VOLUNTEER HANDBOOK
Welcome to GoochlandCares

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

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

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

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

In 2019, GoochlandCares was certified as a Service Enterprise by the Points of Lights Foundation. A Service Enterprise leverages volunteers more efficiently to deliver on its mission. Nationally, 11% of non-profits have been designated as a Service Enterprise.
BOARD OF DIRECTORS

Paul Springman, President
Jared Wall, Vice President
Whitney Pinna, Secretary
Cheryl Smith, Treasurer
Manuel “Manny” Alvarez
Robert Bennett, MD
Nicole Chandler-Grant
Allen Earehart
Vernon Fleming
Steve Fram
Thomas Johnson
Mary Milhiser, Member at Large
Del Mugford
Wendy Popp
Lisa Pumphrey
Vicky Sharps, Immediate Past President
Jennifer Stern
Sandra Taylor-Smith
Jennifer Wilkins
Sara Wilson
STAFF

Executive Director       Sally Graham
Finance Director         Alison Smith
Clinic Director          Adina Keys, RN
Development Director     Adair Frayser
Volunteer Resources Director Diane Reale
Associate Development Director Russ Martin
Basic Needs Coordinator  Angie Shiflett
Case Management Coordinator Heather Salmon
Clinic Coordinator        Mindy Busher, PharmD
Clinical Coordinator Assistant Jan Lofland, RN
Clinic Physician          Pam Richardson, MD
Clinic Receptionist      Alison Baxter
Clothes Closet Manager    Rhonda Weaver
Clothes Closet Assistant Manager Lisa Coles
Clothes Closet Associates Aleena Flugga, Cambridge Mattice, Katie Taylor
Data Management Coordinator Anne Pryor
Dental Administrator      Diana Bolen
Dental Coordinator        Katie Alvis, RDH
Dental Assistant (Lead)
Anita Tinsley
Dental Assistants
Meredith Hickey, Robyn Parrish
Dentist
Shazia Anjum, DDS
Development Coordinator
Emily May
Emergency Housing Coordinator
Danielle Lee-Powell
Facilities
Angie Shiflett
Finance Assistant
Lisa Dudley
Financial Assistance/VITA Coordinator
Vanja Vasquez
Food Pantry Manager
Doug Chiles
Food Pantry Associate
Aleena Flugga
Front Desk Manager
Thavoeun Fulmer
Home Repair Coordinator
TBD
Interpreter
Montserrat Gaytan
Lab and Referral Coordinator
Leslie Sims
Main Phone Administrative Assistants
Patty Ayers, Montserrat Gaytan, Gina Perucho
Medical Director
Robert Bennett, MD
Medical Files Assistant
Lillie Thornton
Mental Health Coordinator
Ruth Baldwin, LCSW
Patient Advocate
Patty Ayers
Pharmacist
Tonya Buffington, PharmD
Prescription Assistance Coordinator
Sharon Caldwell
Registration Coordinator
Terry Ebright
Sexual/Domestic Violence Coordinator
Krista Riggleson
Sexual/Domestic Violence Advocate
Brittany Creasey
Transportation Drivers
Francine Isenhour, Shawn Tinsley
Vaccine Coordinator
Kimberly Fricke
HOURS OF OPERATION

Monday 9:00-4:00
Tuesday 9:00-7:00
Wednesday 9:00-4:00
Thursday 9:00-4:00
Friday 9:00-3:00 (Food Pantry closes at 2:00)
Saturday 9:00-12:00 (Clothes Closet only)

ADDRESSES AND PHONE NUMBERS

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

Address: GoochlandCares
2999 River Road West
Goochland, VA 23063
www.goochlandcares.org
Main Phone: (804) 556-6260
Fax: (855) 556-5210

Clothes Closet: (804) 556-0202
Dental Clinic: (804) 556-0302
Development: (804) 556-0301
Food Pantry: (804) 556-0201
Medical Clinic: (804) 556-0405
Registration: (804) 556-0711
Volunteer Office: (804) 556-0712

Please visit us on Facebook and Instagram.
HISTORY AND MISSION STATEMENT

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

The mission of GoochlandCares is to provide services and healthcare to Goochland neighbors in need.

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

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

Programs

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

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

**MENTAL HEALTH SERVICES** – Licensed clinical social worker is available to existing clinic patients for behavioral health modification.

