



# Goochland Free Clinic & Family Services

## **VOLUNTEER HANDBOOK**



Free Clinic Offices



Family Service Offices



Clothes Closet

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## **Welcome to Goochland Free Clinic and Family Services!**

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

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

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

Thank you so much for caring about your community and Goochland Free Clinic and Family Services.

**ALL.  
HERE.  
NOW.**

## **GFCFS BOARD OF DIRECTORS**

Liz Rider, President

Vickie Sharps, Vice President

Barbra Sensabaugh, Secretary

Ted Armstrong

Patricia Barden (Tina)

Jack Barnes

Peter Howell

Allen Earehart

Alexander Graham (Sandy), Past President

Lisa Luck

Pat Maddox

Jamie Martin

Mary Millhisser

Wendy Popp

Lisa Pumphrey

Celia Rafalko

Keith Reynolds, Past President

Paul Springman

Sandra Taylor-Smith

John Wack

## **GFCFS STAFF**

### **Family Services:**

Program Director: .....Carol Dunlap  
Financial Assistance Coordinator:.....Heather Salmon  
Clothes Closet Manager: .....Charlotte Bennett  
Clothes Closet Assistant Manager: .....Angie Ruff  
Medical Transportation: .....Corrine Mallory  
Food Pantry Coordinator.....Terry Ebright  
Home Repair/Housing: .....Heather Salmon  
Administrative Assistant: .....Joni Vaughan  
Clothes Closet Staff .....Rachel Lane, Rhonda Weaver

### **Free Clinic:**

Medical Director..... Robert Bennett, M.D.  
Dental Director.....Donald Wheless, D.D.S.  
Clinic Physician.....Pam Richardson, M.D.  
Clinic Director.....Adina Keys, R.N.  
Clinical Coordinator.....Lisa Stanzione, R.N.  
Mental Health Coordinator .....Ruth Baldwin, R.N. MSW  
Clinical Coordinator Assistant.....Brenda Christmas R.N.  
Patient Assistance Coordinator.....Sharon Caldwell  
Dental Coordinator. ....Anne Pryor  
Dental Staff....., Anita Tinsley  
Medical Assistant.....Toyya Sims  
Patient Support.....Patty Ayers  
Receptionist.....Leslie Sims  
Record Clerk: .....Lillie Thornton  
Pharmacy.....Tonya Buffington, PharmD

### **Administrative Staff:**

Executive Director: .....Sally Graham, R.N.-C., A.N.P.  
Financial Director: .....Miriam Oman, CPA  
Development Director: .....Adair Roper  
Donor Relations and Database Manager.....Cheryl Hardman  
Director of Volunteer Resources.....Diane Reale  
Registration Coordinator.....Zita Lee

## HOURS OF OPERATION

### Free Clinic:

Monday, Wednesday and Thursday 9 am - 4 pm

Tuesday 9 am – 8 pm

Friday 9 am – 3 pm

*\*\*\*A message can be left at any time (804-556-5840) and a staff person will return calls as soon as possible.*

### Clothes Closet:

Monday – Closed (Open for volunteers & donations 10 am – 3 pm)

Tuesday – Thursday 10 am – 5 pm

Friday & Saturday 10 am – 3 pm

### Family Services:

Monday – Thursday 9 am – 4 pm

Friday 9 am – 3 pm

## GFCFS ADDRESSES AND PHONE NUMBERS

### Mailing Address:

Goochland Free Clinic & Family Services

P.O. Box 116

Goochland, VA 23063

### Street Address:

Free Clinic:

1800 Sandy Hook Road, Suite 120; Goochland, VA 23063

Phone: 804-5565840, Fax: 804-556-5100

### Family Services:

3001 River Road West; Goochland, VA 23063

Phone: 804-556-6260, Fax: 804-556-6208

### Clothes Closet:

2948 River Road West; Goochland, VA 23063

Phone: 804-556-3627

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

Please visit us on Facebook

## HISTORY AND MISSION STATEMENT

Goochland Free Clinic and Family Services was formed in October 2007 when Goochland Fellowship and Family Services merged with the Free Clinic of Goochland. The merger resulted from the fact that both organizations were serving the same group of clients – low income and uninsured Goochland residents. Goochland Fellowship and Family Services was originally founded in 1952 by a small group of women to provide social services to those not eligible for state or federal help.

