

## **Adair County SB40 Developmental Disabilities Board**

### *AmbassaDDAIR Guidelines*

The purpose of our AmbassaDDAIR program is to enhance advocacy, inclusion and provision of resources to individuals with developmental disabilities through supplementing staff efforts with volunteerism from the local community. It is a goal of SB40 to assure that the AmbassaDDAIR experience is also a positive and meaningful experience for the volunteer as well.

The SB40 organization is committed to partnering with volunteers of the highest caliber for this program. This policy is subject to revision as the need arises. We ask your cooperation in enforcing these guidelines so that the AmbassaDDAIR experience is a valuable one for the individuals served by the SB40 organization as well as the volunteers.

#### Program Goals and Objectives

Program Goal:

The goal of our AmbassaDDAIRs program is to enhance programs which support people with developmental disabilities.

Program Objectives:

- Enhance outreach of the organization to the community through informed volunteers.
- Develop positive working relationships between volunteers and individuals participating in programs of the organization.
- Create a symbiotic relationship between volunteers, employees and the organization's business associates.

#### AmbassaDDAIR eligibility requirements

- A completed AmbassaDDAIR Agreement form and Waiver
- The AmbassaDDAIR must be at least 18 years of age at the time the volunteer is accepted into the program.
- The AmbassaDDAIR program is a volunteer program. AmbassaDDAIRs will not be paid for time spent working in the program.
- Reviewed and signed SB40 policies, including HIPAA guidelines, Abuse/Neglect, Confidentiality Statement, Conflict of Interest statement. This also includes satisfactory completion of a background screen with Family Care Safety Registry and the Missouri Sex Offender Registry.
- In-person meeting with the Executive Director and/or a designated representative of SB40.

AmbassaDDAIR Recruitment Protocol

- SB40 will routinely distribute AmbassaDDAIR announcements (electronic flyers or letters) to participating institutions. SB40 will also post AmbassaDDAIR volunteer opportunities on SB40 website and social media.
- Executive Director and program coordinator review completed agreement.
- Executive Director or designee conducts a telephone review of interests with the volunteer.
- In-person meetings with assigned SB40 program coordinators are scheduled.
- Collect items listed above from the volunteer candidate

Responsibility of the SB40 Program Supervisor:

Each AmbassaDDAIR will be assigned to a Program Supervisor who will oversee the volunteer assignments while working with the SB40 organization.

The Program Supervisor maintains a record for each AmbassaDDAIR interests, availability of hours of work and maintains a log of all hours worked.

The Program Supervisor will provide the volunteer with all required training as listed in the eligibility requirements on start date. Specific policies may be developed and adapted to each SB40 program's needs.

The designated Program Supervisor will supervise the volunteer and should direct the day to day activities of the volunteer.

The Program Supervisor will hold regular meetings with the volunteer. The purpose of these meetings is to monitor the AmbassaDDAIR's experience. The Program Supervisor will keep a record of such meetings.

Responsibility of the SB40 Volunteer:

Each volunteer must provide their own transportation to program sites.

Each volunteer must adhere to all program policies and procedures.

Volunteers will be informed and observe the same holidays as employees and therefore will not be required to report to the SB40.

If a volunteer is unable to work on a scheduled workday, he or she is asked to contact the Program Supervisor in advance.

*Either party, the SB40 organization or the volunteer reserves the right to end the AmbassaDDAIR assignment if deemed to be in the interest of the SB40 organization and the volunteer.*

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### *AmbassaDDAIR Conduct and Ethics*

AmbassaDDAIRs represent Adair County SB40. Appropriate conduct and dependable work habits are expected of all AmbassaDDAIRs as follows:

- AmbassaDDAIRs are expected to maintain a positive working relationship with other volunteers, persons served and co-workers at all times.
- AmbassaDDAIRs are expected to positively support community outreach efforts of SB40 including efforts to raise awareness of SB40 services provided within the community.

#### Contact with Individuals Served

The relationship between ACSDDDB AmbassaDDAIRs and those individuals served by ACSDDDB is extremely important to providing quality services. The relationship should remain on a caring but professional basis. A professional relationship is one which does not create a dependency between the individual served and the AmbassaDDAIR. AmbassaDDAIRs are expected to:

- Treat all individuals fairly, with respect and kindness. Provide services in a manner that respects and preserves their dignity and privacy.
- Report at once any abuse or mistreatment of an individual served by ACSDDDB which may come to the AmbassaDDAIR's attention. ACSDDDB AmbassaDDAIRs are mandated reporters and will complete Abuse/Neglect training with the Program Supervisor on start date.
- Never slap, strike or otherwise abuse an individual served, or use profane, vulgar or impolite language when speaking to an individual. Do not touch individuals or cause them to touch AmbassaDDAIR or other individuals for sexual gratification.
- Do not furnish unauthorized drugs or intoxicating beverages to individuals served, or allow unauthorized persons to do so.
- Do not buy anything from or sell anything to an individual served, or make purchases for an individual served. Do not keep or hold money or personal property for individuals served, except as provided in ACSDDDB policies.
- Do not gamble with, borrow from, or lend money to individuals served.
- Do not wear clothing belonging to individuals served or use personal belongings of individuals served.
- Do not accept any tips or presents from individuals served, their families or friends. If a gift or gratuity is received, it should be graciously returned. Cards, letters and pictures having no monetary value are exempted from this policy.
- Do not hire individuals served by ACSDDDB for private purposes.
- Do not eat food which is purchased by or prepared for individuals served unless within the venue of a public dinner where most or all participants have contributed food items for consumption by all participants.
- Do not discriminate in the provision of services to person on the basis of race, age, creed, ethnicity, disability, gender, or national origin.
- Do not carry weapons or explosives into the work place or the homes of any individuals served.
- Do not discuss individuals served or any of their private information with anyone outside of the workplace except as authorized under HIPAA and confidentiality policies.

### Confidentiality

It is expected that ACSDDDB AmbassaDDAIRs will maintain confidentiality of all personal information for persons/families served, as well as co-workers, that may be acquired while fulfilling their duties, and that such information may only be released to other appropriate agencies or individuals involved with written approval of the individual or his/her legal guardian. AmbassaDDAIRs are required to maintain confidentiality of personal information as long as they are an AmbassaDDAIR with ACSDDDB and thereafter for as long as they have knowledge of confidential personal information.

It is every AmbassaDDAIR's responsibility to protect the confidentiality of physical and mental health information for persons served. Violations of HIPAA laws may result in termination from ACSDDDB AmbassaDDAIR program in addition to prosecution as prescribed by HIPAA policy.

AmbassaDDAIRs are expected to observe the following guidelines:

- Do not divulge the names of individuals served to friends, family or others outside of work.
- Do not discuss confidential information in public places where it may be overheard.
- Do not discuss a person's confidential information with or within the hearing of other persons served.
- Do not remove individuals' records from the workplace except as authorized.
- Observe HIPAA guidelines in the workplace.
- Do not allow records to remain where unauthorized persons may view them (such as copy area, computer screen or desktop when visitors are present).
- Do not escort members of your family, friends, or other visitors about the facility except when authorized by supervisor or management.

### AmbassaDDAIR Personal Safety and Personal Property

AmbassaDDAIRs are responsible for the care and protection of any personal property brought to the work area. ACSDDDB is not responsible for damage to or loss of AmbassaDDAIR personal property. AmbassaDDAIRs must also insure that no personal property brought to work creates a safety hazard or excessive distraction.

ACSDDDB retains the right to restrict AmbassaDDAIRs from bringing or using specific devices or personal property on ACSDDDB premises.

### Dress Code

Because each AmbassaDDAIR represents Adair County SB40 to individuals served, their families and caregivers, community providers and professionals, and the public in general, each AmbassaDDAIR's appearance is important and should be appropriate to whatever activities the AmbassaDDAIR is scheduled to perform on any given day. AmbassaDDAIRs shall maintain good personal hygiene and neat appearance. In general, business casual dress will be appropriate for daily activities, which may include nice jeans or other denim. Safe and appropriate shoes should be worn during working hours.

*Conflict of Interest and Conflicting Employment*

- AmbassaDDAIRs may not accept a gift, payment, favor, service, or entertainment if acceptance could be viewed as influencing an action.
- AmbassaDDAIRs may not solicit charitable donations or gifts from outside parties. Solicitation for contributions to agency-sponsored events for the benefit of individuals must have prior approval of the Executive Director.
- AmbassaDDAIRs may not steer, direct referrals to, or give preferences to individuals; steer or direct referrals to outside businesses in which the AmbassaDDAIR or a relative is engaged; steer or direct clients to any former AmbassaDDAIRs who are planning to establish another business entity; provide preferential treatment to agency staff, volunteers, board members, relatives, community partners, advisory groups, or consultants applying for and receiving agency services or accept preferential treatment from an individual or individual's relative in connection with a business transaction.
- AmbassaDDAIRs may not use or disclose confidential information obtained in the course of employment with the intent of financial gain for himself, a family member, or a business in which he/she is associated. An AmbassaDDAIR who may benefit directly or indirectly from a business arrangement or transaction between the agency and another entity must disclose the nature of the relationship and potential benefit to the Executive Director.
- No AmbassaDDAIR shall use the AmbassaDDAIRship for the purpose of obtaining a financial gain that materially enriches himself, or a family member, or refrains from acting for the purpose of coercing from another something of value.

The Executive Director shall interpret these rules, determine materiality, and determine whether a conflict of interest exists.