



# Mary's Center

Quality healthcare. Stronger communities.

## Volunteer Application

# Volunteer Processing Timeline

## **1. Initial phone call or e-mail correspondence with Volunteer Coordinator**

- a. Please allow 1 business week from date of confirmation email (sent from Volunteer Coordinator) to identify placement for volunteer position

## **2. Volunteer receives volunteer application via email**

## **3. Volunteer submits application**

- a. Please include **all** requested medical information outlined on page 7 at the time of application submission

## **4. Volunteer is cleared by Mary's Center Employee Health**

- a. Volunteer Coordinator will notify you of clearance via email
- b. If you are not cleared, this means something is missing. Volunteer Coordinator will email to notify volunteer what is missing.

## **5. Mary's Center initiates background check, if applicable**

- a. The Volunteer Coordinator will initiate a background check, if applicable, no more than 48 hours after application submission and volunteer placement identified.

## **6. Volunteer completes mandatory web-based compliance and HIPAA privacy/security training**

## **7. Volunteer meets with supervisor to start tasks**

**Given the high volume of volunteer inquiries and required documents, please allow up to 4 weeks to complete volunteer processing**

# VOLUNTEER APPLICATION (APLICACIÓN DE VOLUNTARIADO)

## Volunteer Information/Información del Voluntario

Name/Nombre \_\_\_\_\_

Name of Parent/Legal Guardian (if under 18 years old)/ Nombre del Representante (si es menor de 18 años)

Date of Birth/Fecha de Nacimiento \_\_\_\_\_

Address/Dirección \_\_\_\_\_

Phone Number/Número de Teléfono \_\_\_\_\_

E-mail/Correo Electrónico \_\_\_\_\_

## Emergency Contact/Contacto de Emergencia

Name/Nombre \_\_\_\_\_ Relationship/Relación \_\_\_\_\_

Address/Dirección \_\_\_\_\_

Phone Number/Número \_\_\_\_\_

*Note: Although Mary's Center will put its best effort to notify above Emergency Contact in case of an emergency, the organization does not have any legal obligation or liability to do so.*

*Nota: Aunque Mary's Center hará su mejor esfuerzo para notificar al contacto de emergencia en caso de una emergencia, la organización no tiene ninguna obligación o responsabilidad legal.*

## Availability/ Disponibilidad

Please list the days and times that you are available to volunteer. Please note that most opportunities fall within Mary's Center working hours. Mary's Center is open 9 AM - 5:30 PM Monday - Friday.

Indique los días y horas en que usted está disponible para ser voluntario; tenga en cuenta que la mayoría de las oportunidades se encuentran dentro del horario laboral de Mary's Center. Mary's Center esta abierto entre 9:00 AM hasta las 5:30 PM de Lunes a Viernes.

## Required Medical Information

Thank you for your interest in Mary's Center!

We **require** that all prospective volunteers submit the following information:

- 1) **Negative Tuberculosis test within past 12 months.** Any of the following will be accepted as proof of non-infection, dated for the prior 12 months:
  - a. Negative Tuberculin skin test (TST)
  - b. Negative QuantiFERON Gold blood test
  - c. If Positive TST or QuantiFERON, then must present negative chest x-ray and negative symptom screen
  - d. Clearance letter from your medical provider
- 2) **Rubella immunity or vaccine history.**
  - a. Either proof of Measles, Mumps, and Rubella (MMR) vaccine from childhood or as an adult OR a blood titer confirming rubella immunity.
- 3) **COVID vaccine proof including booster, once eligible.**
  - a. Mary's Center requires up to date vaccination for COVID-19. This includes completion of initial dose(s) and a booster given after September 2022 once eligible (eligible if most recent COVID vaccine was over 2 months ago).
- 4) **Completed Hepatitis B Vaccination Waiver Form indicating you have proof of Hepatitis B vaccination, a blood titer confirming Hepatitis B immunity, or you understand the risks but decline Hepatitis B vaccination.** Note: This requirement is only for volunteers possibly exposed to bloodborne pathogens (i.e., volunteers in the medical or dental departments).
  - a. The Hepatitis B Vaccination Waiver Form is on the following page, Page 5, of this packet.

