



Nevada Aging and Disability
Services Division
Volunteer Programs

NEVADA AGING AND DISABILITY SERVICES DIVISION VOLUNTEER RISK AND PROGRAM MANAGEMENT POLICIES (VRPM)



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INTRODUCTION

The Nevada Aging and Disability Services Division's (ADSD) volunteer programs rely on volunteers to serve older adults and individuals with disabilities within the state of Nevada. The ADSD volunteer programs or service areas include: State Health Insurance Assistance Program (SHIP), Senior Medicare Patrol (SMP), Medicare Improvement for Patients and Providers Act (MIPPA), Special Projects Program, the Long-Term Care Ombudsman (LTCO) Program and any other service area utilizing volunteers to be administered and managed by ADSD, hereinafter developed (collectively referred to as the Volunteer Program or the Program). The Medicare Assistance Program (comprised of the SHIP, SMP and MIPPA services), also, falls within the definition of Volunteer Program or Program and are governed by these policies. The volunteers serving under the Volunteer Program will be referred to as Volunteers going forward in this document. Volunteers are also included in the definition of Team Member.

Without sound volunteer policies, there are inherent risks to the utilization of volunteers. With that in mind, the Administration for Community Living (ACL) developed a set of volunteer policies for SMP and SHIP service area which are being adopted by the Volunteer Program. Any organization or sub-recipient who serves as a Volunteer Host Organization (VHO) is required to adhere to these policies for their respective volunteers. These volunteer policies are designed to establish and organize the structure and operation of the Volunteer Program. These policies describe the governing principles and values that shape and guide volunteer involvement, set expectations regarding the management of volunteer programs, delineate core expectations of volunteers, and broadly describe what volunteers may expect.

The purpose of these volunteer policies is to enhance the quality, effectiveness, and safety of services through the provision of guidance and direction to ADSD staff, VHO staff (collectively referred to as Staff, herein) and Volunteers. The volunteer policies are intended to support internal program management. They do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement.

These volunteer policies are consistent with, and support the missions of, the Volunteer Program, fostering the ethical, productive, and rewarding engagement of volunteers in service.

ACL and ADSD reserve the exclusive right to change any aspect of these volunteer policies at any time and to expect adherence to the changed policy by the Volunteer Program, Volunteers, and partners who serve as VHOs. ADSD further reserves the exclusive right to change these policies to align with State of Nevada policies and procedures.

These policies, also, will be referred to as the Volunteer Risk and Management Policies (VRPM).

These policies were created with true volunteers in mind, meaning those volunteers that do not receive regular compensation for their time and effort. Some of the items within this document are not appropriate for use with paid or in-kind staff and should not be applied to

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these Team Members. Many policies, however, such as those related to screening and training, are simply good practice and should be considered for implementation for all Team Members.

Under separate cover, procedures and forms have been developed to assist in the implementation and adherence to some of the VRPM policies. VHO's may adopt the developed procedures or develop their own procedures with approval of ADSD.

Section 1.0: Introductory Volunteer Engagement Policies

These five policies set the stage for volunteer engagement within the Volunteer Program and provide context for the policies that follow in subsequent sections.

1.01 Overall policy on engagement of volunteers

The Volunteer Program accepts and encourages the involvement of volunteers at a range of levels and within all appropriate projects and activities. Involvement of volunteers is a key component of the Volunteer Program.

1.02 Scope of the volunteer policies

Unless specifically stated, these volunteer policies apply to all volunteers in all programs and projects undertaken by or on behalf of the Volunteer Program, including volunteer involvement that is organized and managed by Volunteer Host Organizations (VHOs). The key component in the application of these volunteer policies is volunteers' performance of their respective volunteer service. While volunteers are clearly performing what could reasonably be called "volunteer service" under the direction and control of the Volunteer Program, those volunteers and their coordination are subject to the provisions of these volunteer policies.

1.03 Compliance

Volunteers are to be made aware and have access to of all volunteer policies. Volunteers are expected to conduct their service in the best interests of the Consumers (as defined under the Definition of Terms section), the integrity of the Volunteer Program, and the long-term reputation and sustainability of the Volunteer Program itself. Compliance with all VRPM policies is an expectation of the Volunteers.

Failure to comply should be first addressed with graduated responses designed to assist the Volunteer to return to functioning inside the rules. Should reasonable efforts on the part of Staff prove unsuccessful, further corrective action is warranted to be taken, up to and including dismissal.

1.04 Volunteer Role Classifications

These policies apply to all roles undertaken by Volunteers, whether through direct service or involvement in activities via a VHO.

Titles for volunteer positions in the Program are not nationally standardized and the exact number and kind of volunteer roles will be determined by each program or VHO under the Volunteer Program. Volunteers may be qualified to serve in one or more role(s). Titles for volunteer roles are listed below but are not limited to the following:

1. Administrative support aide
2. Call center operator
3. Complex interactions specialist

4. Coordinator
5. Counselor
6. Exhibitor
7. Information distributor
8. Marketer
9. Ombudsman
10. Presenter
11. Team lead
12. Trainer
13. Screener
14. Coach

See Section 3.14 for Role descriptions.

When new roles are created, care is taken to determine the risks connected to the new role and to design appropriate role descriptions, screening, training, and supervisory procedures.

1.05 Policy revision

For SMP/SHIP programs only: Alterations to or exceptions from the national SMP/SHIP volunteer policies may only be granted by ACL and must be requested in advance and in writing. Matters not specifically covered in the national policies are determined at the state level by the respective program director(s), the designated coordinator of volunteers, and/or other authorized ADSD staff.

Questions from volunteers, staff, or affected partners regarding interpretation of these policies should be addressed to the respective coordinator of volunteers for clarification and ultimately determined by the respective program director.

Section 2.0: Risk Management and Health and Safety

The safety of Staff and Volunteers is paramount. The Staff is responsible for the safety and well-being of Volunteers just as they are for the safety and well-being of their paid staff. The overarching rationale for this section of policies is that ADSD strives to operate a health-and-safety-conscious service environment and to deliver safe and reliable services to its Consumers.

Risk management is oriented to the Volunteer Program as a whole. It is, for example, a dimension of effective and safe role development, appropriate volunteer screening and placement, comprehensive volunteer orientation, training, certification, and ongoing volunteer supervision and support. The consideration of risks and their control should be the underlying factor in the development of all the volunteer policies and procedures, which govern both the management of the Volunteer Program and the performance of Volunteers.

2.01 Risk assessment

Every three years the coordinator of volunteers, along with Staff, will conduct a risk assessment on the roles, service, and activities of Volunteers.

Also, assessed regularly in connection with risk are training and qualification procedures, volunteer performance management, volunteer program management, and volunteer service site(s).

Risk management strategies are to be implemented as needed, including, in particular, local-level procedures that identify, prevent, and reduce the incidence and impact of risk.

2.02 Insurance

ADSD has evaluated insurance needs for all Program Volunteers to include workers' compensation and liability insurance. Nevada law as covered in [NRS 616A.130](#) requires that Volunteers be treated like "employees" for the purpose of offering worker's compensation. Volunteers are covered for medical treatment and costs and may be eligible for travel expenses and per diem associated with medical treatment.

Liability insurance is to be provided for each Volunteer that protects the State of Nevada and the Volunteer from the risks of liabilities imposed by lawsuits and similar claims. This coverage includes physical injury to another, damage to another's property and defense of an allegation of sexual abuse or sexual misconduct.

2.03 Automobile insurance coverage

Volunteers are to be advised to notify their own automobile insurance provider about their Volunteer driving activities and ensure coverage is in place that provides adequate protection. Volunteers who drive their own vehicle for volunteer service

purposes are required to carry liability coverage on any vehicle so used. The cost of this insurance is borne by the Volunteer.

Automobile insurance coverage is to be verified at least annually by a designated Staff member, signed off by the Volunteer, and the signed certification is retained in the Volunteer's Service Record.

Volunteers immediately notify the designated Staff member if their automobile insurance coverage lapses.

2.04 Safety training

Volunteers are to be informed of foreseeable hazardous aspects, materials, equipment, or processes they may encounter while performing volunteer service and are trained and equipped in methods to deal with all identified risks. Training for Volunteers will need to include discussion of safe practices and methods for responding to potentially hazardous situations. Volunteers will exercise caution in all service activities.

Volunteers who violate safety standards, who cause hazardous or dangerous situations, or who fail to report such situations are subject to disciplinary action, up to and including dismissal.

2.05 Reporting of abuse

Volunteers (with the exception of LTCO's) who witness instances of physical, psychological, financial or verbal abuse of Consumers while performing their assigned duties will report information to their volunteer coordinator or supervisor so that appropriate follow-up action may occur.

In the State of Nevada, Volunteers providing SHIP, SMP, MIPPA and Special Projects services (or the Medicare Assistance Program) are considered mandatory reporters of elder abuse in accordance with Nevada Revised Statute 200.5093. [NRS 200.5093](#) states that anyone "who, in his professional or occupational capacity, knows or has reasonable cause to believe that an older person has been abused, neglected, exploited or isolated..." must report the abuse, exploitation, neglect (including self-neglect), or isolation to the Elder Rights unit of the Aging and Disability Services Division, or the local police department.

