

# GOOCHLAND CARES



## VOLUNTEER HANDBOOK

## **Welcome to GoochlandCares**

Welcome to GoochlandCares! We are pleased to have you join us as a volunteer. This is an opportunity for you to offer help to your community. We provide a full range of basic human services for those in need in Goochland County.

Your time is valuable, and we pledge not to waste a moment needlessly. This volunteer handbook is designed to provide you with information to ensure that your volunteer experience is a success. If at any time during your volunteer service you have questions or concerns, you may contact either your Program Manager, the Director of Volunteer Resources or the Executive Director.

Orientation and training for your volunteer position may be completed in a group setting or on a one-on-one basis. During this orientation you will become familiar with the GoochlandCares operations, eligibility requirements for clients, office procedures and our policies.

Thank you so much for caring about your community and GoochlandCares.

**ALL.  
HERE.  
NOW.**

## BOARD OF DIRECTORS

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Clothes Closet Manager:.....Charlotte Bennett  
Clothes Closet Assistant Manager: .....Rhonda Weaver  
Clothes Closet Staff .....Lisa Coles, Brittany Smith  
Domestic/Sexual Violence Coordinator.....Heather Salmon  
Domestic/Sexual Violence Advocate.....Krista Riggleson  
Medical Transportation: .....Corrine Mallory  
Financial Assistance/VITA.....Patrice Miles  
Food Pantry Coordinator.....Terry Ebright  
Home Repair/Housing/Facilities. ....Angie Shiflett  
Medical Director..... Robert Bennett, M.D.  
Dental Director.....Donald Wheless, D.D.S.  
Clinic Physician.....Pam Richardson, M.D  
Clinic Director.....Adina Keys, R.N.  
Clinic Coordinator.....Lisa Stanzone, R.N.  
Assistant Clinical Coordinator.....Archer Lewis, R.N.  
Mental Health Coordinator .....Ruth Baldwin, R.N. MSW  
Clinical Coordinator Assistant.....Jan Lofland R.N.  
Prescription Assistance Coordinator.....Sharon Caldwell  
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Lead Dental Assistant.....Anita Sims  
Dental Assistants..... Becca Moore, Sonya Salas  
Medical Assistant/Medicaid Enrollment>.....Toyya Sims  
Patient Advocate/Main Phone.....Patty Ayers  
Clinic Receptionist.....Leslie Sims  
Record Clerk: .....Lillie Thornton  
Pharmacy..... Tonya Buffington, PharmD  
Executive Director: .....Sally Graham, R.N.-C., A.N.P.  
Financial Director: .....Kim Moneymaker  
Development Director: .....Adair Roper  
Development Assistant.....Cheryl Kosakowski  
Grantwriter.....Ashley Anderson  
Director of Volunteer Resources.....Diane Reale, MS, CVA  
Registration Coordinator.....Zita Lee  
Administrative Assistant/Office Manager..... Emily Koci  
Main Phones.....Alison Baxter

## HOURS OF OPERATION

Monday 9:00-4:00\*  
Tuesday 9:00-7:00  
Wednesday 9:00-4:00  
Thursday 9:00-4:00  
Friday 9:00-3:00  
Saturday 9:00-12:00

\*Clothes Closet for Donating and Volunteering Only

## ADDRESSES AND PHONE NUMBER

### **Mailing Address:**

GoochlandCares  
P.O. Box 116  
Goochland, VA 23063

### **Street Address:**

GoochlandCares  
2999 River Road West, Goochland, VA 23063

Main Phone: 804-556-6260

Fax: 855-556-5210

Clothes Closet: (804) 556-0202

Dental Clinic: (804) 556-0302

Development: (804) 556-0301

Food Pantry: (804) 556-0201

Medical Clinic: (804) 556-0405

Registration: (804) 556-0711

Volunteer Office: (804) 556-0712

**Domestic Violence Hotline (24/7): (804) 980-6267**

[www.goochlandcares.org](http://www.goochlandcares.org)

Please visit us on Facebook

## HISTORY AND MISSION STATEMENT

GoochlandCares has a long history of helping Goochland community residents in need. GoochlandCares is the new name of Goochland Free Clinic and Family Services, which was formed in October 2007 when Goochland Fellowship and Family Services merged with the Free Clinic of Goochland. The merger resulted from the fact that both organizations were serving the same group of clients – low income and uninsured Goochland residents. Goochland Fellowship and Family Services was originally founded in 1952 by a small group of women to provide social services to those not eligible for state or federal help. In 2018, GoochlandCares moved into a new building consolidating all programs under one roof to better serve clients.

