

# Volunteer & Intern Handbook

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"Empowering Youth & Building Strong  
Families for a Brighter Tomorrow"

[www.cdsfl.org](http://www.cdsfl.org)

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# VOLUNTEER/INTERN HANDBOOK

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## Welcome!

Dear Volunteer/Intern

Our expectation of staff is to approach both the public and our program participants in a manner in which there is a continuous perception that there is no wrong door to services whether an individual or family is struggling with a mental health or substance abuse issue or a co-occurring disorder. Our intent is to assist the public and/or participant to the maximum extent possible to ensure their needs are met either directly or by an appropriate referral.

A Person and Family Centered Approach is at the heart of our strategy to assist our participants achieve their goals and become productive, happy, law abiding citizens. This means that services must be rendered in a fashion that consistently considers and involves the participant and family in the assessment of their strengths, needs, abilities, preferences, and desired outcomes, thus ensuring the process remains relevant.

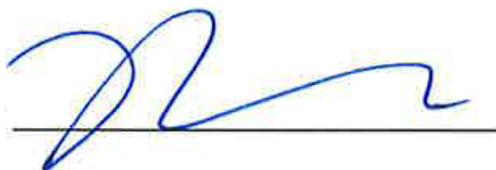
Critical to our success over the years is our allegiance to ethical business practices, striving for increased organizational efficiencies and quality in service delivery through an organized and ongoing comprehensive corporate compliance program and a strong commitment to being active in the communities in which we live and work.

We believe it is part of our corporate responsibility to be an educational resource for the community and to work with stakeholders to identify and address barriers and advocate for systematic change consistent with our mission: Empowering Youth & Building Strong Families for a Brighter Tomorrow.

This booklet is not to be considered a contract of employment and is not intended to state all the conditions of employment or principles, which will help to guide you in the performance of your duties. Instead, it provides information on certain policies and benefits currently in effect. At the discretion of CDS these policies may be modified or supplemented as part of our continuous effort to improve operations and to make CDS a better place to work.

We are pleased to welcome you as an employee and hope you will learn to fully understand and embrace our mission. We hope that your employment with CDS will bring personal happiness and professional growth throughout the coming years.

Sincerely Yours,

A handwritten signature in blue ink, appearing to read 'Philip N. Kabler', is written over a horizontal line.

Philip N. Kabler, J.D.  
Chief Executive Officer

## **You and Your Job**

The Chief Executive Officer is responsible for the administration of these personnel policies and in his/her absence delegates this responsibility to the Chief Operations Officer. To the extent possible, any changes, deletions, or additions to these policies will be described in writing and distributed to each volunteer/intern or posted in key locations throughout CDS for a period of not less than one week.

### **Equal Employment Opportunity Policy**

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CDS recruits volunteers and interns based on their qualifications and without regard to an applicant's race, color, national origin, sex, sexual orientation, gender identification, transgender, age, disability, military/veteran status, marital status, pregnancy, genetic information, religion or any other protected category. This policy also extends to disabled and Vietnam era veterans. In addition, CDS's Equal Employment Opportunity Policy applies to assignment of work for new volunteer/interns as well as its selection of current volunteer/interns for training, assignment of work, promotion, transfer, compensation, and other terms and conditions of employment.

All levels of management are responsible for implementing and enforcing this Equal Employment Opportunity Policy. In addition, all volunteer/interns are required to report any suspected violations of this policy to management.

### **Nondiscrimination Regarding Participants**

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CDS shall screen and provide services to participants based on program eligibility criteria and need and without discrimination by reason of race, color, religion, sex; sexual orientation, age, national origin, marital status, disability, political affiliation, or belief. This policy also extends to disabled and Vietnam Era Veterans.

Should any staff member, volunteer, participant, referral source or community member suspect or believe that CDS is utilizing a discriminatory practice either by a program systemically or by an individual it should be reported to the Chief Executive Officer and/or Chief Operations Officer immediately who will institute an investigation.

### **Disability**

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The Americans with Disabilities Act of 1990, as amended, protects qualified applicants and volunteer/interns with disabilities from discrimination in hiring, promotion, discharge, pay, job training, fringe benefits, classification, referral, and other aspects of employment on the basis of disability. The law also requires that covered entities provide qualified applicants and volunteer/interns with disabilities with reasonable accommodations, which do not impose undue hardship.

It is the policy of CDS to afford equal opportunity to all qualified volunteers and interns, regardless of physical or mental disability. However, all volunteers/interns with such disabilities are expected to perform the essential functions of their positions as both defined in their respective job descriptions or as performed on a regular basis as part of their normal responsibilities. All volunteers/interns with disabilities are eligible for accommodations per the Americans with Disabilities Act.

Such requests must be made to either the volunteer/intern's direct supervisor or made to the Human Resources Manager. While CDS cannot make all requested accommodations, we will work with volunteers/interns to define reasonable terms and supply such terms to the volunteer/intern. If the volunteer/intern cannot perform the essential functions with the requested accommodation, the volunteer/intern may be separated from CDS.

## **Child Abuse Reporting**

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Chapter 39 of the Florida Statutes mandates that any person who knows, or has reasonable cause to suspect, that a child is abused, abandoned or neglected by a parent, legal custodian, caregiver or other person responsible for the child's welfare shall report immediately such knowledge or suspicion to the central abuse hotline of the Department of Children and Families at 1-800-962-2873.

## **Prohibition Against Harassment**

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CDS is committed to a workplace which is free of discrimination and harassment based upon race, color, religion, age, sex, sexual orientation, marital status, national origin, disability, or any other basis protected by federal, state, or local laws. In an effort to prevent such illegal harassment or discrimination from occurring, we will communicate this policy to every volunteer/intern. No volunteer/intern of CDS is exempt from this policy.

Discrimination or harassment based upon race, color, religion, age, sex, sexual orientation, national origin, disability or any other legally protected status is considered a form of volunteer/intern misconduct. Examples of such misconduct may include, but are not limited to:

- A request or demand for sexual favors accompanied by a threat concerning an individual's employment status or a promise of preferential treatment.
- Unnecessary and unwelcome touching of an individual, for example, patting, pinching, hugging, or repeatedly brushing against another individual's body.
- Offensive jokes, comments, slurs, e-mail, memos, faxes, posters, cartoons, or gestures.
- Any conduct that has the purpose or effect of unreasonably interfering with an individual's work performance, or creating an intimidating, hostile, or offensive working environment.

Corrective action and/or termination may be taken regarding any volunteer/intern engaging in this type of behavior. Disciplinary action may also be taken against any volunteer/intern who in bad faith makes a false or dishonest claim of harassment or discrimination. Any supervisor or manager who has knowledge of such behavior yet fails to take appropriate action is also subject to discipline.

