

HEALTHWEST

Policy and Procedure

No. 02-007

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Approved by: 
Subject: Screening, Orientation, and Supervision of HealthWest Volunteers

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Rich Francisco

Rich Francisco, Executive Director

I. POLICY

All HealthWest Volunteers will be screened, oriented, and supervised by an assigned HealthWest staff or designee.

II. PURPOSE

To ensure that all HealthWest volunteers are screened, complete orientation to the Agency, are accountable for their services and assignments, and receive adequate supervision from HealthWest staff or Contracted Provider supervisor staff.

III. APPLICATION

All HealthWest volunteers with access to Agency sites, records, and/or individuals receiving services and all contracted provider volunteers.

IV. DEFINITIONS

Volunteer: An individual providing services to the Agency without remuneration.

Agency: HealthWest or contracted provider agency.

V. PROCEDURE

- A. Responsible Supervisors considering bringing volunteers into Agency sites and/or in contact with individuals receiving services by the Agency or their records, must seek approval for each occasion from at least the Supervisor responsible for their unit prior to allowing the volunteer access to records of individuals receiving services.
- B. All HealthWest Volunteers will complete a Volunteer Application ([A078](#)).
- C. All Volunteer applicants will be interviewed and screened by the potential responsible Agency Supervisor.

- D. After the interview, if the supervisor wishes to accept the volunteer, the potential volunteer will be asked to consent to a criminal background check (See Background Check Policy) and sign a confidentiality statement (HealthWest Form [A104](#)).
- E. The Agency Supervisor will ask the appropriate personnel to complete background check process; for HealthWest this is the Human Resources Department. Human Resources will notify the supervisor of the background check outcome, which is either eligible or not eligible to volunteer.
- F. The supervisor will inform Human Resources of the start date for the volunteer and Human Resources will begin the onboarding process, which includes scheduling orientation.
- G. During orientation, Volunteers will be provided access to Muskegon County's and the Agency's policies and written procedures. All Volunteers are expected to adhere to the County and Agency's policies and procedures including confidentiality.
- H. Volunteers are required to complete Agency required trainings, which include, but is not limited to: Recipient Rights and Bloodborne Pathogen training within ten (10) days, and all other required trainings within thirty (30) business days of beginning their volunteer service.
- I. The Responsible Agency Supervisor will conduct and document supervision meetings with the volunteer.
- J. Volunteer records are maintained in the Human Resources Department.
- K. The Agency Supervisor is responsible for training volunteers on changes in practice, procedure, and/or policy on an on-going basis.
- L. All HealthWest Volunteers must cooperate with a Recipient Rights investigation if one is needed.
- M. If the supervisor and Volunteer confirms that he/she is not meeting the criteria for the volunteer position and/or has been in violation of a HealthWest or Muskegon County policy, the Volunteer may be terminated.

VI. REFERENCES

- A. Volunteer Application (HealthWest-A078)
- B. Criminal Background Check (HealthWest-A073)
- C. Release to Complete a Recipient Rights Check (HealthWest-A131)
- D. Volunteer-Student Observer/Intern Confidentiality Statement (HealthWest A076)
- E. Job-Specific Orientation-Volunteer (HealthWest-A075)
- F. Volunteer Evaluation Form (HealthWest-A077)