Federal law excludes Ombudsman and representatives of the Office from abuse reporting requirements, including when such reporting would disclose identifying information of a complainant or resident without appropriate consent or court order, except as otherwise provided in § 1327.19(b)(5) through (8).

2.06 Privacy and location of counseling

Face-to-face interactions with individual Consumers should primarily take place at ADSD offices, partner agency sites or VHO designated locations. Where Consumers are unable to travel to the ADSD, partner agency or VHOs sites, Volunteers will discuss with Staff alternate meeting arrangements that will maintain Consumer

privacy. Off-site counseling service will not undertaken by Volunteers without prior approval.

Where one-on-one information is requested by an audience member at a public presentation, Volunteers provide only general information and do not gather personal, financial, or other confidential information from the Consumer. Inquiries that involve the collection of such personal, financial or other confidential information are arranged for a formal counseling session in an appropriately private location.

2.07 Home visits

To protect the safety of Volunteers, ADSD has determined that home visits are not allowed for any ADSD Volunteer. If a Consumer needs services and is not in a position to visit ADSD, partner or VHO sites, the Team Members will make the necessary arrangements to meet the Consumer in a safe and secure public place.

VHOs may allow Volunteers under their direction to make visits to a Consumer's resident if determined to be necessary. The VHO must establish written protocols to ensure the safety of the Volunteers and the Consumers involved as well as the privacy of the location.

2.08 Incident reporting

An incident is an event or occurrence, such as injuries, accidents, harassment, substandard volunteer service and serious judgment errors or other behavior missteps. An incident can be experienced, caused or witnessed by a Volunteer.

Any accident or injury to or by a Volunteer is to be reported immediately to the coordinator of volunteers and/or designated Staff member. Volunteers complete required accident and injury reports promptly following any incident.

(Also see section 3.98, Harassment)

2.09 Incident response

In response to a reported incident involving Volunteers, the coordinator of volunteers ensures/oversees the notification of relevant authorities (e.g., Safety Coordinator, ADSD management, police, public health, insurance, ACL, etc.) as appropriate and undertakes subsequent steps necessary to respond to and resolve the incident.

2.10 Emergency contact procedures

ADSD or VHO has emergency contact information on all of its Volunteers – even short-term Volunteers – and a procedure that enables Volunteers to communicate with Staff at any time Volunteers are on duty. Response to emergency communications takes place without delay.

2.11 Disaster plan

ADSD has plans for dealing with natural disasters, including flood, tornado, earthquake, and pandemic. In addition, the Volunteer Program has a communication plan for alerting Volunteers who might be engaged in performing volunteer service in affected communities.

Section 3.0: Volunteer Program Management

The policies in this section pertain to volunteer program management. They are divided into the following subcategories. *(If viewing electronically, clicking the hyperlinks will advance you to selected categories.)*

- [Infrastructure](#)
- [Role design](#)
- [Recruitment](#)
- [Screening](#)
- [Placement](#)
- [Orientation and training](#)
- [Performance management](#)
- [Volunteer behavior, performance, and roles](#)
- [Retention and recognition](#)
- [Volunteer/paid staff relationships](#)

Infrastructure

3.01 Fair and equitable application

Volunteer policies guiding volunteer program management apply equally to all Volunteers, and compliance with these policies is a condition of continued volunteer involvement in the Volunteer Program.

3.02 Community representativeness

The Volunteer Program strives to develop a volunteer population that mirrors the diversity of the community in which it operates based on data reflected in the most recent census. The Program will adhere to the State of Nevada's Affirmative Action plan (NRS 284.065/NAC 284.114/).

3.03 Consumers and relatives as volunteers

Relatives of Consumers may serve as Volunteers but are not placed in a position of direct service or relationship to members of their family who are receiving services.

(This policy is recommended for VHO, but not required.)

3.04 Service at the discretion of the Volunteer Program

ADSD accepts the service of Volunteers with the understanding that such service is at the sole discretion of the Volunteer Program. Volunteers agree that the Program

and/or ADSD may at any time decide to terminate the Volunteer's relationship with the Volunteer Program or to make changes in the nature of their volunteer assignment.

When a Volunteer is involuntarily released from one service area, they will be released from all service areas included in the Volunteer Program. The Volunteer will receive written notice from Staff regarding any dismissal.

A Volunteer may at any time, for any reason, decide to voluntarily sever her or his tenure with the Volunteer Program. A two-week written notice from the Volunteer would be appreciated.

REFERENCE: See sections [Performance management](#) and [Volunteer behavior, performance, and roles](#)

3.05 Volunteer rights and responsibilities

Volunteers are viewed as a valuable resource to the Volunteer Program, its Staff, and its Consumers.

Volunteers have the right to be given meaningful assignments, the right to be treated as equal Team Members, the right to effective supervision, the right to be informed about significant matters affecting their roles and the right to recognition for service done.

In return, Volunteers agree to actively perform their assignments to the best of their abilities, comply with the Volunteer Risk and Program Management Policies and any VHO Policies and procedures, if applicable, and other service-related direction and provisions, and remain loyal to the values, goals and procedures of the Volunteer Program.

3.06 Volunteer program management system

The Volunteer Program ensures that an infrastructure is in place to support volunteer involvement and volunteer program management that, together, create effective, productive, safe, and rewarding volunteer involvement.

The Volunteer Program management system may include, but is not limited to:

- communication system
- reporting and accountability system
- program evaluation system
- performance management system
- risk management system
- operating budget
- staff resources
- accessible, appropriate physical space and necessary equipment

Many specific parts of the Volunteer Program management infrastructure are further identified and described in these volunteer policies.

3.07 Coordinator of volunteers

The Volunteer Program has at least one staff person responsible for coordinating and managing the involvement of Volunteers. As required by program or budgetary limitations, this role may be shared among Staff.

It is strongly recommended that each VHO has designated staff to fulfill the role of coordinator of volunteers.

3.08 Resources for volunteer support and involvement

An annual budget for the Volunteer Program is formulated with input from the program director(s) based upon grant/state funding.

An annual budget that includes financial resources for volunteer support and involvement is required by all VHO's.

3.09 Maintenance of records

A system of records is to be maintained on each Volunteer, including, but not necessarily limited to:

- application and related information gathered in the screening process
- dates of service
- roles assumed
- training and orientation received
- duties performed and hours of service
- performance records including appropriate documentation of any performance issues
- awards received and achievements attained
- record of exit
- current contact information and emergency contact information

Volunteer service records are accorded the same confidentiality as staff personnel records. Volunteer records are to be kept in a secure location and requests for information contained in the records are approved as appropriate by the coordinator of volunteers or other Staff.

3.10 Volunteer access to volunteer service record

Upon reasonable notice, Volunteers may examine the contents of their own service record. Records will be maintained for a minimum period of three years after the close of the ACL grant(s) covering the service(s) to be provided. This policy applies to VHO's even if the close of their sub award occurs before the end of the ACL grant(s).

3.11 Evaluation of the volunteer involvement and the volunteer program management system

The coordinator of volunteers will conduct regular evaluations of both Volunteer involvement and the infrastructure in place to support Volunteer involvement in the Volunteer Program. These evaluations include feedback from both Volunteers and Staff, along with community partners as appropriate. The coordinator of volunteers provides periodic reports to Staff on current operations and future needs. Reports will outline future goals and plans for improvement.

Role Design

3.12 Volunteer role development

Volunteers may fill a wide range of standard roles. All roles must conform to the primary goals of the Program.

Staff is encouraged to identify possible new roles for volunteers. Volunteers may be invited to serve at a range of levels of skill and decision-making.

3.13 Volunteer-Staff interface

Volunteers should be used to increase reach of the Volunteer Program and better serve Consumers, not take the place of paid Staff. The availability of volunteer resources is never a factor in the consideration of Staff layoffs, terminations or loss through attrition. Volunteers supplement but do not supplant the work of paid Staff.

3.14 Role descriptions

Prior to any recruitment effort or Volunteer assignment, a role description is developed for each volunteer position. All role descriptions include, but may not be limited to the following:

- purpose of the role
- role duties
- designated supervisor
- service site location(s)
- time frame for the performance of the service along with service schedule
- qualifications
- benefits of the role to volunteers
- measures
- limitations

Role descriptions should be reviewed and updated at least annually by the coordinator of volunteers, or whenever a role changes substantially. Role descriptions developed by VHOs must be provided to appropriate ADSD staff.

3.15 Standards of performance

Standards of performance are established for each volunteer role. A copy of the relevant standards of performance is provided to all Volunteers at the beginning of their assignment. These standards will be incorporated into the role description.

3.16 Refusal of assignments

Volunteers should refuse service assignments whenever an assignment exceeds the parameters of the volunteer role description, requires the Volunteer to perform a function for which they have not been trained or are not qualified, or exceeds the

limits of their individual capacity. Refusing such assignments should not affect their standing within the Program and/or volunteer role. Requests for refusal of assignments should be submitted to the appropriate coordinator of volunteers in writing.

Also see service site under section 3.18.

3.17 Paid staff requests for volunteers

Requests from Staff for volunteer assistance are communicated to the coordinator of volunteers. The coordinator of volunteers will recruit and place Volunteers only in settings where Staff are clearly supportive of volunteer involvement and willing to work together with, and provide support for, volunteer participation.

