



**EMPOWERMENT RESOURCE CENTER**  
**Volunteer Handbook**

**Established: April 2010**

**Revised: July 2017**



Dear Perspective Volunteer,

This Handbook has been prepared to inform you about the Empowerment Resource Center, Inc. (ERC) history, philosophy, practices, and policies, as well as the benefits we will provide to you as a valued volunteer. Although no handbook can answer every question, we have attempted to cover the major points of volunteering with ERC. We ask that you read the Handbook carefully, and refer to it whenever questions arise.

ERC utilizes the support of volunteers in all aspects of its programs and services. Volunteers are an integral part of programs such as the Integrated Care Partnership of Metro Atlanta (ICP Program), Restoration Project and Take Charge. Get Tested.™ Event. Volunteers consistently provide hundreds of volunteer service hours to ERC's clients and programs.

We hope this Handbook will allow you to feel comfortable with ERC. We depend on you —your success is our success. Please don't hesitate to ask questions. We will gladly answer them. We believe you will enjoy your volunteer work and your fellow volunteers. We also hope you will find the ERC a rewarding place to work. Through our working together we can better get to know each other, express our views and form a successful relationship!

On behalf of our staff, clients, and board of directors, thank you in advance for all the time, talent, and resources you are about to contribute to ERC. We look forward to getting to know and working with you.

Yours in Service,

A handwritten signature in black ink that reads "Jacqueline Brown".

Jacqueline Brown,  
Executive Director / CEO  
Empowerment Resource Center, Inc.

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## ERC Volunteer Handbook

### Our Philosophy

Empowerment Resource Center's mission mandates a sincere, on-going commitment to provide community-level solutions to improve the health-related quality of life for individuals infected and affected by HIV and other sexually transmitted infections. If ERC meets their clients' needs, its mission will be fulfilled, lives will be positively changed, volunteers will feel accomplishment and appreciation, and the community will be engaged.

ERC believes that:

- All who share a commitment to our mission are welcome to join us in our work regardless of their background, ethnic origin, race, age or gender. Everyone is welcome at our table.
- ERC is inclusive and made of a diverse group of individuals who put aside personal agendas, egos, and differences to support ERC's mission and vision.
- The right role can be found for any person with a desire and heart to serve. Volunteers and staff should be given opportunities to learn and grow within the organization.
- The work of every volunteer is valued equally. All volunteers are treated with dignity and respect.

To implement this philosophy, ERC leaders and staff will:

- Actively seek and encourage participation of volunteers in all areas of the organization including planning, problem-solving, assisting in program workshops and/or outreach events, and administration.
- Respond to all inquiries from prospective volunteers in a timely manner to facilitate their orientation and scheduling.



- Match volunteers with tasks that meet their interests and skills, with clear instructions, deadlines, materials, tools, and freedom to complete the tasks.
- Foster personal growth among volunteers by providing skilled supervision, training, and opportunities to learn new skills.
- Consider all volunteer requests, suggestions, and grievances in a respectful and timely manner.
- Work together to continually renew and reinforce our mutual commitment to the mission of Empowerment Resource Center.



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# Volunteer Handbook

## Introduction

Welcome and thank you for your interest in volunteering with Empowerment Resource Center. We are happy that you have joined our team to provide health-related programs and services in the form of HIV and sexually transmitted infections (STI) prevention education, risk reduction counseling, testing, referral, and treatment services, client advocacy and navigation services, and primary care linkages.

It is our hope that you will join us in this spirit of partnership and that your work here at ERC is successful and fulfilling. We hope your volunteer experience will be rewarding, enjoyable, and worthwhile. ERC relies on volunteers like you to equip individuals with the tools and resources to facilitate positive, behavioral change and strengthen their sense of self-confidence in choosing healthier, safer alternatives.

This handbook will provide you with general policies and practices of ERC. You are encouraged to familiarize yourself with the contents of this handbook, as it will answer many common questions concerning your volunteering. To retain flexibility in the administration of policies and procedures, ERC reserves the right to change, add to, or eliminate any of the policies described in this handbook.

