DHS/OHA
Guidebook for volunteers

Lend a helping hand —
Volunteer Oregon
Because all Oregonians have a stake in the actions of public sector employees, we are accountable in action and attitude for this **STEWARDSHIP** of the public trust.

**Integrity**
We maintain the highest standards of individual and institutional **INTEGRITY**.

**Stewardship**
Because all Oregonians have a stake in the actions of public sector employees, we are accountable in action and attitude for this **STEWARDSHIP** of the public trust.

**Responsibility**
We take **RESPONSIBILITY** for our actions.

**Respect**
We **RESPECT** the **DIGNITY** and the **DIVERSITY** of our colleagues, communities and the people we assist.

**Professionalism**
We maintain the highest standards of **PROFESSIONALISM**.

“The people at DHS aspire to be guided by these five values in our daily work life as we make decisions to help Oregonians be independent, healthy and safe.”
Welcome!

This guidebook was written for you, the volunteer, as part of your orientation to our program and provides basic information about volunteering with the Oregon Department of Human Services (DHS) and the Oregon Health Authority (OHA). This information applies to Volunteer Services in any county in Oregon. Local DHS offices may have additional guidelines for volunteers. Your local DHS volunteer coordinator will let you know about those
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1. Oregon Department of Human Services (DHS) and the Oregon Health Authority (OHA)

**Mission statement**

Helping people to become independent, healthy and safe.

**Goals**

- People are healthy
- People are living as independently as possible
- People are safe
- People are able to support themselves and their families

Additional information about the department’s efforts to meet these goals is available on the DHS Web site at www.oregon.gov/DHS.

**About DHS/OHA**

Many of our volunteer efforts are aimed at helping DHS clients. You may find it useful to learn more about the department before you work with clients. For a short description of DHS and OHA divisional organization and programs, please see the Chapter 10 and 11 of the guidebook.

*The DHS Volunteer Program is unique. We have the only statewide, state-run volunteer program in the nation and we’ve been at it since the late 1960s.*
2. DHS Volunteer Services

Mission statement
Helping to achieve the goals and outcomes of the Department of Human Services through integrating the work of state and community partners.

Goals for Volunteer Services
- To develop and maintain volunteer programs in local offices that support DHS goals and objectives.
- To provide services that DHS cannot otherwise provide. This is done by recruiting and placing volunteers, developing new community resources and networking with existing resources.
- To provide for citizen and community involvement in achieving DHS goals and services.
- To provide volunteers with opportunities for training, personal growth and advancement.
- To recognize the volunteer as a valuable part of the community.
- To develop community partnerships to meet local needs.

Overview of services
DHS Volunteer Services provides personalized help to meet the needs of DHS clients, staff and offices. Volunteers also help inform the public about the work of the Department of Human Services.

Some of the services you may provide as a volunteer are:
- Transporting clients;
- Consulting;
- Locating resources, such as clothing, furniture and food;
- Support and training for clients;
• Advisory committees;
• Family advocacy;
• Tutoring and interpreting;
• Supporting the independence of people who are elderly or disabled;
• Nursing home activities;
• Child care, education and recreation for children;
• Outreach to the public about DHS programs;
• Office assistance;
• Mentoring;
• Seasonal programs; and
• In-school help for at-risk children.
3. Basic information for volunteers

Position description
You will sign a written position description before you begin your volunteer work. Every effort is made to place you in an assignment matching your abilities and interests. The position description is used to support any liability or injury coverage the state may provide for you. If there is a significant change in your assignment, let your volunteer coordinator know, so an updated position description can be created.

Roles of paid and volunteer staff
DHS volunteer coordinators must insure that volunteers do not replace paid staff. DHS volunteer duties include assisting paid staff in the completion of their work. When a DHS manager asks that a volunteer opportunity be posted it is the volunteer coordinator’s responsibility to insure the opportunity not be used in a manner that subverts or circumvents the filling of a budgeted position.

Paid DHS may staff may interview volunteers and provide orientation, training and supervision.

Volunteering can help you prepare for work or improve your job skills.
Supervision and training

Once you are placed in a volunteer opportunity you will be assigned to a supervisor. You may also have additional supervision from other staff.

Some assignments carry a lot of responsibility, but it is always a shared responsibility. Your supervisor should provide you with the training, information and guidance you need to successfully carry out your volunteer assignment.

Most volunteer training occurs on the job. Other kinds of trainings may include training courses and workshops offered to DHS staff. A record is kept of your training experiences for your future use. Be sure to let your volunteer coordinator know if you have questions or concerns about your supervision or training.

