



VolunteerHandbook

...Guidelines for **TrueCore**
Volunteers and Interns

TrueCore Behavioral Solutions

Volunteer Handbook

TrueCore Behavioral Solutions is committed to building partnerships in our local communities; we're about being involved and inspiring others to get involved with us. TrueCore wants to have a "face" in the local community and values community partnerships. There are a number of ways community members can get involved. Volunteers are needed to serve as mentors, tutors, literacy volunteers, faith partners, 12-step (AA/NA) group leaders, artists-in-residence and vocational instructors. Guest speakers are needed to support the victim awareness curriculum and other life skills groups. Interns and practicum students are needed to assist staff and provide support services for various departments. Community members and business leaders are needed to serve on our Community Advisory Board and support program initiatives. TrueCore is about "building brighter futures for youth" ...and the community has some of the "tools we need to get the job done!"

MISSION

Our mission is to provide innovative program solutions responsive to the needs of our customers. We achieve this through our best people who positively impact the lives of those whose welfare and safety is entrusted to us.

Goals of the Volunteer program

The goals of the Volunteer Program are to:

- ◆ Enhance the provision of comprehensive services to our residents;
- ◆ Provide an enriching experience to persons who desire to share their talents and skills with others; and
- ◆ Create community partnerships to promote a greater understanding of the services we provide.

The success of our facility and the quality of care we provide depend on our team of salaried staff and volunteers working together. We strive to attract competent and compassionate employees and volunteers to provide quality resident care and to achieve overall goals. We are grateful to our volunteers for freely giving time and a wide variety of talent and experience to the many departments and to the residents who receive care in our program. We trust that through your experience you will have the opportunity to learn more about adolescent issues. You are our very best ambassadors to the community and the cornerstone to enlightened understanding. In return for your "gifts" of time, talent and dedication, TrueCore seeks to provide a challenging environment with a wide range of volunteer opportunities for your continued personal growth, career development and satisfaction.

SERVICE PARTICIPATION

It is the policy of the TrueCore Volunteer Program to select and place volunteers based on their individual qualifications. We do not discriminate against any volunteer due to race, religion, color, national origin, sex or disability.

Volunteers must be at least **21 years of age** to work in a resident care area.

Interns must be at least **20 years of age** to participate in the TrueCore Internship Program.

In consideration for the safety of our volunteers, the maximum volunteer age is 79 years old.

APPLICATION

All volunteers are required to complete a TrueCore volunteer application. The purpose of the application is to share information and to determine if a mutually beneficial volunteer job assignment can be established for you at one of our residential facilities. Each facilities' Administrator who has the final word on the placement of volunteers.

BACKGROUND SCREENING

Florida Department of Juvenile Justice Background Screening

All volunteers with TrueCore are required to submit to a background screening through the Florida Department of Juvenile Justice. All background screening paperwork must be submitted, and an "Eligible" final obtained, prior to any regular volunteer service occurring in the facility. The TrueCore Director of Volunteer Services shall be responsible for submitting and communicating background screening results to the Volunteer Liaison. All paperwork shall be maintained in TrueCore secure volunteer database, and shall be held in the strictest confidence.

PREA (PRISON RAPE ELIMINATION ACT)

The Prison Rape Elimination Act (PREA) was enacted by the United States Congress in 2003 to address the problem of sexual abuse of people in the custody of U.S. correctional agencies. The act applies to all public and private institutions that house adult and juvenile offenders. It addresses both inmate-on-inmate sexual abuse and staff sexual misconduct. It is mandatory for all volunteers to participate in the *PREA Course for DJJ Volunteers*.