3.18 Service site

A safe and appropriate service site must be established for every Volunteer. While Staff makes every effort to only secure safe office and off-site facilities, Volunteers have the right to leave any facility where they deem their security, health or safety are at risk. Volunteers should notify host of event if off-site and Volunteer Program Staff before leaving.

3.19 Length of service

All volunteer roles have a set term of service. Volunteer assignments end at the conclusion of their set term, without expectation of reassignment of that role to the incumbent.

3.20 Leaves of absence

At the discretion of the coordinator of volunteers, in consultation with the Volunteer's immediate supervisor where appropriate, leaves of absence are granted to Volunteers.

Recruitment

3.21 Recruitment

Volunteers are recruited by the Volunteer Program on a pro-active basis, with the intent of broadening and extending ADSD services to Consumers.

Acceptance as a Volunteer is not automatic. Volunteers must fulfill all screening, orientation and training requirements for the role in which they are interested before being accepted into service.

3.22 Non-Discrimination

Volunteer roles are open to community members of all ages above the age of majority (currently 18 in the State of Nevada) regardless of race, religion, color, national origin, gender, gender identity, sexual orientation, ancestry, mental or physical disability, medical condition, disability, political activity, marital status, or age. The sole qualification for volunteer assignment to a specific role is suitability to perform a task on behalf of the Program.

3.23 Recruitment of minors

This recommended ACL policy was not adopted by the Volunteer Program.

3.24 Advertisement of volunteer opportunities

Opportunities to volunteer should be publicized broadly and through a variety of methods to ensure that no group of people is excluded because of limited distribution of information.

3.25 Communication with prospective volunteers

Response to people who express an initial interest in volunteering with a Volunteer Program is timely. A response protocol exists to prevent undue delay and ensure that prospective volunteers receive a welcoming and effective recruitment message.

3.26 Wait list

If volunteer opportunities are not immediately available or initial volunteer training is not available quickly, the Program may maintain a wait list of interested prospective volunteers or help volunteers find another suitable volunteer service. The Volunteer Program will make efforts to keep the interested prospective volunteer engaged.

(This policy is recommended for VHO, but not required.)

Screening

3.27 Selection policy

The decision to accept (or not) each volunteer applicant is based on careful consideration of all pertinent information gathered in the screening process.

The Volunteer Program strives to maintain a safe and productive service place with honest, trustworthy, reliable and qualified volunteers who do not present a risk of harm to themselves, other persons, or the reputation of the Volunteer Program. Screening processes are clear and comprehensive and standards are never waived, even for persons known to the screener.

Screening inquiries are limited to collecting information directly connected to the ability of the applicant to effectively perform volunteer service for the Program.

The Volunteer Program applies a formal selection process to all prospective volunteers. This process varies according to the nature and degree of responsibility in the service to be done, access to money or other valuables, access to personal or confidential information, and/or access to Consumers or members of the public.

3.28 Screening authority

Screening and acceptance decisions are made by authorized persons. The authorized persons include coordinator of volunteers, statewide volunteer coordinator, if applicable, and Staff as designated by the Program's director and/or VHO management.

3.29 Equity and human rights compliance

While screening processes vary by role, applicants for any given role are screened in the same way as all other applicants for that same role.

All screening inquiries and decisions comply with relevant human rights requirements.

3.30 Right of refusal

Acceptance as a volunteer is not automatic. The Volunteer Program reserves the right not to accept applicants based on an objective and equitable assessment of their suitability. Not all people are suited to all roles. Screening and placement decisions must focus solely on the suitability of the volunteer and their ability to perform the assignment and meet performance standards.

3.31 Full disclosure of process and volunteer consent

Prospective volunteers are notified early in the application process about the range of screening inquiries used by the Program for its various volunteer roles. No screening inquiry is undertaken without the prior knowledge and permission of the applicant.

Prospective volunteers agree to the right of the Volunteer Program and entities within the Volunteer Program network to conduct appropriate inquiries regarding the background and qualifications of applicants and will cooperate fully in the fulfillment of these inquiries. Prospective volunteers have the right to refuse permission for any screening inquiry in which case, the Program or the screening entity within the Program reserve the right to terminate the application process and refuse acceptance as a Volunteer.

Applicants are informed of a projected timeline of the screening process at the time of their initial interview. They are updated if screening takes longer than expected. Prospective volunteers are informed of the outcome of their application as expeditiously as possible.

3.32 Application form

A standardized application form is completed by all prospective volunteers.

3.33 Interviews

All prospective volunteers are interviewed to ascertain their suitability for, and interest in, various roles within the Volunteer Program.

3.34 Availability of suitable volunteer roles

In cases where the interview does not uncover a suitable placement for a prospective volunteer, or where the Volunteer Program cannot meet his or her interests, needs or availability, the volunteer is provided other recommendations.

3.35 Conflict of interest

No person who has a conflict of interest in connection with the service they will do with any Volunteer Program, whether personal, philosophical, or financial may serve as a Volunteer. Volunteers agree to not promote any personal or business interest while undertaking their assignment. One example of persons with an inherent conflict of interest is anyone who is licensed and actively selling Medicare insurance.

A conflict of interest in one service area will exclude an individual from serving in any other service area within this Volunteer Program.

3.36 Reference checks

Reference checks may be conducted for prospective volunteers who may be placed in a position of trust. If so, reference checks must be consistently conducted for all individuals being screened for the same role.

3.37 Background checks

All Volunteers will undergo background checks that may include, but may not be limited to verification of:

1. identity
2. volunteer history and experience
3. employment history and experience

4. education
5. social security number

Note that in common usage the term “background check” is sometimes synonymous with “criminal records check.” In these policies, the two are very different things. A “background check” includes any or all of the five checks noted in the policy above, while the term “criminal records check” refers specifically and only to a check of an applicant’s criminal history; it is not part of the background check but is separate from it (see next policy).

3.38 Criminal records check

All prospective volunteers are subjected to a state and national-level criminal record check.

The Volunteer Program has a protocol for determining which criminal violations render a volunteer unsuitable for their assignments.

SEE: Self-Declaration of Criminal Conviction in Appendix

3.39 Driver’s license and record checks

All Volunteers whose responsibilities involve operation of a motor vehicle are required to sign a certification verifying they have a valid driver's license and automobile insurance.

3.40 Limiting conditions affecting volunteer service

Volunteers who have any medical or psychological condition that might affect the safe and effective performance of their volunteer service are requested to consult with the coordinator of volunteers about their ability to perform their assigned duties.

3.41 Probationary period

All new volunteers are placed on probation for a period of three months after their initial training is complete and they have been placed into a role. Adjustments are made wherever appropriate, including the possibility of placement into a different volunteer role that better suits the volunteer. If it is determined by either party during the probation period that involvement in the service of the Volunteer Program is not appropriate, termination can be immediate and without prior notice or reason provided by either party.

Probationary status also applies to volunteers who have been reassigned to new roles.

Although, the VRPM requires that all new Volunteers are placed on probation for a period of three months after their initial training, the Volunteer Program will utilize observation, coaching and corrective action to manage Volunteers.

3.42 Documenting screening

The Volunteer Program has a screening documentation process that sets out what documentation is created, for how long it is retained, and when it is to be destroyed.

Screening documentation is both created and retained so that the organization has proof of its screening processes and a basis to defend its screening decisions in a legal action.

Documentation is retained as follows:

- For applicants accepted into volunteer service: Screening documentation becomes part of the Volunteer's Service Record and is retained for a minimum of seven years after the Volunteer's involvement with the program terminates.
- For applicants not accepted into volunteer service: Screening documentation is retained for a minimum of six months after the volunteer has been notified of the non-acceptance of their offer of involvement.
- For applications received by individuals who never complete initial screening, applications are destroyed after three months.

3.43 Confidentiality of screening information

The confidentiality of information collected during volunteer screening is carefully protected. It may be shared with volunteer screening/hiring authorities as needed in the determination of volunteer suitability.

3.44 Incomplete or false information

Falsification of information, including material omission or misrepresentation, at any point during screening is grounds for immediate disqualification from the application process, or even immediate dismissal if the falsehood is discovered after acceptance.

3.45 New screening standards for current volunteers

All Volunteers, regardless of length of tenure, are subject to the provisions of all volunteer policies, including new policies coming into effect during an existing Volunteer's tenure.

Existing Volunteers must meet all new screening standards relevant to the role(s) they hold, with the exception of interviews and reference checks which do not need to be initiated or repeated with existing Volunteers.

3.46 Reconfirmation of screening

The Volunteer Program will require certain documents to be completed on a yearly basis as identified in the 3.46 procedure.

3.47 Up-Screening

Although, the VRPM suggests up-screening, the Volunteer Program screens all Volunteers consistently no matter the level of the role.

3.48 Screening of previous volunteers

Re-acceptance of previous Volunteers is not automatic. Re-acceptance decisions are based on past performance and the results of any updated or additional screening. If the Volunteer has been absent for six months or more, a new criminal history record check will be conducted.

3.49 Revisions to the screening process

Screening protocol is adjusted as roles change and/or as standards of care evolve. Due diligence is recommend.

Placement

3.50 Placement

When placing a Volunteer in a role, attention is paid to the interests and capabilities of the Volunteer and to the requirements of the volunteer role. Placements are not made unless the requirements of the volunteer, the role requirements, and the supervising staff can be met. Volunteers are not placed in roles where paid staff are unsupportive.