Background check

A background check is only done after a placement has been determined. A background check, including criminal history and abuse/neglect history will be reviewed. You will be required to fill out and sign a DHS Background Request Form (DHS 0301HR). The results of your background check will be reviewed before you will be accepted as a DHS volunteer.

The background checks are repeated every few years to ensure the continued safety of our clients and staff, whenever your position description changes, or when there is a 90-day break in your in volunteer service.

Reporting requirements

To report your time and mileage you are required to complete either a Monthly Service Record (DHS 0878) or record your information online. It is very important that you report your time and mileage by the assigned due date.

If you do not report your time and miles you cannot be reimbursed for appropriate expenses and you may not be eligible for insurance coverage.

Evaluation

You should receive an evaluation to let you know how you are performing and progressing in your work. These reviews usually occur annually or more often if needed.
You can use your volunteer experience as a reference if you are looking for paid employment.

We keep a record of your volunteer work for five years after you leave the program. We encourage you to mention your volunteer work on all job applications. The state of Oregon and many other employers recognize volunteer time as valid job experience.

**Reimbursement**

Mileage and meal costs may be reimbursed for volunteers who transport DHS clients. Ask your volunteer coordinator for details on how to do this.

If you are not being reimbursed and would like to take advantage of allowable tax deductions, please keep a copy of your monthly report. Contact your tax consultant or IRS office for further information.

**As a volunteer, you can help people who are striving to support themselves and their families.**

**Publicity releases**

In order for the volunteer coordinator to use your name, photograph or quotes in DHS publicity, you must sign a release form. With your signed consent, the volunteer coordinator may use these in any form of publicity. You may withdraw your consent, in writing, at any time.

**Media contact**

Volunteers are not to have contact with the media or its representatives, regarding their DHS volunteer placement, without first receiving written permission from each of the following staff members: the volunteer’s supervisor, DHS volunteer coordinator, and the DHS Office of Communications administrator or designee. The media are defined as, but not limited to, people and sources related to television, radio, newspapers, magazines, and new media/internet services and systems.
**Conflict of interest**

When you are acting in an official capacity as a DHS volunteer, you must not take any action that would result in personal financial benefit. You must not, directly or indirectly, ask for or receive any money or gifts from clients for yourself or any member of your household.

**Weapons**

DHS employees and volunteers may not have or use weapons while they are engaged in official agency business or at any time while they are in a state-owned or controlled building or vehicle.

For more information, please request the weapons policy (DHS-080-008) from your volunteer coordinator.

**Grievance procedures**

If you are not satisfied with a decision made about your volunteer status, you may submit a written grievance to your local DHS volunteer coordinator. Submit the grievance within 30 calendar days of the time you learn of the decision.

The DHS volunteer coordinator will respond in writing within 15 days. If the grievance is not resolved, you have 15 days to submit it in writing to the DHS district manager. The district manager will respond within 15 days with a final decision.
Registered volunteers with DHS have the option of being covered by the State of Oregon with liability and personal injury coverage while performing volunteer duties. To get this coverage you must meet the special conditions outlined in the Conditions of Volunteer Service, DHS form 9036.

As a volunteer you are considered an “agent of the state”. Volunteers are appointed in writing by DHS to do work at the department’s request or consent and are subject to the same direction and control as a paid employee.

This coverage provides a volunteer a limited amount of coverage to reduce personal financial risk. The State will absorb some of the risk that would fall on the volunteer and the volunteer releases the department from some risk.

Summary of coverages

_Tort liability_

You will be protected from civil liability for injuries or damage to the person or property of others, subject to the following general conditions:

- You are working on a state agency task assigned by an authorized agency supervisor;
- You limit your actions to the duties assigned; and
- You perform your assigned tasks in good faith, and do not act in a manner that is reckless or with the intent to inflict harm to others.

The conditions and limits of this protection are as stated in the Oregon Tort Claims Act, ORS 30.260-300, and Oregon Department of Administrative Services Risk Management Policy Manual, 125-7-202.
**Motor vehicle liability**

Motor vehicle liability coverage is subject to vehicle and access rules (OAR 125-155-0000 125-155-0900). Coverage is only provided when the vehicle is used solely for authorized business within state directives.

If you use a privately owned vehicle for authorized business, you are required to have automobile liability insurance to provide primary coverage for any accidents involving that vehicle. State-provided auto liability coverage would apply on a limited basis only after your primary coverage limits have been exceeded.

