

# O'Brien House Volunteer & Interns Packet



## Our Mission

**We save lives and families from alcoholism and drug abuse through residential treatment and community outreach.**

**O'Brien House  
446 North 12<sup>th</sup> St. - Baton Rouge, Louisiana 70802  
(225) 344-6345**

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# O'Brien House Welcomes Volunteers and Interns

## A. O'Brien House Volunteer Policy and Procedure

**Initial Assessment and Screening** – the initial assessment and screening will be done by the Volunteer Program Coordinator. A Volunteers/Intern Packet will be completed with instructions and regulations regarding the volunteer program. Only those persons who can be used in a volunteer capacity will be considered, and will not be assigned to any assignment which would replace employed workers.

A person may become a volunteer simply by calling and asking one of the Administrative Staff persons if there is a need for the service that this potential volunteer can provide. They will be referred to the Volunteer/Intern Program Coordinator. Before being accepted to serve at O'Brien House, a packet must be reviewed and signed that includes the O'Brien House Hold Harmless Agreement. This packet must be completed prior to any work assignments

## O'BRIEN HOUSE VOLUNTEER POLICY AND PROCEDURES

1. **Signed Agreement** – All applicants shall complete and sign an agreement.
2. **Background Checks** – These will be obtained on each applicant, if required.
3. **Assignment of Duties** – Applicants deemed to be appropriate shall be assigned the position of Volunteer or Intern. Volunteers shall perform professional services, only if licensed or certified to do so. Example of Assignments:
  - a. Interns are assigned to the Clinical Director
  - b. Volunteers are assigned to the kitchen or Residential Housing and/or Administrative Office depending on his/her requested areas to assist the Organization and/or the needs of the Organization at that time.

The duties are explained by the assigned supervisor of the program, division or department the Volunteer or Intern is assigned to.

4. **Supervision** – Volunteers/Interns shall serve under the specific supervision of the Assigned Manager of that designated program, department or division.
5. **Scope of Responsibility** – Volunteers/Interns shall be required to report for duty at their assigned times and remain throughout their shift.
6. **Orientation and Training** – Orientation is conducted by the assigned supervisor along with any specific training needed to assist with that department or division. All interns and volunteers shall be provided with information about O'Brien House programs, services, mission and values.
7. **Training and Staff Meeting** – Monthly In-Service training provided to all employees is provided to volunteer and intern positions as well as monthly staff meeting.
8. **Volunteer Supervision and Training** – A personnel file, identification and current information shall be maintained on each volunteer and intern. All interns shall be required to provide the agency (submit to

Clinical Director) with supervisory review information from their educational institution.

**9. Volunteer Expectation** – Confidentiality Policies – volunteers/Interns shall be required to adhere to all O’Brien House policies and procedures regarding Confidentiality, HIPPA and Code of Ethics; and the adherence that this is a Alcohol and Drug Free Facility.

**10. Dismissal Procedures** – Volunteer/Intern status does not excuse the individual of the responsibility to be a dependable worker. (1) Failure to perform agreed upon work assignment may result in dismissal by the Program Director. The Program Director shall curtail, postpone, or terminate the services of volunteer or volunteer organization when there are substantial reasons for doing so and (2) Failure to adhere to O’Brien House Code of Ethics, OBH Policies and Procedures regarding Confidentiality, HIPPA and other violations as stipulated in our Disciplinary System Policy and Procedures can result in disciplinary actions.

## **B. General Information and Duties**

1. Providing on the job on-going supervision by the supervisor of that department as well as O’Brien House Staff.
2. Providing a meal if meal time occurs during volunteer service time.
3. Evaluation of good work habits will be observed by the supervisor and staff and reported to the Volunteer Coordinators. The keeping of accurate account of volunteer’s hours of work will be done by the Volunteer Coordinator, if needed. Written evaluation observations will be completed by the Volunteer Coordinator, or assigned Supervisor, if needed.
4. Opportunities for advancement can occur by the following procedure: after the volunteer duty schedules are complete, the volunteer can submit an application to the personnel division of O’Brien House.
5. All volunteer hours must be submitted on a weekly or monthly basis to the Administrative Assistant/Volunteer Coordinator. At the end of the volunteer term, a letter of acknowledgement can be given to the volunteer stating the number of hours serviced to O’Brien House.
6. Event Volunteers – Event Volunteer are welcome at O’Brien House special one – day or special occasion activities. The following procedures are required: (1) Volunteers will be required to sign in at the event. These sign in sheets are to be given to the Administrative Assistant/Volunteer Program Coordinator for records’

management. (2) Volunteer will be required to sign an confidentiality form and the O'Brien House Hold Harmless Agreement.