Any volunteer/intern who feels that he or she has been subjected to any type of harassment shall report this violation to the volunteer/intern's immediate supervisor. If the volunteer/intern does not

feel comfortable discussing the situation with the immediate supervisor, or if the volunteer/intern's immediate supervisor does not promptly resolve the situation to the volunteer/intern's satisfaction, the volunteer/intern should report the harassment to the Human Resources Department, Chief Operations Officer, and Chief Executive Officer.

CDS will investigate the complaint, make a written determination of its conclusion, and, when appropriate, prepare a plan of action to correct the problem and prevent reoccurrence. CDS shall inform the complaining volunteer/intern of its determination.

Under no circumstances will a volunteer/intern be penalized for reporting what the volunteer/intern believes in good faith to be harassment under this policy. If you believe that you are being retaliated against for bringing a complaint of harassment or discrimination, you should report such conduct immediately to your direct supervisor, or to the Human Resources Department. Any supervisor or manager who retaliates against a volunteer/intern for making a complaint shall be subject to corrective action and/or termination.

If you have questions about the policy, please contact your supervisor or the Human Resources Department. The success of our policy depends, in significant part, upon the understanding and cooperation of all our volunteer/interns.

## **Workplace Violence**

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Workplace violence can be any act of physical violence, threats of physical violence, harassment, intimidation, or other threatening, disruptive behavior that occurs at the work site. Workplace violence can affect or involve volunteer/interns, visitors, vendors, or participants.

A number of different actions in the work environment can trigger or cause workplace violence. It may even be the result of non-work-related situations such as domestic violence or other personal issues. Workplace violence can be inflicted by an abusive volunteer/intern, a manager, supervisor, co-worker, participant, family member, or even a stranger. Whatever the cause or whoever the perpetrator, workplace violence is not accepted or tolerated at CDS.

Every volunteer/intern is responsible for reporting instances of workplace violence in accordance with this policy. Every supervisor is responsible for responding promptly and thoroughly to allegations of workplace violence in accordance with the terms of this policy.

All persons at CDS should report instances of workplace violence. In true emergency situations where the threat of harm is imminent, volunteer/interns should call 911 and request immediate assistance from the authorities.

In non-emergency situations, workplace violence should be reported first to an immediate supervisor. If the immediate supervisor is contributing to the risk of the workplace violence, the incident should be reported to the Chief Operations Officer and/or Chief Executive Officer immediately.

CDS takes potential and actual threats of workplace violence very seriously and will take immediate disciplinary action, up to and including termination, when such threats occur. As a result,

volunteer/interns accepting placement with CDS accept and agree that they will be subjected to such disciplinary action if they make verbal or written threats of violence to other volunteer/interns.

## **Corporate Compliance Program**

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CDS provides mechanisms to assist employees and volunteers in reporting violations of possible criminal conduct, allegations of ethical violations, waste, other wrong doings or violation of CDS policy by persons within the organization, without fear of retribution.

The support of all employees and volunteers is necessary to achieving compliance with various laws and regulations. Employees and volunteers are protected from retaliation only if the employee or volunteer brings the alleged unlawful activity, policy, or practice to the attention of CDS and provides CDS with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees and volunteers that comply with this requirement.

CDS will not retaliate against employees or volunteers who, in good faith, has made a protest or raised a complaint against some practice of CDS, or of another individual or entity with whom CDS has a business relationship, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy.

CDS will not retaliate against employees or volunteers who discloses or threatens to disclose to a supervisor or a public body any activity, policy, or practice of CDS that the employee or volunteer reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning health, safety, welfare, or protection of the environment.

## **Use of Information Technology Resources**

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CDS intent is to integrate technology as harmoniously as possible into the work place. Accordingly CDS provides employees with consistent standards in regards to the use of desk and laptop computers, telephone, electronic mail, voice mail, mail, pagers, mobile phone, intranet, and internet access.

Use of CDS computers is restricted and must be consistent with CDS objectives/mission. Computer users must abide by copyright law, applicable local, state, and federal laws, and CDS guidelines. This policy applies to all employees/volunteers at all locations. All electronic and voice mail communications, including but not limited to stored information transmitted, received or archived in the CDS information system are the property of CDS. CDS reserves the right to access and utilize any information in its system as needed to protect and facilitate the legal and ethical interests of the organization.

CDS maintains all electronic communications, including both electronic mail and instant messaging correspondence when it reasonably knows that the data is relevant to pending, imminent, or reasonably foreseeable litigation. This litigation hold is to remain in full compliance with the Federal Rules of Civil Procedure. All such documents are preserved in the normal course of business and

maintained through the Human Resources and Data Systems Departments in the event that they become necessary for purposes of litigation for a minimum of three years.

**General expectations and guidelines are outlined below.**

- Only personnel who have received supervisor approval and appropriate training are authorized to access CDS Information Technology (IT) resources.
- Authorized users will at all times ensure all IT security and confidentiality policies are followed.
- IT resources may not be used for commercial purposes, except for the business purposes of CDS.
- Staff sponsoring participant use of IT resources, whether on-site utilizing CDS computers or off-site (i.e. library) and maintain direct supervision of participants to ensure appropriate use of this resource.
- Regardless of the circumstances, individual passwords must never be shared or revealed to anyone outside of the Data Systems Department. Revealing a password to another party exposes the authorized user to responsibility for actions of another person.
- Although each volunteer/intern has an individual password to access CDS Systems, they belong to CDS and the contents of all communications are accessible by management for any business purpose.
- CDS reserves the right to monitor, and will periodically monitor, its Systems in order to ensure compliance with this Policy.
- Volunteer/interns are strictly prohibited from placing personal passwords on any CDS System for the purpose of preventing such monitoring.
- The safekeeping and functionality of mobile equipment that is assigned to an individual such as but not limited to cell phones and laptop computers are the responsibility of that individual. Expenses incurred due misuse, personal use, or negligence will be the responsibility of the individual assigned.
- Staff who violates this policy may be subject to disciplinary action.
- Individual accounts are to be accessed only by the authorized users. Passwords are confidential and must be protected. Individual users will be held accountable for use of their account by others.

**Confidentiality and Acceptable Systems Usage:**

- CDS Systems are intended for CDS business only.
- All information transmitted or stored in CDS Systems (e.g., participant lists, documents relating to policies and procedures) is the sole and exclusive property of CDS and should be treated as confidential.
- Volunteer/interns SHOULD NOT consider any materials transmitted or stored in CDS systems to be private.
- Such information may not be disclosed to any person outside of CDS nor may any such information be removed from our premises without the express permission of the **CEO/COO**.
- Volunteer/interns are strictly prohibited from accessing, reading, and copying data or information stored in the Systems and from accessing, reading, and copying communications not directed to them without prior authorization.

**Computer Use:**

- Do not change settings on any computer without the permission of the primary user or the supervisor.

- Staff are expected to exercise common courtesy and to respect the needs and sensitivities of coworkers/participants regarding computer use.
- Complaints about computer issues should be resolved directly by the parties involved whenever possible, but may be processed through CDS complaint procedures.