## About ERC

Empowerment Resource Center was established in 2003 and incorporated in 2006 under the legal name of HIV/AIDS Empowerment Resource Center for Young Women, Incorporated. We are a non-profit community based organization, with 501(C)(3) status. Since its inception, the ERC target population has been underserved and high-risk individuals, with a priority focus on African-American females. Although our passion is to serve individuals who can be characterized as vulnerable, hard to reach, and susceptible to health disparities, our client base has become gradually more diverse. Hence, the Empowerment Resource Center trade name was legally coined in the State of Georgia in 2009 to better reflect ERC's commitment to its evolving client base and its broad array of program and service offerings. For over ten



years, ERC has provided programs and services to over 4,500 individuals residing in 24 counties across the state of Georgia, South Carolina, and northern Florida.

Empowerment Resource Center (ERC) provides health-related programs and services, more specifically HIV and STI prevention education, risk reduction counseling, testing, referral, and treatment services, client advocacy and navigation services, and primary care linkages. ERC focuses on a broader array of services, assisting both individuals infected and affected by HIV and other sexually transmitted infections.

We provide programs and services on-site at our Comprehensive Intervention Clinic, Behavioral Health and Outreach Services facility, at satellite locations, and through the ERC on the M.O.V.E. (Mobile Outreach Vehicle) program. The clinic offers low-cost health care services and is a registered clinic with the Georgia Medical Composite Board, a participating clinic under the Georgia Volunteer Health Care Program, and a nationally recognized STD clinic under the U.S. Department of Health & Human Services, Health Resources and Services Administration 340B program. ERC is the medical home of over 500 clients.

## **Mission**

The mission of Empowerment Resource Center is to provide programs, services, and community-level solutions that improve the health-related quality of life of people infected and affected by HIV and other sexually transmitted infections (STI).

## **Vision**

Achieve Better Health Outcomes: One Client at a Time

## Volunteer Opportunities

### Volunteer Application

All ERC volunteers should submit a Volunteer Application (**Appendix A**). You may choose to volunteer once a year, once a month or even once a week. The options and possibilities are endless.

### Volunteer Relationship

Our volunteers have provided much needed services to support and reach our desired outcome—healthier, safer clients. A volunteer is anyone who provides time and talent to ERC through work in the office, clinic or outreach locations. We thank you, and all volunteers, for the personal investment you make in our organization and its mission. We strive to provide support, supervision, and recognition to our volunteers.

As a volunteer, you have the right to:

1. Be assigned appropriate tasks according to ability, skill, interests, availability, and training.
2. Receive training and supervision for the tasks accepted.
3. Receive a job description for your assignment when appropriate.
4. Be treated as a fellow team member who contributes to ERC goals through your volunteer work.
5. Make suggestions about your assignment and the ERC volunteer program, and be acknowledged by staff.
6. Expect that ERC be a good steward of your time.
7. Be given appropriate expressions of appreciation and recognition.
8. Be trusted with confidential information if needed to help carry out assignments.
9. Expect that records will be kept; documenting areas of interest or positions held





10. Be treated with a spirit of friendliness and cooperation so that ERC will continue to be known as a “great place to volunteer”.

ERC expects volunteers to:

1. Know your own duties and stay on task.
2. Cooperate with staff and your fellow volunteers, and maintain a team attitude.
3. Voice your opinions and contribute your suggestions to improve ERC’s work.
4. Sign in and out each time you arrive for a work assignment.
5. Be on time for scheduled meetings and work assignments.
6. Honor your commitment and come when scheduled.
7. Treat all volunteers, staff and clients with respect.

Each year, volunteers donate thousands of hours of in-kind service, estimated at a value of \$100,000. Remember, you help to create the pleasant and safe volunteering conditions that ERC intends for you. We need your help in making each volunteering day enjoyable and rewarding.

## Community Service

ERC welcomes community service volunteers from civic groups, schools, and community assistance programs. **Community service volunteers are responsible for maintaining an accurate timesheet and to ensure it is signed at the beginning and end of each day by an ERC supervisor or duly appointed person. Hours worked, but not recorded or signed off at the end of each day of service will not be counted.**

Community service volunteers must also sign in and out on ERC’s volunteer sign in sheets. This is the only information that will be entered in our data base.

ERC does not recognize breaks or lunches to be community service time. Only actual time worked will be credited for community service. For appropriate placement within our organization, ERC reserves the right to know the offense related to court-ordered community service. In all other respects, court-ordered service volunteers will be treated and held accountable to the same standards as all other volunteers.

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## Court-Ordered Community Service Opportunities

### Use of Community Service Workers

ERC welcomes individuals seeking to fulfill court-ordered community service. As a non-profit organization, ERC is frequently asked to serve as a worksite for the fulfillment of court-related community service. Doing so is a valuable public service that ERC can render. ERC receives the benefit of many in-kind personnel hours. ERC participation as a worksite, is therefore, encouraged subject to certain conditions.

