



Volunteer/ Intern Handbook



Dear Volunteer,

Welcome to the Riverside University Health System- Public Health Volunteer Services Program!

Thank you very much for choosing to volunteer with RUHS-Public Health. We are pleased to welcome you to our team of volunteers. We believe volunteers are a vital part of achieving our goals for the community and our volunteers play key roles in a number of our positions. We hope that you find your assignment fulfilling and that your volunteer experience with us to be a rewarding one.

The volunteer handbook will give you additional information about our department and will include details about the roles and responsibilities of our volunteers. Should you have any questions, please feel free to contact myself or the Volunteer Coordinator in Community Outreach at 951.358.5255. And again welcome and thank you!

Sincerely,

Julisa Alvizo-Silva

Julisa Alvizo-Silva
Program Chief II

Mission:

Riverside University Health System-Public Health promotes and protects the health of all County residents and visitors in service of the well-being of the community.

Create Healthy Communities

- Improve community safety
- Ensure access to clean air and water, healthy food and housing
- Improve neighborhood planning efforts that promote health

Promote Healthy Behaviors

- Reduce obesity-related chronic disease
- Reduce the use of tobacco, alcohol and drugs
- Reduce preventable illnesses

Connect and Invest in People

- Increase access to education and employment opportunities
- Improve health outcomes and health equity and create commitment to addressing social determinants of health
- Leverage and strengthen innovative collaboration
- Realize the potential of staff through recruitment, development and retention of a qualified workforce
- Deliver public health services within a responsive and effective system
- Improve access to timely and understandable health information

COUNTY OF RIVERSIDE POLICIES

Volunteers/Students shall adhere to the County of Riverside and Public Health policies and procedures while they are volunteering or interning. Policies can be found on the Public Health intranet at <http://intranet.ph.org>.

CODE OF ETHICS

PREAMBLE:

While it is recognized that a County-wide code of ethics cannot be prescribed to completely address each department's circumstances where variations occur in departmental missions and responsibilities, the purpose of these universal standards reflects the Board of Supervisors' expectations for organizational values that reflect professionalism and the highest degree of public accountability for the benefit of those we work with and serve:

PUBLIC'S INTEREST: We recognize that the principal function of County government is to serve the best interests of all the people.

DEDICATION: We are dedicated to the concepts of effective and democratic government by responsible elected officials and believe that professional management is essential to the achievement of this objective.

POLICY MAKERS: We submit policy proposals to our elected Board of Supervisors, provide them with impartial facts and advice on which to base informed decisions, recommend establishment of community goals and implement/uphold policies adopted by the Board.

PUBLIC AWARENESS: We will keep the community informed on County programs and issues, encourage communication between our citizens and all County officers; emphasize friendly and courteous service to the public; and seek to improve the quality and image of public service.

HONESTY: We are honest and truthful in all our dealings and do not deliberately mislead or deceive others. We will seek no credit or favor, and believe that personal aggrandizement or profit secured by confidential information or by misuse of public time is unacceptable and dishonest.

INTEGRITY: We demonstrate personal integrity and the courage of our convictions. We will not sacrifice principle for expediency, be hypocritical, or unscrupulous. We will respect and protect the privileged information to which we have access in the course of official duties.

TRUSTWORTHINESS: We are candid and forthcoming in supplying relevant information, and make every reasonable effort to fulfill the letter and spirit of our promises and commitments. We will avoid any interest or activity which is in conflict with the conduct of our official duties.

FAIRNESS: We are fair and just in all dealings; we do not exercise power arbitrarily, and do not take undue advantage of another's mistakes or difficulties.

CONCERN FOR OTHERS: We manifest commitment to justice, equal treatment of individuals; and tolerance for and acceptance of diversity. We will support, implement, and promote merit employment and programs of affirmative action to assure equal employment opportunity by our recruitment, selection and advancement of qualified persons from all elements of society.