If you do not have access to any of the above vaccine records, you can:

- Request a blood test (commonly known as titers) that screens for immunity against the above listed diseases from your Primary Care Provider (PCP).
  - Depending on lab results, your PCP will decide whether you will need to initiate a vaccine series. Proof of vaccination would then need to be submitted to Mary's Center Employee Health.
- You may initiate care at Mary's Center for primary care services. Insurance is accepted or you can be assessed on the sliding fee scale.
- Many "Minute Clinics" and Urgent Care sites offer pre-employment services.

All documents must be emailed to [EmployeeHealth@maryscenter.org](mailto:EmployeeHealth@maryscenter.org). Volunteering at Mary's Center is contingent upon a complete employee health record.

## Hepatitis B Vaccination Waiver Form

Name \_\_\_\_\_

Volunteer Supervisor \_\_\_\_\_

My signature below certifies that I understand that due to any potential exposure to blood or other potentially infectious materials in my role as a volunteer, I may be at risk of acquiring Hepatitis B virus (HBV) infection. Please select one of the options below.

\_\_\_\_\_ **I already completed the vaccine series or have had a blood test that shows I am immune to Hepatitis B.** Please attach a copy of the vaccine record or blood test result.

\_\_\_\_\_ **I do not have records showing immunity to Hepatitis B, or proof of the Hepatitis vaccine series.** I may choose to follow up with a primary care provider regarding my Hepatitis B status. I understand I may be exposed to Hepatitis B or other potentially infectious material and may require treatment. However, I decline Hepatitis B vaccination at this time.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature of Parent/Guardian (if above is a minor): \_\_\_\_\_

Name of Parent/Guardian and Relationship: \_\_\_\_\_

Date: \_\_\_\_\_

# Volunteer Agreements

Please read the following pages carefully before signing.

## **Volunteer Guidelines**

### **1. Be reliable.**

- If you and your supervisor planned to have you volunteer at set days and times, be punctual and consistent.
- If you are unable to attend a volunteer day due to an emergency or change of plans, notify your supervisor.

### **2. Be respectful.**

- Treat all participants, staff, and fellow volunteers as you would want to be treated.
- Remember that your words, body language, and actions can all convey your emotions and perceptions.

### **3. Do no harm.**

- Do not work alone with a participant who is a minor unless specifically directed by your supervisor.
- Never participate in or encourage activities that would undermine the case management or health treatment of a participant.
- Never give or borrow money from a participant.
- Volunteers may not engage in intimate or sexual relationships with participants. Any relationship with a Mary's Center staff should be disclosed to the Volunteer Coordinator.

### **4. Be responsible.**

- As a volunteer, you are also an ambassador of what Mary's Center stands for and works to achieve. Make the impression you leave a positive one.
- Take on tasks you are qualified for and capable of completing.
- Use Mary's Center supplies, materials, and resources wisely.
- Do not speak to the press or media persons unless first receiving consent from the Volunteer Coordinator AND the Vice President of Marketing and Communications.

### **5. Follow directions.**

- If your supervisor asks you to complete a task in a certain manner, please do it in the manner that was requested.
- Be willing to learn and prepare to take part in orientation and training sessions.

### **6. Communicate.**

- If something makes you feel uncomfortable or is confusing for you, speak up! Your supervisor or the Volunteer Coordinator want to make sure you have the resources and knowledge you need to complete your work.
- Offer constructive feedback about our organization in an appropriate manner.
- Immediately report any compliance questions or concerns to the Compliance Department by emailing [compliance@maryscenter.org](mailto:compliance@maryscenter.org).

## **Volunteer Policies**

### **1. DRESS CODE POLICY**

Volunteers are expected to represent Mary's Center in appropriate, positive, and clean clothing. Depending on the department of service, the dress code will vary. Volunteers working in a clinical setting must wear long pants and closed-toed shoes. Hospital scrubs are completely appropriate but not required. Volunteers in administrative or program assignments should adhere to the same dress code as staff members: business attire from Monday through Thursday and business casual on Fridays and Saturdays (business casual implies that jeans are allowed).

