

**FAMILY PLANNING PROGRAM****SECTION:** Program Administration**POLICY AND PROCEDURE MANUAL****SUBJECT:** Volunteers

POLICY: Delegate agencies may use the services of volunteers to enhance services in their agencies.

GUIDELINES:

1. One person/position within the agency should be delegated the responsibility for supervising activities relating to volunteers.
2. Delegate agencies using volunteers should have established procedures for recruitment, selection and orientation of volunteers.
3. Each volunteer shall attend orientation which includes:
 - a. the family planning program philosophy
 - b. the organization of the clinic
 - c. understanding the clinic and personnel policies and procedures
 - d. the ethics a volunteer should always follow
 - e. importance of confidentiality
 - f. the role of the volunteer in the clinic.
4. Volunteers must have a job description which includes a listing of tasks that they can or should perform.
5. Volunteers should receive appropriate training to perform assigned tasks.
6. Supervision of volunteers must assure clinic efficiency and client confidentiality and satisfaction.
7. Volunteers should be considered as members of the staff and as such subject to reprimand and dismissal for breeches of conduct and/or confidentiality. All volunteers must sign a confidentiality statement.