- I. The workers must be at least 18 years old, assigned or requested by the court to perform at least 40 hours of service.
- II. The worker must be able to provide official court documents explaining convictions, including the parole officer's name and number, and DOC number (if applicable), attorney and/or counselor's name and number.
- III. Work assignments are not open for open discussion. The worker must perform the assigned duty or leave ERC premises. All community service hours must be scheduled in advance. Drop-ins are not accommodated.

**Please Note:** Individuals who have been convicted with any crime involving to or relating to child abuse or neglect, child pornography, child abduction, or any other violent offense, including kidnapping, rape or any sexual offense, or who have ever been ordered by a court to receive psychiatric or psychological treatment in connection with such crime or crimes are not eligible to perform community service at the Empowerment Resource Center.

### Court-Ordered Volunteer Application

All individuals applying for an ERC court-ordered volunteer position should submit a Court Appointed Volunteer Application (**Appendix B**).

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## Volunteer Policies

### Volunteer Conduct

ERC is an at-will agency and has the right to terminate a volunteer without cause, but will always consider the cause leading to the termination. Although it is not possible to list all the forms of behavior or conduct that are considered unacceptable in the work place, the following are examples of infractions or conduct that may result in the limitation and termination of the volunteer relationship.

- ❖ Theft or inappropriate removal or possession of ERC property
- ❖ Misuse of agency funds, equipment, or materials
- ❖ Falsification of timekeeping records
- ❖ Fighting or threatening violence in the work place
- ❖ Boisterous or disruptive activity in the work place
- ❖ Negligence or improper conduct leading to the damage of property
- ❖ Repeated failure to follow a supervisor's reasonable request or to carry out a reasonable job assignment
- ❖ Gross misconduct or insubordination
- ❖ Violation of safety or health rules
- ❖ Abuse or mistreatment of clients, volunteers, or employees
- ❖ Sexual or other unlawful harassment or discrimination
- ❖ Violation of ERC anti-discrimination policies and procedures
- ❖ Possession of dangerous or unauthorized materials, such as explosives or firearms, in the work place
- ❖ Excessive absenteeism without notice
- ❖ Releasing confidential information

### Age of Volunteers

ERC staff supervisors evaluate the ability and competency of all volunteers and assign appropriate, safe activities as availability and conditions permit. Our volunteer coordinator will work with youth group leaders to provide opportunities for safe, meaningful participation in age-appropriate activities and settings that support our



mission. ERC Volunteers can be 14 years and older. There is no maximum age for volunteers. Youths under the age of 18 must have written permission in order to volunteer for ERC.

## Safety

You and ERC share responsibility for establishing and maintaining a safe work environment. ERC will attempt to ensure a safe work environment and to comply with federal, state, and local safety regulations. In turn, you are expected to obey safety rules and to exercise caution in all of your work activities. You are asked to report any unsafe conditions to your supervisor immediately. Any accident, which results in injury, regardless of how insignificant, must be reported promptly to your supervisor. A first aid kit is located on all properties and at the outreach sites. A supervisor will advise you of exact locations on site. AEDs are located at the Comprehensive Intervention Clinic.

## Insurance

As a volunteer, you are covered by ERC's general liability policy, with some limitations and exclusions, so long as you are acting within your scope and course of your assigned duties. Volunteers are not covered by our workers' compensation policy.

## Volunteer Hours

ERC must keep track of the hours you volunteer to assure coverage under our liability insurance. Time records are used to determine how service levels have increased and which services have been enhanced by volunteers. Each volunteer must sign into the Volunteer Sign-In sheet. Volunteers might also want to maintain a copy of this form to document their experience and commitment.

## Placement and Schedules

Work schedules and assignments of volunteers vary. Volunteers should work with the Volunteer coordinator and their immediate supervisors, if assigned, to set a schedule that is mutually acceptable.



## Absence and Lateness

The positions that volunteers fill are critical to ERC. If you fail to show up, others must take on the tasks you were expected to accomplish. If you are unable to attend a scheduled work day, or if you will arrive late, please contact your Volunteer Coordinator with as much notice as possible. Volunteer sign-in sheets are very important to our organization. All volunteers must sign in and out on the forms provided each volunteer day on site, (or keep a log of your personal hours if spent off site.)