LAW ABIDING: We abide by all legal rules and regulations relating to our business activities. We will work together to eliminate all forms of illegal fraud and mismanagement of public funds, and support colleagues if they are in difficulty because of responsible efforts to correct such mismanagement or abuse.

COMMITMENT TO EXCELLENCE: We pursue excellence in performing our duties, and constantly endeavor to increase our proficiency. We are also committed to encouraging the professional development of our associates and those seeking to enter the field of public administration.

LEADERSHIP: We are cognizant of our responsibilities and opportunities for leadership, and strive to be positive role models. By our conduct we create an environment in which principled reasoning and ethical decisions are made.

REPUTATION AND MORALE: We seek to protect and build the County's good reputation and the morale of all associated with the organization by taking whatever actions are necessary to correct or prevent appropriate conduct of others.

ACCOUNTABILITY: We acknowledge and accept personal accountability for the ethical quality of our decisions and omissions to ourselves, our colleagues, and our citizens.

By Minute Order 3.17; Approved January 29, 1991 by the Board of Supervisors.

CONFIDENTIALITY

California laws protect the right of privacy to all persons applying for and/or receiving services from the Department of Public Health. The California Civil Code Section 1798 addresses this right to privacy. Sections 1798.3 and 1798.24, in part state:

“The term ‘personal information’ means any information that is maintained by an agency that identifies or describes an individual, including, but not limited to, his or her name, social security number, physical description, home address, home telephone number, education, financial matters, and medical or employment history. It included statements made by, or attributed to, the individual.”

“The term ‘disclosure’ means to disclose, release, transfer, disseminate, or otherwise communicate all or any part of any record orally, in writing, or by electronic or any other means to any person or entity.”

As a volunteer/student under the auspices of the Riverside County Department of Public Health, you understand that you are engaging in the provision of the Public Health Services and are bound by the same rules of confidentiality as are other members of the Department of Public Health. You hereby agree that you will not disclose or release any confidential personal information in any form regarding any applicant or recipient of the Department of Public Health aid or services. You understand that the violation of client confidentiality is a misdemeanor.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) establishes safeguards that health care providers and others must achieve to protect the privacy of health information. The County of Riverside outlines the limits within which the County will handle individual's health information (BOS Policy B-23). DOPH Policy Number A - 13, establishes boundaries for the use and release of public records.

It is the policy of the Department of Public Health to maintain appropriate and reasonable administrative, technical and physical safeguards to protect protected health information in accordance with HIPAA and Board Policy.

Knowingly or wrongfully disclosing or receiving individually identifiable health information can result in disciplinary action up to and including termination.

Civil and or criminal penalties may be enforced against any employee, contract employee or volunteer who violates HIPAA requirements.

Department of Public Health branches that have access to patient information will have in place procedures to distribute the Privacy notice and will accept and respond to a patient's request for restrictions on uses and disclosures of his or her protected health information for treatment, payment or health care operations. Department of Public Health is not required to accede to such requests.

Access to patient information is limited to Department of Public Health employees based upon the requirements of the individual job. Supervisors will inform employees if they are authorized to have access to patient information.

An employee, volunteer or intern may report any concerns about HIPAA compliance directly to the Department of Public Health Complaint Officer.

COUNTY OF RIVERSIDE DRESS CODE

CLOTHING

Clothing can be any color pattern or fabric which is appropriate for business wear.

FEMALE ATTIRE

- Acceptable attire includes dresses, blouses, skirts, pants and jackets. Culottes are acceptable in most branches/divisions. Leggings and stirrups or stretch pants are considered permissible if covered by a blouse, shirt or tunic top with an acceptable hemline.
- Acceptable hemline lengths range from 2" above the knee to ankle length.
- Slits in skirts and dresses should be conservative and in good taste.
- Low necklines, obvious bralessness, very sheer fabric, bare midriffs, bare shoulders and spaghetti straps are not acceptable attire.
- Dress shorts with an acceptable hemline (no more than 2" above the knee) may be allowed during summer months depending on the job and work duties of the branch or program.

