

**DIVISION CIRCULAR # 24
N/A**

**DEPARTMENT OF HUMAN SERVICES
DIVISION OF DEVELOPMENTAL DISABILITIES**

EFFECTIVE DATE: August 16, 2006

DATE ISSUED: August 16, 2006

(Replaces Division Circular 24 "Volunteer Services" issued August 20, 2004.)

- I. TITLE: VOLUNTEER SERVICES**
- II. PURPOSE:** To establish policies to guide Division components in the development of their volunteer service programs.
- III. SCOPE:** This circular applies to components of the Division. (Provider agencies may voluntarily choose to utilize these guidelines).
- IV. POLICIES:**
 - A. The Division encourages efforts to attract, develop and train volunteers to enrich programs/services.
 - B. A cooperative relationship shall exist between Division components and individuals/groups/organizations who are providing or might provide volunteer services.
 - C. Volunteers are to be valued for their diverse contributions to agency efforts and as friends, companions and advocates for individuals served.
 - D. The Division recognizes that agencies under contract may develop their own volunteer programs.
 - E. Volunteers shall be encouraged so long as they are intended to supplement and not supplant paid staff and there shall be no real or apparent conflict of interest.
 - F. The Division may accept the use of the time and/or skills of persons who are required to do community services in lieu of incarceration.
 - G. Volunteers are subject to Criminal History Background Checks in accordance with N.J.A.C. 10:48A (Division Circular #40).

V. GENERAL STANDARDS

- A. Definitions - for the purpose of this circular, the following terms shall have the meaning defined herein:
1. Component - means Developmental Centers, Regions, Bureaus, Offices or Units of the Division.
 2. Volunteer - means an unpaid person who supports and supplements programs and services. A person may volunteer individually, or as a member of an organized group.
- B. An intern who may receive a stipend or an employee of the Division who volunteers his/her time shall be covered by the provisions of this circular.
- C. Each component utilizing volunteers shall designate a staff member responsible to handle inquiries and to coordinate assignments.
- D. Each component utilizing volunteers shall develop written policies and procedures outlining the goals and methods of recruitment, training, supervision, recognition, and separation of volunteers.
- E. Unpaid volunteers are not permitted to operate a state vehicle.
- F. All volunteers shall serve at the discretion of the administrative head of the component.
- G. Volunteers for a Division component shall be indemnified for their actions to the same extent as Division employees.
- H. Volunteers shall attend HIPAA awareness training. In accordance with Division Circular #53, volunteers shall have access to the minimum amount of health information in the client record to perform their volunteer duties.
- I. Volunteers shall be advised of the confidentiality requirements of the Division as described in Division Circular #30.
- J. Volunteers who perform the same functions as staff shall receive the same training for those functions as the staff members who perform them.
- K. Components shall be responsible for orienting volunteers about the individuals served, the facility and its program(s).
- L. The Division shall be responsible for the reasonable medical expenses of an individual injured while serving as a volunteer.

- M. Pertinent information shall be obtained from volunteers or volunteer groups.
1. For organizations, the component shall record the following information:
 - a. Name, address, telephone number and contact person for the organization; and
 - b. The specific activity involved.
 2. Each individual who serves on an ongoing basis shall:
 - a. Complete an application indicating pertinent personal data, health status, educational or other special qualifications, abilities or interests for volunteer services;
 - b. Provide three references. (No volunteer shall be assigned until the references have been verified);
 - c. Attend an orientation for reporting of abuse or neglect; and
 - d. Attend HIPAA Awareness training.
- N. Components are encouraged to recognize volunteers for their efforts.

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