**PHARMACY SERVICES** - Medications for clinic patients are available 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 can be 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 2021, we were a safety net for 2,528 Goochland residents:

- 3,091 medical, dental, and mental health care patient visits.
- 3,125 prescriptions valued at $1,009,178 provided.
- 429,593 meals nourished 732 families.
- 1,549 nights of emergency housing.
- 114 projects restored 49 homes to safety.
- 96 neighbors received sexual/domestic violence services.
- 338 medical transports covering 12,691 miles.
- 89 neighbors including 22 children benefitted from financial assistance for housing and utilities plus assisted with 172 tax returns.
- 421 individuals (including 150 seniors and 83 children) received case management services for complex social issues
- 22 COVID-19 Vaccination Clinics held with 1,321 immunizations administered
**CASE MANAGEMENT** - At GoochlandCares, the primary goal of case management is to optimize client functioning by providing services to individuals with multiple and complex needs. Case management helps individuals make changes to improve their life situation.

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

**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, as well as financial counseling, is required.

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

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

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

**CLOTHES CLOSET** – Accepts donations of clothing and small household goods from the community. Clients are eligible for $30 worth of merchandise for each family member per month. The thrift shop is open to the public and proceeds help fund programs. The Clothes Closet is open whenever the building is open and Saturdays from 9:00-12:00. Mondays are for donating and volunteering only.

**EMERGENCY HOUSING** – Short-term housing is provided for families in crisis who need temporary homes.

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

**VITA/TAX PREPARATION** – Goochland residents with an income of under $56,000 qualify for free tax preparation assistance.
HOW TO BECOME A VOLUNTEER

• Complete a volunteer application at www.GoochlandCares.org. To submit the application, you must agree to our Volunteer and Confidentiality Agreement.

• Schedule a Volunteer Orientation on SignUp Genius.

• Attend a Volunteer Orientation. Virtual sessions are usually scheduled twice per month with one afternoon session and one evening session. Register by email at dreale@GoochlandCares.org. Some programs require additional training sessions.

• Attend “on the job” training related to the volunteer position you have selected.

• Attend in-service training as needed.
SUCCESSFUL VOLUNTEERS

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 confidentiality and discretion. You will be working with a diverse group of people. You need to be accepting of individual opinions, disabilities, and racial/ethnic differences.

BENEFITS OF VOLUNTEERING

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

Quote from a Volunteer: “We takes so much for granted, and this is a chance to give back. I love it with a passion and am so grateful to be able to help. I could be doing anything, but this is my passion.”

We appreciate our volunteers and host events a few times a year to enjoy each other’s company.
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, including a harassment free environment
- To receive prompt responses to questions and concerns

Volunteers have the following responsibilities:

- To respect and maintain strict client confidentiality at all times
- To treat clients, volunteers, and staff with respect, courtesy, and compassion
- To understand that the resources designated for clients are to be used for clients only
- To be punctual and notify the Program Manager of absences as far 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
<table>
<thead>
<tr>
<th>Volunteer Opportunities</th>
<th>Time Commitment</th>
<th>Special Skills or Training Needed</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clothes Closet Sorter and Stocker</td>
<td>Monday-Saturday; 2 hour shifts on SignUpGenius</td>
<td>On-site training</td>
<td>Customer service, sort donations</td>
</tr>
<tr>
<td>Clothes Closet Bin Pick-Up</td>
<td>Flexible Schedule</td>
<td>Valid driver’s license; may use our vehicle or one’s own</td>
<td>Pick up donations from bins located throughout the county/Family-friendly</td>
</tr>
<tr>
<td>Food Pantry Food Courier</td>
<td>Various slots Monday-Saturday on SignUpGenius</td>
<td>Training provided; Valid driver’s license</td>
<td>Pick up donations from local stores and/or schools/Family friendly</td>
</tr>
<tr>
<td>Food Pantry Shopper and Stocker</td>
<td>Monday-Friday; 2-3 hour shifts on SignUpGenius</td>
<td>On-site training</td>
<td>Stock shelves OR greet clients, assist with food selections, carry bags</td>
</tr>
<tr>
<td>Special Events (fundraising events, food drives, etc.)</td>
<td>Flexible Schedule check for details in SignUpGenius</td>
<td>None</td>
<td>Varies/Family friendly depending on event</td>
</tr>
<tr>
<td>Administrative Support</td>
<td>Flexible</td>
<td>Computer skills (Word, Excel)</td>
<td>Answer phones, file, copy, data entry</td>
</tr>
<tr>
<td>Home Repair/Facilities Volunteer</td>
<td>Flexible</td>
<td>Experience making repairs</td>
<td>Assist with home repairs and building facilities projects</td>
</tr>
<tr>
<td>Health Care Professionals</td>
<td>3 hrs per month, 6 month commitment</td>
<td>Orientation on-site</td>
<td>Direct patient care, chart maintenance, clinical data tracking</td>
</tr>
<tr>
<td>ESL Teachers and Tutors</td>
<td>Varies</td>
<td>ESL training (provided)</td>
<td>One-to-one English as a Second Language education</td>
</tr>
<tr>
<td>VITA (tax preparation)</td>
<td>December-January for training; February-April for client appointments; slots vary</td>
<td>VITA program training; must pass VITA program exam(s)</td>
<td>Prepare income tax returns for clients</td>
</tr>
<tr>
<td>Registration Volunteer (limited availability)</td>
<td>Monday, Tuesday, or Thursday – 3 hours per week, 6 month commitment</td>
<td>Prior volunteer experience at GoochlandCares; training provided</td>
<td>Register clients and provide resources</td>
</tr>
<tr>
<td>Sexual/Domestic Violence Volunteer</td>
<td>Varies</td>
<td>40 hours training</td>
<td>Drive clients to court, clean emergency housing, provide childcare</td>
</tr>
<tr>
<td>Financial Counseling Volunteers (limited availability)</td>
<td>Flexible Schedule 6 month commitment</td>
<td>Training provided</td>
<td>Client counseling on budgeting/money management</td>
</tr>
</tbody>
</table>
VOLUNTEER POLICIES AND PROCEDURES

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

Assignments
Volunteer assignments are based on your interest and availability. We use on-line sign-ups to schedule. During the interview process, you will be able to select your volunteer position, as well as the days and hours you are available to volunteer. GoochlandCares greatly appreciates any time you are able to give. This is your gift to us.

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

Communication
Volunteers will receive organization information and news through emails, newsletters, the website, and team huddles.

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

What you see…Whom you see…What you hear…Leave it here!
Client Records Management
The Code of Virginia states that adult client records will be maintained for a minimum of seven years following the last client encounter. It also states that clinics will inform the client concerning the time frame of record retention (this is stated in the Client Handbook). Chart construction and management is program specific. Volunteers are trained based on their assignments. Client records do not leave the facilities and will be destroyed by shredding, when necessary. In 2017 client records were transferred to an electronic medical record. Additional training is required to use the new system.

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 include the release of confidential information or the personal use of resources designated for clients.

Donations Designated for Client Use
Donations are intended for clients’ benefit and should not be used by staff or volunteers. The Clinic is for patient use only. 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
Out of respect for clients appropriate dress is casual, office attire. A GoochlandCares t-shirt is provided and is optional. Jeans (without holes) are permitted in the Food Pantry and Clothes Closet. Scrubs are required in the Clinic. Closed toed shoes are required in the Clinic, Food Pantry, and Clothes Closet. Gym clothes, tank tops, spaghetti straps, short shorts or skirts, leggings, midriffs, and clothing with offensive language are never acceptable. Volunteer name badges should always be visible.

Feedback/Suggestions
We want to know how your volunteer experience was and how we can improve. Please speak with your program manager, if you have any questions, suggestions, or concerns. 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. We conduct an annual volunteer satisfaction survey and exit survey in our effort for continuous improvement.
Health and Safety Policy
GoochlandCares follows the recommendations of the Center for Disease Control and Virginia Department of Health guidelines for Covid-19. Volunteers and staff are required to be fully vaccinated. Volunteers helping after-hours are not required to be fully vaccinated.

Inclement Weather Policy
GoochlandCares follows Goochland County Government (not school) closings. Call the main phone at (804) 556-6260 for updates and check your email before driving to the building. GoochlandCares Facebook and Instagram pages are updated with any change in hours. 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.

Media Requests
Every volunteer and employee is expected to adhere to the our media policy and answer all media questions like this: “I am not authorized to comment for GoochlandCares (or I don’t have the information you want). Let me have our Executive Director contact you.”

Parking
Please park along the perimeter of the parking lot to leave parking spots closest to the building for clients.

