Series: 1400 Outreach
Policy Name: TRAINING OF VOLUNTEERS
Policy Number: 1401
Origination Date: 11/01/13   **UPDATED**: 3/6/2024

References:

1. **Policy:** It is the policy of Communities Connected for Kids that all volunteers receive the appropriate training before participating in any volunteer activity.

2. **Purpose:**   To ensure that volunteers are properly trained.

3. **Scope:** The policies and procedures described in this plan apply to all volunteers used in any capacity in Communities Connected for Kids programs.

4. **Procedures:** The following procedures are to be followed by the agency:

   Training/orientation

   a. The recruitment, selection, assignment, training, supervision, evaluation and recognition of volunteers, or for the supervision of those whom such responsibilities have been delegated, will be conducted in accordance with Communities Connected for Kids standards, COA standards and contract requirements. Volunteers may be used in direct service, advocacy, fund-raising and/or administrative   activities. Organization policies regarding the use of volunteers as well as the role and responsibilities of volunteer positions are outlined in the Communities Connected for Kids Volunteer Handbook. All volunteers shall receive a handbook upon selection into the volunteer program.

   b. Level 2 volunteers will attend one volunteer orientation training within 3 months of beginning volunteer activity. A Level 2 volunteer is defined as a volunteer or unpaid intern who may be in direct and/or unsupervised contact with clients. The volunteer is a regular, on-going volunteer who can serve with or without direct supervision by paid staff or who serves 10 or more hours per month. The orientation training will be the responsibility of the Community Relations department. A special condensed training may be arranged in some cases to accommodate students and other individuals who are unable to make the regularly scheduled trainings.

   c. Members of the Board of Directors will receive training through a special on-boarding process facilitated by the CEO or designee.

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d. The training will include, at a minimum, the following items:

- Agency overview
- CCKids Compliance Program, Code of Conduct & Conflict of Interest
- Review of volunteer handbook
- Security Training & HIPAA (if applicable) (required for BOD members)
- Fraud, Waste and Abuse Training (required for BOD members)
- Signature of required documents, including conflict of interest, as applicable

e. New Board members and volunteers must complete all required training within 30 days of hire and once every 12 calendar months or, no later than the last day of the same calendar month of the following year.

f. CCKids will screen all Prospective Board Members against the General Services Administration's List of Parties Excluded from Federal Programs and the OIG's List of Excluded Individuals/Entities. Sanction screening is completed for every individual covered under this policy prior to the first date of employment or associated relationship with CCKids and monthly thereafter (See Policy 1503 for additional information).

g. Volunteers must complete the background screening process as outlined in Policy 1402 before volunteer activity can begin.

5. <u>**Dissemination:**</u> A copy of this policy will be posted on the agency's Internet website and for all employees to view.

6. <u>**Revisions:**</u> This plan will be reviewed annually and updated as needed.

Approved: _Carol Deloach_
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Carol A. Deloach, CEO
3/13/2024

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