**Volunteering to Impact Healthcare Coverage Cost, Quality and Access to All Virginians**

**Volunteer Handbook**



**1716 East Franklin St.**

**Richmond, VA 23223**

**804-658-3956**

**Virginia Consumer Voices for Healthcare**

**Volunteer Handbook**

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**Welcome Volunteer!**

We are glad that you that you have chosen, to partner up with us to expand healthcare access to all Virginians and to further consumer involvement in healthcare issues. Healthcare is a fundamental right. Our well-being, quality of life, and mortality depends on good health, which depends on good healthcare. The efforts educating, empowering, and organizing persons are crucial in spreading the word into our communities. When the healthcare needs are addressed for one, then others benefit.

A healthy individual impacts his or her family, co-workers, and community. We are all connected... linked together.

Creating a more compassionate Virginia depends heavily on your active involvement.

To educate, empower, and organize persons in Virginia, will take a collective

partnership. Our goal is that your involvement will be a pleasant experience that utilizes your talents and passions to ensure all Virginians have access to affordable healthcare coverage.

Virginians are generous with their time and talents. Virginia’s volunteerism rate is ranked 18th among the 50 states and Washington D.C. Almost a third of Virginians volunteer (30.5%). Those volunteers work within the areas of Religion at 35.5% & Health Issues at 6.5%. *Civic Life in America {2013 data}*

Your decision and involvement will benefit many lives. So, let's get going!

This handbook will provide you with important information, including choices for

involvement, training, policies and procedures, and our code of ethics. After reviewing, please sign the handbook’s acknowledgement form and return it to our Volunteer Coordinator, Demetria Garden. Please feel free to contact the Volunteer Coordinator, with any follow up or issues during your volunteerism with us.

Demetria Garden

Demetria@vaconsumervoices.org

(908) 875-1478

Important phone numbers and address:

Director - Karen Cameron - (804) 514-8692

Volunteer Coordinator - Demetria Garden (VC) - (908) 875-1478

Outreach Coordinator - Cassandra Shaw - (804) 357-7688

Virginia Consumer Voices for Healthcare (VCV)

(804) 658-3956, main office

1716 E. Franklin Street, Richmond, Virginia, 23223

www.vaconsumervoices.org

**Mission**

Virginia Interfaith Center for Public Policy’s (VICPP) mission is to empower Virginians to create social justice for all by advocating for systemic change.

Virginia Consumer Voices for Healthcare (VCV) is the healthcare program of the VICPP dedicated to empowering Virginians to create social justice for all by advocating for systemic change. Virginia Consumer Voices for Healthcare is dedicated to ensuring all Virginians have access to high quality, affordable healthcare.

The goal of VCV is to build and to sustain a broad-based consumer-focused coalition that includes patients, community and religious organizations, small businesses, organized labor, community health professionals, and advocacy organizations to support the expansion and improvement of health care access in Virginia.

VCV was started in 2011 with the receipt of a grant from Robert Wood Johnson Foundation’s Consumer Voices for Coverage project. Since our forming, VCV partners with statewide and community organizations to inform individuals about the Affordable Care Act and closing the coverage gap, through acceptance of federal Medicaid funds, as well as supporting enrollment in the Federal Marketplace and other health care coverage options. VCV staff and our volunteers conduct presentations, host calls, perform community outreach, publish and distribute a weekly email, create fact sheets, and write letters-to-the-editor in order to educate Virginians about important healthcare public policy and other issues.

Every year, VCV representatives attend the Virginia General Assembly session to

advocate for health reform that would benefit Virginians. VCV supports numerous lobby

days by providing organizations with information on healthcare bills and works closely

with other consumer advocacy organizations. Our current or past legislative priorities have included full implementation of the Affordable Care Act, creation of a state-

based Marketplace, insurance regulations and other issues that affect healthcare

consumers. VCV’s continuing legislative priority is to close the health insurance coverage gap to insure that up to an additional 400,000 Virginians receive access to

affordable comprehensive health care coverage.

As a volunteer you will have the opportunity to use your time, talents, and resources to support efforts and activities to empower and to mobilize persons within the state, insuring that they have affordable access to quality healthcare.