### **Software, Personal Disks, and Networking Use:**

- Installation, upgrade, or removal of software is strictly prohibited and can only be performed by authorized Data Systems personnel.
- Computer software, whether purchased, developed, or modified by CDS, may not be downloaded, copied, reproduced, altered or appropriated by volunteer/interns without prior CDS authorization.
- Any such computer software is the property of CDS and may not be copied or appropriated by volunteer/interns for personal use during their volunteer/intern experience with CDS or upon separation.
- Volunteer/interns should be aware that the illegal duplication of computer software may result in the filing of criminal copyright charges by the owners of the copyrights; copyright infringement is punishable by fines and/or imprisonment.
- CDS does not condone the use of “bootleg” or “pirate” software on its computer system. The use of such software is grounds for discipline, up to and including immediate termination. Any Volunteer/intern who becomes aware of the presence of any “bootleg” or “pirate” software on CDS computer system should notify management immediately.
- The use of personal disks or software in CDS computer system without prior authorization is strictly prohibited.
- Volunteer/interns are further prohibited from accessing CDS Systems from remote locations via modem and from connecting CDS Systems to outside systems via modem without prior authorization.
- All users of commercial software products licensed to CDS are responsible for upholding the terms of the license agreements.

### **Internet Access:**

- Staff may make reasonable personal use of internet at lunch and break time.
- Intentional use of Internet resources to access or process obscene material, inappropriate text or graphic files, or files dangerous to the integrity of the network is prohibited.
- Websites containing pornographic or other offensive material should never be accessed from CDS computers.
- Accessing CHAT ROOMS is strictly prohibited.
- Staff are not to access any sites or services that may use excessive amounts of bandwidth (for example, on-line radio or television) for other than work purposes.
- Staff are not to download materials that may carry viruses.
- Staff are at all times strictly prohibited from accessing or downloading information from the Internet for personal use.
- Staff are expected to use their common sense and ask questions if they are not sure about what they may access.
- Users must abide by the acceptable use policy of any accessed network.

### **E-Mail:**

- E-mail communications should reflect the same level of professionalism expected of all other business communications. Some general guidelines are:
  - Use professional language, courtesy, and business etiquette.
  - Never send abusive, harassing, threatening, or ethnically oriented messages, even in jest.
  - Be careful when using sarcasm and humor. Without the personal interaction, your joke could be viewed as criticism.
  - Use common sense about what you say or send; you cannot control who will ultimately read it.
  - Never write anything to e-mail that you would not want to become public knowledge.
  - Review your message before you send it, a sentence that might be clear to someone talking to you face to face might come across quite differently without the tone of your voice or the facial expressions.
  - Think before you send e-mail to more than one person. Respect other peoples' time. Do the additional people really need or want to see the message? Often an obligation is felt to respond or we want to express our own opinion. This then turns into a "chat" session.
  - E-mail to a participant should follow the same formality as a business letter. It should be treated as a formal document with proper business standards being followed. Spelling, grammar, and punctuation should be checked.
- The use of personal e-mail accounts to conduct CDS business, without prior supervisor approval, is strictly prohibited.
- All e-mail messages must contain CDS Confidentiality Statement.
- Participant information is confidential and every effort must be made to protect it when using e-mail functions. Refer to Policy P-1008 – Electronic Transmission of Protected Health Information.
- Before CDS staff release any internal CDS information, enter into any contracts, or order any products via public networks, the identity of the individuals and organizations contacted must be confirmed.
- Do not access another staff's mail files without permission.
- Misrepresenting, obscuring, suppressing, or replacing another user's identity on an e-mail system is forbidden.
- Transmission of unsolicited bulk e-mail "SPAM", chain letters, pyramid schemes, and direct marketing pitches is strictly prohibited.
- Transmission of e-mails with sexual, ethnic, racial, and/or religious harassment content is strictly prohibited.
- Offensive electronic messages received must not be responded to. If they don't promptly stop, they must be reported to the immediate supervisor and CDS's Security Officer. (COO)
- Users must follow virus protection procedures for e-mail attachments (refer to Policy P-1066 – Virus Protection)
- E-mails are the property of CDS and their privacy is not guaranteed.
- Volunteer/interns should not use CDS Systems to transmit any messages, or to access any information, which you would not want a third party to see.
- E-mail may be used for personal use as long as it is used reasonably. However, this does not entitle staff to any expectation of privacy.

Personal Mail:

- All mail which is delivered to CDS is presumed to be related to CDS business.

- Mail sent to you at CDS may be opened by CDS personnel and routed to your department.
- If you do not wish to have your correspondence handled in this manner, please have it delivered to your home.

#### Voice Mail:

- Voice mail introductory messages should be professional and advise the caller of work related information.
- Voice mail messages left for others should be work related and should never contain derogatory, harassing, or unprofessional information.
- Voice mail must be protected with user set password.

#### Telephones:

- The Telephone Systems (including voice mail) at CDS are the property of CDS and are provided for business purposes.
- CDS may periodically monitor the usage of the telephone systems to ensure compliance with this policy.
- Therefore, volunteer/interns SHOULD NOT consider their conversations on CDS telephone systems to be private.

#### Cell Phones:

- CDS cell phones are intended for business purpose and emergency use. Other use of cell phones should be kept to a minimum.
- Excessive personal calls, including roam charges, or unauthorized use of telephone features may result in the need to provide reimbursement to the Fiscal Department upon receipt of the billing statement.
- You may not use a CDS or any other cellular phone or similar device to text messages, surf the Internet or respond to email while driving if you are in any way doing activities that are related to your volunteer/internship.

#### Forbidden Use and Content of Communication:

You may not use CDS Systems in any way that may be seen as insulting, disruptive, offensive, or harmful to morale. Examples of prohibited, non-business purposes include, but are not limited to, use of the CDS Systems:

- To convey insensitive, improper, derogatory, insulting, threatening, or harassing language or remarks, or sexually-explicit messages, cartoons, jokes, or other potentially offensive material.
- To send propositions, love letters, or any other message that could be construed to be harassment or disparagement of others in violation of our policy against harassment.
- To write personal letters, resumes, or other documents unrelated to CDS business.
- To run computer games or other personal software, or copy such software.
- As a forum for gossip or personal communications

#### Password and Encryption Key Security and Integrity:

##### Guidelines for Password Construction:

Create passwords that are easily remembered and conform to the following characteristics:

- Contain both upper and lower case characters.
- Has digits and punctuation characters as well as letters.

- Is at least 8 alphanumeric characters long.
- Is not a word in any language, slang, dialect or jargon.
- Phrases that are 3 or more words long are acceptable
- All Systems passwords and encryption keys must be available to CDS at all times.
- Passwords should be kept secured.
- Volunteer/interns should not use the “remember password” feature found on many computers and website applications.
- Staff may not install encryption programs without first turning over encryption keys to the Data Systems Manager.
- Further, volunteer/interns are prohibited from the unauthorized use of passwords and encryption keys belonging to other employees/ volunteer/interns in order to gain access to other employees’/ volunteer/interns messages.