### **C. Volunteer/Interns Procedures**

O'Brien House reserves the right to do a criminal background check on anyone seeking to conduct their Internship at O'Brien House and may restrict or deny any person convicted of any crime involving violence or sexual misconduct from performing his/her Internship at O'Brien House.

Interns must complete the following procedures with the Administrative Assistant:

- Complete a Volunteer/Intern packet.
- Give copy of ID
- A background check is required for all volunteer/interns.
- Give copy of school/college documents which may have assigned number of ours needed, otherwise the Intern must inform us the number of hours to be done.
- After completing assigned hours, documentation will be provided by the assigned supervisor of the program, division or department Volunteer/Intern worked.
- A TB Test or show evidence of taking a test within one year, is required for all volunteers/Interns.

### **D. Volunteer/Intern Dress Code Policy**

Purpose of The Dress Code: To protect volunteer/intern from "a pattern, practice or scheme of conduct that can reasonably be construed as being for the purpose of sexual arousal of gratification or sexual abuse of any person", O'Brien House volunteers/interns are required to:

(1) Wear loose fitting and non-revealing clothes.

(2) Adhere to the general dress code rule: "Dress with Dignity and Pride"; as follows:

- Mondays through Thursdays - Business or business casual attire may be worn. Typically this type of dress include: dresses, skirts, blouses, suits or dress pants or slacks, casual dress pants, shirts, nylons, socks, casual or dress shoes and other clothing that represent our general dress rule "Dress with Dignity and Pride".
- Fridays and Weekends - Relaxed casual may be worn. These days are considered to be "Dress Down" days. Jeans, relaxed casual type shirts, jogging suits, wind suits and other such outfits are permitted. Again, we ask that you keep in mind that we represent O'Brien House and should keep the general dress rule in mind.

General Employee Health Standards - We require all employees to adhere to proper standards of cleanliness. This includes washing your hands and keeping your area clean daily. You are expected to be freshly bathed and wearing clean clothes when reporting to work. As employees, we are the first impression people have of O'Brien House and it is an important one. As stated in the Capital Area Human Services District Infection Control Policy Book, "it is the legal responsibility of the halfway house to provide a clean and safe environment for all who enter it"

# O'Brien House Volunteer/ Internship Application

Date \_\_\_\_\_

Name \_\_\_\_\_ SS# \_\_\_\_\_

Address: \_\_\_\_\_ City & State \_\_\_\_\_

Mailing address if different: \_\_\_\_\_

Telephone#: \_\_\_\_\_ Business#: \_\_\_\_\_

When is the best time to reach you by phone? \_\_\_\_\_

Occupation: \_\_\_\_\_ Employer: \_\_\_\_\_

Employer's Address: \_\_\_\_\_ City & State \_\_\_\_\_

What grade level are you if a student? \_\_\_\_\_ School: \_\_\_\_\_

Education: High School \_\_\_\_\_ College: \_\_\_\_\_ Other: \_\_\_\_\_

Work Experience:  
\_\_\_\_\_  
\_\_\_\_\_

Volunteer Experience:  
\_\_\_\_\_  
\_\_\_\_\_

Do you speak languages other than English? Yes \_\_\_\_\_ No: \_\_\_\_\_

If yes, which one(s)? \_\_\_\_\_

Have you ever done any public speaking to groups? Yes \_\_\_\_\_ No: \_\_\_\_\_

Do you have any special training on substance abuse or alcohol problems? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please explain: \_\_\_\_\_

Special Skills: Computer \_\_\_\_\_ Typewriter \_\_\_\_\_ Adding Machine \_\_\_\_\_ Bookkeeping \_\_\_\_\_

Times/Days Available for Volunteer/Internship \_\_\_\_\_

**O'Brien House**  
1220 Main Street  
Baton Rouge, LA 70802-4657  
Phone (225) 344-6345 Fax (225) 344-0119

**RELEASE AND HOLD HARMLESS AGREEMENT**

|                  |                    |
|------------------|--------------------|
| Name:            | Day Phone:         |
| Address:         | Evening Phone:     |
| City, State, Zip | Group Affiliation: |

I wish to volunteer/perform community service with **O'Brien House**. I understand that **O'Brien House** is a nonprofit organization, and is a halfway house providing residential services to clients in recovery from substance abuse.

