Procedure No: II.D.1.PR 021 Issue Date: January 5, 2009

Subject: Volunteer Services Revised Date: 7/1/2009

Section: Human Resources

1. Purpose

The purpose of this procedure is to provide general guidelines and procedures for volunteer services and donations in the Department of Developmental Services (DDS) to be consistent with the requirements of C.G.S. 4-61hh et seq.

1. Applicability

This procedure applies to all employees and volunteers in DDS.

1. Definitions

Volunteer **-** Any individual who provides goods or services to any state agency without compensation.

1. Implementation
   1. Types of Volunteer Involvement

**Category 1:**

1. A time-limited group project or activity under the auspices of a community organization which provides on-site supervision for the volunteers. Minimum age of volunteer is at the discretion of the Program Volunteer Contact and the group’s adult sponsor.
2. An individual or small group performing a time-limited or on-going activity or project with on-site volunteer supervision provided by DDS staff. Minimum age of volunteer is 14; volunteers under age 16 must be connected to a service project with an adult sponsor contact.
3. An individual volunteer providing on-going companionship or leisure activity with on-site supervision provided by DDS staff. Minimum age of volunteer is 14; volunteer under age 16 must be connected to a service project with an adult sponsor contact.

**Category 2**:

1. An individual who provides companionship or leisure activity independently with no on-site supervision required. Minimum age of volunteer is 18.
2. An individual who works at the Thrift Shops located at Southbury Training School.
3. An individual who performs a supervised internship in conjunction with a formal program of education.
   1. Responsibilities of Program Volunteer Contacts (PVCs) - Each program area deciding to involve volunteers within its programs and activities will designate one or more staff persons as PVCs.
      1. Recruit volunteers as needed from a broad community base along with other program staff. Volunteer opportunities shall be available to all persons regardless of sex, race, creed, national origin, or disability, as long as the volunteer service is beneficial to the individuals supported by DDS.
      2. Ensure that prospective volunteers complete the applicable DDS Volunteer Application Form.
      3. Interview each prospective volunteer before placement and review all items on the Volunteer Application Form. Check references and verify driver’s license information if volunteer will be transporting individuals. Volunteer workers may not drive a state vehicle, unless permission is first obtained from the Department of Administrative Services' Fleet Operations Director.  This permission will be obtained by the local Human Resources staff via the Agency Transportation Administrator.
      4. Forward a copy of the Volunteer Application, once an assignment is identified, to the local Human Resources Office as well as copies of the volunteer’s driver’s license, automobile insurance information, and request your local HR office to obtain the approval from the Director of DAS Fleet Operations (if applicable to the assignment.) License, insurance information, and approval from the Director of DAS Fleet Operations will be forwarded by the local Human Resources staff to the local Business Office.
      5. Provide each volunteer with information about DDS and its mission; abuse and neglect prevention, detection and reporting; and client confidentiality, including HIPPA requirements.
      6. Ensure that records are kept logging the hours of service provided by volunteers on a monthly basis.
      7. Complete a Donation of Goods and Services form for group volunteer projects and forward it to the local Human Resources Office.
      8. Complete a Donation of Goods and Services form for any items that are donated by volunteers, including service organizations, and forward it to the local Human Resources Office. The form may also serve as a receipt for donors.
      9. Direct supervision of volunteers shall be the responsibility of the staff person in charge of the area to which the volunteer has been assigned.
   2. Responsibilities of the local Human Resources Office
      1. Receive applications of all volunteers from PVCs and maintain on file. If HR receives applications directly from prospective volunteers, those will be distributed to PVCs. Once an assignment is identified (if applicable to the assignment), the PVC will forward to the local Human Resources Office, copies of the volunteer’s driver’s license, automobile insurance information, and request HR to obtain the approval from the Director of DAS Fleet Operations. License, insurance information, and approval from the Director of DAS Fleet Operations will be forwarded by the local Human Resources staff to the local Business Office.
      2. Conduct a background check in accordance with the DDS Abuse and Neglect Registry (DDS Policy - II.D.PO.003), the Connecticut State Police (DDS Procedure – II.d.PR.006), Dept. of Motor Vehicles (if applicable)(DDS Procedure – II.D.PR.004) and the Connecticut Sex Offender Registry (DDS Procedure – II.D.PR.002) for each assigned individual volunteer and each member belonging to a volunteer group providing direct services to clients. Such background checks must be completed prior to the provision of any volunteer service or activity with clients of DDS.
      3. On an annual basis, collect data from PVCs about volunteer activity and compile a report for the Commissioner of Developmental Services summarizing such activity. This report shall include information as requested on attachment D and be submitted annually by June 1st to DDS’s Central Human Resources Office. The Commissioner will include information on volunteer services as part of the department’s annual report, including:
         1. Total number, location, and duties of all volunteers.
         2. Total number of annual hours of service provided by all volunteers.
         3. Number of volunteers who have direct contact with clients.
         4. Number of volunteers who drive as part of their volunteer duties.
   3. Volunteer Benefits
      1. Volunteers may transport clients in state vehicles provided that the volunteer is at least 18 years of age, has a valid driver’s license on file, and has received approval from the regional director (for Central Office volunteers, the Commissioner or his designee) and the Director of DAS Fleet Operations, in accordance with DAS General Letter 115. A public service license may be required to operate certain vehicles.
      2. Volunteers may be reimbursed automobile mileage and parking fees if they transport a client in their personal vehicle, provided that the volunteer is at least 18 years of age, has a valid driver’s license on file as well as proof of required insurance, and has received approval from the regional director (for Central Office volunteers, the Commissioner or his designee), and the Director of DAS Fleet Operations. Such reimbursement, when provided, shall be furnished at the same rate as provided for state employees in accordance with C.G.S. section 5-141c.
      3. Volunteers may be covered by liability insurance, purchased through the State Insurance and Risk Management Board, to the same extent as may be provided for its salaried employees.
      4. With prior approval of the local Human Resources office and PVC, volunteers may participate in optional staff development training to enhance individual skills.
   4. Volunteer Restrictions
      1. Volunteers shall not have access to client records, unless for a specific purpose and with the approval of the regional director (for Central Office volunteers, the Commissioner or his designee).
      2. Volunteers shall not be left to supervise clients without staff support, except when engaged in approved activities that involve only a client and volunteers.
      3. Volunteers shall not displace paid employees.
4. References

C.G.S. 4-61hh et seq.

C.G.S. Section 5-141c

D.A.S. General Letter 115

1. Attachments

Attachment A: Volunteer Application Form – **Category 1**

Attachment B: Volunteer Application Form – **Category 2**

Attachment C: Log of Volunteer Hours Form

Attachment D: Donation of Goods Form

Attachment E: HR Database

Attachment F: Request to Use Personally-Owned Motor Vehicle for State Business