#### Expectations Regarding Cyber Communication & Social Media Use By Employees & Volunteer/Interns

We recognize that employees and volunteer/interns will use social media and other cyber communications as a growing way to connect with others. As an initial point, the same principles and guidelines that apply to your activities as an employee or volunteer/intern in general, as found throughout the Handbook and your job description, apply to your activities online. This includes forms of online publishing and discussion, including blogs, wikis, file-sharing, user-generated video and audio, virtual worlds, and social networks. CDS trusts and expects employees and volunteer/interns to exercise personal responsibility whenever they participate in social media. This includes not violating the trust of those with whom they are engaging. We expect that employees and volunteer/interns utilizing social media will recognize and follow the guidelines included within this policy. Failure to do so will result in disciplinary action, up to and including termination.

Please abide by the following expectations:

- (1) Always consider the power of your comments and contemplate the impact of your post on your reputation and that of CDS before you publish it.
- (2) Respect all confidential and proprietary information that you possess as a result of your relationship with CDS. Secure written permission to publish or report on conversations that are meant to be private or internal to CDS. Examples of confidential information include, but are not limited to participant information, confidential academic information, proprietary data, internal policies and memorandums, and all proposed and executed organizational strategies.
- (3) When disagreeing with others’ opinions, be appropriate and professional in doing so when posting such disagreement on social media sites.
- (4) When posting about your work at CDS, use your real name, identify that you work or volunteer/intern for CDS and the position that you hold. Be aware of your association with CDS in online social networks. If you identify yourself as an employee or volunteer/intern of CDS, ensure your profile and related content is consistent with how you wish to present yourself with colleagues and program participants.
- (5) Anytime you publish content on an external website regarding anything to do with work you do or any subjects associated with CDS, use the following disclaimer: "The postings on this site are my own

and don't necessarily represent CDS's positions, strategies or opinions."

(6) Respect your audience. Don't use slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in our workplace. You should also show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory.

(7) Employees and volunteer/interns are prohibited from posting any type of photograph of any CDS employee, customer/participant, parent, family member, or volunteer/intern on any and all social networking sites without the express written approval by CDS.

(8) CDS respects its volunteer/interns' interest and willingness to convey group complaints regarding existing working conditions. While it wholly respects volunteer/interns' right to discuss such concerns utilizing social media, it encourages any such concerns to be brought to CDS's administration.

(9) When CDS wishes to communicate publicly as an Organization - whether to the community or to the general public - it has well established means to do so. Only those officially designated by CDS have the authorization to speak on behalf of CDS.

(10) Vulgar, obscene, threatening, intimidating, harassing, or discriminatory behaviors on social media sites may result in an employee's or volunteer's immediate termination.

(11) Use professional discretion when "friending" former employees/volunteer/interns. When doing so, recognize that many former employees/volunteer/interns have online connections with current employees/volunteer/interns and that information shared between former employees/volunteer/interns is likely to be seen by current employees/volunteer/interns as well.

(12) Employees/volunteer/interns are asked to use good judgement when making and/or accepting "friend" requests to or from coworkers. Employees in supervisor/subordinate relationships are particularly encouraged to use caution, due to potential for both parties to feel awkward or pressured to accept the request for business purposes and thus potentially impacting the work and social relationship (as well as possibly raising conflict of interest, unequal treatment, discrimination, or similar concerns).

## **Volunteer/Intern Records**

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CDS volunteer/intern records are confidential. Unless specifically authorized by the Chief Operations Officer or Chief Executive Officer, volunteer/intern records will not be released to any persons not associated with CDS unless prior arrangements have been made.

Within CDS, access to volunteer/intern files is limited to those with a need to know the information in the files. The Chief Operations Officer, the Chief Executive Officer, and Program Directors may have access to the records of their staff by requesting that the Human Resources Department pull the appropriate files. In addition, administration staff may have access to all records for purposes of updating and filing. Other than these limited situations, volunteer/interns are not permitted access to personnel files of other employees/ volunteer/interns.

Individual volunteer/interns may, however, have access to their own files by requesting that the Human Resources Department pull the file for their review. Volunteer/interns are not entitled to copies of records contained within their volunteer files. The volunteer/intern is responsible for scheduling a convenient time to review the file and the Human Resources Department or his/her designee will be present when the file is reviewed.

CDS abides by the Health Insurance Portability Accountability Act (HIPPA) as it relates to employee medical records. We maintain all employee medical records in a separate file and location that cannot be accessed by any other employee without a legitimate and explainable need for such review.

Furthermore employees maintain the complete right to review their own medical records, (which include insurance application forms as well as physician and other health related documentation) by contacting the Human Resources Department and requesting such review.

## **Working Together**

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We operate on the simple principle that if we treat volunteer/interns fairly and promote a positive ethic for providing quality service to our participants, CDS will be a fulfilling and productive place to work. We are aware that no workplace is free from day-to-day problems. Nevertheless, we believe that we can work together to address problems effectively. We encourage you to bring problems to your supervisor, the Chief Executive Officer, or anyone in management you feel can help you. Should you encounter waste, fraud, abuse, a breach of ethics, misconduct, or any other form of wrongdoing as related to the workplace and/or CDS employees or volunteer/interns, your prompt report of this behavior is vital to our ability to manage a safe, productive, and quality work environment. Please rest assured that there would be no reprisal in response to your ethical duty to report and that your concerns will be investigated in a timely and appropriate manner.

## **Job Descriptions**

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Each position within CDS will be described in writing. A written job description will be provided each new volunteer/intern upon hiring. This job description may be updated from time to time during the course of volunteer/intern experience.

## **Conflict of Interest and Employment of Relatives**

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CDS recognizes that due to familiar or other personal relationships with employees/volunteer/interns or Board members, there may occasionally arise potential for conflict of interest. When this concern is identified, any action in that regard is subject to prior approval of the Chief Executive Officer in relation to volunteer/interns and subject to Board approval in matters relating to policy. This policy intends to protect against potential favoritism or undue influence stemming from such relationships.

No individual will be appointed to any position where the individual would supervise or be supervised by a relative, or where a relative would have the authority to recommend or approve that person's hire, work assignments, performance appraisals, pay changes, disciplinary actions, promotions, or termination.

Because of our common interest in maintaining the financial integrity of CDS, relatives may not remain in positions that involve interdependent sensitive job assignments. These include situations where simultaneous employment of relatives would present an appearance of impropriety regarding the financial integrity of CDS. An example of a sensitive job assignment would be where a spouse is responsible for checking the financial integrity or accuracy of financial transactions performed by his/her partner.

No two relatives will remain employed with CDS if the relationship causes a conflict or other disruption on the job that is not otherwise covered by this policy.