The following is VICPP’s organizational structure:

**Policies and Procedures:**

VCV seeks to provide a professional, engaging environment and important volunteers’ opportunities. We know that volunteers and their time are valuable resources. And we, in turn, will provide good volunteer management.

Accountability:

You are responsible for reading, adhering to, and acknowledging the content within this

handbook. You will be asked to sign the acknowledgement form at the conclusion of

your initial training.

Confidentiality:

As a volunteer, you may encounter private information of a person such as personal

background, and/or identifying information like a person’s address, phone number, etc. The identifying information is to be kept confidential, and not to be shared with others

outside of VCV.

Grievances:

If any time, you experience a concern or issue that impact your work, please contact

the Volunteer Coordinator, (VC), Demetria Garden. If you cannot reach the VC, then contact the Director, Karen Cameron. If you want to directly contact the Director, you can do so. We want to ensure that your experience is pleasant and that matters are handled appropriately and timely.

Reporting:

From each of your volunteer's event or participation, we would like for you to follow-up

with the VC, with a report or feedback from the experience. Data collected will help us

in evaluating whom we connect with and the impact made. You will be given instruction

and details for follow-up.

Harassment:

Harassment or abuse, including sexual harassment (verbal, nonverbal or physical), is a

form of discrimination and will not be tolerated. Please report any form of harassment,

discrimination, or any inappropriate behaviors, be it with a person or an organization as

soon as possible to the VC or Director (whomever you feel most comfortable reporting the incident to or whoever is available to you at the time). There will be no retaliation in reporting such concerns.

Reimbursement:

Should out of pocket expenses to participate in a particular volunteer activity a barrier, volunteers can request assistance through submission of a written request at least three business days. Approval from the VCV’s Director is required for any reimbursements. Any request will be evaluated based on availability of program resources. The IRS allows volunteers, who itemize taxes, to take a deduction for travel costs related to volunteering.

**OR…. Karen you decide. Thx**

VCV will provide reimbursement for volunteers for pre-approved expenses related to their volunteerism including travel, purchase of event related items etc. The expenses must be reasonable and necessary, as well as activity related. Any request will be evaluated based on availability of program resources. The expenses must be pre-approved by the Director. Volunteers can request assistance through submission of a written request at least three business days. The volunteer must provide documentation of the expense with receipts or other verifiable documentation. The IRS allows volunteers, who itemize taxes, to take a deduction for travel costs related to volunteering.

Representation of VCV: When engaging with the community doing volunteer work for VCV, represent only VCV's and VICCP mission, vision, and policy positions. We want to have consistency throughout all of our volunteerism, advocacy efforts and practices. Address only our policies and positions. Please do not give your opinion anytime you are asked to respond or to take a stand on an issue while representing both organizations. There should be no contact with the media, as a volunteer, without expressed permission from VCV’s Volunteer Coordinator or Director. VCV is a non-partisan. At no time should you endorse or state VCV is endorsing a political candidate, legislator or party. Lobbying and the intent to influence individual candidates are not allowable

Conflict of Interest: Conflicts Of Interest exist when a person is in a position to receive personal benefit from actions or decisions made in his or her role as a VCV Volunteer.

Accepting gifts, entertainment or other favors from individuals or entities can result in a conflict of interest. A conflict of interest can exist when the party providing the gift/entertainment/favor does so, it might be inferred that such action was intended to influence the interested person. It is your responsibility to report anything that conflicts with the policies and procedures of VCV to the Volunteer Coordinator or Director.

Safety: Your involvement and well-being are important to us. We want to ensure that

safety practices are addressed. If you are either volunteering in the community,

canvassing, or advocating at outreach events, your safety is important.

* Know your surroundings.
* Never leave your belongings unattended.
* Be aware of appropriate boundaries with children, the disabled, and those opposing VCV efforts.
* Take action and report concerns to either the VC or Director or local authorities

as needed.

**Code of Ethics:**

**Respect**- You are a representative of VCV and its coalition. Being aware and

considerate of cultural differences is important to your efforts. Working collaboratively

with VCV’s staff, the organization’s coalitions, and various interfaith entities are

important to understanding those differences.

**Commitments** - Honor commitments. If you are going to be late, or cannot attend an

event, please contact the VC in a timely manner.