As a volunteer, you meet new people, expand your work and social network and work as part of a team.

If you use a state-owned vehicle for authorized business, the state is responsible for primary coverage and may pay claims for injury to people or property caused while operating a state-owned vehicle. The state will also pay for damages to the state vehicle. The coverage is subject to the following conditions:

- You report any accident that happens on state business to your DHS manager within 5 business days;
- You cooperate fully with the Risk Management Division and the Department of Justice; and
- You have a valid driver’s license and follow all laws and rules while operating the vehicle.
**Volunteer Injury Coverage (VIC)**

The agency has an injury protection plan to cover injuries sustained by authorized volunteers who qualify. It is limited to covered volunteers who sustain injuries that are caused directly and solely by an accident occurring during, and arising out of, the performance of official state business duties by a state agency. The state will pay medical treatment bills, disability, death and dismemberment benefits to the limits and under the terms and conditions described in Oregon Department of Administrative Services Risk Management Division Policy Manual, 125-7-204. If you are injured in a privately owned vehicle, the owner’s insurance is primarily responsible for your medical bills. The limits of VIC include:

The maximum amount that may be paid to any volunteer for all injuries is $25,000 per accident.

- Up to $10,000 for actual, reasonable and necessary medical expenses. The expenses must be incurred in the 12 months following a covered accident.
- There is a limit of 70 percent of income for short-term disability coverage.
- The remainder of coverage ($15,000) is for disability, death and dismemberment benefits for injuries caused by a covered accident.

VIC is excess over:

- The volunteer’s own medical or group disability coverage.
- Automobile coverage provided by us on state vehicles or provided by the owner’s or driver’s insurer or self-insured employee of private vehicles.
- Medicare, Medicaid or Oregon Health Plan.
- Any other applicable and collectible insurance that purports to be a primary coverage.

**Conditions of VIC:**

- Must be a covered injury.
- Expenses must be incurred in the 12 months after the accident.
- Must be a volunteer appointed in writing with written duties.
- Agency must keep a roster of volunteers, noting which coverage applies.
- Agency must have each volunteer sign a VIC Form and Waiver. (Not required for officially registered DHS volunteers.)
Not all accidents and incidents are covered. See EXCLUSIONS 125-7-204 for more details.

For all terms and conditions, please refer to the actual Risk Management Division policy 125-7-204.

**Medical/disability insurance**

For those who qualify, VIC also covers limited medical and disability expenses. Coverage can be provided only to authorized volunteers and for injuries incurred while performing authorized volunteer duties.

It is the volunteer’s responsibility to provide whatever personal medical insurance they desire.

**Reporting an accident**

Any time you are involved in an accident or have knowledge about a potential liability situation while performing assigned duties, you must notify your DHS manager as soon as possible. This notice must reach the department no later than 5 working days following the accident report.
5. On the job

Volunteer assignments

DHS staff make requests for services needed by their clients, which are reviewed by the volunteer coordinator. In other cases, it is determined that an office needs specific services that cannot be provided by existing staff. Often, the best resource in these situations is a volunteer.

You will receive your specific assignments from your volunteer coordinator. We will always leave the decision of accepting or declining a particular assignment up to you, the volunteer.

Identification

All DHS offices require state-issued photo identification (ID) badges. You should wear your ID badge on all volunteer assignments. Your identification is especially important if you are driving a state-owned vehicle or escorting children to and from appointments.

Dependability

The volunteer work you do is important and we are counting on you! If you are unable to carry out your assignment, please tell your on-site supervisor or volunteer coordinator. Give enough notice so that we can contact another volunteer or reschedule the project.
Volunteer and client relationships

As a volunteer, you may develop ongoing professional relationships and trust with clients. It’s important to keep in mind that you are acting as an official representative of DHS. You must:

- Give the same fair and impartial treatment to all clients;
- Limit your involvement to activities consistent with your assignment; and
- Avoid personal relationships with clients outside of your position description.

If you are uncertain about “where to draw the line,” talk with your DHS volunteer coordinator.

Handling domestic violence issues

- If you suspect an adult is being abused by an intimate partner, it can be difficult to know what to do or say. The abused person is always responsible for deciding what action she or he wants to take. Some things you can say or show your support include:
  
  » “I’m concerned for your safety.”
  
  » “No one deserves to be abused, and if you are being abused it is not your fault.”
  
  » “If you want to know about safety planning, call the local crisis line. I can give you the number.”
  