## Use of ERC Property

### Telephone & Mail Services

Telephones should be used for ERC-business purposes. When permitted, personal phone calls should be kept to a minimum and should not interfere with volunteer service.

### Network Usage

ERC provides authorized volunteers to use ERC's network (e.g., computers, e-mail, and Internet access) to assist in performing their duties. These should be used for ERC-business purposes only. Personal business should not be conducted during volunteer time, unless you are given pre-approval from your immediate supervisor. In addition, volunteers are expected to adhere to ERC's policies which prohibit the use of unauthorized copies of software on ERC computers; prohibit the installation of software on ERC computers that was not purchased through ERC; and require the understanding that all computers, software, and computer information is ERC property. Therefore, all who use ERC computers cannot assume any right to privacy in such use.

### Property Loan

Volunteers are responsible for all ERC-loaned property (e.g., laptops, projector) issued to the volunteer or in the volunteers' possession and/or control. All ERC-loaned property must be returned in a timely manner. Failure to adhere to this policy will result in ERC taking all actions deemed appropriate to recover and/or protect its property.



## Ethical Confidential Information

ERC expects that all its employees and volunteers will respect clients' confidentiality at all times. Volunteers and employees shall regard information relating to clients, workforce members, and ERC in general, written or otherwise, as confidential. Information regarding a client's medical records, diseases or other conditions, and personal or family history, must never be communicated to anyone other than the professional and paraprofessional personnel who require such information to treat ERC's clients or an agency as required by law. Volunteers and employees are prohibited from accessing clients' records without an appropriate, job-related reason and must refrain from discussing clients in common areas where they may be overheard by other clients or visitors. Any communication about an ERC client that is requested by an outside person or unauthorized agency cannot be released without the client's prior written consent. All such requests must be handled in accordance with ERC's approved medical records and client confidentiality policies and procedures. Failure to follow this policy may result in immediate termination of the Volunteer Relationship. Please sign our confidentiality agreement (**Appendix B**) given to you by the Volunteer Coordinator. If you are aware of any concern that requires immediate attention, especially if it involves volunteers and/or clients, please direct your concern to the ERC Volunteer Coordinator or Executive Director.

## Harassment and Discrimination

ERC is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such a work environment. ERC prohibits any actions, words, jokes, or comments based on an individual's race, sex, sexual preferences, ethnic background, age, religion, physical condition, or other legally protected characteristic. Any conduct or action, whether overt or subtle, which creates an offensive or hostile work environment is prohibited and will be grounds for immediate disciplinary action. ERC prohibits any harassment between volunteers, employees, or other non-employee on the basis of sex. No volunteer, male or female, should be subjected to unsolicited or unwelcome sexual overtones and conduct, either verbal or physical. Misconduct applies to males and females, and includes harassment between individuals of both sexes and the same sex.



Sexual harassment is specifically prohibited as unlawful under Title VII of the Civil Rights Act of 1964 (Pub. L. 88-352) (title VII), as amended, as it appears in volume 42 of the United States Code, beginning at section 2000e, and as a violation of ERC's policy. ERC is responsible for preventing sexual harassment in the workplace, for taking immediate corrective action to stop sexual harassment in the workplace and for promptly investigating any allegation of work related sexual harassment.

Any volunteer who believes he or she is a victim of sexual or discriminatory harassment is encouraged to let the harasser know that his or her behavior is unwelcome. In addition, volunteers who believe they have been harassed must immediately report the matter to a Supervisor or the Executive Director. Your identity will be protected and you will not be retaliated against for making a complaint. A grievance is then filed.

## Conflict of Interest

ERC serves the public. This means that we must all act in a manner that is deserving the public's confidence and trust. Volunteers are required to help us safeguard our reputation by acting with integrity. We require that you refrain from engaging in any transaction in which personal interests conflict, potentially conflict or appear to conflict with those of ERC.

An actual or potential conflict of interest occurs when a volunteer is in a position to influence decisions that may result in a personal gain for oneself or for a relative as a result of ERC's business dealings.

Some conflict of interest situations are easily identifiable, whereas others are more subtle. Some of the more common situations pertaining to volunteers that might rise to the potential of conflicts are set out below. This list is illustrative only and should be not regarded as all-inclusive:

**Accepting Payments and/or Gifts:** No volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services, or other similar item or benefits) for services rendered as part of his or her volunteer service. This includes payment for speaking engagements or for participation in workshops or similar activities.