**Communication** - If there are concerns or issues that you are experiencing that are

a barrier to your efforts, please contact the VC. If you have a concern with the VC and/or VC is not addressing your issue, please contact the Director.

**Contribution** - We actively want your participation and input with the volunteer

program. Your input is valuable to our mission. There will be an evaluation,

suggestion forms and other opportunities for you to give your voice in creating an engaging, effective volunteer program.

**Collaboration** -Each member of the team is valuable and necessary for the mission. The team works actively towards the common goal, supporting, and teaching, encouraging, and receiving feedback from each other.  Volunteers and employees hold a shared belief in the efforts and the achievability of the goal - Volunteering to impact healthcare coverage cost, quality, and access for all Virginians.

**Strategic Thinking**- The team utilizing the thought process of gathering, formulating and planning ideas and concepts. Building on opportunities, staying on focus with an aim to achieve the goal - Volunteering to impact healthcare coverage cost, quality, and access for all Virginians. Changing direction and revising the plan as necessary to continue advancement.

**Faith; Recognize; Affirm** - We unite, acknowledge, and support people of all faiths **(and/or beliefs ?)** in Virginia through partnerships with other statewide advocacy organizations and our own grassroots networks.

**Righteous Indignation ???**

**Volunteer Opportunities**

The advocacy and raising awareness for access to quality, affordable healthcare is a continual effort. We offer multiple opportunities for you to partner with us. Wherever you think your talents or passion is most useful, sign up!

Please complete Volunteer Information Form

At the office

* Enter organizational and/or member’s information into the database
* Research and write papers, blogs, advocacy alerts announcements, etc.
* Assist with preparations for outreach events
* Make phone calls , send emails to community members on outreach events
* Write letters to-the-editor
* Something else, please explain\_\_\_\_\_\_\_\_\_\_\_\_

In your congregation

* Conduct presentation(s)
* Hold a health fair or an outreach event
* Participate in grassroots efforts out in the community from knocking on the doors to making phone calls, to starting the conversation within your communities and/or, faith base communities, with the goal of building a volunteer network
* Collect letters of persons who are in need of healthcare coverage or have benefitted from obtaining coverage
* Writing legislatures and/or attending Town Hall meeting
* Perform healthcare enrollment as a CAC- Certified Application Counselor
* Conduct Voter Registration sign ups
* Write letters to-the-editor
* Something else, please explain\_\_\_\_\_\_\_\_\_\_\_\_

In your neighborhood

* Conduct presentation
* Hold a health fair or an outreach event
* Participate in grassroots efforts out in the community from knocking on the doors to making phone calls, to starting the conversation within your communities and/or, faith base communities, with the goal of building a volunteer network
* Collect letters of persons who are in need of healthcare coverage or have benefitted from obtaining coverage
* Writing legislatures and/or attending Town Hall meetings
* Perform healthcare enrollment as a CAC- Certified Application Counselor
* Conduct Voter Registration sign ups
* Write letters to-the-editor
* Something else, please explain\_\_\_\_\_\_\_\_\_\_\_\_

**Training**

VCV is committed to actively supporting and preparing volunteers for engagement.

There will be an initial training session to introduce you to VICPP, VCV, the Affordable Care Act, our volunteer program, and others to follow as needed. Initial training will be provided in a group classroom setting and later trainings will be in a classroom, webinar, or a field setting within a group or individually. Training will be provided on topics such as:

Virginia Consumer Voices for Healthcare – purpose and public policies

Affordable Care Act

Healthcare Coverage Options

Medicaid

Community Clinics

GAP- Governors Access Plan

Medicaid Expansion

Giving a presentation

Starting grassroots initiatives

Conducting Community Outreach

Building a volunteer base

Others to be determined

**Acknowledgement of Receipt of Handbook**

Volunteer Handbook Statement of Certification

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, certify that I have received and reviewed the

Virginia Consumer Voices for Healthcare Volunteer Handbook. I further understand that, by signing this statement, I am indicating that I have read the Volunteer Handbook and understand its contents, or have discussed questions I have with the Volunteer Coordinator.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Volunteer Name

(Please Print)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Address

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ City, State, Zip

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date

\*Please print, sign and return to:

Demetria Garden, Volunteer Coordinator