Volunteers should know their rights and made to feel comfortable in declining a suggested placement and/or in requesting changes to their assignment at any point in their relationship with the Volunteer Program. Wherever possible, volunteer roles are adjusted to meet the interests and availability of volunteers. Final placement decisions are made at the discretion of the Volunteer Program Staff.

3.51 Staff participation in interviewing and placement

Wherever possible, Staff, who will be coordinating assignments, supervising or working with the Volunteer, should participate in the interview and placement process.

Final assignment of a Volunteer does not take place without the approval of the Staff with whom the Volunteer will be serving.

3.52 Acceptance and appointment

Service as a Volunteer within the Program begins only with an official, written notice of acceptance or appointment to a volunteer role. No offer of acceptance is issued on a conditional basis.

Volunteers may be offered the opportunity to attend initial volunteer training if it is scheduled in the midst of the screening process (e.g., while waiting for results of criminal records check, driver's record check, etc.) as long as volunteers understand that they are not yet accepted as a Volunteer and still agree to devote time to training under these terms.

Volunteers may participate in some limited Program services before formally accepted into the Volunteer Program (i.e. shadowing or observing services) if accompanied by Staff.

3.53 Placement check-in

Thirty (30) days after a Volunteer's placement, an optional second interview with the Volunteer may be conducted, providing an opportunity for mutual assessment of the initial placement. At this point either the Volunteer or Staff may request an adjustment to the role, re-assignment to a different role, or determine that the Volunteer is not suitable for a role within the Volunteer Program.

3.54 Re-assignment

Volunteers who are at any time re-assigned to a new role will receive all appropriate orientation, training and up-screening (if applicable) before they begin service.

Orientation and Training

3.55 Orientation

All Volunteers receive orientation on topics that include, but are not limited to:

- the purpose and values of the particular Volunteer Program
- the nature and operation of the Program or activity for which they are recruited
- the purpose, duties and requirements of the role that they are accepting

Volunteers must fulfill all mandatory orientation requirements before any service is assigned to them.

3.56 Training

Minimum initial and ongoing volunteer training requirements are established by the Volunteer Program and involve the delivery of a volunteer training program tailored to specific volunteer roles. Volunteers must fulfill mandatory training requirements before any service is assigned.

3.57 Credit for related training

At the discretion of the Volunteer Program, credit may be given for training received from another organization that overlaps with training provided by the Volunteer Program.

3.58 Demonstrating qualifications

Following training, Volunteers are tested on their knowledge and abilities for certain roles and must demonstrate minimum levels of comprehension and skill. For such roles, Volunteers are not assigned duties until their qualification for the role is certified, using the criteria and process required by the Volunteer Program.

3.59 Hands on training

Volunteers receive specific hands-on training which provides the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training are appropriate to the complexity and demands of the role and the capabilities of the Volunteer.

3.60 Paid staff involvement in orientation and training

Paid staff members with responsibility for service delivery have an active role in the design and delivery of both orientation and training of volunteers.

3.61 Volunteer involvement in orientation and training

The participation of experienced Volunteers is invited in the design and delivery of volunteer orientation and training.

3.62 Continuing education

At the discretion of the Volunteer Program, update training and/or recertification training is required for some volunteer roles.

Volunteers who are not able to meet continuing education requirements for their role are respectfully removed from service in that role.

3.63 Conference attendance

Volunteers are encouraged to attend conferences and meetings that are relevant to their volunteer assignments, including those run by the Program and by other organizations.

Prior approval from the program director is obtained before attending any conference or meeting if attendance will interfere with the Volunteer's schedule or if reimbursement of expenses is sought.

Performance Management

3.64 Components

A constructive, positive and success-oriented performance management system must be in place. The performance management system includes three primary components:

- supervision
- performance evaluation
- corrective action

3.65 Supervisor's role

Volunteers receive supervision from the coordinator of volunteers and/or Staff who follow performance management policies and procedures in their day-to-day work with Volunteers.

In instances where more support, understanding or direction is needed, the coordinator of volunteers works with assigned Staff to support the Volunteer in achieving necessary modifications.

3.66 Notice of performance management system

Volunteers are advised of the existence of the volunteer performance management system during their initial orientation with the Program.

3.67 Right of supervision and support

The Program has both the right and the obligation to provide supervision and support, to manage the service done by Volunteers and to determine the nature and extent of supervisory guidance provided to Volunteers.

3.68 The nature of supervision and support

Supervision and support of Volunteers reflects the principle of positive, constructive and success-oriented guidance that underpins the volunteer performance management system.

3.69 Acceptance of supervision

Upon acceptance into service with the Program, Volunteers agree to accept supervision and support from designated supervisory staff.

3.70 Requirement of a supervisor

Each Volunteer who is accepted into a service role has an identified supervisor who is responsible for direct supervision and support of that Volunteer.

3.71 Volunteers as Team Leaders

Experienced and qualified Volunteers may be assigned team leader responsibilities provided that they are, themselves, under the direct supervision of a Staff member.

3.72 Lines of communication

Volunteers receive all necessary information pertinent to the performance of their role assignments. Accordingly, Volunteers are included in and have access to all appropriate information, memos, materials, meetings, and Consumer records relevant to service assignments.

Additional assignments need to be discussed and approved with the coordinator of volunteers or designated Staff responsible for assigning duties prior to recruiting volunteers for additional assignments. Volunteers have the option to agree or disagree to take on additional assignments.

3.73 Evaluation of volunteer service

Volunteers receive periodic evaluation of their service.

3.74 Documenting performance

The substance and outcomes of volunteer performance evaluations are documented by the coordinator of volunteers or designated Staff and placed in the Volunteer's service record.

3.75 Communication of volunteer performance

All parties involved in the supervision of Volunteers maintain regular flow of communication regarding volunteer performance and ensure that the coordinator of volunteers is immediately informed should any substantial performance issue arise.

The coordinator of volunteers or designated Staff is informed immediately of any substantial change in the service or status of a Volunteer and is consulted in advance before any corrective action is taken.

3.76 Progressive corrective action

The Volunteer Program has a written protocol for corrective action that includes a wide range of intervention techniques which are progressive in nature. When corrective action is necessary, it is positive, constructive, and success-oriented, designed to help Volunteers whose performance and/or behavior is not meeting expectations.

The seriousness of corrective action is matched to the nature of the performance issue, becoming progressively more serious with either the unacceptability of the transgression or the repeated failure by the Volunteer to improve the situation.

3.77 Dismissal of a volunteer

Volunteers are subject to dismissal when they:

- do not adhere to the rules, policies or procedures of the Volunteer Program, the State of Nevada, and/or VHO;
- repeatedly fail to perform a volunteer assignment satisfactorily despite supervisory support and other corrective action interventions.

The Volunteer Program establishes grounds for dismissal of Volunteers. Individual situations vary and the coordinator of volunteers should use discretion and good

judgment in all decisions regarding possible volunteer dismissal. Dismissal from one service area is an automatic dismissal from the Volunteer Program.

3.78 Immediate dismissal

Some behaviors are so unacceptable that they are simply not tolerated by the Program. Such behaviors trigger immediate dismissal of Volunteers from all volunteer service. When there is sufficient information to indicate that the unacceptable behavior has taken place, the Volunteer is immediately relieved of his or her position.

The Program establishes grounds for immediate dismissal. Individual situations vary and the coordinator of volunteers and any designated Staff will use discretion and good judgment in all decisions regarding possible Volunteer dismissal.

3.79 Notice of departure of volunteer

When a Volunteer departs from the Program, whether voluntarily or involuntarily, or is reassigned to a new role, the coordinator of volunteers provides written notice, when applicable, of such to all affected Consumers and Staff (paid and unpaid).

If the Volunteer is reassigned to a new role, those with whom they previously serviced should be advised so that future communication with the Volunteer is restricted, as needed, to the boundaries of the new position.

3.80 Cessation of service relationships

When a Volunteer is dismissed, their relationship to the Volunteer Program, its services, Staff and Consumers is irrevocably severed. Volunteers are informed that further program- or service-related functions along with connections with Staff, partners and Consumers cease upon dismissal.

3.81 Performance management review and appeals procedures

The Volunteer Program has a corrective action review and appeals procedure in place. Volunteers are made aware of the appeals procedure upon acceptance into volunteer service.

3.82 Grievance/complaint procedure

Volunteers with complaints or grievances with Staff, other Volunteers, Consumers or partner organizations communicate these to the coordinator of volunteers. If the complaint involves the coordinator of volunteer, the Volunteer conveys the complaint to the next person in the chain of command. All complaints will be treated as confidential.

3.83 Investigation of outside complaints

The Program has a process for investigating and resolving complaints from Consumers and other outside parties against Volunteers.

3.84 Resignation

Volunteers may resign from their volunteer service with the Volunteer Program at any time and for any reason.

Volunteers who intend to resign provide as much advance notice of their departure as possible along with the reason for their decision.

Volunteers are informed that further program- or service-related functioning along with connections with staff, partners and Consumers cease upon resignation.

If applicable, Consumers working with the Volunteer should be informed in writing of the assignment of a new volunteer to their case.

At the time of resignation, Volunteers should turn in all identification and other property or materials belonging to the Program or VHO.

