

Douglass Community Service, Inc.

Volunteer Policy

Policy Created: 09/2016

Approval and Training of Volunteers

Potential volunteers will complete an application and submit the application to the director of the program they wish to volunteer for. Volunteers 18 years of age and older will complete and submit a Release of Information enabling Douglass Community Services to perform a background check. Volunteers may be interviewed by the Program Director or Executive Director to assure placement is in accordance with the skill set of the volunteer. All volunteers must have prior approval from the Program Director or Executive Director before beginning their volunteer assignment. Volunteers will be required to attend departmental training, which will be conducted by department staff or a trained volunteer.

Confidentiality

Douglass Community Services, Inc.'s confidential information is a valuable asset. Employees and others acting on Douglass' behalf are responsible for protecting Douglass' confidential information from unauthorized disclosure. Just as we expect others to respect our company's confidential information, Douglass respects the confidential information of other parties.

It is Douglass' policy to use only legal and ethical means to collect and utilize business and market information in order to better understand our markets, customers and competitors. Douglass will not collect another party's confidential information without that party's permission.

What it means

- Confidential information may include children's/families' records, personnel records, disciplinary information, wage data, client files, finance data, management or program changes, etc.
- Know which information is Douglass confidential information and what security precautions must be taken to protect it.
- Use appropriate security precautions for confidential information. This applies to electronic information and voice mail, as well as to documents. Share confidential information inside Douglass only with those who have a business need to know the information.
- Have a signed confidential disclosure agreement before disclosing confidential

information to a party outside Douglass.

- Wear approved Head Start/Early Head Start identification, and ensure that others in Douglass Head Start/Early Head Start facilities have appropriate identification.
- Unless you have another party's permission to use the party's information, make sure you can answer "no" to each of these questions before using information:
- Is the information actually confidential information?
- Was the information obtained illegally or unethically?
- Would using the information violate any other business conduct principle?

Contact the HR Department:

- If you need help determining whether certain information is confidential.
- If you learn that an improper disclosure or improper use of confidential information may have occurred.

What to avoid:

- Talking about sensitive Douglass information with friends and family, or when you can be overheard in public places, such as elevators, hallways, restaurants or stores.
- Disclosing Douglass confidential information to anyone outside Douglass who does not have a confidential disclosure agreement protecting that information, or to anyone inside Douglass who does not have a need to know the information.
- Divulging information about a client or service before it is prudent to do so.
- Receiving confidential information from an employee about his or her former employer.
- Accepting proprietary information from an outsider, under circumstances where a confidential relationship exists or may be implied, without first consulting the HR Department.
- Using third party confidential information that has been obtained illegally or unethically.

This policy should be cross-referenced with Code of Conduct Policy # 701. Breach of confidentiality is considered a serious offense, and will result in disciplinary action up to and including termination of volunteer assignment and possible legal action.

Inclement Weather

Douglass Community Services/711 Grand Avenue will be closed for inclement weather in accordance with the Hannibal Public Schools. Douglass Community Services/711 Grand Avenue will also follow the Hannibal Public Schools schedule for delayed start.