

**Volunteer Handbook**

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**In Harmony Volunteer**

**Description: Volunteers are at In Harmony for the purpose of assisting, serving, and learning. Our goal is to utilize you and your abilities in ways that are beneficial to our clinic, while exposing you to the wonderful, rewarding occupation of pediatric therapy. You will aid your supervisor and other staff members in tasks outside and within their focus therapy. While working with and around these incredible children and staff members, you will be submerged into a lively, fulfilling world of helping children grow.**

**Regulations:**

* **In Harmony Volunteers are expected to give the utmost effort in assisting their supervisors or any other members of staff in activities where help is needed.**
* **In Harmony Volunteers must exhibit respect to all staff, patients, parents of patients, and fellow volunteers.**
* **In Harmony Volunteers are expected to abide by any rules or regulations set down in this handbook and those of their supervisor.**
* **In Harmony Volunteers are urged to look around and be aware of the incredible impact that their efforts and those of the people around them are having on children's lives.**

**Section 1: Operational Policies**

**1-1. Open Door Policy**

In Harmony Pediatric Therapy expects that all relationships among persons in the office will be business-like and free of bias, prejudice, and harassment. Furthermore, we are committed to a work environment in which all individuals are treated with respect and dignity, and a professional atmosphere that promotes equal opportunities for all volunteers, free of bias.

To that end, if any conflict were to arise with any volunteers or staff members, we urge you to consult your supervisor, so the conflict can be resolved in the most painless manner.

**1-2. Your Volunteer Records**

When you first arrive at In Harmony Pediatric Therapy (IHPT), you will be given an hours log to keep track of the time you spend at IHPT. It will be your responsibility to sign in/out on this sheet each time you enter the building, as well as when you leave for the day. Your supervisor will be sure to review your intentions for volunteering here, whether that is to just work in the office, just observe therapy, or be helpful wherever you are needed. We want to put you in a position where you are comfortable, valuable, and benefitting from your time here. Please be sure that you have provided 2 emergency contact persons on your volunteer application in case of emergency.

Other documents that are essential you sign and comprehend are the *In Harmony Pediatric Therapy Confidentiality Statement for Clinical Education Observers,* and the *HIPAA Omnibus Rule- Business Associate Agreement.* The state of Georgia's *HIPAA* act protects the privacy rights of individuals receiving clinical assistance. As a volunteer in a clinic that provides such assistance, if you do not abide by these provisions, both you and IHPT are subject to civil or criminal liability. These provisions include, but are not limited to, the disclosure of patient information, videos or pictures of patients in therapy without written permission from the patient's guardian and our staff, and contact with patients regarding their therapy outside the office.

**1-3. Working Hours and Schedule**

In Harmony Pediatric Therapy normally is open for business from 8 a.m. to 6 p.m., Monday through Friday. Communication with your supervisor on your schedule is required. If you commit to come in at a certain time and something else arises, please contact your supervisor ASAP. The flexibility of your hours is dependent on your schedule and that of your supervisor. We want to maximize the benefit of your volunteer hours. In Harmony Pediatric Therapy is closed on the following holidays:

 New Year's Day
 Memorial Day
 Independence Day
 Labor Day
 Thanksgiving Day and the following Friday
 Christmas Eve and Christmas Day

**1-4. Personal Items and Food**

We will provide storage space in the front office for personal items, such as phones, keys, purses, etc. If you are staying for an extended time period, you can bring food or lunch to store in the break room fridge. However, you are permitted to leave and get lunch during your free time.

**Section 2: General Conduct**

**2-1. Misconduct and Performance Deficiencies**

In Harmony Pediatric Therapy endeavors to maintain a positive work environment. Each volunteer plays a role in fostering this environment. Accordingly, we all must strive for successful performance and abide by certain rules of conduct based on honesty, common sense, and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable conduct may subject the offender to disciplinary action, up to and including the termination of volunteer privileges. The following are examples of some, but not all, conduct which can be considered unacceptable:

1. Failure to sign and return the confidentiality agreement.
2. Stealing, removing, or defacing In Harmony Pediatric Therapy property or a staff's property, and/or disclosure of confidential business information.
3. Violation of safety rules and policies
4. Fighting, threatening, or disrupting the work of others or other violations of In Harmony Pediatric Therapy's Workplace Violence Policy.
5. Becoming a negative distraction while observing.
6. Failure to follow lawful instructions of a supervisor.
7. Failure to perform duties assigned to you.
8. Failure to be punctual and staying true to your time commitments.
9. Gambling on Company property.
10. Willful or careless destruction or damage to Company assets or to the equipment or possessions of another employee or volunteer.
11. Wasting work materials.
12. Performing work of a personal nature during working time.
13. Violation of the Solicitation and Distribution Policy.
14. Violation of the Communication and Computer Systems Policy.
15. The unlawful or unauthorized use, abuse, solicitation, distribution, theft, possession, transfer, purchase, or sale of drugs, drug paraphernalia or alcohol by an individual anywhere on Company premises, while on Company business (whether or not on Company premises), or while representing the Company, reporting to work or remaining on duty after using drugs or alcohol in any amount that adversely affects the volunteer’s ability to perform the functions of the job.