MALE ATTIRE

- Suits, jackets, trousers, shirts, sweaters, and polo shirts.
- Trousers should skim the top of the shoe.
- Shirts should be buttoned conservatively and in good taste.
- Shirts-tails should be tucked into trousers.
- Shorts may be allowed during summer months, depending on the job and work duties of that branch or program.

SHOES

- Safety should be considered when selecting shoes for business wear.
- Shoes with leather soles and heels and boots not intended for business wear are not recommended due to accident hazards.
- The following are not permitted: flip flops, clogs, house slippers and beach sandals. Dress sandals are acceptable. Open toed shoes, shoes without flexible soles, and boots may be acceptable, dependent upon safety issues involved in the work environment.
- As with clothing, the type of shoe acceptable depends on the job and work duties in a specific branch or program.

JEANS

- Jeans and overalls of denim material are acceptable attire for most Departments of Public Health branches and programs. Where permitted, jeans, or overalls of denim material should be neat, clean, unfaded, unfrayed, and have no holes or tears.

COUNTY OF RIVERSIDE DRESS CODE

MISCELLANEOUS

- Buttons provided by the department as part of an advertising or communications program are permissible. Any other type of button, such as political campaign buttons, religious statements and miscellaneous slogans are not permitted.
- Nonprescription sunglasses should not be worn indoors.
- Shirts or T-shirts with printed messages offensive to the reasonable person are not acceptable attire.

SUMMER DRESS ATTIRE

Employees who must normally wear “professional business” attire can dress in “business casual” attire from June 1st through September 30th of each year. Business casual includes polo shirts, khaki slacks/skirts, and light but modest, summer dresses. Traditional business attire is most appropriate for meetings with organizations outside the County.

Please be reminded that the following is not allowed as part of the summer dress code for department staff meetings:

- No tank tops (sleeveless tops are allowed).
- No spaghetti strap tops or dresses.
- No halter tops or dresses.
- No midriff tops that show any part of your stomach or abdomen.
- No regular shorts (Capri pants that end at the lower calf are allowed, but not Bermuda style at or just below the knee). Dress shorts (suits) may be worn but may not be more than 2” to 3” above the knee. There may be expectations within your branch depending on the work being done.
- No thong sandals, flip-flops, crocs or house slippers.

PROHIBITED ACTIVITIES

PROHIBITED ACTIVITIES

The following are examples of conduct which may result in release from the volunteer service:

- Failure to notify a supervisor when unable to report for service activities;
- Unexcused/unauthorized absences or tardiness;
- Failure to follow directions, policies and procedures;
- Failure to adequately perform assigned service duties;
- Theft or careless use resulting in damage of program or service site property;
- Use of abusive or profane language;
- Insubordination;
- Inappropriate behavior or dress;
- Lying or dishonestly;
- Involvement in any prohibited or inappropriate activities (not limited to those referenced in this Volunteer Handbook or the Member Agreement);
- Breach of confidentiality;
- A volunteer may be suspended or released for cause for committing, but not limited to, the following acts during their term of service:
 - Convicted or charged with a crime, possession, sale or distribution of a controlled substance;
 - Failure to notify Department of Public Health of any criminal arrest or conviction that occurs during the term of service;
 - Engaging in activity that may physically and emotionally damage other members of Department of Public Health or members of the community;
 - Harassment of youth, fellow team members or agency personnel;
 - Engaging in fighting;
 - Consuming or being under the influence of alcoholic beverages or any illegal drugs during the performance of service activities; and
 - Violating the Code of Conduct for Members Working with or Near Children.

