

CENTRAL FAIRFAX SERVICES, INC.

6860 Commercial Drive, Springfield, VA 22151
703-354-0900

Contractor/Volunteer/Student Intern Handbook

Contractor/Volunteer/Student Intern Handbook

TABLE OF CONTENTS

PART ONE

	<u>Page No.</u>	
I. History of Agency.....		1
II. Funding Sources		1
III. Services Provided.....		1
IV. Mission Statement.....		1
V. Orientation, Training and Supervision		
A. Orientation and Training	2	
B. Supervision		2
C. Evaluation	3	
VI. Operating Procedures		
A. Work Hours		3
B. Confidentiality of Information.....	3	
C. Safety/Injury		3
D. Alcohol and/or Drug Usage		3
E. Telephone Usage		3
F. Holidays/Staff Development Day Calendar		4
G. Volunteer/Student Intern File.....	4	
H. No Smoking Facility		4

PART TWO

I. Contractor/Volunteer/Student Intern General Information		
A. Policy Statement.....	4	
B. Job Descriptions.....	4	
C. Recruitment	5	
D. Interview and Placement Process	5	
II. Contractor/Volunteer/Student Intern Forms		
A. Receipt of Contractor/Volunteer/Student Intern Handbook...	7	
B. Volunteer/Student Intern Application	8	
C. Volunteer/Student Intern Agreement of Contract.....	10	
D. Volunteer/Student Intern Performance Evaluation	11	

CONTRACTOR/VOLUNTEER/STUDENT INTERN HANDBOOK
PART ONE

WELCOME! This Handbook will help you learn about working at Central Fairfax Services, Inc (CFS). We want you to take the time to become familiar with the Handbook. If you have any questions, feel free to discuss them with your supervisor.

I. History

CFS was founded in 1967 as a pilot program of the Northern Virginia Association for Retarded Citizens to provide continuing education to adults with mental retardation who had completed special education. CFS is governed by a volunteer Board of Directors composed of representatives of business, government, family members of people with disabilities and other interested members of the community.

II. Funding

CFS receives funds from the Fairfax-Falls Church Community Services Board, the United Way, the Northern Virginia Training Center and private donations from organizations and individuals.

III. Services Provided

CFS operates three programs: Community Based Employment, Sheltered and Developmental programs. CFS provides the opportunity for adults with disabilities to increase and expand their vocational capabilities (work behaviors and job skills) through supported work experiences in the community, the completion of contracts solicited from businesses, government and other organizations, as well as provides the individual with more serious or multiple disabilities with learning opportunities in the areas of self care, communication, mobility, socialization and vocational skills

CFS is committed to a policy of non-discrimination based on race, creed, color, sex, national origin, etc. in admissions, activities, provisions of services, and employment.

IV. Mission Statement

It is the philosophy of Central Fairfax Services, Inc. that every person is a valued member of the community, worthy of respect and capable of contributing to society.

It is the mission of CFS to enable people with developmental disabilities to achieve greater self-sufficiency and independence. This shall be pursued by providing services emphasizing vocational opportunities and the achievement of developmental skills. Services will emphasize the uniqueness of the individual and will be based upon the principles of community integration, normalization and the least restrictive alternative.

CFS will cooperate with organizations which enhance the quality of life of persons with developmental disabilities and will provide education and information concerning developmental disabilities.

V. Orientation, Training and Supervision

A. Orientation and Training

Once recruitment, selection, and placement have been completed, orientation is the next step, and should include:

1. A general overview of the organization, objectives and philosophy and its relationship with the total community;
2. An understanding of the responsibility and the function of the area in which he/she will be working;
3. An interpretation of the jobs and roles of contractors/volunteers/student interns, and specific rules and regulations that apply;
4. The use and purpose of required records, procedures, confidentiality, human rights, etc;
5. Applicable personnel policies and procedures, that apply to specific duties and responsibilities;
6. Emergency preparedness procedures;
7. Infection control Practice and measures;

All orientation training shall be completed within 15 business days of their affiliation to CFS. Retraining will be provided according to Licensure Standards. Orientation training in each above mentioned policies/procedures and retraining shall be documented.