**2-2. Use of Communication and Computer Systems**

At In Harmony, not all volunteers will need a computer to complete the tasks they are given. However, if a volunteer does get assigned a computer, the following applies.

In Harmony Pediatric Therapy's communication and computer systems are intended for business purposes and may be used only during working time; however, limited personal usage is permitted if it does not hinder performance of volunteer duties or violate any other Company policy. This includes the voicemail, e-mail, and Internet systems. Users should have no legitimate expectation of privacy in regard to their use of the systems.

In Harmony Pediatric Therapy may access the voicemail and e-mail systems and obtain the communications within the systems, including past voicemail and e-mail messages, without notice to users of the system, in the ordinary course of business when the Company deems it appropriate to do so. The reasons for which the Company may obtain such access include, but are not limited to: maintaining the system, preventing or investigating allegations of system abuse or misuse, assuring compliance with software copyright laws, or complying with legal and regulatory requests for information.

Further, In Harmony Pediatric Therapy may review Internet usage to ensure that such use with Company property, or communications sent via the Internet with Company property, are appropriate. The reasons for which the Company may review volunteers' use of the Internet with Company property include but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information.

The Company may store electronic communications for any period of time after the communication is created. From time to time, copies of communications may be deleted as the company deems necessary.

The Company's policies prohibiting harassment, in their entirety, apply to the use of Company's communication and computer systems. No one may use any communication or computer system in a manner that may be construed by others as harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs, or any other characteristic protected by federal, state or local law.

Since the Company's communication and computer systems are intended for business use, these systems may not be used to solicit for religious or political causes or outside organizations.

Further, since the Company's communication and computer systems are intended for business use, all volunteers, upon request, must inform management of any private access codes or passwords.

Unauthorized duplication of copyrighted computer software violates the law and is strictly prohibited.

No employee or volunteer may access, or attempt to obtain access, to another volunteer's computer systems without appropriate authorization.

Violators of this policy may be subject to disciplinary action, up to and including termination of volunteer privileges.

**2-3. Use of Social Media**

The challenges and risks of social media are particularly acute for volunteers who work in positions where discretion and confidentiality are imperative. Volunteers with In Harmony Pediatric Therapy work in such an environment. The Company’s Social Media Policy provides specific guidance about the use of social networking sites in section 2-17.

**2-4. Personal Cell Phone Usage**

Volunteers may carry and use personal cell phones while at work on a sporadic basis. If volunteer use of a personal cell phone causes disruptions or loss in productivity, the volunteer may become subject to disciplinary action per company policy. Cell phones shall be turned off or set to silent or vibrate mode during meetings, conferences, treatment, and in other locations where incoming calls may disrupt normal workflow.

**2-5. Camera Phones/Recording Devices**

Due to the potential for issues such as invasion of privacy, sexual harassment, and loss of productivity, camera phone pictures can be used only to document treatment-related activities or, with parent permission, for marketing purposes. Photos must be turned over to the Company or deleted after used for their purpose.

The use of tape recorders, Dictaphones, or other types of voice recording devices anywhere on Company property, including to record conversations or activities of other employees or management, or while performing work for the Company, is also strictly prohibited, unless the device was provided to you by the Company and is used solely for legitimate business purposes. Permission must be granted first if a recording needs to be made for business/research use.

**2-6. Inspections**

In Harmony Pediatric Therapy reserves the right to require volunteers while on Company property, or on client property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on Company or client property, and work areas. This includes lockers, vehicles, desks, cabinets, work stations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to the Company or to its clients. Volunteers are expected to cooperate in the conduct of any search or inspection.

**2-7. Smoking**

Smoking is prohibited on Company premises. This policy may also include any location in which a volunteer is located while representing the company.

**2-8. Personal Visits and Telephone Calls**

Disruptions during working time can lead to errors and delays. Therefore, we ask that personal telephone calls be kept to a minimum, and only be made or received after working time, or during lunch or break time. Phones must be kept on silent when in offices or treatment rooms.

For safety and security reasons, volunteers are prohibited from having personal guests visit or accompany them anywhere in our facilities other than the reception areas unless approved by Owners.

**2-9. Bulletin Boards**

Important notices and items of general interest are continually posted in the breakroom. Make it a practice to review it frequently. This will assist you in keeping up with what is current at In Harmony Pediatric Therapy. To avoid confusion, please do not post or remove any material from the bulletin board.

**2-10. Confidential Company Information**

During the course of work, a volunteer may become aware of confidential information about In Harmony Pediatric Therapy's business including, but not limited to, information regarding Company finances, pricing, products and new product development, software and computer programs, marketing strategies, suppliers, customers, and potential customers. A volunteer also may become aware of similar confidential information belonging to the Company's clients. It is extremely important that all such information remain confidential, and particularly not be disclosed to our competitors. Any volunteer who improperly copies, removes (whether physically or electronically), uses or discloses confidential information to anyone outside of the Company may be subject to disciplinary action up to and including termination. Volunteers are be required to sign an agreement reiterating these obligations.