  » Advise the person to call 9-1-1 if it’s an emergency, or their local crisis hotline if it is not an emergency. Ask your volunteer coordinator if you’re in doubt about how to best handle the situation.

Mandatory reporting

The people who are most likely to be abused often are the least able to reach out for help. That’s why laws require workers in certain occupations to report suspected abuse to social service or law enforcement agencies.

As a volunteer for DHS, these laws also apply to you. These duties apply to every DHS volunteer, not just to those who work directly with clients. Even if you’re in a support role — answering phones, for example — you’re a “mandatory reporter.”
Mandatory reporters are required to report suspected abuse and neglect of:

- Children (ages birth to 18). You are considered a mandatory reporter of suspected child abuse and neglect 24 hours a day, seven days a week for the duration of your volunteer assignment with DHS. Please refer to the booklet titled: “Child Abuse & Neglect” for a more complete explanation of Oregon’s Mandatory Reporting law and how to better recognize child abuse and neglect. The Child Abuse Hotline can be reached 24 hours a day, seven days a week at 1-800-509-5439.

- People who are elderly (ages 60 and older), disabled or dependent. You are required to report abuse and neglect of the elderly, disabled, or dependent that you become aware of while you are “on the job” during your regularly scheduled work hours. The Adult Protective Services hotline number is 1-800-232-3020.

- People of any age with mental illness or developmental disabilities who receive services from a community program or facility.

- People of any age who are residents of nursing homes or other health care facilities.

Various laws covering these populations contain differing definitions of abuse. However, here are some examples of the types of suspected abuse that should be reported:

- Sexual abuse;
- Mental abuse;
- Verbal abuse;
- Physical abuse or neglect;
- Financial exploitation;
- Suicide threats/attempt; and
- Other circumstances in which you feel someone may be in imminent danger.

All the laws contain confidentiality and liability protections for those who make reports in good faith.

Only in the case of child abuse does the law specify that the reporting requirement applies around the clock. However, we urge you to report any suspicion of abuse, whether you come across it in your official capacity or your personal life.

Your local contact number is ________________________________.

**Sexual harassment**

Sexual harassment is illegal. Sexual harassment includes unwelcome sexual advances and request for sexual favors. It also includes other verbal or physical conduct of a sexual nature.

Sexual harassment is prohibited between you and any client you work with as a volunteer. It is also prohibited between you and your DHS volunteer coordinator, any other supervisor or DHS staff member, paid or unpaid. If you are the object of sexual harassment, report it immediately to your DHS supervisor.

**Valuing cultural diversity and non-discrimination**

DHS is committed to giving people of diverse backgrounds and lifestyles an opportunity to help others. DHS is an equal opportunity employer and does not discriminate in selecting volunteers.

DHS paid staff and volunteers are expected to treat people with dignity and respect. As a representative of DHS, you must serve clients in a professional and ethical manner. This includes giving fair and impartial treatment to all clients.

While representing DHS, you will meet people of different cultural and economic backgrounds, religions, philosophies and lifestyles. We hope you will see this as a valuable opportunity for learning and enriching your life.
6. Confidentiality, privacy and HIPAA

Oregon law requires that you respect the confidentiality and privacy of clients. You may talk about the agency and your job as a volunteer, but you may not mention clients’ names or talk about them in ways that allow others to identify them.

Confidentiality

Confidentiality is the preservation of privileged information concerning a client that is disclosed in a professional working relationship.

Part of the information you learn is necessary to provide services to the applicant or client; other information is shared within the development of a helping, trusting relationship. Therefore, most information gained about individual clients through an assignment is confidential in terms of the law, and disclosure could make you legally liable or could damage your relationship with the client and make it difficult to help the person.

All records dealing with specific clients must be treated as confidential. General information, policy statements or statistical material that is not identified with any individual or family is not classified as confidential.

Before you begin your assignment as a volunteer, you should be aware of the laws and penalties that apply to breaching confidentiality.

Although the agency is liable for your acts within the scope of your duty, giving information to an unauthorized person could be interpreted as not acting within the scope of duty and the agency could refuse to support you in the event of legal action.

Violation of Oregon statute regarding confidentiality of records is punishable upon conviction by a fine and/or punishment.
Privacy policies and HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) was originally passed by Congress in 1996. HIPAA privacy regulations control who has access to protected information and outlines the rights of individuals to keep information about themselves from being disclosed.

Although HIPAA addresses medical information held by “covered entities,” DHS took HIPAA a step further and implemented privacy policies that protect all DHS client information. Nine policies were developed to address privacy issues.

