DEPARTMENT OF HUMAN SERVICES
DIVISION OF DEVELOPMENTAL DISABILITIES

EFFECTIVE DATE: August 16, 2006
DATE ISSUED: August 16, 2006

(Replaces Division Circular 24 “Volunteer Services” issued August 20, 2004.)

I. TITLE: VOLUNTEER SERVICES

II. PURPOSE: To establish policies to guide Division components in the
development of their volunteer service programs.

III. SCOPE: This circular applies to components of the Division. (Provider
agencies may voluntarily choose to utilize these guidelines).

IV. POLICIES:

A. The Division encourages efforts to attract, develop and train volunteers to enrich
programs/services.

B. A cooperative relationship shall exist between Division components and
individuals/groups/organizations who are providing or might provide volunteer
services.

C. Volunteers are to be valued for their diverse contributions to agency efforts and
as friends, companions and advocates for individuals served.

D. The Division recognizes that agencies under contract may develop their own
volunteer programs.

E. Volunteers shall be encouraged so long as they are intended to supplement and
not supplant paid staff and there shall be no real or apparent conflict of interest.

F. The Division may accept the use of the time and/or skills of persons who are
required to do community services in lieu of incarceration.

G. Volunteers are subject to Criminal History Background Checks in accordance
with N.J.A.C. 10:48A (Division Circular #40).
V. GENERAL STANDARDS

A. Definitions - for the purpose of this circular, the following terms shall have the meaning defined herein:

1. **Component** - means Developmental Centers, Regions, Bureaus, Offices or Units of the Division.

2. **Volunteer** - means an unpaid person who supports and supplements programs and services. A person may volunteer individually, or as a member of an organized group.

B. An intern who may receive a stipend or an employee of the Division who volunteers his/her time shall be covered by the provisions of this circular.

C. Each component utilizing volunteers shall designate a staff member responsible to handle inquiries and to coordinate assignments.

D. Each component utilizing volunteers shall develop written policies and procedures outlining the goals and methods of recruitment, training, supervision, recognition, and separation of volunteers.

E. Unpaid volunteers are not permitted to operate a state vehicle.

F. All volunteers shall serve at the discretion of the administrative head of the component.

G. Volunteers for a Division component shall be indemnified for their actions to the same extent as Division employees.

H. Volunteers shall attend HIPAA awareness training. In accordance with Division Circular #53, volunteers shall have access to the minimum amount of health information in the client record to perform their volunteer duties.

I. Volunteers shall be advised of the confidentiality requirements of the Division as described in Division Circular #30.

J. Volunteers who perform the same functions as staff shall receive the same training for those functions as the staff members who perform them.

K. Components shall be responsible for orienting volunteers about the individuals served, the facility and its program(s).

L. The Division shall be responsible for the reasonable medical expenses of an individual injured while serving as a volunteer.
M. Pertinent information shall be obtained from volunteers or volunteer groups.

1. For organizations, the component shall record the following information:
   a. Name, address, telephone number and contact person for the organization; and
   b. The specific activity involved.

2. Each individual who serves on an ongoing basis shall:
   a. Complete an application indicating pertinent personal data, health status, educational or other special qualifications, abilities or interests for volunteer services;
   b. Provide three references. (No volunteer shall be assigned until the references have been verified);
   c. Attend an orientation for reporting of abuse or neglect; and
   d. Attend HIPAA Awareness training.

N. Components are encouraged to recognize volunteers for their efforts.

acting director
division of developmental disabilities