The information below should be adhered to by all volunteers:

- Jewelry should not interfere with tasks.
- Perfumes should not be excessive (please be mindful that individuals may have allergies to certain scents).
- Appropriate clothing shall be worn for tasks. Under no circumstances are the following permitted:
  - Flip-flops
  - Open toed shoes (including open toed sandals)
  - T-shirts (with writing or images on them)
  - Mini skirts
  - Crop tops/Mid-drift
  - Halter tops
  - Tube tops
  - Shorts (above the knee)
  - Spaghetti strap tops and dresses
  - Torn or stained clothing (unless participating in cleaning project)

If you have questions or concerns about the dress code, ask the Volunteer Coordinator or your supervisor.

### **2. BACKGROUND CHECK**

All volunteers will need to successfully pass a full background check prior to starting their volunteer assignment at Mary's Center. The background check will be completed by Mary's Center and includes the review of criminal records, the sexual offender index, social security validity, and residency history.

### **3. TRACKING VOLUNTEER HOURS**

Mary's Center requests that volunteers keep track of the hours they spend in service at Mary's Center. A log of hours is requested at the end of service by the Volunteer Coordinator. Please do your best to honestly and accurately record your hours of service.



#### 4. ATTENDANCE, HOLIDAYS, WEATHER

If you have questions or concerns regarding Mary's Center closures due to recognized holidays or weather, please contact the Volunteer Coordinator or your supervisor.

#### 5. TECHNOLOGY/COMPUTER USE POLICY

Not every volunteer will need or be provided a Mary's Center email account. For those who do, the following information is extremely important. For any technology related questions, issues, or concerns, contact Mary's Center's IT Department by emailing [servicedesk@maryscenter.org](mailto:servicedesk@maryscenter.org).

The following are items each volunteer must be aware of when using Mary's Center phones, computers, and related equipment:

- Keep the phone, computer, and surrounding area clean.
- Keep liquids away from computers and keyboards.
- Make sure you save your documents before you leave your workstation.
- Close internet browsers/windows not actively being used.

#### Rules

- Do not relocate the phone, computer, or related hardware without prior authorization.
- Volunteers are not authorized to install software on computers. Do not download, add, delete, or modify software or hardware. Do not connect to websites to download and listen to music, videos, etc. as doing so will slow down everyone's network connection.
- Instant messages and chat rooms are forbidden.
- Use of computers for personal use, such as checking your personal email, is not permitted.
- All files should be stored in appropriate SharePoint or Microsoft Teams folder and named as related to content.
- Frequently clean up your folders, deleting unnecessary and obsolete files in accordance with Mary's Center's Record Retention Policy.
- You must log off your computer anytime you are away from your computer.
- Always shut down the computer at the end of each day.

#### Email

- If applicable, the standard for all usernames and email address is: First letter of your first name followed by your last name, i.e., [FLastname@maryscenter.org](mailto:FLastname@maryscenter.org).
- All emails sent to a large number of recipients (i.e., to all Mary's Center staff) must be approved by Mary's Center's Senior Management before transmitting.
- Use of Mary's Center email system is a privilege and solely intended for official business purpose. Any abuse would result in revocation of the privilege and appropriate disciplinary action.
- Accounts/passwords are deleted immediately upon a volunteer's departure.

#### Security

- All passwords and authentication codes are non-transferable and must be stored in a safe place. Passwords need to be changed regularly to ensure security (every 4 months).
- Email signatures and fax cover sheets should contain Mary's Center Statement of Confidentiality. (Please check with People or IT Department for details). The Statement of Confidentiality is automatically attached to all outgoing emails by the email system. Please make sure it is on the fax cover page. Failure to comply may result in disciplinary action, to include severe penalties enforceable under the Health Insurance Portability and Accountability Act (HIPAA).
- Computers must always have screen savers set for 5 minutes so that unauthorized observers cannot read the information on the screen. Screen savers for security purpose should be password protected.

## **6. PROHIBITION OF DISCRIMINATION/HARASSMENT**

Mary's Center strives to provide a work environment in which all employees and volunteers can work together comfortably and productively, with respect and dignity, free from harassment and discrimination. Mary's Center prohibits the harassment of or discrimination against any of its employees or volunteers based on an individual's race, color, religion, age, sex, gender identity or expression, marital status, national origin, military/veteran status, disability, personal appearance, sexual orientation, political affiliation, family responsibilities, genetic information, matriculation, or any other characteristic protected by applicable law. These standards apply not just to what occurs at Mary's Center's facilities, but anywhere a work-related function or activity is taking place.