I have received and understand both the "Code of Ethics for staff and volunteers of O'Brien House" and the "Statement of Confidentiality."

I understand that I am a volunteer provider of services to **O'Brien House**. I am not an employee nor entitled to any benefits of employment.

I hereby release and forever discharge and hold harmless **O'Brien House** and its officers, employees, and volunteers for and injury or death; damage to or loss of personal property arising out of, or in connection with my participation in the activities of O'Brien House from whatever cause including the passive or active negligence of **O'Brien House** or any other participants in the activity.

In consideration for being permitted to participate in the activities of **O'Brien House**, I hereby agree for myself, my heirs, administrators, executors and assigns, that I shall indemnify and hold harmless **O'Brien House** from any and all claims, demands, actions or suits arising out of or in connection with my participation in the activities of **O'Brien House**.

I HAVE CAREFULLY READ THIS RELEASE AND HOLD HARMLESS AGREEMENT AND FULLY UNDERSTAND ITS CONTENTS. I AM AWARE THAT IT IS A FULL RELEASE OF ALL LIABILITY AND SIGN OF MY OWN FREE WILL.

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

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

## Code of Ethics for Volunteers/Interns

- Volunteers/Interns shall not serve as sponsors for clients.
- Volunteers/Interns shall not allow clients to provide any kind of service for them, whether it is voluntary or not.
- Volunteers/Interns shall not enable clients.
- Volunteers/Interns shall adhere to the rule of confidentiality of all records, material, and knowledge concerning the client.
- Volunteers/Interns must respect the rights and views of the clients.
- Volunteers/Interns shall maintain respect for O'Brien House policies and procedures.
- Volunteers/Interns shall accept individual responsibility for their own behavior/ conduct.
- Volunteers/Interns shall not engage in romantic relationships with clients.
- Volunteers/Interns shall not engage in sexual intimacies with clients.
- Volunteers/Interns shall not engage in activities that seek to meet their personal needs at the expense of the clients.
- Volunteers/Interns shall not lend or sell anything to clients.
- Volunteers/Interns shall not borrow or buy anything from clients.

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Signature

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Date

## Statement of Confidentiality

It is the policy of O'Brien House that any and all information concerning a client of this facility is of strictly confidential nature. Confidentiality, a right entitled to each client, begins at admission or upon the making of a reservation for admission and never terminates. It is the duty and responsibility of every employee and volunteer of O'Brien House to ensure this right.

NO INFORMATION (identification, data of a medical or psychiatric nature, etc) concerning a patient who is to be admitted, is presently in-house, or has been discharged or transferred is to be released by ANY employee or volunteer or ANY person over the telephone, in person, or in writing. This includes even an affirmation or denial as to whether a person will be or was a patient of this facility.

I have read the above Confidential Statement of O'BRIEN HOUSE. I understand the importance of protecting patients' rights and concur with this philosophy.

I acknowledge that all information in the patient record, a medical/legal document and evidence of patient identify as well as the course of clinical treatment, is strictly confidential.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# O'Brien House Code of Conduct

All O'Brien Employees are subject to the following Code of Conduct:

1. No employee shall emotionally, physically, verbally, economically abuse or exploit any client or the client's family members. (As defined in the Code of Conduct Definitions on the following page)
2. No employee shall enter into a romantic relationship or sexual intimacies with clients during the continuum of care, including aftercare.
3. No employee shall misrepresent any professional qualifications, associations, training or experience.
4. An employee shall promptly inform his/her supervisor in cases where a client's condition indicates a clear and imminent danger to the client or others.
5. Employee shall take reasonable precautions to protect clients from physical and/or emotional trauma resulting from interaction within group activities.
6. An employee who witnesses any instance of abuse, neglect or unprofessional behavior by another employee or client must promptly report it to his/her supervisor.
7. No employee shall release any information regarding clients and their records except with written authorization by the client or his/her authorized representative.