3.85 Volunteers Aging in Place

The commitment of Volunteers occasionally leads to Volunteers who attempt to continue providing service even when their capacities have diminished to a point where quality of service and safety become issues.

To address this issue, Staff shall establish a protocol for addressing the suitability of continued volunteer service.

3.86 Exit interviews

Exit interviews, when possible, are conducted with Volunteers who are leaving their roles.

Volunteer Behavior, Performance and Roles

3.87 Clarification of meaning

It is the Volunteer's responsibility to seek clarification about policies, as needed. Not understanding a policy is not acceptable grounds for failure to comply.

Matters not specifically covered in these policies are determined by the Program Director or statewide volunteer coordinator, if applicable, or VHO designee.

3.88 Volunteer conduct

Volunteers perform their duties in an objective, timely and conscientious manner. At all times, Volunteers act in a knowledgeable manner, consistent with their training and these policies.

3.89 Boundaries and ethics

The Program clearly communicates role boundaries to Volunteers. Volunteers recognize and respect the limits of their skills and abilities, and the boundaries and limitations of their role. If a Volunteer is in doubt regarding the limitations of their role, no action is taken until direction on the matter is received from the volunteer's supervisor, the coordinator of volunteers, or another authorized Program representative.

3.90 Provision of service

Volunteers provide service in a responsible and objective fashion, without regard to the background or characteristics of the Consumer.

Volunteers provide current and accurate information and seek additional assistance or information when in doubt or when specialized knowledge or expertise is required.

Volunteers do not recommend or endorse specific services, providers or products to Consumers. Volunteers do not make plan choices or decisions for Consumers.

3.91 Representation of ADSD or the Volunteer Program

Volunteers are agents of ADSD and the Volunteer Program while functioning in their assigned volunteer roles. Volunteers are not spokespersons for ADSD or the any service area within the Volunteer Program in any formal sense and will not represent themselves as such.

Prohibited actions in this regard include, but are not limited to:

- public statements that might in any way be construed as originating from or representing the respective Volunteer Program
- statements to the press regarding anything pertaining to the Volunteer Program or ADSD or the Volunteer's service with the program
- lobbying efforts with other organizations, governments or other entities
- collaborations or joint initiatives not clearly authorized in advance by the Volunteer Program

- any agreements, undertakings or contractual obligations on behalf of the State of Nevada, ADSD or the Program
- online statements in social media or other forums that might be construed as officially representing the State of Nevada, ADSD or the Volunteer Program

3.92 Identification (Name Badges)

Volunteers are provided identification that establishes their affiliation with the Volunteer Program or VHO. Volunteers carry with them their identification while engaged in the business of the Volunteer Program. Volunteers use the identification only when undertaking official and authorized volunteer duties.

3.93 Use of ADSD, VHO and Volunteer Program affiliation

Volunteers may not use their affiliation with ADSD, any VHO or the Volunteer Program in connection with partisan politics, religious matters, business dealings or community issues. Volunteers do not sell, recommend, or endorse any specific insurance or medical product, agent or company, or promote religious or political beliefs, perspectives or practice.

3.94 Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a Volunteer, whether this information involves a member of Staff, a Volunteer, a Consumer or other person, or involves the overall business of ADSD or the Volunteer Program.

Volunteers take all steps necessary to safeguard the confidentiality of all program and Consumer related information and to prevent personal information of Consumers from falling into the possession of unauthorized persons. Volunteers use any information collected or obtained in their course of their service only to assist the Consumer or otherwise fulfill volunteer role responsibilities. No information collected or obtained in the course of volunteer service is disclosed other than when clearly approved by an authorized Program representative.

There is zero tolerance for breaches of confidentiality in connection with Volunteer Program services.

Volunteers are required to follow the Department of Health and Human Services Health Insurance Portability and Accountability Act (HIPAA) confidentiality procedures.

3.95 Dress code

As representatives of the Volunteer Program, Volunteers, like Staff, are responsible for presenting a good image to Consumers and to the community. Volunteers dress

appropriately for the conditions and the nature of their volunteer duties, maintaining a high standard of personal appearance, hygiene and grooming at all times.

3.96 Recording of volunteer time and activity

Volunteers accurately complete and submit required information on their volunteer activity on a timely basis. This may include timesheets, Consumer or media contacts and other reports.

3.97 Absenteeism

Volunteers are expected to be reliable and punctual. When expecting to be absent from a scheduled duty, Volunteers must inform their supervisor or coordinator of volunteers as far in advance as possible so that alternate arrangements may be made.

It is neither the responsibility nor the right of Volunteers to find or assign an alternate person to perform their service.

3.98 Harassment

ADSD and the Volunteer Program are committed to providing a safe and respectful service environment for all Volunteers, Staff and Consumers. No one must put up with harassment for any reason, at any time. No one has the right to harass anyone else, at any service site or in any situation related to Volunteer Program and services. ADSD and the Volunteer Program treat all complaints of harassment seriously, whether they are made informally or formally. Action is taken on all complaints to ensure that they are resolved quickly, confidentially, and fairly. Corrective action will be taken with anyone who has harassed a person or group of people.

All Volunteer Program Staff have a responsibility to stop harassment. Everything is done to stop it as soon as it is detected whether or not a complaint has been made.

Appropriate corrective action and disciplinary measures are taken where harassment has occurred.

Volunteers report to their staff supervisor or the coordinator of volunteers immediately if they are made to feel uncomfortable through any behaviors or comments of the Consumers, Staff or other Volunteers.

3.99 Drugs and alcohol

The State of Nevada and the Volunteer Program operate a service environment that is free of alcohol and drug use/abuse. This is a zero-tolerance policy. Non-compliance is grounds for immediate dismissal.

The possession or consumption of alcohol or illicit drugs, or the misuse of prescription or "over the counter" drugs is prohibited on State premises or service sites, or in circumstances deemed by the State to present a serious risk to the interests of the Volunteer Program in terms of Volunteers, Staff, Consumers or public safety, service quality, or the organization's reputation. Volunteers do not use, possess, transfer, distribute, manufacture, or sell alcohol or any illegal drug while on State property, while

on duty, or while operating a vehicle on duty or while driving to or from a Volunteer Program service site.

Volunteers taking legal medication, whether or not prescribed by a licensed medical practitioner, that affects or impairs judgment, coordination or perception so as to adversely affect ability to perform service in a safe and productive manner, consults with their supervisor prior to engaging in volunteer service.

3.100 Acceptance of gifts

Volunteers do not accept gifts from Consumers, their families, caregivers, or other representatives. Any such offerings are respectfully and tactfully declined, citing, as needed, this policy as the basis for their action.

Exemptions as follows:

- When gifts are offered as part of cultural etiquette
- Meals provided during events are not considered gifts for the purposes of this policy.
- Small or token and where the nominal value received by any one person is under \$15.00.
- Accepted on behalf of the Program and shared with Volunteers

3.101 Acceptance of honoraria

Honoraria (see definition of terms) offered to Volunteers are respectfully and tactfully declined, citing, as needed, this policy as the basis for their action. Honoraria which is given to the Program may be accepted by the Volunteer on behalf of the Program.

The same exemptions apply as listed in 3.100 above.

3.102 Reimbursement of travel expenses

When grant funding permits, Volunteers may be eligible for reimbursement of reasonable and allowable travel expenses incurred while undertaking volunteer service. Volunteers will follow state procedures, or any VHO approved procedure, for reimbursement.

3.103 Access to Program property and materials

As appropriate, Volunteers are given access to property of the Program and those materials and equipment necessary to fulfill their duties.

Volunteers receive training in the operation of any service-related equipment and have the same responsibilities as paid Staff regarding the safe use and maintenance of equipment and materials.

The Volunteer Program, ADSD or any VHO property and materials are used only when directly required for the volunteer task.

3.104 Relationships with Consumers

Volunteer relationships with Consumers have the same boundaries as those between paid staff and Consumers. It is appropriate to be friendly, courteous, and caring but it is not appropriate to become friends with Consumers, their family members or others connected to the delivery of service. Friendships with Consumers can lead to unclear boundaries, inappropriate expectations, the appearance of favoritism or exploitation, and conflicts of interest.

Invitations to Volunteers from Consumers to spend personal time together or to engage in other than Volunteer Program business are declined respectfully, citing, as needed, this policy as the basis for their action.

Volunteers will treat all Consumers with courtesy and respect. Volunteers will respect the personal boundaries of Consumers and govern their physical behaviors accordingly.

3.105 Financial transactions with Consumers

Volunteers will not enter into financial transactions with Consumers, their family members or caregivers, either lending or borrowing in either direction.

3.106 Political issues

Volunteers will not engage in political activities, campaigning or lobbying when representing the Volunteer Program. While serving, Volunteers do not:

- publicly express their personal opinions regarding political issues
- display or distribute political signs or materials either on their person or at their assigned site
- solicit or accept contributions for political purposes.

Note: This policy clarifies the boundaries of the roles of a volunteer. It does not prohibit any of the activities listed above as an individual.

3.107 Cultural sensitivity

Volunteers to be trained in the norms of identified consumer groups/cultures.

Volunteers will demonstrate a respect for the norms and cultures of Consumers with whom they service and will be sensitive to Consumers' beliefs, traditions and lifestyles.

Because excellent communication is a key to success in most volunteer roles, Volunteers are placed according to their ability to communicate effectively with Consumers and participants from diverse populations.