The “general rule” of the privacy policies is this:

DHS may not use or disclose protected information unless the disclosure is either authorized by the client or is specifically permitted or required by DHS Privacy Policies (DHS Notice of Privacy Practices, DHS Form 2090).

There are, however, a number of exceptions to the general rule that allow use and disclosure of information appropriately (Uses and Disclosures of Client or Participant Information Policy). Some examples of allowable exceptions are:

- For treatment, payment or health care operations;
- Treatment allows for provision, collaboration and coordination of services with colleagues.
- Payment allows us to submit claims and process payments as needed.
- Operations allows for quality assurance activities, accrediting and/or licensing, etc.
- To a contracted business associate who is working on our behalf;
- To conduct research;
- To conduct public health duties (reporting of communicable diseases, etc.);
- To authorities to report crimes or victims of abuse;
- To law enforcement or for judicial proceedings – under some circumstances;
- In the case of an emergency;
- To the individual who is the subject of the information.
- The most common way information is disclosed/exchanged is with written authorization (DHS Form 2099) signed by a client. Clients can change their minds and revoke authorizations after they’ve signed them.
There are some circumstances when certain populations have extra privacy protections. For example, information that pertains to alcohol and drug, mental health, vocational rehabilitation, HIV, and genetic clients is more strictly protected due to other more restricted state or federal regulations.

DHS privacy policies also guarantee DHS clients a number of rights (“Client Privacy Rights Policy”). The rights of the clients include the right to:

- Receive notice in writing of DHS privacy practices (DHS 2090);
- Access the client’s own record (DHS 2093);
- Request that information in the record be amended (DHS 2094);
- Request that information be restricted from use and disclosure (DHS 2095);
- Receive an accounting of disclosures DHS has made (DHS 2096-97);
- Request information in alternate formats or alternate locations; and
- File a complaint if the client believes his or her privacy has been violated.

DHS employees and volunteers must always take precautions to protect all client information from unauthorized or unintended use and disclosure. This includes information in all forms: written, oral and visual. Work environments must be evaluated to safeguard information. Some first steps in safeguarding client information include:

- Remember that what you see or hear about clients in the workplace must stay in the workplace.
- Ensure that conversations that identify clients cannot be overheard by others.
- Ensure that written material with names or other identifying information are not left in the open and unattended.
- Ensure that you access only the minimum amount of information about clients needed to do the job.

If you have any questions about privacy or the confidentiality of DHS clients, please consult with your on-site supervisor or manager.
7. Code of ethics

As a volunteer, you are subject to a code of ethics similar to that which binds other social service professionals. Like them, you assume certain responsibilities and expect to account for what you do in relation to your volunteer work assignment.

You will interpret “volunteer” to mean that you have agreed to work without monetary compensation. Having been accepted as a professional volunteer, you will be expected to do your work according to the policies and standards set by your assigned agency.

“As a volunteer, you can help people be safe, including helping children who have been victims of abuse.”

- Perform your work with an open mind; be willing to be trained by showing interest, respect, attention and commitment.
- Realize that you have experiences that your co-workers may not have and that you should use these to enrich the work you do together.
- Conversely, realize that you lack experiences that your co-workers have. Don’t let that make you feel inadequate, but endeavor to assist in developing good teamwork.
- Plan to find out how you can best serve the activity for which you have volunteered and offer as much as you can give, but no more.
- You must live up to your volunteer commitment, but be careful that you clearly understand your duties so there are no misunderstandings.

Your attitude toward volunteer work should be professional. You have an obligation to your work, to those who direct it, to your co-workers, to the public and to the clients we serve.
8. Safety procedures

Every DHS office has established safety procedures in place. As a volunteer, you are responsible for:

- Knowing and following the safety rules as explained by the volunteer coordinator and on-site supervisor;
- Supporting efforts to promote safe working conditions and habits;
- Making full use of safety equipment and safeguards provided for assigned tasks; and
- Immediately reporting all unsafe work conditions to the DHS volunteer coordinator or on-site supervisor.

Accident reporting

You must immediately report all personal injuries, vehicle accidents and traffic incidents while volunteering to the DHS volunteer coordinator and your supervisor. You should maintain contact with your work site and provide updates on your condition when off duty due to injury or accident.

Infection control

All local offices have infection-control kits in the office and the state vehicles. We encourage volunteers to carry kits in their own vehicles. Your DHS volunteer coordinator can tell you what items to include in these kits.

