



# Lestonnac Free Clinic (LFC)

## Volunteer Handbook

Volunteer Team [volunteers@lestonnacfreeclinic.org](mailto:volunteers@lestonnacfreeclinic.org)



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## Program Overview & Training:

Medical Volunteers must complete training for Front or Back Office before they can volunteer in either department. Medical volunteers must perform 16 hours in the Front Office to familiarize with charts before you are eligible for Back Office training. Back Office training shift availability is listed on Better Impact.

You can sign up for more than one volunteer shift per day if you would like. Please note, the managers on duty during your shift may ask you to help out in other sections of the clinic if needed (Eg. Back Office to Front Office, or Front Office to Admin). Lestonnac managers can also delegate tasks as needed during volunteer shifts.

New volunteers need to complete at least **2 Back Office Training shifts** to be cleared for regular Back Office shifts. Current volunteers (those who have been cleared previously) will be required to **complete at least 1 Back Office Training shift** refresher to ensure you are up-to-date. Volunteers may be asked to complete additional training shifts at Volunteer Program management's discretion.

Medical volunteers (front or back office) may not enter patient rooms with the volunteer providers during patient appointments, as you are responsible for completing front/back office duties and working with the medical assistants. Shadowing of volunteer providers is not permitted at Lestonnac locations.

## Types of Volunteers & Time Commitment:

- **Medical Volunteers:** Commit to a minimum of 12 hours per month for the next 6 months
  - Front Office - familiarize with paper charts while filing or pulling patient charts
  - Back Office - take patient vitals, blood glucose readings of diabetic patients, assist staff or medical providers as needed
- **Dental Volunteers:** Commit to a minimum of 2 shifts per month
  - Assist with procedures and scheduling in the dental department
- **Translators:** Commit to a minimum of 12 hours per month for the next 6 months
  - In Person - Interpret for medical providers during patient visits
  - Virtual - Available over telephone to translate for medical providers
- **Administrative:** Commit to a minimum of 12 hours per month for the next 6 months
  - Assist administrative staff in areas including outreach/community partnerships, accounting, programs/project management, and event planning

It will be marked each month you complete less than the required number of hours in your record. Once you receive marks for 3 months within 1 calendar year (January-December), you will require a check-in with the Volunteer Coordinator and you will be removed from shift sign ups until such a meeting can take place. Volunteers may request a leave of absence for holiday, vacation, or school (please see **Leave of Absence** section).



## Tracking Time & Attendance:

Volunteer punctuality and attendance is essential to the daily operation of the organization. Shifts will be signed up for through Better Impact based on volunteer position. Volunteers will notify the Volunteer Team via email at least 24 hours before their shift if they will be absent from a scheduled shift. If a volunteer will be more than 15 minutes late to a shift, they must notify the Volunteer Team via email. If you cannot stay for the entirety of your shift, you must email the Volunteer Team as soon as possible.

Missing a shift entirely without prior notification will result in a no show. After 2 no shows, you may be dismissed from the Volunteer Program. After 2 no shows, you will be required to have a check-in with the Volunteer Coordinator and you will be removed from shift sign ups until such a meeting can take place. Volunteers may request a leave of absence for holiday, vacation, or school (please see **Leave of Absence** section).

Volunteers are responsible for keeping track of their hours in Better Impact. This is done through either the Better Impact timeclock or logging your hours after your shift ends in your Better Impact portal depending on the location.

- Orange (main location): use Better Impact timeclock to clock in/out for shifts
- Satellites: use Better Impact timeclock *if available*. If not, volunteers must log into their Better Impact account after completing a satellite shift under the "Hours" tab for the correct activity.

**Hour Approval:** Hours logged in Better Impact must match with your Better Impact schedule. Any hours logged that do not have a corresponding shift on your schedule may be deleted at Volunteer Program management's discretion.

Volunteers should email [volunteers@lestonnacfreeclinic.org](mailto:volunteers@lestonnacfreeclinic.org) if experiencing issues with logging hours. If a clock in or clock out is missed, the volunteer is responsible for reporting the missing time within a week of the shift worked.

## Leave of Absence:

Volunteers may request a leave of absence for holiday, vacation, or school. If a leave of absence is longer than 6 months, volunteers may be required to complete a refresher training course to ensure the volunteer is prepared for volunteering tasks. Volunteers who do not notify the LFC Volunteer Team of an absence may not be welcomed back or may be required to start the program over again at the Volunteer Program management's discretion.

Leave of absences must be submitted via email to [volunteers@lestonnacfreeclinic.org](mailto:volunteers@lestonnacfreeclinic.org) using the following format in the email body:

*Full Name:*

*Leave of Absence Start Date:*



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*Leave of Absence End Date:*

*Reason for leave of absence (1-2 sentences):*

Volunteers will not have access to shift sign ups during leave of absences. It is the volunteers responsibility to email the Volunteer Team [volunteers@lestonnacfreeclinic.org](mailto:volunteers@lestonnacfreeclinic.org) to re-gain access to shift sign ups *OR* extend their leave of absence *within 1 week of the original leave of absence end date*. Failure to return from leave of absences in a timely manner may result in dismissal from the Volunteer Program at the Volunteer Program management's discretion.

### **Requirements:**

All volunteers must maintain a yearly **negative TB test** result and may provide either proof of **Hepatitis B vaccination** or sign a waiver. All volunteers will additionally be required to complete HIPAA and basic Infection Control courses.

General Volunteers must provide proof of **COVID-19 vaccination** or complete a waiver. You may be tested by Lestonnac staff if you are experiencing any COVID-19 symptoms (e.g., fever, fatigue, coughing).

If at any time a volunteer is unable to fulfill these duties, they are required to notify the LFC Volunteer Team.