The mission of GoochlandCares is to provide health care and basic human services to Goochland County residents in need.

GoochlandCares is a private, non-profit organization supported by individuals, churches, corporations, grants, and businesses who share its vision. Without the financial support of the community and the time of volunteers, we would not exist.

## VOLUNTEER VISION

Our Service Enterprise vision is to best serve our clients by matching volunteers' skills, interest and availability with each program's staffing needs.



## FREE CLINIC SERVICES

**PRIMARY MEDICAL CARE** – acute and chronic medical conditions. There are no charges for these services.

**DENTAL CARE** – restoration, cleaning, education, extractions and biopsies. There is an initial set-up charge of \$20 for the first appointment and \$10 for each subsequent treatment.

**MENTAL HEALTH SERVICES** - licensed clinical social worker available to existing clinic patients for behavioral health modification.

**PHARMACY SERVICES** - medications for clinic patients in three ways: by prescription (filled by any of the two Goochland pharmacies for a \$5.00 co-pay), through our PAP program (provided free by drug companies) or through samples.

**SPECIALTY REFERRALS** – referrals made for services not available through the clinic. The clinic refers patients through the Access Now program to private practice specialists, who volunteer their services, or to MCV to address any needs that cannot be met by the clinic.

In 2017, we were able to help over 1,111 Goochland residents in need:

- 5,097 **medical, dental, and mental health care** patient visits.
- 7,204 **prescriptions** valued at \$1.2 million provided.
- 7,563 **Food Pantry** visits.
- 41 individuals received **emergency housing**.
- 97 living spaces restored through **home repair** projects.
- 91 neighbors received **domestic violence** services.
- 1,938 **medical transports** covering 37,183 miles.
- 219 people benefitted from **financial assistance** for housing and utilities.
- 791 individuals (including 287 children) received credits for clothing and household items at the **Clothes Closet**.

## **FAMILY SERVICES PROGRAMS**

**CASE MANAGEMENT** - at GoochlandCares, the primary goal of case management is to optimize client functioning by providing services to individuals with multiple and complex needs. Case management helps individuals make changes to improve their life situation.

**FOOD PANTRY** - qualified individuals and families can visit the food pantry Monday-Friday whenever the building is open.

**EMERGENCY FINANCIAL ASSISTANCE** - qualified individuals may obtain financial assistance to enable them to remain in their homes and keep their families together through a crisis. A referral from the Department of Social Services and proof of income is required. Financial counseling is required.

**MEDICAL TRANSPORTATION** - qualified individuals receive free transportation to medical appointments within Goochland and the metro Richmond area.

**CRITICAL HOME REPAIRS** - low-income, disabled, and elderly individuals are provided with on-site volunteer and professional home repairs such as wheelchair ramps, roofs, plumbing, electrical and heating/cooling to enable them to remain safely in their homes.

**LITERACY** – tutors and teachers provide instruction in English as a Second Language (ESL) and/or Graduate Equivalency Exam preparation.

**CLOTHES CLOSET** - accepts donations of clothing and small household goods from the community. Clients are eligible for \$20 worth of merchandise for each family member per month. The thrift shop is open to the public and proceeds help to fund programs. The Clothes Closet is open whenever the building is open and Saturdays from 9:00-12:00. Mondays are for donating and volunteering only.

**EMERGENCY HOUSING** - short-term housing for families in crisis who need temporary homes.

**DOMESTIC VIOLENCE/SEXUAL ASSAULT** - works with victims/survivors of domestic violence through case management, counseling, safety planning, court accompaniment, information and referral, and emergency shelter. **DSV Hotline (24/7) is (804) 980-6267.**



## HOW TO BECOME A VOLUNTEER?

- Complete a volunteer application at [www.GoochlandCares.org](http://www.GoochlandCares.org). To submit the application, you must agree to our Volunteer and Confidentiality Agreement.
- Schedule a Volunteer Orientation at [www.GoochlandCares.org](http://www.GoochlandCares.org)
- Attend a Volunteer Orientation. Sessions are usually scheduled the first Tuesday of every month at 1:00 pm and the third Tuesday of every month at 5:00 pm. Register by email at [dreale@GoochlandCares.org](mailto:dreale@GoochlandCares.org). Some programs require additional orientation sessions.
- Attend “on the job” training related to the volunteer position you have selected.
- Attend in-service training as needed