### **Background Check, Personal Reference Check, Fingerprinting**

CDS will comply with regulations and protocols as defined by Florida's Department of Juvenile Justice and the Department of Children & Families.

### **Requests for References on Volunteer/Interns**

All requests for references from potential/future employers are to be directed to the Human Resources Department (a.k.a. the Custodian of Personnel Records). For your information, the following items may be appropriate for release: a) dates of your volunteer/internship b) the position(s) held. Additional information may be provided with appropriate signed release.

### **Attendance**

Volunteer/interns are expected to report to work punctually as scheduled, ready for work at the assigned starting time. Volunteer/interns working flexible schedules are expected to be prepared and on time for appointments, meetings and other commitments.

Volunteer/interns are expected to contact their supervisor and give as much advance notice as possible whenever unable to work or report on time.

Volunteer/interns, who report for work in a condition not fit for work, whether due to illness or any other reason, will not be allowed to work.

### **Recording Time Worked**

Each volunteer/intern at CDS is responsible and accountable for recording time worked on behalf of CDS on an official record of volunteer hours to include his/her signature and his/her supervisor's signature each pay period. By signing the time sheet, both the volunteer/intern and the supervisor are attesting to the accuracy of the hours recorded as being reflective of hours actually worked. Time sheets are to be submitted to the Supervisor by the specified deadline each pay period.

### **Supervision and Evaluation**

The on-site Program Director will assign a supervisor for volunteers at the time of placement.

The purpose of a written evaluation is to review a volunteer/intern's performance in relation to the quantity and quality of work as defined in his/her job description; to outline goals and training needs (identified by volunteer/intern and supervisor) for the volunteer/intern, and to help the volunteer/intern focus on professional development. Volunteer/interns will also have the opportunity to evaluate their immediate supervisors on an annual basis. Evaluations are to be conducted at least annually, and are signed by each volunteer/intern and his or her supervisor. Evaluations are filed in the volunteer/intern's personnel file when complete.

## **Hiring, Promotion and Transfer**

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CDS will continue to recruit, hire, train, promote, and transfer to all job levels qualified persons, without regard to race, color, religion, sex, sexual orientation, national origin, age, or non-job-related disability. The goal in filling job vacancies is to provide the best services to our participants by doing everything possible to make sure that the most qualified person is hired. For the purpose of hiring, qualified active CDS volunteers, interns and practicum students will be considered for open positions as internal applicants. The goal in filling job vacancies is to provide the best services to our participants by doing everything possible to make sure that the most qualified person is hired.

## **Accidents, Safety, and Worker's Compensation**

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CDS wants its operations to be safe and injury-free. Therefore, volunteer/interns should always use common sense to avoid accidents and injuries. Volunteer/interns should comply with all safety rules and practices.

If you are injured, you should report the injury immediately to your supervisor, no matter how minor the injury appears to be. This is important to ensure that you receive proper and timely medical treatment, and to make certain that any unsafe condition can be remedied. If immediate professional medical treatment is needed, a drug screen is required.

The Notice of Injury report must be completed with the Human Resources Department within **two working days** of the injury. Failure to report an injury or obtaining outside medical attention for a work-related injury without proper authorization is a violation of CDS policy.

Prior to returning to work, volunteer/interns may be required to provide an appropriate fitness for duty certification from their own physician and/or a physician selected by CDS.

## **Participants with AIDS or Other Blood-borne Pathogens**

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Many CDS programs may include participants who have contracted Hepatitis B or who have either contracted Acquired Immune Deficiency Syndrome (AIDS) or have tested positive for the HIV virus that causes AIDS. CDS cannot require testing for AIDS or HIV as condition for participation in its programs, and state law strictly limits situations where an individual's infection with AIDS or HIV may be disclosed even to persons within CDS. Accordingly, volunteer/interns should take appropriate precautions when working with any participant. The appropriate precautions will depend on the specific program and the participant interaction involved.

CDS has identified positions in which volunteer/interns may be exposed to blood-borne pathogens while performing certain tasks in the program or facility to which they are assigned. Persons in these positions are covered by CDS's Exposure Control Plan for Blood-borne Pathogens. These persons will be provided with a copy of this Plan as well as training regarding the use of universal precautions and other procedures to reduce the risks associated with this possible exposure. All volunteer/interns covered by this Plan are expected to comply with this policy.

Other volunteer/interns who are concerned about blood-borne pathogens are encouraged to review a copy of this policy, which may be obtained from your immediate supervisor. Also, if you have any questions regarding this policy or blood-borne pathogens in general, please contact your immediate supervisor.

CDS will not refuse services to any participant based on the participant's infection or suspected infection with the HIV virus, AIDS, Hepatitis B or any other blood-borne pathogen. In limited cases, however, it may be necessary to refer an individual participant to another program or to an appropriate medical program or facility if the participant's condition prevents CDS from properly caring for the participant or if the participant's condition presents a significant risk of substantial harm to the participant or others if the participant is left in the program. Any such determination will be made on a case-by-case basis, will be based on information from appropriate medical authorities, and will require the approval of the immediate supervisor.

Under normal circumstances, CDS volunteer/interns will not be excused from providing services to participants who are infected with HIV, Hepatitis B, or other contagious conditions. An exception to this requirement may be granted for a volunteer/intern who provides medical documentation showing that exposure to individuals with such conditions presents a significant risk of serious harm to the volunteer/intern. In such cases, it may be necessary to transfer or replace the volunteer/intern if this inability prevents the volunteer/intern from performing the essential functions of the volunteer/intern's current position or any other available position for which the volunteer/intern is qualified.

Finally, CDS participants who are infected with HIV, AIDS, Hepatitis B, or any other condition are entitled to the same rights as other participants. These rights include confidentiality, informed consent, the right to refuse treatment, the right to be treated with respect and dignity. With respect to confidentiality, except for limited circumstances, the law prohibits CDS from disclosing the fact that a person has AIDS or is HIV positive. Any such information is to be maintained on a need to know

basis within CDS and is not to be released within CDS or to any outside persons or entities without the approval of the Chief Operations Officer or the Chief Executive Officer.

## **Contagious Illness**

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Employees with contagious conditions agree that they will report such conditions to the Human Resource Department for appropriate guidance and management immediately upon learning of the condition.

Employees with a contagious condition or a suspected contagious condition may be prohibited from working until such time as he/she produces written verification from a licensed physician that the condition is no longer contagious.

CDS is committed to protecting the private health information of every employee; however, all employees must also recognize the need to alert other employees of contagious conditions that may impact or have impacted others, particularly those with sensitive medical conditions including, but not limited to pregnancy and immune deficiency conditions.

## **Personal Property**

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If you choose to bring personal items of value to work, such as a radio or camera, please take them home with you each evening. CDS cannot assume responsibility for the loss of any items of value. Although we try to provide a safe working environment, we cannot safeguard personal possessions. It is our wish that none of our volunteer/interns suffer any loss, so please think about your responsibility before bringing valuables to work.