The mission of Goochland Free Clinic and Family Services is to provide access to health care and basic human services to Goochland residents who are in need of assistance.

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

## VOLUNTEER VISION

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



## FREE CLINIC SERVICES

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

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

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

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

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

In 2015, we were able to help over 1,500 Goochland residents in need:

- 7,432 **medical, dental, and mental health care** patient visits.
- 26,769 **prescriptions** provided.
- 6,029 **Food Pantry** visits.
- individuals received **emergency housing**.
- 55 individuals benefitted from **home repair** projects.
- 59 adults received **domestic violence** services.
- 2,150 **medical transports** covering 38,000 miles.
- 78 families received **financial assistance** for housing and utilities.
- 822 individuals received credits for clothing and household items at the **Clothes Closet**.



## **FAMILY SERVICES PROGRAMS**

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

**FOOD PANTRY** - qualified individuals and families can visit the food pantry on Thursday morning from 9 am to 12 noon to shop for free food items. To go bags are available Wednesdays from 4 pm to 6 pm.

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

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

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

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

**THE CLOTHES CLOSET** - accepts donations of clothing and small household goods from the community. Clients are eligible for \$15 worth of merchandise for each family member each month. The thrift shop is open to the public and proceeds help to fund agency programs. Monday (for volunteering or donating only) 10 am to 3 pm; Tuesday– Thursday 10 am to 5 pm; and Friday & Saturday 10 am to 3 pm.

**EMERGENCY HOUSING** - short-term (up to 60 days) housing for families in crisis who need temporary homes.

**DOMESTIC VIOLENCE/SEXUAL ASSAULT** - works with victims/survivors of domestic violence through case management, counseling, safety planning, court accompaniment, information and referral, and emergency shelter.

## HOW TO BECOME A VOLUNTEER?

- Complete a volunteer application – online  
[@http://goochlandfreeclinicandfamilyservices.org/](http://goochlandfreeclinicandfamilyservices.org/)
- Schedule an interview by calling GFCFS at (804) 556-6260
- Attend a Volunteer Orientation. Sessions are scheduled the first Tuesday of every month at 1:00 pm in room 234 of the Goochland Administration Building located at Rt. 6 and Rt. 522 and the third Tuesday of every month at 5:00 pm at the Family Services Building located at 3001 River Road West.
- Sign a Confidentiality Agreement.
- Acknowledge receipt of Volunteer Handbook.
- Attend an “on the job” orientation/training related to the volunteer position you have selected.
- Attend in-service training as needed

## SUCCESSFUL VOLUNTEER

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

## BENEFITS OF VOLUNTEERING

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

## **VOLUNTEER RIGHTS AND RESPONSIBILITIES**

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

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

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

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

<b>Volunteer Opportunities</b>	<b>Location</b>	<b>Time Commitment</b>	<b>Special Skills or Training Needed</b>	<b>Responsibilities</b>
Administrative Support	Free Clinic or Family Services	Flexible	None	Answer phones, file, copy
Registration Volunteer	Registration	Monday, Tuesday Wednesday or Thursday - 3 hours per week	Training provided	Register clients / provide resource information
Data Input	Free Clinic or Family Services	Flexible	Database training module	Input program data
Food Pantry Food Courier	Family Services/Community	1 Saturday morning per month	Training provided; Valid driver's license	Pick up donations from local stores
Food Pantry Volunteer	Family Services	Wednesdays 4- 6:30pm; Thursdays 9am-12pm	On-site	Stocking shelves OR greet clients, assist with food selections, stock
Food Pantry Stocker	Family Services	Flexible	Training provided	Pick up food donations from vendors
Clothes Closet Volunteer	Clothes Closet	Flexible- Monday- Saturday	On-site	Customer service, sort donations
Health Care Professionals (MD, NP, PA, RN, LPN, DDS, DA, DH, MSW, etc.)	Free Clinic	3hrs/ month	Orientation on-site	Direct patient care, chart maintenance, clinical data tracking
ESL Teachers and Tutors	Family Services and Community	Monday 7-8 pm Wednesday 1-2 pm	ESLtraining (provided)	One-one English as a Second Language education
Special Events Volunteers	Family Services/Community	Flexible	None	Varies
Home Repair Volunteers	Community	Flexible	Experience making repairs	Assist with emergency home repairs
Financial Counseling Volunteers	Family Services	Flexible	On-site	Client counseling on budgeting/ money management