3.108 Labor actions

When a service site is affected by a labor dispute, the coordinator of volunteers, in consultation with ADSD and Volunteer Program management, determines whether it is appropriate for Volunteers to continue their duties at the site and/or in alternate settings.

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Where it is determined that Volunteers may continue their duties, no pressure or judgment is placed on Volunteers who choose not to volunteer for the duration of the dispute.

When Volunteers do stay involved during a labor dispute, they undertake only their regularly assigned duties and are not asked to, or of their own initiative, perform any additional duties.

Retention and Recognition

3.109 Recognition

The Program has a system for recognizing and rewarding the service done by Volunteers, both individually and collectively.

Because recognition is a vital part of volunteer management, all VHOs must develop a system to recognize and reward service done by Volunteers.

3.110 Informal recognition

Paid staff and volunteers responsible for volunteer supervision provide recognition of volunteer service on a regular and frequent day-to-day basis.

3.111 Volunteer growth

Volunteers are encouraged to develop their skills while serving.

3.112 Feedback on results

Whenever possible, Volunteers are provided feedback related to the contribution their service, including data on volunteer contributions that allow the Program to meet its service goals.

3.113 Paid staff recognition

Recognition systems reward Staff who work effectively with Volunteers, and the coordinator of volunteers may consult with Volunteers and paid Staff to identify personnel deserving of special recognition and awards for successful efforts in support of volunteers.

Volunteer/Paid Staff Relationships

3.114 Volunteer-paid staff relationships

Volunteers and paid Staff are partners in implementing the mission and programs of the Volunteer Program, with each having an equal but complementary role to play. Each partner understands and respects the needs and abilities of the other.

Paid staff do not make unreasonable demands on Volunteers or request that Volunteers exceed the boundaries of the role description or the limits of their individual capacity.

3.115 Identifying paid staff responsibility for volunteer management in role descriptions

Paid staff, whether employee or contract staff, who have responsibility for supervising volunteers have this responsibility clearly identified in their role description.

3.116 Filling paid staff roles that supervise volunteers

Where a paid staff role includes responsibility for working with Volunteers, previous experience in working with volunteers is a key consideration in hiring into that role.

3.117 Responsibilities of supervisors of volunteers

Staff persons who supervise Volunteers provide oversight similar to that provided to paid employees.

3.118 Status of supervisors

Paid staff who supervise Volunteers are accorded the same status and privileges as those who supervise paid employees. This includes the ability to participate in training to improve their supervisory and volunteer program management skills.

3.119 Acceptance of volunteers by staff

Assignment of volunteers to individual paid staff or projects is at the discretion of the coordinator of volunteers and approval of the Volunteer.

3.120 Volunteer management training for members of staff

An orientation to working with Volunteers must be provided to all Staff.

3.121 Volunteer involvement in staff evaluation

Paid staff that work closely with or supervise volunteers have those functions assessed as part of their performance evaluation.

3.122 Evaluation of volunteer/paid staff teams

Where volunteers and paid staff work together, individuals are evaluated on their own performance as well as on their ability to develop effective working relationships with other Team Members.

Section 4.0: Information Technology

4.01 Information procedures

The Program has in place an information management protocol that outlines procedures to control Volunteer access to and use of Consumer information and the safe operation of computers used to collect and store program and Consumer information. The protocol also specifies appropriate and inappropriate use of computers by Volunteers. VHO's must adopt information management protocols.

4.02 Internet protocol

The Program has a protocol for use of the Internet, covering e-mail use and appropriate access to web sites.

The program has in place a protocol and appropriate training for Volunteers who use wireless devices to connect to the Internet while performing volunteer assignments.

The Program has a protocol and appropriate training for Volunteers who make use of their personal computers while performing volunteer assignments.

4.03 Reporting stolen or lost Consumer information

If data is misplaced or stolen, Volunteers must immediately notify their coordinator of volunteers so that appropriate notification can be made to affected Consumers and authorities, and future safeguards are instituted as appropriate.

4.04 Reporting software use

All the information security policies related to general computer and internet use also apply to any programs national data reporting software use.

4.05 Use of social media by volunteers

Social media should be used responsibly by Volunteers. The same principles and policies that apply to Volunteer behavior in any volunteer role also apply to all activities online. Failure to utilize social media appropriately can lead to disciplinary action.

4.06 Unique ID System

CMS Unique IDs are intended for resolving complex beneficiary cases and will not be needed by every Team Member. A CMS Unique ID can be approved for active, properly screened and trained SMP and SHIP team members who have completed an annual confidentiality agreement and have received annual privacy training. To ensure data integrity, Unique ID CMS phone number, Unique ID numbers, usernames and passwords should not be shared with anyone.

Definitions of Terms

Administration for Community Living (ACL)

The Administration for Community Living (ACL) is part of the United States Department of Health and Human Services. It is headed by the Administrator, who reports directly to the Secretary of Health and Human Services (HHS). The agency was created around the fundamental principle that older adults and people with disabilities of all ages should be able to live where they choose, with the people they choose, and with the ability to participate fully in their communities. ACL is the federal granting agency that funds the Senior Medicare Patrol (SMP), State Health Insurance Assistance Program (SHIP) and the Medicare Improvements for Patients for Provider's Act (MIPPA) programs/areas of service.

Aging and Disability Services Division (ADSD)

Nevada's State Unit on Aging represents Nevadans who are aged or have a disability, regardless of age, and assists the broader community that touches their lives. Through advocacy, counseling and a broad array of supportive services to meet the needs of individuals and families. ADSD strives to create an environment that enables all of the Nevadans they serve to be self-sufficient, independent and safe.

Background Check

Within the State of Nevada, a "background check" is synonymous with a criminal records check. A background check includes a check of the Volunteer's state and national criminal history to identify if the Volunteer has any felony convictions. Also, checked are the state and national sexual offender registries to identify individuals with sex crimes that would prohibit them from serving in the Program. See Volunteer Self-Declaration regarding Criminal Conviction form. While the Administration for Community Living (ACL) VRPM references the following five checks as a "background check", ADSD considers these items part of the screening process: Identity, volunteer history and experience, employment history and experience, education and social security number.

Continuing Education

Continuing education includes both additional information and training for volunteer assignments as well as more general information related to the service and the respective program missions. The Program may provide continuing education directly or may help Volunteers take part in educational programs provided by other groups, such as webinars, lunch and learns, online training, etc.

Consumer

Volunteers serve a variety of individuals referenced with terms such as client, consumer, residents, beneficiaries, etc. These terms will be referenced as Consumer in this document.

Criminal Records Check

See background check above. See Appendix.

Evaluation of Volunteer Performance/Service

Evaluation of volunteer service is a more formal mechanism beyond day-to-day supervision, providing a more detailed portrayal of each volunteer's service, behavior, achievements and areas for improvement. Evaluations, normally conducted in person, include a self-assessment, a review of the volunteer's service and achievements and suggested changes in style, behavior, standards or outcomes. Plus, the volunteer is given an opportunity to provide the Program feedback on program management.

Gifts

Broadly defined to include any payment, distribution, transfer, loan, advance, deposit, gift or other rendering of money, property, services or anything else of value, whether tangible or intangible. Gifts include but are not limited to material goods, money in any form, valuables, jewelry, wedding gifts, tickets to sporting events and entertainment, and travel.

Harassment

Harassment is any behavior that demeans, humiliates, or embarrasses a person, and that a reasonable person should have known would be unwelcome. It includes actions (e.g. touching, pushing), comments (e.g. jokes, name-calling), or displays (e.g. posters, cartoons). It may be a single incident or continue over time. Harassment is also a breach of human rights on protected grounds such as race, religion, color, national origin, gender, gender identity and expression in any term, sexual orientation, ancestry, mental or physical disability, medical condition, disability, political activity, marital status, genetic information (GINA) or age. See the Governor's Policy Against Sexual Harassment and Discrimination and State law as defined in NRS 233.160, 613.330, 613.405, NAC 284.6540, 284.771

Disrespectful behavior, also known as "personal" harassment, is prohibited at ADSD. While it also involves unwelcome behavior that demeans or embarrasses someone, the behavior is not based on one of the prohibited grounds named above.

Abuse of authority, also prohibited by ADSD and the Program, occurs when a person uses authority unreasonably to interfere with a person or their service. It includes humiliation, intimidation, threats, and coercion. It does not include normal managerial activities, such as counseling, evaluation, and corrective action, as long as these are not being done in a discriminatory manner.

Health Insurance Portability and Accountability Act (HIPAA)

Protects the privacy of an individual's health information and govern the way certain health care providers and health plans collect, maintain, use and disclose health information.

Honoraria

Payment of money or anything of value for services such as conducting a speech, presentation, and/or training while acting in the official capacity as a Volunteer.

See NRS 281A.510.

Human Rights

Human rights are considered inherent to all human beings, and generally include the following areas: race, religion, color, national origin, gender, gender identity, sexual orientation, ancestry, mental or physical disability, medical condition, disability, political activity, marital status, age, privacy, rights of the accused, freedom of expression, and more.