Handle human blood and body fluids as if they were infectious for HIV, hepatitis B or other blood-borne pathogens.

Immediately inform the DHS volunteer coordinator and your supervisor if you believe you have been exposed to infection.

First aid

All local offices have first-aid kits in the office and state vehicles. You should know where to find the kit. We encourage you to have kits in your own vehicles. A prompt first-aid response can keep many injuries and medical situations from becoming worse.
Emergency evacuation plan
Your on-site supervisor will review the emergency evacuation plan for your building with you and show you where the fire plan is for your work area. Be sure you know your nearest exit in case of fire or bomb-threat evacuation. Follow the plan established in your office or place of business.

Maintenance
Safety in the workplace requires keeping the environment free of hazards that arise from lack of regular maintenance and servicing. You should report any work conditions that are potential safety hazards.

Office safety
Office work is not hazardous, but accidents do happen. Most accidents are preventable if people identify common hazards and preventive measures. Your on-site supervisor will go over common hazards and ways to avoid them with you.

Volunteers should learn the phone numbers to call in case of fire or medical emergency.

Lifting
Most back injuries result from improper lifting. The DHS volunteer coordinator will provide you with information on how to lift properly to protect your back against injury.
9. Special information for drivers

As a volunteer, you are an important member of a team delivering services to the clients of the Department of Human Services (DHS).

**Using state vehicles**

State vehicles are available in some locations for use by volunteers. If your assignment involves the use of a state vehicle, you must agree that:

- The vehicle will be used exclusively for trips directly related to your volunteer assignment and not for personal purposes.
- You will represent the state of Oregon responsibly.
- You will review and abide by all Vehicle Rules for State Drivers, OAR 125-155-020. The basic principle of these rules can be summarized for most drivers as follows: If you have a valid driver license and you are acting at the direction and control of a state agency, you may drive in any way or for any purpose that is lawful and necessary to carry out the official business of your agency. Whenever you do otherwise, you are personally liable for all driving costs and related risks. The remainder of these rules apply this principle in detail to the hundreds of varied situations the state, its agencies, officers, employees and agents may encounter.

If you do not follow the rules, you will be held personally responsible for any liability or damage to the vehicle.

**Approved driving course**

Volunteers who drive state cars or who regularly transport clients in their own cars must take an approved driving course within six months of placement as a volunteer driver.
Private vehicle use

If you use a privately owned vehicle to perform your volunteer duties, you must declare:

- That the vehicle will be in good mechanical condition;

- That you will maintain insurance coverage on your vehicle that meets the Oregon Division of Motor Vehicles state requirements. (It is recommended that your insurance agent be contacted regarding proper insurance coverage for transporting clients as a volunteer.);

- You understand that your own personal automobile liability insurance will be responsible first in the event of an accident. This means that if a client you are transporting is injured as a result of an accident in your vehicle, your liability insurance will be responsible for paying first;

- If the liability for an accident that happens while you are performing your volunteer duties exceeds the limits of your insurance coverage, the state will provide excess liability coverage (subject to the terms of the State Vehicle Rules for State Drivers OAR 125-155-020(2)); and

- You understand that the state will not pay for any damage to your vehicle.

Private vehicle inspection

If you are a volunteer who regularly transports clients in your private car, a vehicle safety inspection will be conducted before you begin your assignment and again at regular intervals.

When using either a private or state vehicle

When your assignment requires the use of either your private or State of Oregon vehicle, you must understand that:

- Your motor vehicle record will be requested and must meet standards as stated in this handbook.

- You will endeavor to operate the vehicle in accordance with the traffic laws of the state in which it is being driven.

- You will ensure that all adults riding in the vehicle are using seat belts. Oregon law requires that children use a booster seat until they are 4’ 9” tall, unless they are at least 8 years old. Oregon strongly recommends that children younger than age 12 ride in the back seat.

- You will immediately notify your DHS volunteer coordinator and supervisor if you are involved in an accident or convicted of a traffic violation.
Disabled parking permits

Disabled parking permits are available to volunteers. You may use the DHS disabled parking permit only when on an assignment transporting a disabled client. You may momentarily park the vehicle in an accessible parking spot to allow the client with a disability to enter or leave the vehicle. You do not have to stay in the vehicle. You do have to conspicuously display the placard.

Personal use of the permit is illegal. Oregon law calls for stiff fines for anyone who misuses a parking permit or parks in an accessible spot illegally, including the access aisle.

If you need a disabled parking permit for your personal use, contact your local DMV office.