## SUCCESSFUL VOLUNTEER

Successful volunteers are dependable, punctual, and understanding. The volunteers who have the most rewarding experience are those who are highly motivated, flexible, and have a willingness to learn. The successful volunteer is compassionate and understands the need for emphasis on both confidentiality and discretion. You will be working with a diverse group of people. You need to be accepting of individual opinions, disabilities, and racial/ethnic differences.

## BENEFITS OF VOLUNTEERING

People have found volunteering to be rewarding for a wide variety of reasons. At GoochlandCares, volunteers will have the opportunity to work in an environment of care while satisfying personal goals such as sharing skills, learning new skills, meeting new people, being a part of a team or just doing something different from their regular job. Volunteering with GoochlandCares allows you to be a part of an organization that truly makes a difference in the community by helping others and having an impact on their well-being.

## **VOLUNTEER RIGHTS AND RESPONSIBILITIES**

### **Volunteers have the following rights:**

- To be recognized for their efforts
- To be given opportunity for a variety of experiences
- To be given sound guidance and direction
- To be heard and have a part in planning procedures, if appropriate.
- To be provided orientation, training, support supervision and feedback.
- To be trusted and respected by staff, volunteers and clients.
- To be valued as a person who can make unique contributions.
- To have a clear understanding of the job including duties, responsibilities, support person, structure and time commitment.
- To have risks explained.
- To know as much as possible about the organization and to be kept informed of policy changes.
- To have proper working conditions.
- To receive prompt response to questions and concerns.

### **Volunteers have the following responsibilities:**

- To respect and maintain strict client confidentiality at all times.
- To understand that the resources designated for clients, at any location, are to be used for clients only.
- To be punctual and notify the Program Manager of absences as much in advance as possible.
- To participate in any training required by the organization.
- To be open and honest regarding intent, goals and skills.
- To accept only realistic assignments and have a clear understanding of the job.
- To carry out duties promptly and reliably
- To accept guidance and direction by the staff and supervisory volunteers.
- To discuss satisfactions, dissatisfactions, and suggestions for changing volunteer assignments.
- To recognize the function of the paid staff, maintain a smooth working relationship with them and stay within the bounds of volunteer responsibility.

<b>Volunteer Opportunities</b>	<b>Time Commitment</b>	<b>Special Skills or Training Needed</b>	<b>Responsibilities</b>
Clothes Closet Sorter and Stocker	Monday-Saturday 2-3 hour shifts	On-site training	Customer service, sort donations
Clothes Closet Bin Pick-up	Flexible; Schedule with Clothes Closet Management	Valid driver's license; may use our vehicle or	Pick-up donations from bins located throughout the county
Food Pantry Food Courier and School Milk Pickup	Schedule arranged with FP Manager; slots vary Sunday-Saturday	Training provided; Valid driver's license	Pick up donations from local stores and/or schools
Food Pantry Shopper and Stocker	Monday-Friday 2-3 hour shifts	On-site training	Stocking shelves OR greet clients, assist with food selections, stock; carry bags
Special Events (fundraising events, food drives, etc.)	Flexible; check emails for SignUp Genius for details	None	Varies
Administrative Support	Flexible	Computer skills (Word, Excel)	Answer phones, file, copy, data entry
Home Repair/ Facilities Volunteer	Flexible	Experience making repairs	Assist with home repairs and building facilities projects
Health Care Professionals (MD, NP, PA, RN, LPN, DDS, DA, DH, MSW, etc.)	3 hrs per month/6 month commitment	Orientation on-site	Direct patient care, chart maintenance, clinical data tracking
ESL Teachers and Tutors	Monday 12:30-1:30 pm and 7-8 pm	ESL training (provided)	One-to-one English as a Second Language education
VITA (tax preparation)	December-January for training; February-April for client appointments; slots vary	VITA Program Training; pass VITA program exam(s)	Prepare income tax returns for clients
Registration Volunteer	Monday, Tuesday or Thursday - 3 hours per week/6 month commitment	Training provided	Register clients and provide resources
Sexual/Domestic Violence Volunteer	Varies	3 – 3 hour training sessions	Drive clients to court; clean emergency housing; provide child care
Financial Counseling Volunteers (limited availability)	Flexible; 6 month commitment	Training provided	Client counseling on budgeting/ money management

# **VOLUNTEER POLICIES AND PROCEDURES**

## **Orientation/Training**

Volunteers are required to attend a volunteer orientation before being placed. Volunteers will also receive training for their specific assignment. There may also be additional sessions as changes in policies or procedures warrant additional education. Some programs require additional training (i.e. Domestic/Sexual Violence, Registration, VITA).