LIABILITY INSURANCE

DISCLAIMER

Riverside County Ordinance 440, as amended, states in Section 10. If County Insurance: Such as liability insurance as the County may carry shall be excess insurance over any other valid collectible insurance, including that provided by the volunteer worker. **VOLUNTEER WORKERS ARE NOT COVERED BY WORKER'S COMPENSATION INSURANCE OR BY COUNTY SELF-INSURANCE FOR INJURY OR ACCIDENT ARISING OUT OF VOLUNTEER SERVICE.**

PARKING POLICY

Volunteers are to park their private vehicles in the PUBLIC PARKING AREAS at all County facilities. Department of Public Health will not be responsible for paying fines resulting from parking in County employee parking spaces per Riverside County administrative policy.

PHOTOGRAPH/MEDIA CONSENT AND RELEASE FOR VOLUNTEERS

I hereby consent and authorize an employee or agent of County of Riverside Public Health Department to take photographs or motions pictures; or to procedure videotapes, audiotapes, closed circuit television programs, web casts, or other types of media productions that capture my name, voice, and/or image (any of the foregoing types of media are called the "Materials" in this Consent and Release form).

I authorize the County of Riverside Public Health Department to copyright the Materials, and I authorize the County of Riverside Public Health Department to use, reuse, copy, publish, display, exhibit, reproduce, license to third party, and distribute the Materials in any educational or promotional materials or other forms of media, which may include, but are not limited to catalogs, articles, magazines, recruiting brochures, websites or publications, electronic or otherwise, without notifying me.

I agree that I am participating on a voluntary basis and I will not receive any payment from County of Riverside Public Health Department for signing this release or as a result of any publication of the Materials.

I acknowledge that this consent and release will remain in effect such time that my volunteer term ends or I revoke it in writing.

Volunteer Name

Volunteer Signature

Phone Number

Date

**Return the form Volunteer Packet to:
County of Riverside Community Outreach
Attn: Andrea Alpine
4065 County Circle Dr.
Riverside, CA 92503
Email: AAlpine@ruhealth.org**

RIGHTS AND EXPECTATIONS

ABSENCE AND TARDINESS

The positions that volunteers fill are critical to Department of Public Health. If you fail to show up, other must take on the tasks you were expected to accomplish. If you are unable to attend a scheduled work day, or if you will arrive late, please contact your area coordinator with as much notice as possible. Please note that notification of absence or tardy is not the same as receiving authorization.

VOLUNTEER CONDUCT

Volunteer positions are at-will at Department of Public Health and Department of Public Health has the right to terminate a volunteer without cause, but will always consider the cause leading to the termination. Although it is not possible to list all the forms of behavior or conduct that are considered unacceptable in the work place, the following are examples of infractions or conduct that may result in the limitation and termination of the volunteer relationship:

- Theft or inappropriate removal or possession of property;
- Misuse of agency funds, equipment, or materials;
- Falsification of timekeeping records;
- Working under the influence of alcohol or illegal drugs;
- Possession, distributions, sale, transfer, or use of alcoholic or illegal drugs in the work place or while on duty;
- Fighting or threatening violence in the work place;
- Boisterous or disruptive activity in the work place;
- Negligence failure to follow a supervisor's reasonable request or to carry out a reasonable job assignment;
- Gross misconduct or insubordination;
- Violation of safety or health rules;
- Abuse or mistreatment of customers, volunteers, or employees;
- Sexual or other unlawful harassment or discrimination;
- Violation of anti-discrimination policies and procedures;
- Possession of dangerous or unauthorized materials in the work place; or
- Excessive absenteeism without notice.

RIGHTS AND EXPECTATIONS

VOLUNTEER EXPECTATIONS

Department of Public Health strives to make your volunteer experience rewarding. Some Volunteer Expectations have been outlined below:

- Understand your own duties and stay on task;
- Cooperate with staff and your fellow volunteers;
- Maintain a positive attitude;
- Embrace teamwork;
- Voice your opinions and contribute your suggestions to improve Department of Public Health;
- Sign in and out each time you arrive for a work assignment;
- Arrive on time for scheduled meetings and work assignments;
- Honor your commitment; and
- Treat all volunteers, staff and customers with respect.