# **VOLUNTEER POLICIES AND PROCEDURES**

## **Orientation/Training**

Volunteers are required to attend a volunteer orientation before being placed. This may be accomplished as a one-on-one meeting or as a group. Volunteers will also receive training for their specific assignment. There may also be additional sessions as changes in policies or procedures warrant additional education.

## **Assignments**

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

## **Absenteeism and Punctuality**

If you are unable to volunteer at your designated time or may be late, please contact the appropriate person at either facility: Clinic (556-5840), Clothes Closet (556-3627) or Family Services (556-6260). Please call with as much lead time as possible, so that other arrangements can be made.

## **Communications**

Volunteers will receive organization information and news through emails, newsletters – print & email, message boards/calendars, team huddles, Facebook, phone trees, invitations – print & email.

## **Confidentiality**

Volunteers must respect the patient's rights to confidentiality. Breach of confidentiality will result in dismissal from the volunteer program. All client information is strictly confidential. No reference inside or outside of the clinic should be made about a patient's identity, finances, medical information or services provided. This includes verifying if a person has been at the Clinic or Family Services and giving information to anyone, even a spouse. All staff and volunteers sign a confidentiality agreement.

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

## **Client Records Management**

The Code of Virginia states that adult client records will be maintained for a minimum of seven years following the last client encounter. It also states that clinics will inform the client concerning the time frame of records retention (this will be in the Client Handbook). Chart construction and management is site specific. Volunteers are trained based on their assignments. Client records do not leave the facilities and will be destroyed by shredding or incineration.

## **Volunteers – Clients**

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

## **Dismissal Policy**

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

## **Donations Designated for Client Use**

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

## **Dress Code**

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

## **Exit Survey**

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

## **Inclement Weather Policy**

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

## **Liability Coverage for Professional Volunteers**

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

## **Parking**

At Family Services, volunteers may park in the lot behind the Family Services building. On Thursdays, during Food Pantry hours, you are encouraged to park behind the bank to provide additional spaces for clients. Please do not park in the spaces that would block the dumpster. At the clinic, volunteers may park in any non-county spaces in the lower lot off Rt. 6 facing the clinic door or visitor spaces at the front of the Country Administrative building, or in the lot on Rt. 522 near the tennis courts. Parking at the Clothes Closet is on the left side of the lot behind the Clothes Closet.

## **Sign In / Record Hours**

Volunteers are required to sign in each time they volunteer and record their hours. You will be shown the sign in location at each facility during your orientation.

## **Smoking**

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

## **Student Volunteer**

We welcome the opportunity to work with student volunteers, both high school and college. Our expectations for volunteer service commitment are commensurate with the training required for the position. For example, data entry assignments will require a commitment of at least six weeks, minimum of 4 hrs per week. (Due to liability issues, we can only accommodate youth volunteers between 12-14 years of age if a parent/guardian is present.) An exception may be made for organized youth groups or special events where a supervisor is present. Opportunities for youth volunteers will be assigned as appropriate.

## **Volunteer Client Boundaries**

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

## **Youth Volunteers**

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

## **Suggestions**

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



## **CLIENT ELIGIBILITY POLICIES**

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

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

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

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

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

## **Federal Poverty Guidelines**

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

## **Free Clinic and Family Services Eligibility Guidelines**

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

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

## **GFCFS does NOT provide services in the following circumstances**

### **All Programs**

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

### **Clinic Programs**

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



Thank you for volunteering at GFCFS!



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**Acknowledgement and Receipt**

I certify that I have received the Goochland Free Clinic and Family Services Volunteer Handbook.

\_\_\_\_\_  
Volunteer's name (please print)

\_\_\_\_\_  
Volunteer's signature

\_\_\_\_\_  
Date