**2-11. Conflict of Interest and Business Ethics**

It is In Harmony Pediatric Therapy's policy that all volunteers avoid any conflict between their personal interests and those of the Company. The purpose of this policy is to ensure that the Company's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no volunteer should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of the Company.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include, but are not limited to:

1. Holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with the Company, by any employee who is in a position to directly or indirectly influence either the Company's decision to do business, or the terms upon which business would be done with such organization.
2. Holding any interest in an organization that competes with the Company.
3. Being employed by (including as a consultant) or serving on the board of any organization which does, or is seeking to do, business with the Company or which competes with the Company.
4. Profiting personally, e.g., through commissions, loans, expense reimbursements or other payments, from any organization seeking to do business with the Company.

A conflict of interest would also exist when a member of a volunteer's immediate family is involved in situations such as those above.

This policy is not intended to prohibit the acceptance of modest courtesies, openly given and accepted as part of the usual business amenities, for example, occasional business-related meals or promotional items of nominal or minor value.

If you should have any question as to whether a situation you are facing may be a conflict of interest, please contact one of the owners to gain clarification; It is your responsibility to report any actual or potential conflict that may exist between you (and your immediate family) and the Company.

**2-12. Use of Facilities, Equipment and Property, Including Intellectual Property**

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. Volunteers must seek permission BEFORE touching or using any equipment. When using property, volunteers are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Please notify your supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of loss, damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about a volunteer's responsibility for maintenance and care of equipment used on the job.

Volunteers also are prohibited from any unauthorized use of the Company's intellectual property, such as audio and video tapes, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including discharge.

Further, the Company is not responsible for any damage to a volunteer's personal belongings unless the volunteer's supervisor provided advance approval for the volunteer to bring the personal property to work.

**2-13. Health and Safety**

The health and safety of volunteers and others on Company property are of critical concern to In Harmony Pediatric Therapy. The Company intends to comply with all health and safety laws applicable to our business. Volunteers are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to management immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger present on the Company's premises, or in a product, facility, piece of equipment, process or business practice for which the Company is responsible should be brought to the attention of management immediately.

Periodically, the Company may issue rules and guidelines governing workplace safety and health. The Company may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All volunteers should familiarize themselves with these rules and guidelines, as strict compliance will be expected.

Any workplace injury, accident, or illness must be reported to the volunteer's supervisor as soon as possible, regardless of the severity of the injury or accident.

**Infection control**

* Wash hands between clients, after using the restroom or after eating.
* Gloves are kept in bathrooms, treatment rooms and areas where children are fed for protection
* Do not come to work sick
* Inform staff of clients that have attended therapy with a potential contagious infection

**2-14. Emergency**

Should an emergency occur, each volunteer should be aware of all emergency exits, as well as be familiarized with the company’s event response plans. To avoid any potential threats, all exterior doors shall remain locked, with the exception of the main entrance doors in the lobby during business hours. The interior lobby doors should remain closed upon entry or exit of the lobby area.

Further guidelines to ensure each volunteer, staff member, and patient stays safe include, but are not limited to:

* Follow CPR guidelines
* Always know where the nearest phone is
* Always be within hearing distance of another person while with a client or always have a phone within arm’s reach

**2-15. Parking**

Parking for volunteers is provided behind and to the side of the building in order to provide spaces for our families and surrounding businesses.

There are lights that come on behind the building at night. If the lighting does not work at night, please inform our receptionist, who can then contact our landlord. When leaving the employee parking lot, please stop and look for children before pulling out into the main parking lot.

**2-16. Dress Code**

Our dress code is described as business casual.

* No flip flops.
* No shorts.
* No shirts with logos or writing other than In Harmony logo.
* No low-cut shirts.
* No low rise pants. Please make sure you can comfortably move in clothing and that nothing is exposed when bending over.
* No camisole tops without a cover up.
* No tank tops.
* Appropriate sleeveless shirts are allowed.
* Dressy dark wash jeans, hospital scrubs, and Capri pants are allowed
* Socks are required to be worn on the mats. No shoes AT ALL are permitted on the mats in the sensory gym.

**2-17. Publicity/Statements to the Media**

All media inquiries regarding the position of the Company as to any issues must be referred to the Owners. Only the Owners are authorized to make or approve public statements on behalf of the Company. No volunteers, unless specifically designated by the Owners, are authorized to make those statements on behalf of Company. Any volunteer wishing to write and/or publish an article, paper, or other publication on behalf of the Company must first obtain approval from the Owners.

**General Handbook Acknowledgment**

Please read the following statements and sign below to indicate your receipt and acknowledgment of In Harmony Pediatric Therapy's Volunteer Handbook.

I understand that my signature below indicates that:

1. I have read and understand the policies outlined within the Volunteer Handbook.
2. I understand and acknowledge my responsibility to adhere to all policies found within the Volunteer Handbook.
3. I also understand that the policies, rules and benefits described in the Volunteer Handbook are subject to change at the sole discretion of the Company at any time.

Volunteer's Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Volunteer's Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_