B. Supervision

The Assistant Executive Director and/or assigned supervisor will:

1. Provide assistance and encouragement;
2. Monitor progress of the volunteer/student intern through evaluations and contractors through periodic meetings.
3. Provide ongoing supervision/support as applicable;
4. Schedule times to meet to discuss objectives and progress;
5. Provide instructional materials and resources; and
6. Facilitate a good working relationship with CFS staff.

C. Evaluation

1. Evaluation for Volunteers/Student Interns

Upon completion of the volunteer/student intern's assignment, he/she will receive a written evaluation. (If a college student, the evaluation is usually provided by the university. If not, use the CFS volunteer performance evaluation form.)

2. Evaluation for Contractors

This will be completed by the respective contracting agencies; feedback will be provided by CFS Assistant Executive Director or designee through periodic meetings.

VI. Operating Procedures

A. Work Hours

Work hours are 8:30 AM - 4:30 PM, Monday-Friday. A workday is 8 hours; a workweek is 40 hours. Volunteers/student interns should schedule their hours with their supervisor. Contractors should schedule hours with Assistant Executive Director within the scope of their contracting hours.

B. Confidentiality of Information

CFS complies with the regulations of the Health Insurance Portability and Accountability Act (HIPAA) as requires volunteers, students and contractors to also act in compliance. All data pertaining to the client is strictly confidential and is to be used only for job-related activities. Volunteers/student intern may have access to information only under the direct supervision of the CFS staff. Contractors will have access to client information by signed release only.

C. Safety/Injury

It is the responsibility of every contractor/volunteer/student intern to be familiar with all safety procedures, and to correct and/or report all safety hazards.

D. Alcohol and/or Drug Usage

All drugs, other than those prescribed and alcohol of any sort are not allowed. Contractors/volunteers/student interns believed to be under the influence of drugs or alcohol will be subject to dismissal.

E. Telephone Use

Agency telephones are to be used for the purpose of providing services. Personal calls, when necessary, must be limited and kept as brief as possible. Personal calls must not be made during direct client care. Excessive use of agency telephones for personal calls will be addressed by the assigned supervisor or contact person as applicable. Personal cell phones and pagers shall be kept on vibrating mode during regular CFS work hours.

F. Holidays/Staff Development Days Calendar

CFS adheres to the Fairfax County Government schedule for holidays. See Human Resource Manager for current copy of the calendar.

G. Contractors/Volunteer/Student Intern File

A file will be maintained for all volunteers/student interns and can contain such materials as the original application, evaluation(s), commendation(s), reports, and correspondence. The file is confidential and only the contractors/volunteer/student, the CFS designated personnel and the Personnel Committee of the Board of Directors may have access to it. The file may also be examined by representatives of funding sources (such as DMH & MR) for purposes of program certification, licensure, etc. Should this occur, you will be notified by your supervisor. The file is the property of CFS.

H. No Smoking Facility

CFS is a no smoking facility!

Part II. Contractor /Volunteer/Student Intern General Information

A. Policy Statement

CFS provides volunteer and student intern placements to those individuals interested in the field of developmental disabilities. All volunteers/student interns receive professional training as part of their orientation and on-going training during their affiliation with the agency. CFS does not depend upon the volunteers/student interns to provide basic services to clients, but views them as auxiliary support.

B. Job Descriptions

Job descriptions and/or responsibilities shall be written for each requested position. Volunteer position descriptions will be developed according to the agency needs and expenditures. Student position descriptions will be developed as stated in the field instruction manual from the accredited school.

Position Format:

Position:

Location:

Requirements:

Hours:

C. Recruitment

1. CFS may utilize the skills of volunteers/student interns to aid service delivery with the following conditions:

a. Volunteer/student intern positions should be designed specifically and

skillfully in order to help fulfill both the needs of recipients and volunteers/student interns.

- b. No volunteer/student intern shall be considered in the calculation of staffing ratios.
- c. No volunteer/student intern shall be used in lieu of professional staff; volunteers/student interns are not depended upon to ensure provision of basic services.

D. Volunteer/Student Intern Opportunities

Open to those persons with an interest in the field of developmental disabilities. Recruitment is done through affiliations with local universities and volunteer placement agencies. Certain positions require specific skills and talents and should be sought on an individual basis.