## **Complaint Procedures**

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1. It is anticipated that free and open discussion of issues related to job performance will be the rule among personnel employed by CDS. Disagreements among volunteer/interns should be resolved directly by the parties involved whenever possible. All unresolved matters shall continue up the supervisory chain to the Chief Executive Officer. Those involved should communicate any and all concerns regarding another's behavior directly with the individual. Sharing such concerns with others that do not have a legitimate reason to know such concerns may quickly amount to gossip- one of the most damaging practices in any workplace.
2. A volunteer/intern should discuss unresolved complaints should be discussed with his/her immediate supervisor in a timely manner. If a satisfactory solution to the problem is not reached, the volunteer/intern should then direct the complaint in writing to the next higher supervisor up to and including the Chief Executive Officer.

## **Orientation, Training and Development Opportunities**

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Volunteers receive training as part of their volunteer service with CDS. All volunteers must complete an orientation, on-the-job or program training, and participate in training offered by their

supervisor.

*Volunteer Orientation* provides an overview of CDS, its mission, history and goals, confidentiality, HIV training and universal precautions, crisis intervention, and tour of facility. Each volunteer will review and sign a job description covering their duties and scope of responsibilities.

Each volunteer will participate in a scheduled orientation within the first month of beginning his or her service. The orientation is designed to provide a framework for volunteering.

*Volunteer Assignment or Program Training* is provided by the supervisor or designee for a particular placement. The training details the skills and knowledge necessary to perform their volunteer assignment.

When the resources are available, CDS is committed to providing training and development opportunities for both full-time and part-time personnel. This includes educational opportunities that are appropriate to volunteer/interns present work and professional growth.

All training must be approved by the Chief Operations Officer or his/her designee. CDS's training program includes but is not limited to opportunities for personnel to acquire: 1) skills in working cooperatively and effectively with other personnel who fulfill different tasks or responsibilities; 2) an awareness, sensitivity, and appreciation of the culture and perspective of the participants served by CDS; 3) skills to work more effectively with participant populations by staying current in the field of best practice and evidenced based interventions and program strategies and 4) skills to enable personnel to gain promotion.

Training opportunities must minimally meet the requirements outlined in appropriate program grants, or governing rules and regulations. When appropriate, CDS administration may consider certifications, academic course credits, and demonstration of competence under supervision in lieu of participation in certain required trainings.

CDS encourages volunteer/interns to seek professional licensure and/or certifications relevant to professional positions. In this regard, CDS attempts to work with volunteer/interns to identify continuing education within and outside CDS that will lead toward the attainment of licensure and/or certification or fulfill the continuing education requirements.

## **Travel and Other Reimbursable Expenses**

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Travel, mileage, and expenses are authorized by supervisors for special assignments, programs, conferences, conventions or other necessary business. When using their personal automobiles, volunteer/interns are entitled to reimbursement for actual miles driven. Highway tolls and parking expenses are also included. Proper forms for travel expenses must be filled out for reimbursement.

Travel advances may be negotiated with the volunteer/intern's immediate supervisor. Approval of such an advance by the Chief Executive Officer or Chief Operations Officer is required. When, in performance of duty, a volunteer/intern makes payment for authorized items, he/she may be reimbursed for those items in accordance with the fiscal policies of CDS.

CDS will not be responsible for reimbursement of expenses not applied for within 90 days of expenditure. Fiscal-year-end or grant-year-end requirements may create the need for exceptions to this policy.

## **Limited Access**

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CDS has a limited access policy to preserve and maintain a safe and secure environment for our employees, volunteer/interns, and participants. This policy permits only authorized individuals to enter CDS property. This includes volunteer/interns and participants when necessary to render services.

Vendors and suppliers are permitted access, but only as invited by authorized CDS officials. Unauthorized persons will not be permitted access to CDS property without CDS's prior approval. To promote security, all volunteer/interns are required to promptly report any unauthorized persons on CDS property to their immediate supervisor.

Anyone known to be violating a local, state, and/or federal law on CDS property or at a CDS supported function will be subject to referral for prosecution to the appropriate law enforcement agency.

## **Bulletin Boards**

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CDS bulletin boards are located in conspicuous places on CDS property. You should watch them for notices, bulletins, and interesting information posted for your benefit. Personal notices unrelated to CDS business are not to be placed on CDS bulletin boards.

## **Drug-Free Work Place**

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CDS will not tolerate any risk to the safety of staff and participants, or to the quality and efficiency of our vital services, which may result from persons who use alcohol or drugs in violation of this policy. Accordingly, persons violating this policy will be subject to corrective action and/or termination. Specifically, CDS prohibits any and all illegal drug use, regardless of whether this illegal drug use occurs on or off CDS property or during nonworking time. Since alcohol is a legal substance, CDS policy does not prohibit the off duty consumption of alcoholic beverages. Volunteer/interns are, however, prohibited from reporting to work under the influence of alcohol and from consuming alcohol during working time, which includes any rest or meal breaks. At no time may volunteer/interns possess alcohol or illegal drugs on CDS property or in CDS vehicles.

If a supervisor believes reasonable suspicion exists, the supervisor should report his /her findings and observations to the Chief Executive or Chief Operations Officer. Upon approval by the Chief Executive or Chief Operations Officer, the volunteer/intern will be asked to submit to a drug test and sign a form acknowledging his or her consent. Factors that substantiate cause to a test should be documented by the supervisor on the Substance Abuse Investigation Report Form, which must be done as soon as possible but no later than 7 days after the volunteer/intern has been drug tested. A copy of this report will be given to the volunteer/intern upon request and the original documentation

will be kept confidentially by CDS and retained for at least one year. If the screening is negative, there will be no loss of status based solely upon the result of the screening; but if the results of the test indicate that the volunteer/intern has engaged in drug or alcohol use in violation of this policy, the volunteer/intern will be subject to termination.

With regard to legal drug use, a volunteer/intern is required to notify his or her supervisor if the volunteer/intern is taking any medication, which, in the performance of the volunteer/intern's job, could be posing a direct threat to the health or safety of the volunteer/intern or others. If possible, CDS will work with the volunteer/intern and the volunteer/intern's physician to develop a reasonable accommodation that would allow the volunteer/intern to perform the essential functions of the job without imposing such a threat. If no such reasonable accommodation is available the volunteer/intern will be dismissed.

In accordance with the Drug-Free Workplace Act of 1988 for federal contractors and grantees, volunteer/interns are also required to notify CDS of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction. Any volunteer/intern so convicted will be subject to immediate termination. In addition, CDS reserves the right to take corrective action and/or to terminate employment based on evidence of a volunteer/intern's violations of this policy and without regard to whether such contact has resulted in a criminal conviction.

### **Medical Marijuana**

If a volunteer/intern with a legal referral for marijuana (for the treatment of a medical condition) tests positive based on the substance limits for the drug test, it will be reported by the lab as a "positive drug test" and will be treated in accordance with all other positive drug tests.