The major provisions of PREA include:

- Zero-tolerance for sexual assault and rape
- Development of standards for the detection, prevention, reduction, and punishment of prison rape
- Collection of data and the number of incidents of prison rape
- Award of federal money to help state & local governments implement the purpose of the ACT

VOLUNTEER LIAISON

Each facility will have identified, a Volunteer Liaison who shall be responsible for ensuring that the approved list of volunteers is maintained monthly and that volunteer hours are reported to the Facility Administrator on a monthly basis. They will also assist in direct facility volunteer services when necessary. Identification and oversight of Volunteer Liaisons will be the responsibility of the TrueCore Director of Volunteer Services.

TRUECORE DIRECTOR OF VOLUNTEER SERVICES

The TrueCore Director of Volunteer Services is accountable for all volunteer and intern services for TrueCore companywide. All inquiries from potential volunteers or interns must be forwarded to the Director of Volunteer Services prior to admission to any TrueCore residential facility. The Director of Volunteer Services also assist with volunteer QI and PREA facility audits.

INTRODUCTORY PERIOD

All volunteer assignments are made on a three-month introductory period. This is an opportunity to ascertain whether the assignment meets the needs and expectations of both the volunteer and the facility. Should the assignment be found to be unsatisfactory to either part, the Department Head shall contact the facility's Volunteer Liaison to discuss identifying a more appropriate placement.

WE EXPECT QUESTIONS

We hope that you will find our facility a friendly, welcoming place to volunteer. Staff can answer any questions you have about the program. The TrueCore Director of Volunteer Services can answer specific questions about your duties and role as a volunteer at that facility. We know that you will have many questions, particularly as a new volunteer. Always feel free to ask any questions you have. We're ready to help you and we're glad you're here with us!

SUPERVISION & PERFORMANCE REVIEW

As a volunteer, you will be directly supervised by your assigned Department Head, Volunteer Liaison or other staff member. In order to maintain a professional Volunteer Program, to ensure quality services to ours residents, and to maximize volunteer growth and development, periodic

performance reviews may be scheduled. Your supervisor will be responsible for scheduling these reviews. We look forward to these periodic meetings and believe that your comments and

TERMINATION

TrueCore asks that volunteers who want to leave their positions provide us with a two-week written notification. This provides us with an opportunity to say “thank you” and to schedule an exit interview so that we might learn from your experience. It also allows us to seek a replacement for your volunteer job position in a timely manner.

There are circumstances that would necessitate the termination of a volunteer from TrueCore. These are:

- ◆ Failure to abide by facility policy;
- ◆ Failure to behave appropriately with a resident or to maintain confidentiality or to abide by the “Code of Conduct” outlined in this Handbook;
- ◆ Poor work habits such as prolonged or frequent, unexplained absences; or
- ◆ Reporting for an assignment while under the influence of drugs or alcohol.
- ◆ Obtaining an “Ineligible” charge after the DJJ Background Screening has been completed.

EXPECTATIONS & RESPONSIBILITIES

TrueCore regards volunteering as a rewarding professional relationship where mutual respect and cooperation are necessary to meet mutual needs and expectations. We have designed a quality Volunteer Program to assure the best possible utilization of the skills, time and talent you wish to share with the facility. We need your assistance in assuring a worthwhile experience for the facility and its residents.

As a volunteer you have the responsibility to:

- ◆ Sign-in at the Receptionist desk before going to your assignment and to sign-out when leaving the facility at the conclusion of your assignment, and wear your Volunteer Identification Badge at all times while serving in a volunteer capacity.
- ◆ Report any absence or tardiness to your Department Head or Volunteer Liaison as soon as possible to provide adequate time for a replacement (if warranted). Likewise, we will make every effort to notify you of any changes in departmental schedules.

