

(was MCCMH Policy 10-03-010)

Chapter: **DIRECTLY-OPERATED PROGRAM MANAGEMENT**
Title: **VOLUNTEERS AND INTERNS/TRAINEES**

Prior Approval Date: 9/12/02
Current Approval Date: 12/22/04

Approved by: _____
Executive Director Date

I. Abstract

This policy establishes the standards and procedures of the Macomb County Community Mental Health Board (MCCMH) for the recruitment and use of volunteers and interns/trainees.

II. Application

This policy shall apply to the MCCMH administrative offices and to all directly-operated network providers of the MCCMH Board.

III. Policy

It is the policy of the MCCMH Board to provide a safe and congenial environment of learning, cooperation, and respect for the volunteers and interns/trainees who provide services at MCCMH directly-operated programs or administrative offices.

IV. Definitions

A. Volunteers

Persons who willingly perform services at MCCMH directly-operated programs or the administrative offices on a regularly scheduled basis without pay.

B. Interns/Trainees

Students or recent graduates who are not on the County payroll but who apprentice or receive training at MCCMH directly-operated programs or the administrative offices to gain practical experience in various mental health occupations.

V. Standards

- A. Volunteers and interns/trainees shall perform services at MCCMH directly-operated programs or the administrative offices only:
 - 1. After receiving approval from the Program Manager or Division Director; and
 - 2. Upon completion of an information or application form.
- B. The information or application form shall include, at a minimum:
 - 1. The volunteer's/intern's/trainee's name, address, telephone number, and Social Security number;
 - 2. Emergency contact; and
 - 3. Position to be filled and its location.
- C. The information or application form for a high school volunteer shall ask for the high school name and the volunteer's graduation date.
- B. MCCMH college or university volunteers and interns/trainees shall perform services at MCCMH directly-operated programs or the administrative offices only upon completion of Placement Agreements which shall include, but are not limited to the following information:
 - 1. A description of the responsibilities of the program or administrative office where services will be performed;
 - 2. The responsibilities/duties expected of the volunteer/intern/trainee;
 - 3. The privileges granted to and limitations placed upon the volunteer/intern/trainee;
 - 4. The period of time during which the volunteer/intern will perform services at MCCMH;
 - 5. The authorizing individual(s) of the program or administrative office;
 - 6. The individual who will supervise the volunteer/intern/trainee;
 - 7. A written promise signed by the volunteer/intern/trainee to hold in strict confidence all information learned about recipients **during** the time of placement and **afterwards**;

8. A termination clause which provides:
 - a. The conditions under which the volunteer/intern/trainee may end his/her relationship with MCCMH before the anticipated end of the placement whether or not mutually agreed upon by MCCMH or the volunteer/intern/trainee; and
 - b. The consequences to the volunteer/intern/trainee for violations of the Placement Agreement.
- C. The volunteer/intern/trainee's supervisor shall provide him/her adequate training and supervision to be able to perform the services expected to be rendered.
- D. The supervisor shall maintain an administrative file on each volunteer/intern/trainee. The administrative file shall contain, at a minimum, the information or application form. Additional documents in the administrative file may include records of training provided to or attended by the volunteer/intern/trainee, copies of evaluations of the volunteer/intern/trainee's performance, and other pertinent information.
- F. Macomb County shall cover each MCCMH volunteer/intern/trainee by the umbrella liability policy. MCCMH shall inform the volunteer/intern/trainee of the coverage.
- G. A mutual indemnification agreement between Macomb County and the intern/trainee's college or university shall cover each MCCMH intern/trainee. MCCMH shall inform the intern/trainee of the coverage.
- H. Each MCCMH volunteer/intern/trainee shall:
 1. Provide his/her credentials for the assignment;
 2. Meet the qualifications of comparable staff members if he/she is providing professional services; and
 3. Receive information regarding any personal risks or liabilities he/she may encounter.
- I. The supervisor shall conduct termination interviews prior to the departure of volunteers/interns/trainees whenever possible to:
 1. Provide the volunteer/intern/trainee feedback on his/her performance; and
 2. Elicit the volunteer/intern/trainee's comments regarding his/her placement at MCCMH.

VI. Procedures

- A. Program Manuals shall contain inclusions with procedures for the implementation of this policy, information or application forms, and Placement Agreements.
- B. Prior to obtaining the services of a volunteer/intern/trainee, each Division in the administrative offices shall develop procedures for the implementation of this policy, information or application forms, and, if applicable, Placement Agreements and college or university affiliation agreements.

VII. References / Legal Authority

- A. Michigan Department of Social Services MSA Physician's Manual, Chapter III, "Physician -- Explanation of Services," CHMSP 98-09, p 4 (10-1-98)
- B. Commission on Accreditation of Rehabilitation Facilities (CARF) 2001 Standards Manual, §2.C.6., "Human Resources," p 47

VIII. Exhibits

- A. None.