect the preferences and decisions of clients and refrain from applying undue pressure in matters of choice. Volunteers will not financially profit directly or indirectly from a client or engage in activities that pose a conflict of interest.

## **Dress Code**

As representatives of BCPH, volunteers are responsible for presenting a professional image to clients and to the community. As such, appropriate dress for the conditions and performance of the assignment is expected. See [BCPH Administrative Policy #29, Dress Code](#).

At a minimum, the following guidelines (which apply to all genders) must be followed:

- The midriff area cannot be exposed.
- Tops/shirts cannot be “low-cut.”
- Shorts/skirts must be at least mid-thigh length.
- Clothing must be free from:
  - Offensive language or images (particularly alcohol, drug, and tobacco promotion).
  - Holes, rips, tears, or significantly frayed edges.
  - Stains and/or dirt.

## **Professional Services**

Volunteers do not perform professional services requiring certification or licensing unless they are currently certified or licensed to do so and such services are assigned as a part of the position description. A copy of such certificate or license will be maintained by Volunteer Services.

## **Absenteeism**

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If a volunteer must be absent from a scheduled shift, the supervisor should be informed as far in advance as possible so adequate staffing can be scheduled. Volunteers are an integral part of program teams, and their absence may significantly impact staff. Attention to this issue is extremely important and greatly appreciated.

## **Software Management**

Staff and volunteers may not install personal software or download free software from the Internet onto County computers. See BCPH Administrative Policy #28, Software Management.



## **Response to Media**

In general, media requests for information, interviews, or statements on behalf of BCPH programs and activities must be referred to the volunteer's supervisor; if the supervisor is unavailable, contact the BCPH Health Communications and Marketing Manager. See BCPH Administrative Policy #5, Media Requests and Marketing Activities.

## **Multicultural Diversity**

It is an expressed goal of the Boulder County Commissioners to foster inclusion and multicultural diversity in all phases of Boulder County Government. Boulder County promotes an inclusive, multiculturally diverse workplace and recognizes, understands, and respects the interests and concerns of its diverse employees and residents. Multicultural diversity, for purposes of this policy, includes race, color, national origin, religion, gender, gender identity, disability, sexual orientation, age, socio-economic status and genetic information.

Boulder County is committed to an inclusive, multiculturally diverse workforce in all departments at every level. Boulder County shall strive to design all services and operations in every department to serve the diverse residents of the county. Multiculturalism shall be viewed as an integral and essential element of the county work environment, one in which great value is vested.

## **Harassment**

The county is committed to having a positive working environment for employees and volunteers and will use its best efforts to prevent and/or eliminate all forms of discrimination, harassment, and/or retaliation. Discrimination, harassment, and retaliation are an attack on the dignity of individuals and is a violation of county policy. It is also illegal under state and federal law.

Discrimination occurs when employment decisions are based on stereotypes or assumptions about the abilities, traits, or performances of individuals based on race, color, religion, gender, gender identity, national origin, age, disability, socio-economic status, sexual orientation, or genetic information.

Harassment is unwelcome conduct that is based on race, color, religion, gender, gender identity, national origin, age, disability, socio-economic status, sexual orientation, or genetic information. Harassment becomes unlawful when: 1) enduring the offensive conduct becomes a condition of continued employment, or 2) the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive.

Harassment can be verbal, visual, physical, or communicated in writing or electronically.



## **Transportation of Clients**

BCPH volunteers are not to transport clients in any manner unless this activity is specified in their job descriptions. See [BCPH Administrative Policy #18, Transportation of Clients](#).

The transportation of all clients must be conducted in accordance with all applicable BCPH and Boulder County policies and requirements, as well as Colorado motor vehicle laws. This includes but is not limited to:

- Ban on texting while driving.
- Ban on the use of all tobacco products in vehicles, including vaping products.
- Required use of seat belts, car seats, or other required safety equipment for passengers.

## **Mileage Reimbursement**

Mileage is paid for the use of a personal vehicle to conduct BCPH business. This applies only to those volunteers whose position descriptions require driving. Mileage will be paid at the currently approved rate that is established yearly by Boulder County. Volunteers must have a driving record in good standing, provide valid proof of insurance, and have a valid driver's license. Mileage should be recorded on the volunteer's monthly timesheet and be approved and signed off by the volunteer's supervisor. See [BCPH Administrative Policy #7, Mileage Reimbursement](#).

## **Insurance Coverage**

Boulder County offers the following protection to volunteers:

1. **Liability claims:** The County's liability coverage may be extended to volunteers for volunteer responsibilities. Volunteers may be covered for claims made against them individually or to protect and defend them if sued for an action while doing business within the scope of their part of a joint claim.
2. **Auto Liability Claims:** If a volunteer uses the volunteer's personal vehicle while conducting county business and has an accident which causes damage to the other vehicle or physical injury to its passengers, primary coverage will be from the volunteer's personal automobile insurance policy. If claims exceed the policy limits, the county's auto liability coverage may provide additional coverage.
3. **Accident Injury:** Accident medical expense protection has been purchased for volunteers. If injured while volunteering, this policy will cover expenses that are reasonable and customary per policy provisions. Coverage limits for the volunteer are \$25,000 written as an excess plan to any other type of health insurance including Medicare. If the volunteer has no health insurance, this excess coverage becomes primary. Accidental Death is subject to a \$5,000 limit and specific or dismemberment coverage is subject to a maximum limit of \$10,000. Limits and coverage provisions are subject to change according to insurance carrier terms and conditions.

## **Length of Service**

Some volunteer positions have a set term of duration. At the end of the term, an option for renewal may be discussed between the volunteer and the volunteer's supervisor. Volunteers are neither expected nor required to extend their volunteer service at the end of their term, although they are welcome to do so in most cases. They



may also seek different volunteer assignments within the agency or retire from volunteer service altogether. Volunteer positions that do not have set terms of duration will be handled on an individual basis between the volunteers and their supervisors.

### **Resignation**

Most volunteer positions are for a defined time period and volunteers are asked to honor that time commitment. However, volunteers may resign from their positions with BCPH at any time for any reason. A minimum of a two-week advance notice of departure and a reason for the decision is requested and appreciated. There is no mandatory retirement age for volunteers.

### **Reassignment**

Volunteers reassigned to new positions will receive appropriate orientation and training for those positions. In addition, any screening procedures appropriate for a specific position must be completed, even if the volunteer has previously worked elsewhere in BCPH.

### **End of Service**

Upon completion of BCPH volunteer service, volunteers must return their parking passes, ID badges, and other Boulder County property to Volunteer Services. They must also send an email to Volunteer Services indicating the number of hours they volunteered during their last month of volunteer service at BCPH.

### **References**

Volunteers should contact Volunteer Services or their direct supervisors for access to the following documents.

- Administrative Policy #5: Media Requests and Marketing Activities
- Administrative Policy #7: Mileage Reimbursement
- Administrative Policy #15: Confidentiality
- Administrative Policy #18: Transportation of Clients
- Administrative policy #23: Staff Immunizations
- Administrative policy #28: Software Management
- Administrative policy #29: Dress Code
- Administrative policy #30: Identification of BCPH Staff
- Boulder County Volunteer Policy
- Boulder County Multicultural Diversity Policy



- Boulder County Discrimination, Harassment, and Retaliation Policy