E. The Interview and Placement Process

- 1. The interview should be a function of the Assistant Executive Director, Human Resources Manager, or designated staff.
- 2. The application form should include: full name and address, telephone, occupation, reason for volunteering or student intern placement, experience and training, interests, means of transportation, volunteer days and hours, placement, starting and ending date, comments. Upon completion, it should be placed in the volunteer's/student intern's file.
- 3. General Requirements
 - a. Eighteen years of age or older (younger volunteers/student interns may be accepted at the discretion of the Assistant Executive Director.
- 4. Selection should be based on qualifications, experience, interests, and general requirements of the position.

5. Placement

The decision of placement should be made by the Assistant Executive Director through coordination with staff. To provide clarification, upon placement of a volunteer/student intern, goals and objectives will be developed (or as stated in the student field placement manual). These objectives should be agreed upon by the volunteer/student intern and CFS. A copy of these objectives should be

kept on file with the Assistant Executive Director until the time of the evaluation of the volunteer/student intern.

CENTRAL FAIRFAX SERVICES, INC.

**RECEIPT OF CONTRACTOR/VOLUNTEER/STUDENT INTERN
HANDBOOK**

I hereby certify that I have received a copy of the Central Fairfax Services, Inc. Contractor/Volunteer/Student Intern Handbook.

Contractor/Volunteer/Student Intern
Signature

Date

Supervisor's Signature

CENTRAL FAIRFAX SERVICES, INC.

VOLUNTEER/STUDENT INTERN APPLICATION FORM

Date_____

1. _____
(Full Name)

2. _____
(Address) (Phone)

3. _____
(Occupation)

4. _____
(Reasons for volunteering or internship)

5. Experience and Training _____

6. Interests _____

7. _____
(Means of transportation)

8. _____
(Volunteer days - hours)

9. Can you volunteer 3 hrs./wk. for minimum of 3 months? Yes ___ No ___

10. Comments (To be filled out by Human Resources Manager or designee)

Placement Date

Starting date _____

Ending date _____

11. Reference (Name, Address and Phone Number)

a. _____

b. _____

(Volunteer/Student Intern's

Signature)

CENTRAL FAIRFAX SERVICES, INC.

VOLUNTEER/STUDENT INTERN AGREEMENT OF CONTRACT

I, _____, agree to volunteer at _____
(Name) (Agency)

on _____.
(days and times)

My responsibilities will be _____

I am willing to volunteer a minimum of three months. I agree to keep confidential any privileged information pertaining to the agency, its employees, or clients which I may become aware of.

_____ agrees to keep a record of my
(Agency)
volunteer hours, provide a reference for volunteer work performed and to evaluate my volunteer work on a regular basis.

SIGNED: _____
(Volunteer)

(Agency Representative)

DATE: _____

CENTRAL FAIRFAX SERVICES, INC.

VOLUNTEER/STUDENT INTERN PERFORMANCE EVALUATION

Volunteer's/Student Intern Name: _____

Center: _____

Evaluator's Name/Title: _____

Starting Date: _____

Date of Evaluation: _____

Rating System

- 5 - Performance is outstanding
- 4 - Performance shows extra effort
- 3 - Performance is satisfactory
- 2 - Performance needs further improvement
- 1 - Performance is unsatisfactory

	Rating	Comments
Reports to work at the scheduled time(s) and has Established a pattern of good attendance		
Follows approved programs, policies and procedures		
Promotes a safe, clean and pleasant work environment		
Provides opportunities for consumers to learn and use new skills (through groups and role playing)		
	Rating	Comments
Presents an acceptable role model to consumers		
Actively responds to individual consumer needs		

Takes the initiative to seek help when needed		
Seeks assistance when responding to maladaptive behavior		
Interacts appropriately with consumers		
Supervises all consumer activity as assigned		
Demonstrates respect for consumers as individuals		
Works effectively with team members		
Uses good judgement		
Assists with planning and implementing activities		
Responds constructively to supervision		
	Rating	Comments
Accurately documents consumers activities and shares it with others		
Is enthusiastic and shows initiative and independence		

Participates in center, staff and consumer meetings when necessary		
Readily adapts to changes in placement and assignment		
Follows through on recommendations or suggestions from the placement supervisor		

Other Comments:

Signature/Date

Volunteer's/Student Intern

Evaluator's Signature/Date