Seat belts, air bags and traffic laws

You must observe all traffic laws. This includes the seat-belt law. Do not let your vehicle move until every passenger is buckled up. Ask your volunteer program coordinator about child car seats.

Child restraint law: (effective July 1, 2007) Child passengers must be restrained the approved child safety seats until they weight forty pounds. Infants must ride rear-facing until they reach both one year of age and twenty pounds.

Booster seat law: (effective July 1, 2007) Children over forty pounds must use boosters to 4’9” tall unless they have reached age eight.

Volunteer Program "best practice:" Children younger than age thirteen should ride in the back seat (reduces the risk of crash injury by 37 percent for this age group).

Authorized passengers

Volunteer drivers may transport only clients listed on the “manifest” (list of daily trips) or the Transportation Request forms.

If the client has a friend or family member who wants to go along, you must get prior authorization from the agency caseworker or the transportation brokerage. The transportation dispatcher must also know about the change.

If you find yourself in a questionable situation at the time of pickup, call the dispatcher, caseworker or your DHS volunteer coordinator.
**Authorized trips**

You are authorized only to take clients to and from appointments listed on the manifest or Transportation Request forms. Exceptions may include stops related to medical appointments. Clients should always call the local brokerage or the DHS volunteer dispatcher for authorization.

Check with your DHS volunteer coordinator about unrelated stops, such as shopping for groceries. These must be prior-authored by the caseworker and agreed to by you.

NOTE: Mileage for these stops may or may not be reimbursable. Check with your volunteer coordinator.
Administrative Services Division (ASD) Administrative Services serves the entire department with functions that include contracting, facilities management, financial services, forms and document management, human resources, information security, information systems, public affairs and web and publication design.

Children, Adults and Families Division (CAF) Policy/Program — This group is responsible for administering self-sufficiency and child-protective programs. These include JOBS, Temporary Assistance for Needy Families (TANF), Employment Related Day Care, Food Stamps, child-abuse investigation and intervention, foster care and adoptions. The group also contains the Office of Vocational Rehabilitation Services (OVRS), which helps Oregonians with disabilities to prepare for, find and retain jobs.

Field Services — CAF has 16 districts that provide direct client services to all Oregon counties through more than 100 field offices. CAF employees in the 16 districts and the processing center are responsible for direct client services in programs administered by CAF and the Division of Medical Assistance Programs.
District offices also are responsible for strengthening working relationships with communities, counties and local partners. The district offices work with these local partners to create a more integrated delivery system for clients in need of social supports. The management team within each district typically includes program managers who have expertise in specific CAF program areas of self-sufficiency, child welfare and vocational rehabilitation services.

**Central office** — Within central office, the Office of Operational Support provides assistance to the district managers and field offices. They serve as the connection between the program-and-policy groups and the field, to ensure policies are effectively implemented in the local offices and to help accomplish policy-related changes requested by the field.

**Director’s office (DO)**

The Director’s Office is responsible for overall leadership, policy development and administrative oversight for the department. The Director’s Office coordinates these functions with the Governor’s office, the Legislature, other state and federal agencies, partners and stakeholders, local governments, advocacy and client groups, and the private sector. The director, deputies and assistant directors have the ultimate accountability for the department’s success in achieving its outcomes.
Seniors and People with Disabilities Division (SPD)

SPD’s main program areas are:

**Licensing and quality of care:** Community based care licensing and quality assurance; Community based care nursing and health; Nursing facilities licensing and corrective action; Planning and program development; Developmental disabilities county relations; Resource development and waiver review.

**Home and community supports:** Community and family supports; In-Home supports; State operated group homes for people with developmental disabilities.

**Employment and financial benefits:** Employment services for people with developmental disabilities and low-income seniors find work; financial supports to handle eligibility-determination function for Social Security Disability benefits.
The Oregon Health Authority (OHA) is a new state agency created by House Bill 2009. By July 2011, most health-related programs in the state will be joined together to form the Health Authority.

**Addictions and Mental Health Division (AMH)**

Health Authority programs include:

The Addictions and Mental Health Division assists Oregonians in being independent, healthy and safe by preventing and reducing the negative effects of alcohol, other drugs, gambling addiction and mental health disorders, and promoting recovery through culturally appropriate, evidence-based treatment of addictions, pathological gambling, mental illness and emotional disorders.

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Division of Medical Assistance Programs (DMAP)

This division oversees the Oregon Health Plan (OHP), which is a public and private partnership that ensures universal access to a basic level of health care for Oregonians. The division also includes provisions for oversight, research and analysis to achieve the best use of health-care funding.