Prohibited conduct includes, but is not limited to, epithets, slurs, derogatory comments or jokes, intimidation, negative stereotyping, threats, assault or any physical interference with the employee's normal work or movement. Such prohibited conduct may also include written or graphic material placed on walls, bulletin boards, or elsewhere on Mary's Center premises, included in email, or circulated in the workplace that denigrates or shows hostility or aversion toward an individual or group because of the characteristics identified above. While such behavior, depending on the circumstances, may not be severe or pervasive enough to create a hostile work environment, it can nonetheless make co-workers and fellow volunteers uncomfortable.

If you believe that you have been subject to discrimination or harassment, or if you have witnessed discrimination or harassment directed toward another person, you are encouraged to make your unease and/or disapproval directly and immediately known to the offending individual. You must immediately report the incident to your immediate supervisor or the Volunteer Coordinator, who are obligated to report the matter to the Compliance and People Departments. If you do not feel comfortable reporting the incident to your immediate supervisor or the Volunteer Coordinator, you can report directly to the Compliance Department by emailing [compliance@maryscenter.org](mailto:compliance@maryscenter.org) or anonymously without fear of retaliation to Mary's Center Compliance Hotline by calling 844-490-0002.

## **7. DRUG-FREE AND ALCOHOL-FREE WORKPLACE POLICY**

Mary's Center is committed to providing an alcohol-free and drug-free work environment at all locations. Volunteers who work while under the influence of drugs or alcohol present a safety hazard to themselves and others. Moreover, the presence of drugs or alcohol in the workplace limits Mary's Center's ability to perform at the highest levels and provide the best possible service. Accordingly, Mary's Center is committed to maintaining a drug-free and alcohol-free environment.

## **8. NO SMOKING POLICY**

Mary's Center has a vital interest in maintaining a healthy and safe environment for its employees, volunteers, participants, and visitors. In accordance with this interest and the law of the District of Columbia, smoking is prohibited at all Mary's Center locations.

## **9. REPORTING ABUSE OR NEGLECT**

Under District of Columbia and Maryland law, all volunteers of Mary's Center are mandated reporters. This means that any volunteer who has reason to suspect that a child has been sexually, physically, or psychologically abused and/or neglected is required to report the suspected abuse and/or neglect. An abused or neglected child is any child under the age of 18 whose parents or any person responsible for the child's care:

1. Causes or threatens to cause non-accidental physical or mental injury, or
2. Neglects or refuses to provide adequate food, clothing, shelter, emotional nurturing (failure to thrive), health care, school attendance, or
3. Abandons the child, or
4. Neglects or refuses to provide adequate supervision in relation to the child's age and level of development, or
5. Commits or allows to be committed any illegal sexual act upon a child including incest, rape, indecent exposure, prostitution, or allows a child to be used in sexually explicit visual material.

Upon witnessing or suspecting the above, volunteers are required to immediately report the incident or suspicions to their supervisor or the Volunteer Coordinator, who are obligated to immediately report the matter to the Compliance Departments.

## **10. SECURITY**

Maintaining the security of Mary's Center facilities and property is the shared responsibility of all employees and volunteers. Keep offices and personal items properly secure. Do not leave valuables or money in plain view. Volunteers may utilize the public lockers at each Mary's Center location to safely store personal items. Make sure locked doors are properly closed behind you. Know the locations of emergency exits routes, alarms, and fire extinguishers.

## 11. HEALTH ATTESTATION

Volunteers must complete the Employee Health Self-Attestation form prior to arriving onsite for every volunteer shift. Mary's Center volunteers are not permitted onsite depending on illness or exposure to COVID. Please answer the Self-Attestation honestly, and it will inform you if you are permitted onsite based on your situation. If you are not cleared to be onsite for any reason, please notify your supervisor or the Volunteer Coordinator so they can plan accordingly.