- ◆ Dress appropriately for your assignment. A well-groomed, professional appearance is essential. Please keep in mind that you serve as a role model for the residents.
- ◆ Report within 24 hours any accident or injury involving a volunteer in the course of performing an assignment. This report must be made to your Department Head and Program Administrator.
- ◆ Report abuse or suspected abuse to the Child Abuse Hotline (1-800-96-ABUSE) as well as to your Department Head or supervisor. All volunteers are mandated to adhere to all PREA standards.
- ◆ Do not accept personal gifts of money or other gratuities from residents. Explain firmly, but politely, that you cannot accept any payment from residents or family members, but that you appreciate the thought.
- ◆ Do not give residents any gifts of money or other items not previously approved by the Program Administrator, Volunteer Liaison, or TrueCore Director of Volunteer Services. Remember all items are considered **contraband**, including food, unless specifically approved by TrueCore leadership.
- ◆ Behave as a representative of our facility. Any behavior outside of the facility of a notorious nature which reflects negatively on our facility and its reputation may result in the volunteer being dismissed from the Volunteer Program.
- ◆ Report and discuss with your Program Administrator, Volunteer Liaison, or TrueCore Director of Volunteer Services, any difficulty you may experience with a staff member, a resident, parent/family member, or other volunteer.
- ◆ Do not provide a resident with drugs or alcohol. Check with your Volunteer Liaison before providing a resident with any food or beverage. Seemingly harmless foods may interact dangerously with certain medications that a resident may be taking.

Resident Relations & Confidentiality

The entire staff of TrueCore Behavioral Solutions is very pleased that you have decided to join us in sharing your talents and skills with our residents. You will be performing an important job here, and we appreciate the thought, energy and time you will be devoting to carrying out your duties with the highest degree of reliability and integrity. We hope that you, too, will gain from the experience of being a volunteer at our facility, finding enrichment and personal satisfaction in caring for others. As you begin your volunteer services, it is important for us to share some basic information concerning resident care and confidentiality.

RESIDENT RELATIONS

- ◆ Volunteer-resident relationships have the potential to maximize a resident's therapeutic experience by providing the resident with an opportunity to experience an accepting and understanding relationship. One of the major differences between a therapeutic relationship and other relationships is that the focus is on the *resident's needs* rather than those of the volunteer.
- ◆ Residents may elicit strong, positive feelings with you. As a representative of the facility, you are responsible to understand the feelings involved in the relationship; however, you are prohibited from acting on your feelings. To do so is considered a serious breakdown of the professional relationship and boundaries. Likewise, it is against facility policy for salaried and non-salaried staff alike to engage in social relationship with a resident or resident's family member. Social relationships with the youth are only permitted through the approved TrueCore mentoring program, and only after completion of mentor training, signed parental/guardian permission, as well as close supervision through the mentoring program.

You are strongly encouraged to consult with your Facility Administrator, Volunteer Liaison or the TrueCore Director of Volunteer Services, should you have any questions or concerns in this area.

- ◆ Confinement is often a very difficult time for residents and their families. Occasionally, you may encounter a resident who is uncooperative or hostile. You are encouraged not to take this behavior personally. Never attempt to argue with the resident, as this may inadvertently lead to an escalation of the situation. Never allow yourself to respond physically to a resident's abusive or negative overtures. The resident's inability to manage a social relationship is almost always a part of their need for care. Explain the difficulty to the Direct Care or other staff member assigned to the resident. Never attempt to resolve the situation by yourself.
- ◆ Volunteers may show that they care, but it is NEVER appropriate for a volunteer to attempt to engage the resident in therapy or deep discussions about their feelings. This is strictly prohibited because such probing discussions by untrained personnel may be harmful to the resident and problematic to the volunteer.