Photos
Volunteers are prohibited from taking or sharing photos of clients in GoochlandCares.

Prohibited Conduct
All employees, consultants, and other individuals employed by or associated with
GoochlandCares are responsible for maintaining a harassment free environment. Verbal or physical conduct by a volunteer or others that harasses, disrupts, or interferes with work performance or creates an intimidating, offensive, or hostile environment will not be tolerated. This includes harassment based on race, sex, religion, national origin, medical condition, disability, marital status, age, sexual orientation, or pregnancy.

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 on your first day of volunteering. Only hours entered into the database will be used to document hours required for community service, school classes, or court. If you need documentation of your hours, please make the request one week before it is needed.

Social Media
When posting anything on social media, remember that it is a public forum. When posting anything referencing GoochlandCares, it must be clear that any views expressed are your own and do not reflect the views of GoochlandCares. Accepting or offering invitations to “friend,” “like,” “follow,” or “direct message” with clients is strongly discouraged unless a relationship existed prior to the start of the relationship through GoochlandCares.

Student Volunteers
We welcome the opportunity to work with student volunteers.
- High school and college students should follow the regular application process.
- Clinic volunteer roles are limited to students enrolled in a college course requiring clinic hours. Slots are limited, so please apply early. High school students may not volunteer in the Clinic.
- Student volunteers aged 12 to 14 may volunteer with a parent/guardian. Both student and parent should complete an application.
- Organized youth groups are welcome to volunteer. Contact the Director of Volunteer Resources to schedule a project.
- Students may not volunteer during school hours unless as part of a school sponsored project.

Tobacco and Drug-Free Campus
GoochlandCares is committed to providing a safe and healthy environment for clients,
volunteers, and employees and has established a tobacco and drug-free policy on our campus. Smoking and unlawful or improper presence or use of controlled substances, or illegal drug is not permitted at any time in any GoochlandCares facility, vehicle, or on the campus. This policy covers all employees and volunteers as well as patients, clients, vendors, donors, and other guests while they are on campus or in one of our vehicles.

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

**Youth Volunteers**
Youth between the ages of 12 and 14 must have a parent or guardian present to volunteer and will volunteer in capacities without client contact. Youth 15 years of age or older may volunteer without a parent or guardian present in capacities with the approval of GoochlandCares administration where there is limited or no client contact. Clinic volunteers must be 18 years of age and out of high school.
The mission of GoochlandCares is established to address the needs of low-income individuals who qualify under specific criteria. The intent of GoochlandCares is to increase access to resources that we provide as well as those available in our community. The awareness of community resources ensures that GoochlandCares will not duplicate services already available.

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

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

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

Someone with income higher than the 200% Federal Poverty Guidelines, who has significant financial hardship due to extenuating circumstances, may request an exemption through the Executive Director. Income may consist of salary and wages, child support payments, alimony, disability benefits from public programs or insurance programs, pension payments, Social Security benefits, Supplementary Security Income payments, Medicaid, Unemployment Compensation, and income from trusts and court awards.
Federal Poverty Guidelines
The Federal Poverty Level (FPL) is the set minimum amount of income that a family needs for food, clothing, transportation, shelter, and other necessities. In the U.S., this level is determined by the Department of Health and Human Services. FPL varies according to family size. The number is adjusted for inflation and reported annually in the form of poverty guidelines. Public assistance programs define eligibility income limits as some percentage of FPL. GoochlandCares uses 200% of FPL for most programs.

GoochlandCares Eligibility Guidelines
- **Basic guidelines:** Residents of Goochland County and a household income at or below 200% of Federal Poverty Guidelines
- **For medical care:** Adult residents of Goochland County over 18 and under 65 who do not have medical insurance and meet our basic guidelines. Medicare and Medicaid are insurance, so patients who have these are not eligible for the medical clinic. Individuals over 200% and under 300% of Federal Poverty Guidelines and are uninsured are eligible for medical care.
- **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. As of April 2022, GoochlandCares Dental Clinic accepts Medicaid.

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

GoochlandCares does NOT provide services in the following circumstances:

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

**Clinic Programs**
- Persons requesting narcotics
- Children under 18
- Persons requesting disability, insurance or workman’s compensation evaluation or second opinions
- Person requesting services delivered by the Public Health Department
- Persons who are HIV positive
- Persons who are pregnant
Thank you for joining the GoochlandCares team!