DMAP also administers the Healthy Kids Plan, free or low-cost health care coverage for Oregon children who don’t have health insurance.

Even kids with current health conditions can enroll. Coverage lasts for at least one full year and can be longer so long as the child is still eligible.

Healthy Kids is based on a family’s income and there are three health coverage options: no-cost, low-cost and affordable.

Office for Oregon Health Policy and Research (OHPR)

The Office for Oregon Health Policy and Research (OHPR) conducts impartial, non-partisan policy analysis, research and evaluation, and provides technical assistance to support health reform planning and implementation in Oregon. The office serves in an advisory capacity to Oregon Health Policy Board, the Oregon Health Authority, the Governor and the Legislature.
Office of Private Health Partnerships (OPHP)

This office administers programs to increase the number of Oregonians and businesses with health insurance. The agency, originally created as the Insurance Pool Governing Board in 1987, was renamed in 2006.

Programs administered by the office include:

**Family Health Insurance Assistance Program (FHIAP):** This program helps uninsured, income-eligible Oregonians pay the monthly premium for private health insurance.

**Agent Referral Program:** The office connects individuals and business owners with health insurance agents (producers) in their community. Agents help navigate the insurance system and find plans that meet the needs of owners and employees.

**Education/presentations:** The office trains insurance producers, employers, civic organizations and other community partners on a variety of state programs for uninsured Oregonians as well as changes in state insurance law.
The Oregon Educators Benefit Board (OEBB) was created to provide health, dental, vision and other benefits for most of Oregon’s school district employees.

The Board was created with the signing of 2007 Senate Bill 426 (SB 426) on March 21. Because of the concern about the state of the health care and the skyrocketing premiums being charged to school districts in Oregon, OEBB was considered an emergency and the Board became affective from the moment the bill was signed.

OEBB changes the way K-12 grade school districts, education service districts (ESDs), community colleges and some charter schools provide benefits to employees. School districts and ESDs were purchasing plans for employees independently, through one of two health plan trusts or through the Oregon School Employees Association. Under OEBB’s authority, most of these districts now pool employees together to purchase health care and other benefits.

Currently, about 150,000 people receive their health benefits through OEBB. When all districts have entered the program — all participating school districts must participate in the pool by October 2010 — it is expected that OEBB will cover about 170,000 people.
Oregon Medical Insurance Pool (OMIP)

The Oregon Medical Insurance Pool (OMIP) is the high-risk health insurance pool for the state. OMIP was established by the Oregon Legislature to cover adults and children who are unable to obtain medical insurance because of health conditions.

OMIP also provides a way to continue insurance coverage for those who exhaust COBRA benefits and have no other options.

Oregon Prescription Drug Program (OPDP)

In 2003 the Oregon Legislature authorized the formation of the OPDP, a prescription drug purchasing pool, to help increase access to prescription drugs by the uninsured and lower costs for state and city governments to help them stay within budgeted goals. The Oregon Prescription Drug Program (OPDP) will meet these goals by pooling prescription drug purchasing power, using evidence-based research to develop a preferred drug list of lowest cost drugs, securing competitive discounts with pharmacies and bringing transparent pharmacy benefit management services to groups. We hope to unite Oregon’s prescription drug purchasers to leverage the best prices on the most effective medicines. The OPDP went “live” on March 1, 2005.

Public Employees Benefit Board (PEBB)

PEBB designs, contracts and administers medical, dental, life, accident, disability and long-term care insurance, and flexible spending accounts for state employees and their dependents. The Board also offers health care insurance options for retirees not yet eligible for Medicare and individuals in other participating groups. PEBB’s total membership is approximately 127,000 individuals.
The Public Health Division touches every person, every day, and helps Oregon communities create healthy environments so those who live there can be well. Public health is based on science and focuses on population groups rather than on the individual. It emphasizes preventing illness and injury rather than treating a medical condition that has already occurred. Many public health activities are invisible to the public but they quickly become apparent when there are wide-scale health threats, such as a communicable disease outbreak; bioterrorist threat; contamination in the air, food or water; or escalating chronic disease.
This document can be provided upon request in alternative formats for individuals with disabilities. Other formats may include (but are not limited to) large print, Braille, audio recordings, Web-based communications and other electronic formats. E-mail gregory.p.russo@state.or.us, call 503-945-8994 (voice) or call 503-945-5896 (TTY) to arrange for the alternative format that will work best for you.