## **Assignments**

During the interview process, you will be able to select your volunteer position, as well as the days and hours you are available to volunteer. GoochlandCares greatly appreciates **any** time you are able to give. This is your gift to us.

## **Absenteeism and Punctuality**

If you are unable to volunteer at your designated time or may be late, please contact the appropriate person in each department: The main phone is (804) 556-6260. Please call with as much lead time as possible, so that other arrangements can be made.

## **Communications**

Volunteers will receive organization information and news through emails, newsletters, website, team huddles. SignUp Genius is used for special event sign ups, and Paperless Post is used for invitations.

## **Confidentiality**

Volunteers must respect the patient's rights to confidentiality. Breach of confidentiality will result in dismissal from the volunteer program. All client information is strictly confidential. No reference inside or outside of the clinic should be made about a patient's identity, finances, medical information or services provided. This includes verifying if a person has received services and/or giving information to anyone, even a spouse. A confidentiality agreement is required upon submission of volunteer application.

**What you see...Whom you see...What you hear...Leave it here!**

## **Client Records Management**

The Code of Virginia states that adult client records will be maintained for a minimum of seven years following the last client encounter. It also states that clinics will inform the client concerning the time frame of records retention. (This is in the Client Handbook). Chart construction and management is site specific. Volunteers are trained based on their assignments. Client records do not leave the facilities and will be destroyed by shredding or incineration. In 2017 client records were transferred to an electronic medical record. Additional training is required to use the new system.

## **Volunteers – Clients**

Due to confidentiality issues clients do not typically volunteer as we strive to protect the privacy of all clients. From time to time, clients may participate as a part of a group where there is no access to client information.

## **Dismissal Policy**

Volunteers who do not adhere to the organization's policies and procedures or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Examples of possible grounds for dismissal would be the release of confidential information or the personal use of resources designated for clients.

## **Donations Designated for Client Use**

Donations are intended for clients' benefit and should not be used by staff or volunteers. Donations made to the Clothes Closet are available for purchase by volunteers or staff once the item is on the selling floor for 24 hours.

## **Dress Code**

Appropriate dress is casual, office attire – neat and conservative. No jeans should be worn in professional settings. Perfume or scents should not be worn, as many clients have severe allergies.

## **Exit Survey**

We will want to know how your volunteer experience was and how we can improve.

## **Inclement Weather Policy**

GoochlandCares follows Goochland County Government (not school) closings. The county closing information number is 804-556-5399. Please use your judgment to decide if it is safe to travel.

## **Liability Coverage for Professional Volunteers**

Licensed health workers are protected from liability through Virginia statute when working as a volunteer in the free clinic setting. A staff member is responsible for registering all health care providers with the state Department of Risk Management and must have a copy of your current license and dates you have worked. Any patient situations that are potentially legally liable (such as a threat to sue) should be carefully documented in the chart and discussed with the Executive Director.

## **Sign In / Record Hours**

Volunteers are required to sign in each time they volunteer and record their hours. You will be shown the sign in location at each facility during your orientation. Only hours entered into the database will be used to document hours required for community service, school classes, or court. If you need documentation of your hours, please make the request two business days before it is needed.

## **Smoking**

GoochlandCares is committed to providing a safe and healthy environment for clients, volunteers and employees and has established a tobacco-free policy on our campus. Smoking is not permitted at any time in any GoochlandCares facility, vehicle, or on the campus. The non-smoking policy covers all employees and volunteers as well as patients, clients, vendors, donors and other guests while they are in our building or vehicles.