GRIEVANCES

Under this policy, a grievance is defined as any event, condition, rule, or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, or an opinion or statement held by a staff member or fellow volunteer.

Volunteer grievances are of the great concern to Department of Public Health, regardless of whether the problem is large or small. To provide prompt and efficient evaluation of, and response to grievances, Department of Public Health has established a procedure for all volunteers. It is Department of Public Health's policy to give full consideration to every volunteer's opinion. There will be no discrimination against or toward anyone for his or her part in presenting a grievance. All grievances are handled confidentially, as much as possible and still able to resolve the situation.

RIGHTS AND EXPECTATIONS

HARASSMENT AND DISCRIMINATION

Department of Public Health is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such a work environment. Department of Public Health prohibits any actions, words, jokes, or comments based on an individual's race, sex, sexual preferences, ethnic background, age, religion, physical conditions, or other legally protected characteristic. Any conduct or action, whether overt or subtle, which creates an offensive or hostile work environment is prohibited and may be grounds for immediate disciplinary action. Department of Public Health prohibits any harassment between volunteers, employees or other non-employee on the basis of sex. No volunteer, male or female, should be subject to unsolicited or unwelcome sexual overtones and conduct, either verbal or physical. Misconduct applies to males and females, and includes harassment between individuals of both sexes and the same sex. Any volunteer who believes he or she is a victim of sexual or discriminatory harassment is encouraged to let the harasser know that his or her behavior is unwelcome. In addition, volunteers who believe they have been harassed must immediately report the matter to a Supervisor or the Executive Director.

If urgent action is needed, notify the site supervisor or site host immediately. The following steps out the grievance procedure:

1. Attempt to discuss your grievance with your Site Coordinator or Department of Public Health Manager to work out the problem;
2. If you are unsatisfied with the solution, submit your complaint in writing to a Site Supervisor, Department of Public Health Manager, and Executive Director;
3. If you are not satisfied of how your written complaint was handled, you may appeal by submitting your written complaint to the Executive Director. If the complaint is with the Executive Director; and
4. If you are still unsatisfied, you may ask that your written complaint be taken to the County of Riverside Human Resources Department.

AS A VOLUNTEER YOU HAVE THE RIGHT TO:

- Be assigned appropriate tasks according to ability, skill, interests, availability and training;
- Receive training and supervisor for the tasks accepted;
- Receive a job description for your assignment when appropriate;
- Be treated as a fellow team member who contributes to Department of Public Health goals through your volunteer work;
- Make suggestions about your assignment and the Department of Public Health volunteer program and be acknowledged by staff;

RIGHTS AND EXPECTATIONS

- Be given appropriate expressions of the appreciation and recognition;
- Be trusted with confidential information, if needed, to help carry out assignments;
- Expect that records will be kept; documenting areas of interest or positions held (and if applicable, time spent volunteering, commendation, etc.) Be treated with a spirit of friendliness and cooperation so that Department of Public Health will continue to be known as a great place to volunteer; and
- A safe and inviting environment to work in that is free of harassment and discrimination.

Volunteer Name

Volunteer Signature

Phone Number

Date

**Return the form Volunteer Packet to:
County of Riverside Community Outreach
Attn: Andrea Alpine
4065 County Circle Dr.
Riverside, CA 92503
Email: AAlpine@ruhealth.org**

SMOKING POLICY

To provide optimal standards of health and safety for all volunteers, employees and the public, smoking is prohibited in all County building and facilities. Smoking may be permitted in outdoor areas designated by management.

Smoking in or around county facilities is prohibited by law. The smoking tobacco and/or the use of electronic nicotine delivery systems is a danger to health, a material annoyance, inconvenience, may cause discomfort and can be a health hazard to all those who are in the vicinity of tobacco use and/or the aerosolization of nicotine. In order to serve public health, safety and welfare, this policy is intended to protect non-smokers to the maximum extent possible from second hand smoke, nicotine and other unhealthy by-products in public places.