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Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of Parent/Guardian (if above is a minor): \_\_\_\_\_

Name of Parent/Guardian and Relationship: \_\_\_\_\_

Date: \_\_\_\_\_

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## **Confidentiality Agreement**

Mary's Center volunteers may come in contact with or require information to perform duties at Mary's Center. This information may include, but is not limited to, information on participants, employees, programs, donors, research, and financial and business operations (collectively referred to as "Confidential Information"). Some of this information is made confidential by law (such as "protected health information" or "PHI" under the federal Health Insurance Portability and Accountability Act) or by Mary's Center policies and procedures. Confidential Information may be in any form, e.g., written, electronic, oral, overheard, or observed. Access to all Confidential Information is granted on a need-to-know basis. A need-to-know is defined as information access that is required in order to perform volunteer duties. If duties change, need-to-know also may change. All volunteers have an ethical and legal responsibility to protect and maintain the privacy and confidentiality of such Confidential Information.

By signing below, I agree to the following:

- I agree to review the applicable Notice of Privacy Practices and Mary's Center policies and procedures on confidentiality and privacy, including any that are specific to the department or program in which I conduct my activities. I understand that these will be provided to me upon request, along with mandatory Compliance and HIPAA Privacy and Security Training as part of onboarding.
- I will access, use, and disclose Confidential Information in keeping with Mary's Center policies and procedures, training, and only on a need-to-know basis. Before I make any other use or disclosure of Confidential Information, I will contact my supervisor to obtain proper permission and/or seek advice from Mary's Center Compliance Department to assure that the use or disclosure is permissible.
- I will not disclose Confidential Information to participants, friends, relatives, co-workers or anyone else except as permitted by Mary's Center policies and procedures, applicable law, and as required to perform my volunteer duties.
- I will not post or discuss Confidential Information, including pictures and/or videos on my personal social media sites (e.g., Facebook, Twitter, Instagram, etc.). Likewise, I will not post or discuss Confidential Information on Mary's Center-sponsored social media sites without appropriate approval in accordance with established Mary's Center policies and procedures.
- I will not access, maintain, or transmit Confidential Information on any unencrypted portable electronic devices (e.g., Androids, iPhones, iPads, thumb drives, etc.) and agree to use such devices in accordance with Mary's Center policies and procedures only.
- I will not take pictures or videos of any participants or employees at Mary's Center. Audio recording of any type is also prohibited.
- If provided with a user ID for Mary's Center's electronic health record system or any other system(s), my user ID will be recorded, and I am the only one authorized to use my user ID. I will only access the minimum necessary

information from Mary's Center's systems to fulfill my duties or the need of the request.

- I will protect and safeguard the confidentiality of all Confidential Information, including PHI/electronic PHI, while at Mary's Center and after I leave Mary's Center. All Confidential Information remains the property of Mary's Center and may not be removed or kept by me when I leave Mary's Center except as permitted by Mary's Center policies and procedures or specific agreements or arrangements applicable to my situation.
- If I violate this Confidentiality Agreement, I may be subject to adverse action up to and including termination of my ability to work at or on behalf of Mary's Center or termination of my participation in any volunteer programs or events at Mary's Center. In addition, under applicable law, I may be subject to criminal or civil penalties.

I hereby acknowledge that I have read and understand the foregoing information and that signing this agreement and complying with its terms is a requirement for me to volunteer at Mary's Center. I understand that any questions I have regarding confidentiality shall be directed to Mary's Center Compliance Department.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature of Parent/Guardian (if above is a minor): \_\_\_\_\_

Name of Parent/Guardian and Relationship: \_\_\_\_\_

Date: \_\_\_\_\_

### **USE OF CONFIDENTIAL INFORMATION AT MARY'S CENTER**

It is important that the entire Mary's Center community share a culture of respect for Confidential Information. To that end, if you observe access to or sharing of Confidential Information that is or appears to be unauthorized or inappropriate, please try to make sure that this use or disclosure does not continue. This might include advising the person involved that they may want to check the appropriateness of the use or disclosure with Mary's Center Compliance Department. It may also involve letting your supervisor know about the issue or possible issue or self-reporting to the Compliance Department by emailing [privacy@maryscenter.org](mailto:privacy@maryscenter.org). Use of the Compliance Hotline (telephone #: 1-844-490-0002) allows this to be done anonymously, if need be.