



FAMILY360 INC. & HOSANNA MINISTRIES, INC.

2012 Eastview Parkway, Ste. 400 | Conyers, GA 30013

Phone: (770)679-0586 | Fax: 770-285-6325

Website: www.Family360Center.com

www.HosannaMinistriesInc.org



Volunteer & Intern Policies and Procedures

In order to work well with the staff and to present Family 360 Inc. and or Hosanna Ministries, Inc. in the best possible light, we ask that you adhere to the following policies and procedures while you are on duty as a volunteer. Failure to comply may result in disciplinary action or termination.

a. Qualifications:

Volunteers must be at least 15 years of age to work without parental supervision, and must enjoy working with all types of people. They must show a genuine concern for the company. A willingness to work hard and pitch in wherever needed. The ideal volunteer is self-motivated, mature, sensitive, dependable, a team player and reliable.

b. Requirements:

Human Resources maintains records on each volunteer throughout the organization. Records include dates of volunteer service, positions held, duties performed, evaluation of volunteer performance, training attended and awards/recognitions received. Volunteer records, including **application, reference checks and background checks**, are confidential. Volunteers are responsible for submitting and updating information contained in their files.

Volunteers must complete a basic orientation session as scheduled before reporting to their first assignment. Additional training may also be required. Volunteers must agree to represent Family 360, perform in a professional manner whenever doing so, and not to allow personal views and opinions from clouding (overshadowing) or conflicting with the Family 360's purpose.

c. Time commitment and scheduling:

We ask each of our volunteers to sign up for as many duties (hours) as commitments permit. A minimum (average) of two hours of service per week is requested, but not required. Volunteer hours are flexible. With the exception of holidays, our volunteers are welcome to come in any time from 10 am to 8 pm, seven days a week. Once you have agreed to be available for a particular shift, we count on you to be there. In the event you are unable to be at your shift, please call Human Services.



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d. Signing in:

You must sign in each time you come to work and sign out each time you finish your shift.

e. Dress protocol:

You are as much a representative of Family360 as our paid staff. Your appearance and conduct will reflect Family 360. **We require that all volunteers wear long pants and closed-toe shoes with good traction. This is for your protection. Volunteers with inappropriate attire (sandals, tank tops, etc) will be prohibited from volunteering that shift. Volunteers are also required to wear name tags** while on duty at the facility or off-site.

f. Customer relations:

The success of our organization depends upon the quality of the relationship between Family 360, employees, volunteers, customers and general public. Our customer's impression of Family 360 and their interest and willingness to utilize our services is greatly formed by the people who serve them. In a sense, regardless of your position, the more goodwill you promote, the more our customers will respect and appreciate all that is done for Family 360. Be mindful of the HIPAA regulations, confidentiality of consumer information.

g. Smoking policy:

As per State Law, smoking is **PROHIBITED** inside the building.

h. Misappropriation of supplies:

There will be no removal of the organizations property without the approval of the manager.

i. Workplace safety:

Safety is important to all of us. Volunteers should conduct themselves in a way that promotes safety of themselves, co-workers, and clients. Volunteers should never put themselves or others into a situation that makes them fearful or uncomfortable. If you feel uncomfortable, please notify a staff member immediately.

j. Volunteer injury:



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Any personal injury that occurs while volunteering for Family 360 should immediately be reported to a staff member. Volunteers are not covered under the organizations insurance for injury to themselves.

k. Volunteer feedback:

Family 360 encourages volunteers to make suggestions, voice concerns and give ideas about how the agency fulfills its mission to the community. We are always looking for new ideas so if you have any ideas to share, please speak with the staff

L. Other:

- a. Liability Insurance
- b. Background Clearance
- c. Drug Screening
- d. Photo ID

M. What is HIPAA Compliance?

HIPAA, the Health Insurance Portability and Accountability Act, sets the standard for protecting sensitive patient data. Any company that deals with protected health information (PHI) must ensure that all the required physical, network, and process security measures are in place and followed.

This includes **covered entities (CE)**, anyone who provides treatment, payment and operations in healthcare, and **business associates (BA)**, anyone with access to patient information and provides support in treatment, payment or operations. Subcontractors, or business associates of business associates, must also be in compliance.

The **HIPAA Privacy Rule** addresses the saving, accessing and sharing of medical and personal information of any individual, while the **HIPAA Security Rule** more specifically outlines national security standards to protect health data created, received, maintained or transmitted electronically, also known as electronic protected health information (ePHI).

Print Name: _____ Signature: _____ Date: _____