## **Student Volunteer**

We welcome the opportunity to work with student volunteers, both high school and college. Our expectations for volunteer service commitment are commensurate with the training required for the position. For example, data entry assignments will require a commitment of at least six weeks, minimum of 4 hours per week. (Due to liability issues, we can only accommodate youth volunteers between 12 and 14 years of age if a parent/guardian is present.) An exception may be made for organized youth groups or special events where a supervisor is present. Opportunities for youth volunteers will be assigned as appropriate. Students may not volunteer during school hours unless as part of a school sponsored project.

## **Volunteer Client Boundaries**

Volunteers represent GoochlandCares and therefore are expected to maintain professional, courteous, compassionate relationships with clients without favoritism. You may not accept any tips of gifts from clients. GoochlandCares volunteers may not impart their own political, religious or personal beliefs. Also, as a part of our non-solicitation policy you may not promote or solicit your own business enterprise. Specific requests regarding any of our programs should be directed to staff. Always seek staff assistance if in doubt.

## **Youth Volunteers**

Youth between the ages of 12 and 14 must have a parent or guardian present to volunteer and will volunteer in capacities without client contact. Youth 15 years of age or older may volunteer without a parent or guardian present in capacities with the approval of GoochlandCares administration where there is limited or no client contact. Clinic volunteers must be 18 years of age and out of high school.

## **Suggestions**

We want to hear your suggestions, successes and problems. If you feel uncomfortable discussing an issue with a staff person, please see the Director of Volunteer Resources. The role of the Director is to act as a liaison between staff and volunteers. Your comments and ideas are welcome and valuable.

## **CLIENT ELIGIBILITY POLICIES**

The mission of GoochlandCares is established to address the needs of low income individuals who qualify under specific criteria. The intent of GoochlandCares is to increase access to resources that we provide as well as those available in our community. The awareness of community resources ensures that the GoochlandCares will not duplicate services already available.

All clients coming to GoochlandCares are screened to determine if they meet the eligibility criteria. The screening process includes a registration packet which documents the financial needs and the absence of other resources to cover the cost of medical care or other family services.

The dignity and worth of all individuals, regardless of their financial situation or need, are stressed throughout the process of screening and eligibility determination. GoochlandCares recognizes that it is not able to serve the needs of all individuals who come for services. For that reason, the screening process includes identification of other resources, when possible, to assist those needing services outside our program.

Screening is completed by GoochlandCares staff or volunteers. All screeners complete orientation and training in the GoochlandCares programs, eligibility determination, interview procedures, working with individuals in need, safety precautions, and other area resources before they begin work.

Someone with income higher than the 200% Federal Poverty Guidelines, who has significant financial hardship due to extenuating circumstances, may request an exemption through the Executive Director. Income may consist of salary and wages, child support payments, alimony, disability benefits from public programs or insurance programs, pension payments, Social Security benefits, Supplementary Security Income payments, Medicaid, Unemployment Compensation, and income from trusts and court awards.



## Federal Poverty Guidelines

The Federal Poverty Level is the set minimum amount of income that a family needs for food, clothing, transportation, shelter and other necessities. In the U.S., this level is determined by the Department of Health and Human Services. FPL varies according to family size. The number is adjusted for inflation and reported annually in the form of poverty guidelines. Public assistance programs define eligibility income limits as some percentage of FPL. GoochlandCares uses 200% of FPL.

## GoochlandCares Eligibility Guidelines

- **Basic guidelines:** Residents of Goochland County and a household income at or below 200% of Federal Poverty Guidelines.
- **For medical care:** Adult residents of Goochland County over 18 and under 65 who do not have medical insurance and meet our basic guidelines. Medicare and Medicaid are insurance, so patients who have these are not eligible for the medical clinic.
- **For dental care:** Adult residents of Goochland County who do not have dental insurance and meet our basic guidelines. Dental clinic patients may have Medicare or Medicaid.

**We do not see patients whose needs can be met by the Goochland County Health Department** e.g., birth control, TB skin tests, pregnancy care, and treatment of sexually transmitted diseases.

**GoochlandCares does NOT provide services in the following circumstances:**

### **All Programs**

- Intoxicated, hostile, threatening or abusive persons
- Persons who have been untruthful on their applications

### **Clinic Programs**

- Persons requesting narcotics
- Children under 18
- Persons requesting disability, insurance or workman's compensation evaluation or second opinions
- Person requesting services delivered by the Public Health Department
- Persons who are HIV positive
- Persons who are pregnant



**Thank you for volunteering at GoochlandCares!**