Human rights are rights inherent to all human beings, whatever nationality, place of residence, sex, national or ethnic origin, color, religion, language, or any other status. (From United Nations Human Rights website: <http://www.ohchr.org/EN/Issues/Pages/WhatareHumanRights.aspx>)

In-kind staff or team members (referred to as Partners)

Employees of other organizations who perform volunteer connected service as part of their own ongoing paid work responsibilities – often referred to as “in-kind staff” – are not considered volunteers for the purposes of these policies because they do not work under the control of the Program. The hours contributed by these employees may be recorded in the respective data reporting systems.

Other community workers who receive stipends for their service (such as VISTA, AmeriCorps, Senior Companions, Senior Community Service Employment Program (SCSEP) and others) are also considered in-kind staff for the purposes of these policies, not Volunteers. The hours and activities of these community workers may be recorded in any Program national data reporting system.

Incident

An event or occurrence, such as injuries, accidents, harassment, substandard volunteer service and serious judgment errors or other behavior missteps. An incident can be experienced, caused or witnessed by a Volunteer. Refer for VRPM policies and procedures 2.5, 2.8 and 3.98.

Long-Term Care Ombudsman Volunteer

A Volunteer Long Term Care Ombudsman in the Nevada State Long Term Care Ombudsman Program serves persons 60 years of age and older who reside in long term care facilities by:

- Providing them with information about their rights and available resources
- Obtaining factual information about resident’s complaints, investigating and resolving these complaints and safeguarding the resident’s rights; and
- Assuring that they receive quality of care and treatment from service providers.

Medicare Assistance Program

The Medicare Assistance Program provides statewide access of State Health Insurance Assistance Program (SHIP), Senior Medicare Patrol (SMP) and Medicare Improvements for Patients and Providers Act (MIPPA) services to Medicare eligible individuals, pre-enrollees, their

family members, and caregivers through in-person, telephonic and/or electronic correspondence.

MIPPA/Extra Help

Provides eligibility screening and application assistance to individuals and couples with lower incomes and moderate resources who may be eligible for subsidy benefits to lower Medicare Part D prescription drug costs through the Medicare Improvements for Patients and Providers Act (MIPPA). May, also, provides intensive outreach and education on disease prevention and promotion of wellness.

Nevada Administrative Code (NAC)

The codified administrative regulations of the Executive Branch of the State of Nevada.

Nevada Revised Statutes (NRS)

The Nevada Revised Statutes (NRS) are all the current codified laws of the State of Nevada. The Statutes of Nevada are a compilation of all legislation passed by the Nevada Legislature during a particular Legislative Session.

Partners (see “In-kind staff or team members” above)

Positions of trust

A position of trust involves access to at least one of:

- beneficiaries or other vulnerable people, such as family members
- personal or confidential information
- money or other valuables

Examples of volunteer roles that are **likely** to be positions of trust include:

- Call center operator
- Complex interactions specialist
- Counselor
- Exhibitor
- Local coordinator
- Presenter
- Team lead
- Trainer

Any other volunteer roles may also, or from time to time, be considered positions of trust as responsibilities change or where the conditions under which the service is done require it. For example, any volunteer role in which home visits occur would also qualify as a position of trust. Volunteer roles may also qualify as positions of trust due to the nature of the client.

Performance Management System

A constructive, positive and success-oriented performance management system is in place. The performance management system includes three primary components:

- supervision

- evaluation of volunteer service
- corrective action

Each component of the performance management system includes a range of approaches and techniques at the disposal of ADSD staff. The guiding principle of performance management is to match the type and extent of staff intervention to the nature of a volunteer's responsibilities and capacity. It provides supportive and enabling responses that acknowledge and reward excellence in volunteer service.

Progressive Corrective Action

Begins with minor adjustments but rises with the seriousness of the Volunteer's unacceptable behavior and/or if he or she fails to improve performance as required.

Risk Assessment

Risk assessment identifies risks, assesses its magnitude, evaluates, and implements measures to control and mitigate risks.

Range of Interventions

Begins with the informal development of a performance improvement plan (involving such elements as additional training, coaching support from an experienced volunteer, adjustment of volunteer duties, or re-assignment to a new role) to the more formal range of disciplinary techniques including warnings, suspension, or, in the absence of success through other methods, dismissal of the volunteer from service.

Roles of Volunteers

Volunteer positions may include but are not necessarily limited to:

Administrative Support

This role involves assisting through administrative service such as copying, filing, data entry and placing outbound phone calls in support of program activities (e.g., to reserve training space, confirm attendance at training, etc.). This role may take inbound phone calls or field questions from the public.

Benefits Counselor

This position assists beneficiaries with comparing and enrolling in Part D and Advantage plans. They also provide information on Medigap and assist with subsidy program enrollments.

Benefits Outreach Counselor/Educator

This position handles more difficult cases and/or participates as an Educator in the SHIP Certified Counselor Training Program. A Benefits Outreach Counselor assists clients with appeals, Affordable Care Act coordination of benefits, Durable Medical Equipment issues, ESRD, complex coordination of benefits issues and hospital care transitions. Educators assist in conducting portions of the SHIP Certified Counselor Training Program, creating/maintaining training materials, serving as coaches/co-counselors during the shadowing portion of the program, evaluating in-program candidates and assisting in

interviewing potential program candidates. Counselors must complete all Benefits Outreach Counseling training to qualify for and Educator position.

Complex Interactions Specialist

This role involves engaging in in-depth interactions with individual beneficiaries who are reporting specific instances of suspected Medicare and/or Medicaid fraud, error, and abuse. This service usually requires a review of beneficiary personal identifying information – Medicare numbers, financial information, medical information, etc. – and may even involve access to sensitive legal information related to their complaint. Volunteers who serve in this role help beneficiaries distinguish between error and potential fraud or abuse and, as a result of their research, may act on behalf of a beneficiary to correct an error or refer suspected fraud and abuse to the appropriate authorities, possibly resulting in a health care fraud investigation. Volunteers who handle complex issues and referrals follow up with beneficiaries, as needed, to assist them in resolving their issues. Complex issues discussions occur in a confidential setting, either in person or by telephone. .

Coach

A coach is an experienced counselor who participates in the training of new volunteers by guiding initial phone counseling. The coach will monitor calls and give feedback and instruction with the goal to prepare the volunteer for handling calls individually.

Counselor

The counseling role involves direct discussion with beneficiaries about their individual situations and may include review of personal identifying information that includes Medicare Summary Notices (MSNs), Medicare cards, billing statements, medical records, and other related financial and health documents. When a volunteer who serves in this role determines that a beneficiary's case must be sent to a volunteer or staff person qualified to handle complex interactions and possible referrals for investigation, she or he may receive and confidentially transmit the beneficiary's documents. Counseling discussions may occur either in-person or via telephone and may occur in locations other than SMP offices. *See Role Description for more detail.*

Ambassador/Exhibitor

Both SHIP and SMP programs utilize this role, in the SHIP program it is referenced as Ambassador and SMP uses the Exhibitor terminology. This role involves staffing information kiosks or exhibits at events. Volunteers who serve in this role are limited to providing general information about the program and do not engage in discussions of personal information or situations other than to answer simple inquiries. Any request for counseling is referred to qualified counselors.

Information Distributor

This role involves transporting and disseminating program information (hard copy) to sites and events; the role may also include reading or presenting prepared copy or performing scripted activities for outreach. This role does not involve engaging beneficiaries in individual discussions about personal information or situations. Any

beneficiary requests for information or assistance that a volunteer receives while serving in this role are referred to volunteers or staff who are qualified to handle counseling.

Master Benefits Counselor

This position assists with fraud and abuse issues, problem solving coordination of Medicare and other assistance programs, and other government and community services resource coordination. Master Benefits Counselors also assist in resolving issues related to Long Term Care. Master Benefits Counselors must be double or triple certified in the following areas:

- Senior Medicare Patrol Training
- Medicare Improvements for Patients and Providers Act (MIPPA) Training Center Training
- Community Resource Coordination Seminars (ADSD, Medicaid, and others)

Ombudsman (Ombudsman)

Serves residents in long-term care facilities by advocating for residents by providing residents information about their rights and available resources; gathering factual information about resident's complaints; and assuring that resident's receive quality care and treatment from service providers.

Screener

This position screens callers, determines what assistance may be needed, inputs data into the plan finder, answers basic Medicare questions, and refers people to other resources as needed.

Presenter

This role involves giving substantive presentations on program topics to audiences, and offering an opportunity for interaction with audience members. Group presentations include delivery of more complex information and/or opportunity for Q & A with the audience. Volunteers who serve in this role are limited to providing general information regarding the programs and do not engage in discussions of personal information or situations other than to answer simple inquiries. Requests for counseling are deferred to qualified counselors. Also referred to as Group Educator.

Team Lead

A well-trained and successful volunteer who functions as a mentor to new volunteers. In the role of mentor, they are a go to person to help assimilate the new volunteer into the Volunteer Program.

County Ensign

An experienced volunteer or coordinator of volunteers who functions as a lead for the outreach activities within a county by coordinating volunteers to serve at health fairs and conducting presentations.

Trainer

This role facilitates courses to teach skills and knowledge to new volunteers using various instructional methods, such as, presentation, case studies, scenarios, testing and assists new volunteers through the application of knowledge and skills learned.

Safety

Adherence to Safety policies while performing volunteer assignments to protect the volunteer from harm and danger at the service site, VHO and in the community.