It is the responsibility of the department head and departmental supervisors to enforce the non-smoking policy of the County.

The Riverside County Department of Public Health's Tobacco Control Project offers smoking cessation literature, strategies and classes to assist employees in their efforts to quit tobacco use. Cessation classes are offered periodically, as funding and staffing permits. Free phone-based cessation counseling is available through the California Smokers' Helpline at 1-800-NO-BUTTS.

Volunteers who continue to smoke or use electronic nicotine delivery systems in non-designated areas may be subject to discipline under the county disciplinary procedure up to and including discharge.

REFERENCES

- *Minute Order dated 12/3/1974*
- *Minute Order dated 10/21/1975*
- *Minute Order 3.13 of 11/21/1989*
- *Minute Order 3.62 of 10/01/1991*
- *Minute Order 3.15 of 8/29/2000*
- *Minute Order 3.3 of 10/31/2000*
- *Minute Order 3.7 of 1/07/2006*
- *Minute Order 3.65 of 8/28/2012*

REASONS FOR DISMISSAL

- Failure to perform assigned duties
- Divulging confidential information
- Falsifying records, reports or information of any nature
- Theft, misappropriation, or unauthorized possession, or use of property belonging to the Community Health Agency, to any visitor, volunteer or employee.
- Unauthorized possession of intoxication beverages on the premises or reporting to work under the influence of intoxicants
- Illegal use of narcotics, drugs or marijuana
- Possession of a weapon on the premises
- Soliciting tips or services from patients or any other persons while on the premises
- Unauthorized vending and sale of service to patients and unauthorized distribution of literature on the premises at any time
- Rude, discourteous or uncivil behavior; fighting
- Habitual absence or lateness
- Entering unauthorized areas at any time
- Interfering with work performance of another student/volunteer or employee; threatening, intimidating or coercing another student/volunteer or employee
- Willful or careless violation of safety, fire prevention and security regulations
- Smoking in any facility.
- Volunteer Services reserves the right to dismiss any student/volunteer in the event they engage in activities or demonstrate an overall demeanor that is inconsistent with the goals of the Department of Public Health.

If you have any concerns or questions, please feel free to stop by the Community Outreach office, at 4065 County Circle Dr., Riverside in the Health Administration Building room 205.

ACKNOWLEDGEMENT OF HANDBOOK

Department of Public Health Volunteer Handbook contains important information about Department of Public Health and the expectations that the County of Riverside have of volunteers. I acknowledge that I have entered into my volunteer relationship with the organization voluntarily, and understand that there is no specified length of service. Accordingly, this relationship can be terminated by either party at will, at any time, with or without cause, and with or without advance notice. _____ (initial)

Since the information, policies and benefits describe herein are subject to change at any time, I acknowledge that revisions to the handbook may occur. All such changes will generally be communicated through official notices, and I understand that revised information may supersede, modify or eliminate existing policies. _____ (initial)

Furthermore, I understand that this handbook is neither a contract of employment or volunteering nor a legally-binding agreement. I acknowledge that I have had an opportunity to read the handbook, and I understand that I may ask the Department of Public Health Manager or Human Resources Department any questions I might have concerning the handbook. I accept the terms of the handbook and any revisions made to it. I further agree that if I remain with the organization following any modifications to the handbook, I thereby accept and agree to such changes. _____ (initial)

I have received a copy of the Department of Public Health Volunteer Handbook on the date listed below. I understand that I am expected to read the entire handbook. Additionally, I will sign the two copies of this Acknowledgement of Receipt, retain one copy for myself, and return one copy to the organizations Program Manager. I understand that this form will be retained in my volunteer file and must be renewed on an annual basis. _____ (initial)

Volunteer Name

Volunteer Signature

Department of Public Health Representative

Date