I hereby acknowledge receipt of the above Code of Conduct and agree to comply with such codes.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

Witnessed by:

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Date

## **O'Brien House - The Code of Conduct Definitions**

A. Physical Abuse – Any act or failure to act done knowingly or recklessly or intentionally, including to act, which causes or may have caused an injury to a client. Physical abuse includes, but is not limited to, hitting, slapping, pinching, kicking, punching, dragging, squeezing, choking and shoving. Physical contact which endangers the safety of a client as well as handling the client with more force than is reasonably necessary constitutes physical abuse.

B. Sexual Abuse – Any sexual activity of any nature whatsoever between a client and staff without regard to injury or consent.

C. Emotional Psychological Abuse – Any use of verbal or other communication to threaten a client with physical harm or to ridicule, curse, humiliate or degrade a client or which caused or may have caused emotional harm.

D. Exploitation (a form of abuse) – Illegal or improper act of using the client and/or resources of the client for monetary or personal benefit, profit, gain or gratification. This includes forcing or encouraging a client to do anything illegal or immoral.

E. Neglect – Any failure to act which caused or may have caused physical or emotional injury to a client. Neglectful acts include but are not limited to failure to provide or obtain needed medical treatment or provide a client with other necessities or the withholding of such necessities (e.g. food, clothing), failure to supervise a client such that the client is placed in imminent danger; or failure to provide basic care which, while it may not cause harm, is a matter of cleanliness or personal dignity.

## **O'Brien House Policy and Procedures on TB Testing and Documentation**

Procedures - According to the Louisiana Public Health Sanitary Administrative Code, O'Brien House conducts the following Annual TB Tests Procedures and/or Review.

There is a \$10.00 TB test fee for O'Brien House to conduct the test in house for all Community Service/Volunteer workers.

1. O'Brien House is required to ensure all community service worker/volunteers are up-to-date with their annual health screenings.
2. All tests results are filed in the community service workers/volunteer's file.
3. If a volunteer or community service worker tests positive, they are given instructions and documentation for them to seek further medical assistance and medication management as required by the state of Louisiana to reduce spreading the infection to others.
4. Community Service Workers/Volunteers are requested to bring back documentation to ensure state requirements have been fulfilled and they are under medication management care.
5. Once completed, the community service worker/volunteer should bring back documentation that he/she has been released from medication management care. Once O'Brien House has received the release forms, the community service worker/volunteer can begin their service/volunteer hours.

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Signature

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Date

# O'Brien House Volunteer/Interns Agreement

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

I, the undersigned, do hereby state that I agree to the rules and regulations of the O'Brien House Policy and Procedures Manual. I also indicate by my signature below that I was orientated on the rules and regulations from the Policy and Procedures Manual.

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Coordinator/Designee

\_\_\_\_\_  
Date

**Conflict of Interest Policy Statement and Explanation of Use**

This is a Conflict of Interest Statement of Acknowledgement that summarizes the Conflict of Interest

Policy that exists to prevent actual, potential or perceived conflicts of interest. It applies to board members, staff and volunteers of O'Brien House with significant independent decision making authority regarding the resources of O'Brien House.

Identifying types of conduct or transactions that can determine as "Conflict of Interest".

A conflict of interest may exist when the interest or concerns of an interested party may be seen as competing with the interest or concerns of the organization. There are a variety of situations that raise conflict of interest concerns including, but not limited to, the following:

1. Financial Interests - A conflict may exist where an interested party or a relative or business associate of an interested party directly or indirectly benefits or profits as a result of a decision or transaction entered into by the organization.
  
2. Other Interests - A conflict also exists where an interested party or a relative or business associate of an interested party obtains a non-financial benefit or advantage with the organization, or where his/her duties or responsibility owed to the organization conflicts with a duty or responsibility owed to another organization.
  
3. Procedures for Disclosure - Interested Parties are under a continuing obligation to disclose any actual or potential conflict of interest as soon as it is known or reasonably should be known in writing. Any known financial interest which you or a member of your immediate family has in any business entity which transacts business with O'Brien House should be disclosed in writing to the Executive Director, Assistant Director and/or and updated annually.

Identified and/or known financial interest which conflict with O'Brien House is as follows:

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Do you or any member or your immediate family have any business entity which transacts business with O'Brien House that may cause conflict?

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\_\_\_\_\_  
Board of Director Signature

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date (done annually)

\_\_\_\_\_  
Date (done annually)