### **Dress Code:**

LFC volunteers are responsible for presenting a positive image to patients, employees, and visitors. Volunteers will dress appropriately for the job for which they are tasked. Any tasks related to patient care (front and back office work, translating, health fairs, etc) require scrubs and closed-toe shoes to be worn. For tasks unrelated to patient care, individuals will be made aware of the dress requirements. At no time should a volunteer wear torn or revealing clothing. Name tags must be visibly worn at all times.

### **Parking:**

Orange clinic

Volunteers must park at Calvary Chapel (facing Maplewood St.) located 221 N Waverly St., Orange CA 92866.



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### Satellite clinics

Volunteers should review the “Satellite Notes” document on Better Impact *prior* to any shifts at a satellite location.

### Letters of Recommendation:

A letter of recommendation may be requested by a volunteer who has built positive relationships at the clinic and has demonstrated excellence in volunteering. You may request a letter from any staff member. Letters are not written or guaranteed based purely on the completion of a set number of hours. However, please make sure to record all your hours in Better Impact as they will be the only hours considered in any letter. LFC staff may decline a letter of recommendation request for any reason.

### Conduct:

Volunteering should be a learning experience but never at the expense of those we aim to serve. Volunteers must remain professional and respectful at all times. Volunteers are expected to follow basic rules of conduct that protect confidentiality and safety. The following are examples of inappropriate conduct that could lead to dismissal from the program:

- Lack of cooperation or other disrespectful/disruptive conduct.
- Violation of HIPAA.
- Unsatisfactory performance or behavior.
- Volunteering under the influence.

### Cell Phones:

Due to patient confidentiality, cell phones must remain off during scheduled volunteer shifts. Cell phones may only be used outside or in the lunchroom.



### **HIPAA:**

Medical records have a tradition of “keeping confidences.” Record keeping in medicine now resembles other massive record-keeping systems, however, rules of confidentiality and privacy must persist. Individuals have the right to examine and correct information and, under most circumstances, prevent its release without their knowledge or consent. Patients may permit release of medical information by signing an “Authorization to Release Medical Records”. To protect the Confidentiality Privilege, all employees must refrain from discussion of patients in public areas. Furthermore, employees must retain all written communications, documents and medical records in a secure environment. Unnecessary documents identifying patients will be shredded prior to removal by Management.

Volunteers agree to keep all information pertaining to LFC patients confidential. Volunteers agree not to remove any files from the premises or divulge any information obtained as a result of association with LFC. Furthermore, volunteers agree not to publish or otherwise make public any information regarding the clinic participants, doctors, or patients in such a way that the person would be identifiable. Any unauthorized release of information will result in termination and may result in court action.

### **Sexual Harassment:**

LFC is committed to providing an environment free of unlawful harassment. LFC’s policy prohibits sexual harassment and harassment based on pregnancy, perceived pregnancy, childbirth or related medical conditions, race, religious creed, color, gender (including gender identity and gender expression), national origin or ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation or any other basis protected by federal, state, or local law or ordinance or regulation. LFC’s anti-harassment policy applies to all persons involved in the operation of LFC and prohibits unlawful harassment by any employee of LFC, including manager/supervisors, as well as vendors, patients, independent contractors, volunteers and any other persons. It also prohibits unlawful harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has, or is perceived to have, any of those characteristics.

Harassment is any behavior that includes unwelcome advances, sexual or otherwise, and other verbal or physical contact which interferes with an individual’s job performance or creates an intimidating, hostile or offensive work environment.

Prohibited unlawful harassment includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;



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- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race, or any other protected basis;
- Retaliation for reporting or threatening to report harassment.

If you believe that you have been unlawfully harassed, bring your complaint to the clinical Managers or Volunteer Program management as soon as possible after the incident.

### **Safety & Security:**

LFC's number one priority at all times is the safety and security of all staff, patients, volunteers and visitors. Should any situation arise that includes "perceived" threat, escalation of threatening and/or inappropriate behavior, or breach of safety barriers, volunteers are advised to notify supervisors, call "911" for emergency personnel and evacuate to a safe area. The incident must later be documented for review by Management. (More information found in the Resource Manual - located in the Operation Manager's office.)

- **Fire Safety:** To ensure a safe workplace, employees and volunteers are advised to report any damaged or malfunctioning structures and/or equipment to Management for timely repairs. We post exit floor plans in all examining rooms and hallways, detailing the location of firefighting equipment, evacuation routes and exits. (More information found in the Resource Manual.)
- **Earthquake:** In the case of an earthquake, take cover under a sturdy table or stand in a doorway. Stay away from glass windows and anything that could fall on you. (More information found in the Resource Manual.)
- **Violence:** LFC will not condone any acts or threats of violence against any LFC employees, patients, volunteers or visitors on LFC premises at any time or while they are engaged in business with or on behalf of LFC, on or off LFC premises. Violence by a volunteer or anyone else against any person on LFC premises will not be tolerated.

In furtherance of this policy, volunteers must notify the Operations Manager of any suspicious workplace activity or situations or incidents that they observe or become aware of that involve other employees, former employees, patients, volunteers or visitors that appear problematic. This includes, for example, threats or acts of violence, aggressive behavior, offensive acts, threatening or offensive comments or remarks, and the like. Never engage in any type of confrontation with a potentially violent person. If you happen to find yourself in a potentially threatening situation, call 911 immediately. Volunteers are expected to report to management and participate in an investigation of any suspected or actual cases of workplace violence.

LFC will take prompt, appropriate action up to and including immediate termination, against any person (employee or volunteer) who engages in any threatening behavior or acts of violence or who uses any obscene, abusive, or threatening language or gestures. LFC will not condone any form of retaliation against any person for making a report under this policy, so long as it is made in good faith, and in the reasonable belief that a report should be made.