Senior Medicare Patrol (SMP)

The SMP mission is to empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors and abuse through outreach, counseling and education. SMPs work at the grassroots level with the people directly affected by Medicare fraud, errors, and abuse. Increasing public awareness about both the economic and health-related consequences of fraud, errors and abuse will assist in protecting the Medicare program and individuals' medical/financial identities.

Service Site

Safe and appropriate service sites contain facilities, equipment, and space necessary for volunteers to safely, effectively, and comfortably perform their duties.

State Health Insurance Assistance Program (SHIP)

The SHIP mission is to offer local one-on-one Medicare benefits counseling and assistance to people with Medicare and their families. SHIP provides free counseling and assistance via telephone and face-to-face interactive sessions, public education presentations and participates in various health and wellness events statewide to share SHIP resources with the public statewide. SHIP offers recruitment and training opportunities to increase volunteer workforce and offer training to partnering organizations who serve Medicare beneficiaries and who would benefit from forming a partnership with Nevada SHIP to increase services statewide.

Social media

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with any Volunteer Program, as well as any other form of electronic communication.

Staff

Staff Positions:

Staff Positions may include but are not necessarily limited to:

Coordinator of Volunteers/Volunteer Coordinator

A coordinator of volunteers is responsible for managing the involvement of volunteers throughout the Program or service area. The coordinator of volunteers collaborates with internal and external partners and team members and take the lead in the development and maintenance of their service area to meet current and future program needs and to provide a quality volunteering experience for their volunteers.

Supervisor of Volunteer

Assigned staff supervisors, the individual paid staff person who is responsible for day-to-day management and guidance of volunteers' service and is available to volunteer for consultation and assistance.

Statewide Volunteer Coordinator

Responsible for the design and implementation of strategies focused on the recruitment, retention and recognition of Volunteers for the Volunteer Program.

Program Director

Both the SHIP and SMP programs have a Program Directors who is responsible for the technical and programmatic aspects of the grant and for day-to-day management of the program. The position is to ensure the Federal Grant Terms and Conditions are met and all required documents and reports are submitted to Administration for Community Living (ACL) timely. This position manages the use of the grant funds and development of budget plans. The Program Director manages Program staff, which may include local coordinators to manage day to day operations of regional/local offices, including developing and maintaining partnerships. This position maintains ongoing communication with Program staff and partners to stay abreast of all activities statewide to support and maintain the program integrity set by Centers for Medicare and Medicaid Services (CMS) and Administration for Community Living (ACL).

Program Assistant (SHIP)

This position is responsible for providing administrative support for Nevada SHIP statewide and oversees statewide operations to ensure training and service compliance. This position is responsible for other tasks including, but not limited to: ordering supplies, providing content for federal reports and reviews, providing input for basic grant budget, assisting with training, providing benefits counseling as needed, sending correspondence to volunteers and partners as necessary and addressing complex issues and complaints and assisting with grant monitoring.

Program Coordinator (SMP)

This position is responsible for providing administrative support for the SMP program. Coordinates staffing of health fairs and exhibits, handles and researches complex interactions, updates weekly volunteer email, and reviews fiscal reports.

Subrecipient

A subrecipient is a non-federal entity that receives a subaward to carry out part of a federal program. In this document, subrecipients refers to all VHOs or other entities who receive a subaward from ADSD to provide services within the scope of the Program.

Supervision

This is the day-to-day feedback and reward process that helps volunteers understand expectations and standards to achieve. This approach has both reward and corrective action components, but all of these are focused on assisting the volunteer in meeting standards and delivering a consistent level of quality service. It is very much a success-driven rather than failure-driven system.

Team Member

A Team Member is anyone (i.e., Volunteer, partner, paid or contract staff) that performs MAP services or any other services under the Volunteer Program.

Unique ID System

The Centers for Medicare & Medicaid Services (CMS) Unique ID system is available to SHIPs and SMPs through a collaboration between the Administration for Community Living (ACL) and CMS. The system is designed to remove barriers to researching beneficiaries' complex Medicare issues. CMS Unique IDs are used by active, approved, screened and trained SHIP and SMP team members as a form of verification to provide access to certain beneficiary information when assisting a Medicare beneficiary. The State SHIP or SMP director (or designee) determines if a team member needs a CMS Unique ID for complex casework.

Up-screening

Refers to the process in which prospective volunteers are screened to the level of intensiveness dictated by the role(s) for which they apply. Under this process, if a volunteer applies for transfer to another volunteer role for which the initial screening process is more intensive than for the role the volunteer has been occupying, the volunteer is subjected to the additional screening inquiries of the role being considered. Failure to satisfactorily meet these additional screening requirements is grounds for denial of the transfer.

Virtual Volunteer

Completes specific tasks at a remote site via the internet or other forms of electronic communication.

Volunteer Program (or the Program)

Consists of volunteer programs for: Senior Medicare Patrol (SMP), State Health Insurance Assistance Program (SHIP), the Long-Term Care Ombudsman (LTCO) Program and MIPPA/Extra Help – Chronic Disease Supportive Services Program and any other volunteer program to be administered or managed by the State of Nevada Aging and Disability Services Division or Volunteer Host Organizations.

Volunteer (or Volunteers)

A “volunteer” is anyone who, without coercion or compensation or expectation of compensation beyond reimbursement of reasonable and previously approved expenses incurred in the course of his or her volunteer duties, performs a task at the direction of and on behalf of the Volunteer Program.

A “volunteer” is one who is officially enrolled and trained by the Program or an entity managed under the Program prior to performance of any task.

Unless specifically stated, volunteers are not considered “employees.”

Employees of other organizations and partners who perform “in-kind” Volunteer Program work are not considered volunteers under these policies.

See 29 CFR 553.101.

Volunteer Host Organization (VHO)

A “Volunteer Host Organization” is any third-party organization engaged in recruiting and/or managing volunteers performing Volunteer Program duties. Host organizations may be formally contracted to deliver the Volunteer Program or may be doing so through informal partnership arrangements with the Volunteer Program. The SHIP, SMP, and MIPPA programs are collectively referred to as the Medicare Assistance Program.

ADSD Staff is responsible for ensuring that VHOs comply with all relevant policies governing the management and engagement of volunteers performing Volunteer Program duties through or under the auspices of host organizations.

Volunteer Risk & Program Management Policies (VRPM) or Volunteer Policies

A set of volunteer policies that are designed to establish and organize the structure and operation of a volunteer program. They describe the governing principles and values that shape and guide volunteer involvement, set expectations regarding the management of the volunteer programs, delineate core expectations of volunteers and broadly describe what volunteers may expect from the program. The purpose of the volunteer policies is to enhance the quality, effectiveness, and safety of program services through the provision of guidance and direction to program staff and volunteers. The policies are intended to support internal program management. They do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement.

Volunteer Program Management

The volunteer program management system may include, but is not limited to:

- communication system
- reporting and accountability system
- program evaluation system
- performance management system
- risk management system

- operating budget
- staff resources
- accessible, appropriate physical space and necessary equipment

Many specific parts of the volunteer program management infrastructure are further identified and described in these volunteer policies.

Volunteer Service Record

An electronic or hard copy file maintaining any documentation related to the Volunteer.

Appendix A

The following link provides the list of offenses for dismissal and disciplinary action according to the State of Nevada Administrative Code. For the most current list, go to:

<http://hr.nv.gov/resources/publications/nac/disciplinary/>.

State Administrative Manual (2.20)

<http://budget.nv.gov/uploadedFiles/budgetnv.gov/content/Documents/State%20Administrative%20Manual.pdf>

ADSD has an Emergency Procedures Checklist outlining actions for staff and volunteers to follow in several emergency and disaster situations. (2.11)

<http://adsd-intranet.dhhs-ad.state.nv.us/SC/SitePages/Home.aspx>

Like to ADSD 2015 Poly Manual: <http://adsd-intranet.dhhs-ad.state.nv.us/SPC/SPCPlcyLbry>

State Affirmative Action Plan (3.02)

<http://hr.nv.gov/uploadedFiles/hrnv.gov/Content/Resources/Publications/Affirmative%20Action%20Plan%203-07.pdf>

Nevada Revised Statutes

http://search.leg.state.nv.us/NRS/adv/NRS_adv.html

Link to ADSD Policy Library: <https://adsd-intranet.dhhs-ad.state.nv.us/SPC/SPCPlcyLbry/Forms/AllItems.aspx>

Nevada Administrative Code (NAC)

<http://search.leg.state.nv.us/NAC/NAC.html>

State Documents for Volunteers

Memorandum of Understanding

Self-Declaration of Criminal Conviction (3.38)

(Also see section 3.98, Harassment and ADSD Safety Management Policy 4-4 and Event Reporting to Administration Policy 2-1

Link to Nevada State Policy:

<http://hr.nv.gov/uploadedFiles/hrnv.gov/Content/Resources/Forms/Alcohol/TS-58PolicyStatemt-AlcoholDrugFreeWPlaceAcknowledgemtPDF.pdf>

The Volunteer Program will follow the dismissal policy of the State of Nevada as outlined in NAC 284.646, Dismissals. See the Appendix A.

Also see: ADSD Disaster Preparedness and Emergency Response <http://adsd-intranet.dhhs-ad.state.nv.us/SPC/SPCPlcyLbry Policy 4-10>.