Volunteer/interns shall be given an opportunity to provide any information relevant to the test, including identification of currently or recently used prescription or non-prescription medications as well as any legal referral for marijuana use for the treatment of a medical condition.

There are no additional exceptions for volunteer/intern with legal referrals for marijuana.

### **Use of CDS Facilities, Motor Vehicles, and/or Other Equipment**

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The CDS facilities, motor vehicles, and/or other equipment are to be used for the sole purpose of conducting CDS business unless otherwise authorized by the Chief Executive Officer or his/her designee. CDS will assume no liability for misuse of facilities, motor vehicles, and/or other equipment. Furthermore, CDS is not responsible for any physical damage to any non-CDS owned vehicle operated by a volunteer/intern while conducting CDS business.

### **Ethical Conduct and Volunteer/Intern Professionalism**

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CDS is fundamentally concerned with the welfare, integrity, and human dignity of our employees, our volunteer/interns, and our participants. To accomplish its goals, CDS expects all of its

volunteer/interns to act in an ethical and professional manner. Accordingly, CDS has adopted the following guidelines for ethical conduct and an employee failing to follow any portion of this policy may be subject to disciplinary action up to and including termination.

1. Participant confidentiality must be respected at all times. Participant information and access to participant files is limited to those members of CDS staff who have a legitimate interest relevant to the particular participant.
2. Volunteer/interns are expected to exhibit a professional demeanor towards participants, fellow, volunteers/interns, employees, and the general public.
3. Statements to the public and promotional materials are intended to assist the consumer in making informed decisions and choices regarding matters of concern. Therefore all business, contractual relationships and marketing, promotional materials and publications, as well as information communicated by staff members must be truthful, not be misleading or inflating the performance of CDS in any way, and must be as accurate as possible.
4. Volunteer/interns are expected to be familiar and comply with the program procedures manual, which applies to the particular program area where the volunteer/intern works.
5. Just as participants are to be treated with respect, volunteer/interns are expected to be courteous, pleasant, helpful, and professional towards fellow volunteer/interns, employees, and the general public.
6. To protect participants and volunteer/interns against the appearance of any impropriety and/or conflict of interest volunteer/interns should not be involved in any aspect of services provided to family members, friends, or acquaintances. Should a volunteer/intern be faced with this situation, he/she must notify his/her supervisor immediately so other arrangements can be made.
7. Personnel matters related to volunteer/interns are confidential and must be respected at all times. Personal volunteer/intern information and access to volunteer/intern files is limited to those members of CDS staff who have a legitimate interest in the particular situation. Discussion should always be limited to those boundaries and conducted only on an as necessary basis. If a volunteer/intern has any doubt about his/her role in engaging in such discussions he/she is expected to address the issue to his/her supervisor prior to taking any other action.
8. While some communication may be extremely difficult to have, volunteer/interns are always expected to avoid an argumentative tone and comments and allow the other individual an opportunity to share his/her position inviting open discussion in a respectful manner.
9. All volunteer/interns are expected to be familiar and comply with the rules of ethical conduct outlined by the National Association of Social Workers (NASW).

The above guidelines do not include all areas of ethical or professional conduct. Rather, they are intended only to cover certain specific situations. Besides following the above guidelines, volunteer/interns should conduct themselves honestly, ethically, and professionally in all business performed on behalf of CDS.

### **Consensual Romantic Relationships**

CDS prohibits romantic or sexual relationships between a management or other supervisory employee/volunteer/interns and his or her staff (an employee/volunteer/interns who reports directly or indirectly to that person) because such relationships tend to create compromising conflicts of interest or the appearance of such conflicts. In addition, such a relationship may give rise to the perception by others that there is favoritism or bias in employment decisions affecting the staff employee/volunteer/interns. Moreover, given the uneven balance of power within such relationships, consent by the staff member/volunteer/interns is suspect and may be viewed by others or, at a later date, by the staff member/volunteer/interns him/herself as having been given as the result of coercion or intimidation. The atmosphere created by such appearances of bias, favoritism, intimidation or coercion or exploitation undermines the spirit of trust and mutual respect that is essential to a healthy work environment.

If any supervisory or management employee enters into a consensual relationship that is romantic or sexual in nature with a member of his or her staff (an employee/volunteer/interns who reports directly or indirectly to him or her), or if one of the parties is in a supervisory capacity in the same department in which the other party works, the parties must notify the manager. Although the parties may feel that what they do during non-working hours is their business and not the business of the office, because of potential issues regarding "quid pro quo" harassment, this is a mandatory requirement.

Once the relationship is made known to CDS, CDS will review the situation in light of all the facts (reporting relationship between the parties, effect on co-workers, job titles of the parties, etc.) and will determine whether one or both parties need to be moved to another job/volunteer position or department. That decision will be based on which move will be the least disruptive to the CDS as a whole.

If it is determined that one or both parties must be moved, but no other jobs/volunteer positions are available for either party, one or both parties may be terminated.

This policy applies to all employees/ volunteer/interns without regard to the gender of the individuals involved.

Additionally, CDS discourages romantic or sexual relationships between all employees/volunteer/interns. Such relationships can complicate working associations with other employees/volunteer/interns, limit an employee's/ volunteer/interns eligibility for transfer or promotion and personal conflicts from outside the work environment can be carried over into day-to-day working relationships. Employees/volunteer/interns in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

### **Discipline Sameness vs. Consistency Policy**

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CDS strives to ensure fair treatment of all employees. It is in the best interest of CDS to ensure that disciplinary and corrective actions are prompt, consistent and impartial and, most importantly, correct the problem, prevent recurrence and prepare the employee for satisfactory service in the future.

It is important that employees realize that the same infraction committed by different employees holding different positions may, at times, result in different corrective action procedures. It is the responsibility of our managers and human resource team to review the totality of events, including the tenure, performance record, and previous unrelated infractions of the individual(s) involved to ensure that the corrective action or termination decision is reasonable and appropriate for the offense.

Here's an example of why the same corrective action for the same infraction is not appropriate. Consider three employees that each fall asleep while they are on duty. One is a Fiscal Assistant, the second is the Receptionist and the third is an employee who is responsible for regularly operating a motor vehicle. When the Fiscal Assistant is caught sleeping on the job, a verbal warning may be appropriate. When the Receptionist falls asleep at the front desk, a final written warning may be issued instead because of the role's public nature. But falling asleep while operating a CDS vehicle would result in immediate termination, without warning, for the third employee because of the obvious safety concerns. The circumstances surrounding the infraction determine the appropriate level of discipline more than the infraction itself.

The goal is to administer corrective actions in a manner that best serves CDS and results in satisfactory performance.