Confidentiality

Confidentiality is of paramount importance in any health care facility, AND it is a strict policy of TrueCore Behavioral Solutions. It is a legal right of every resident, well protected by the courts, and we want you to have full understanding and appreciation of what confidentiality involves:

- ◆ As a member of the program team, you are bound to maintain strict confidentiality about residents we currently care for or have cared for in the past. This means that you may not respond to a telephone call inquiring about current or former residents or to a seemingly innocent inquirer asking about a resident either in the facility or at home. To acknowledge a resident's identity or to discuss his/her condition without the resident's specific written authorization is considered a serious breach of confidentiality.
- ◆ When responding to inquiries regarding residents, the appropriate response is "I can neither confirm nor deny this person's presence here. However, if you leave your name and telephone number, and if that person is here, they will receive your message and respond if they so desire".
- ◆ A resident's medical records are legally protected documents. Only persons with legal or written authorization are permitted access.
- ◆ A conversation or interaction with a resident is a privileged communication that may be discussed only with members of the treatment team. You are responsible to report to your Department Head or supervisor any significant interactions you have had with a resident, as these observations may be significant to the resident's care. Likewise, if a resident wishes to confide a "secret", you are obligated to tell the resident that as a volunteer with TrueCore, you are part of treatment team and that any privileged information that they may share with you will be shared with your supervisor. Harboring "secret" information is usually detrimental to the resident's progress in treatment and can place you in an awkward and even unethical position should the resident reveal harmful thoughts.
- ◆ Your understanding of these concerns and guidelines will be reflected in your signature on the *Volunteer Service Agreement* (found on the last page of the Volunteer Handbook), and shall serve to verify your overall acceptance, understanding and respect for the information contained within the Volunteer Handbook. A violation of any of these guidelines is considered a breach of confidentiality that will lead to your dismissal and/or possibly to legal action against you.
- ◆ Absolutely NO audio/visual recording is permitted in any TrueCore facility by volunteers. Cell phones, cameras or any other recording devices are expressly prohibited.
- ◆ It is expressly prohibited for any identifying information pertaining to a youth in the custody of TrueCore to be released, in any form, to social media. Including but not limited to Facebook, Titter, news sources, or any other media outlet by any volunteer.
- ◆ You are encouraged to discuss freely with the TrueCore Director of Volunteer Services any questions or concerns you may have now or during the course of your volunteer service.

Mandatory Child Abuse Reporting

All volunteers are required by law to report abuse and suspected abuse to the Child Abuse Hotline (1-800-96-ABUSE) as well as to your Facility Administrator, and the TrueCore Director of Volunteer Services.

Media Inquires

If you should receive a call from newspapers, radio or television personnel your response is to be:

"At this time, there is no one here to respond to your questions. Please let me know what your questions are, your name and your phone number, and someone from our administration will return your call as soon as possible".

PROGRAM DIRECTORY

Name of TrueCore Facility Administrator

Telephone #

Cindy Lane

(813) 514-6275 x 214

TrueCore Director of Volunteer Services

Telephone #

RESOURCE LIST

To Report Suspected or Alleged Abuse

1-800-96-ABUSE

1-800-962-2873

TrueCore Behavioral Solutions

VOLUNTEER / INTERN ACKNOWLEDGEMENT

I have read, reviewed and fully understand the TrueCore Volunteer Handbook and agree to comply with all policies, procedures and guidelines contained therein to include the section on "Resident Relations and Confidentiality" and PREA Standards.

WAIVER FOR INJURIES OR DAMAGES

The Undersigned (_____),
in consideration of being permitted to work as a volunteer of **TrueCore Behavioral Solutions**,
does hereby release and forever discharge TrueCore and any and all employees thereof from
all liability which I, or my executors, administrators, or assigns may or can have by reason of my
contracting any communicable disease or diseases as a result of such volunteer activities
and/or personal injuries or property loss incurred during such activities.

I understand that any unauthorized disclosure of confidential information may result in my
immediate termination and that TrueCore reserves the right to pursue any legal or equitable
remedies available to it, including but not limited to an action for monetary damages and/or for
injunction relief.

_____	_____	_____
Volunteer's Name (<i>print</i>)	Volunteer's Signature	Date

Certification Approving Volunteer Application

_____	_____	_____
(<i>print</i>)	(<i>signature</i>)	
TrueCore Staff Witness Name & Title	TrueCore Staff Signature	Date