## **Work Rules**

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CDS has adopted work rules to promote fair treatment of volunteer/interns and to ensure that your working conditions will be free from dangerous, disrupting, and costly behavior of others. Incidents are documented according to CDS policies and procedures and shall be investigated, if found true, action shall be taken appropriate to the circumstances, including but not necessarily limited to counseling, report to the volunteer/student college supervisor and/or immediate dismissal.

The following work rules are not intended to be a complete description of inappropriate conduct, but rather are set forth as examples of conduct that CDS considers to be grounds for corrective action and/or termination in appropriate circumstances.

1. A slow-down, interference, or delay of your work or of the work of other volunteer/interns.
2. Accepting or exchanging gifts of value, money, gratuities, personal items, personal favors, or benefits from participants or their family, vendors, or stakeholders without the awareness and approval of your supervisor.
3. Personal Fund raising activities should not occur in the work place without the awareness and approval of your supervisor.
4. Employees should consult with a supervisor prior to witnessing any non CDS documents for participants.
5. Any illegal drug use, regardless of whether this occurs on or off CDS property or during working or non-working time. Bringing any intoxicant, illegal drug or controlled substance to the workplace. Reporting for work or being on the job under the influence of alcoholic beverages or

with traces of any non-prescribed controlled substances in employee's system. (See Drug-Free Work Place).

6. Any other conduct that is contrary to CDS's best interest. Concerning off-the-job conduct, volunteer/interns should conduct themselves in such a manner as not to reflect adversely on CDS or its employees.
7. Billing for services not rendered, or lack supporting clinical documentation for services provided. Failure to uniformly charge for services rendered. Failure to maintain an accurate and timely billing structure and record system in accordance with CDS policies and procedures.
8. Bringing to work, possessing, or utilizing on CDS's premises, any firearm, weapon, ammunition, fireworks, or explosives. In cases where a volunteer/intern maintains a current and legal permit to carry weapons, such weapons may remain locked within the employee's personal vehicle in a CDS parking lot. Such weapons may not be used for any illegal or inappropriate purpose.
9. Creating or contributing to unsanitary conditions.
10. Disallowing reasonable accommodations in accordance with the Americans with Disabilities Act.
11. Dishonesty, including but not limited to, falsifying data requested by CDS.
12. Excessive absenteeism or tardiness.
13. Failure to adhere to any policy and procedure related to confidentiality and the appropriate creation, retention and destruction of confidential information and business records, including electronic versions.
14. Failure to obtain competitive prices or adhere to fair business practices in the purchase of goods and services.
15. Failure to adhere to fair business practices including financial practices, purchasing, petty cash, personnel practices, and related areas or dishonestly represent the agency and/or services. All marketing and advertising practices pertaining to the business and the outcome of services shall be provided in a truthful and honest way.
16. Failure to complete assigned work schedule or leaving the job without approval of immediate supervisor.
17. Failure to cooperate fully with any authorized governmental, contractual, accreditation investigation, monitoring or audit or request for information in a manner that harms the agency or our participants.
18. Failure to follow any CDS policy or procedure.
19. Failure to investigate allegations of wrongdoing reported.
20. Failure to limit staff relationships with participants to their defined professional roles.

21. Failure to meet productivity standards for the position
22. Failure to notify the Human Resources Department within 5 days of a conviction for any traffic violation (except parking) where points are placed on your license.
23. Failure to notify your supervisor immediately on the day of the occurrence where your license is suspended, revoked, cancelled or if you have been disqualified from driving for any reason.
24. Failure to notify your immediate supervisor if you will not be at work.
25. Failure to notify your immediate supervisor or in the case when your supervisor is not available any supervisor within 24 hours of an arrest for any criminal offense.
26. Failure to obey orders of a supervisor.
27. Failure to properly supervise program participants
28. Failure to properly carry out medication procedures.
29. Failure to attend mandatory meetings and/or complete required trainings.
30. Failure to provide CDS required documents and/or information as requested.
31. Failure to report and/or follow CDS procedures in reporting known or suspected child abuse, neglect or abandonment to the Florida Abuse Registry as required by Florida law.
32. Failure to report knowledge of another volunteer/intern's violation of any CDS policy, procedure, or allegation of any wrongdoing in accordance CDS Corporate Compliance Program.
33. Falsifying application for employment documents.
34. Fighting. (Physical or Verbal)
35. Gambling, lottery, or any other game of chance on CDS property.
36. Horseplay.
37. Immoral or indecent conduct. (See Ethical Conduct, Employee Professionalism, and/or Sexual Harassment).
38. Lack of tolerance for diverse characteristics, disabilities, or cultural backgrounds.
39. Loitering or loafing during work hours.
40. Sleeping on the job.
41. Smoking in any CDS facility or vehicle (except in designated areas). Any fine levied under Florida's Smoke Free Workplace laws is the responsibility of the violator.

42. Theft, destruction, or damage of property belonging to CDS, employees, volunteers, participants, or their family members.
43. Threatening, intimidating, or coercing participants, fellow employees, volunteers, or members of the public. (See Equal Employment Opportunity Policy and Prohibition Against Harassment).
44. Unauthorized disclosure or acquisition of confidential information of CDS's employees, volunteers or any CDS participants or their family members. (See Personnel Records, and Ethical Conduct and Employee Professionalism).
45. Use of obscene or abusive language or loud arguing while at work or in the performance of work related duties
46. Violation of CDS's Ethical Conduct or Limited Access. (See Ethical Conduct and Employee Professionalism and Limited Access).
47. Violation of health and safety rules or practices. (See Accidents and Safety, and Workers' Compensation).

## VOLUNTEER/INTERN HANDBOOK & NASW CODE OF ETHICS ACKNOWLEDGEMENT FORM

CDS Family & Behavioral Health Services, Inc.

I received my copy of the Volunteer/Intern Handbook (*Revised March 2023*) containing the CDS policies and procedures, which I have reviewed and understand. I also have been given an opportunity to ask questions I may have concerning any of the policies in this handbook. I agree as a condition of employment to follow the policies in this handbook, and if there is at any time something I do not understand, I agree to ask my supervisor. I understand that the handbook does not provide any contractual rights or guarantees regarding my volunteer placement and that I am providing goods or services with no monetary or material compensation.

My services are offered freely and without pressure or coercion, direct or implied from any member of the CDS Family & Behavioral Health Services organization. I also understand that I am excluded from any provisions of law relating to employment, to any collective bargaining agreement, to unemployment compensation, or to any laws relating to hours of work, rates of compensation, leave time, and employee benefits.

I further acknowledge that this understanding cannot be modified except by written agreement signed by the Chief Executive Officer and the President of the Board of Directors. I understand that CDS's policies and benefits may be changed from time to time at its discretion without notice. I will keep my handbook for future reference and understand that this signed statement will be a permanent record in my volunteer/intern file. Furthermore, this is to verify that I attended an orientation session on the date entered below which covered all sections.

Volunteer/Intern Signature: \_\_\_\_\_

Witness Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### In Case of Emergency Please Notify

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_