**Improper Influence:** Any volunteer or close relative should not, when acting on his or her own behalf or when acting on behalf of another person, business or organization,



attempt to influence ERC's position on any issue, matter or transaction nor participate in any discussions pertaining to a related organization.

**Inside Information:** Inside information should not be used either for the purposes of gaining advantage for one's self, a close relative, or another organization or for any other purpose not specifically approved by ERC.

**Competing with ERC:** No volunteer shall prevent or hinder ERC from lawfully competing with others or divert business or personnel from ERC.

**Political Activities:** Volunteers are encouraged to take an active interest and participate in the political and governmental process. However, unless authorized to act on behalf of ERC, volunteers participating do so as individuals and not as representatives of ERC. To avoid any inference of support or sponsorship by ERC, a volunteer must never represent that his or her political donation, endorsement or other political activity was made or engaged in with the approval, or on behalf, of ERC. Likewise, volunteers must not engage in political activities during their volunteer service on behalf of ERC.

**Making Statements:** No volunteer shall use ERC stationery or any title of ERC or refer to ERC or misidentify him or herself as an employee thereof in connection with any matter to which he or she is not authorized as a representative of ERC and to express an opinion on its behalf.

## Grievances

Under this policy, a grievance is defined as any event, condition, rule, or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, or an opinion or statement held by a staff member or fellow volunteer. Volunteer grievances are of great concern to ERC, regardless of whether the problem is large or small. To provide prompt and efficient evaluation of, and response to, grievances ERC has established a procedure for all volunteers. It is ERC's policy to give full consideration to every volunteer's opinion. There will be no discrimination against or toward anyone for his or her part in presenting a grievance. All grievances are handled confidentially. The grievance procedure is:

1. If urgent action is needed, notify the site supervisor or site host immediately.





2. Attempt to discuss your grievance with your supervisor, ERC Volunteer Coordinator, or committee chairperson to work out the problem.
3. If you are unsatisfied, submit your complaint in writing to a supervisor, the ERC Volunteer Coordinator, or committee chairperson.
4. A response should be made within five (5) business days.
5. If you are not satisfied within five (5) days of how your written complaint was handled, you may appeal by submitting your written complaint to the executive director. If the complaint is with the executive director, then submit it to the board president.
6. The executive director or president should respond within five (5) business days.
7. If you are still unsatisfied, you may ask that your written complaint be taken to the executive committee of the board. Within 30 days, the executive committee will act on your grievance, affirming or denying your request, choosing to investigate further, or choosing to take the matter to the entire board. The executive committee's decision is final.

## Alcohol and Drug Use

The safety and protection of ERC clients and staff is ERC's priority. Consequently, ERC maintains a volunteer place and workplace that is free from alcohol and drug use. Volunteers are subject to the requirement of the Drug-Free Workplace Act and are strictly prohibited from using drugs or alcohol during volunteer time or on ERC property.

Supervisors, employees or volunteers who suspect that a fellow volunteer is under the influence of drugs or alcohol, as demonstrated by an unusual pattern of behavior or odor, should immediately report this to their supervisor. Volunteers believed to be under the influence of drugs or alcohol will be required to leave the premises.

An assessment will be conducted of the volunteer to determine if the volunteer should continue to volunteer with ERC. If a volunteer is determined to have been under the influence of alcohol or drugs prior to the current incident, they may be relieved from



duty. Volunteers who are abusing drugs or alcohol may be granted a leave of absence to obtain necessary treatment, depending upon the facts and circumstances of the situation. The volunteer will not be permitted to begin volunteering again until they present a certification that they are capable of performing their duties and the position is still available. Failure to cooperate with treatment will result in the Volunteer being relieved of their duties with ERC.



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## Appendix A: ERC Volunteer Application

Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

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

Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

E-mail address \_\_\_\_\_

Referred by \_\_\_\_\_

Currently employed \_\_\_\_\_ Yes \_\_\_\_\_ No

Current occupation \_\_\_\_\_

Special skills and interest \_\_\_\_\_

Availability: Mornings \_\_\_\_\_ Afternoons \_\_\_\_\_ Evenings \_\_\_\_\_

Times that work best for you \_\_\_\_\_

Past volunteer experience:

1) Name of organization \_\_\_\_\_

Duties: \_\_\_\_\_

2) Name of organization \_\_\_\_\_

Duties: \_\_\_\_\_

Personal/Business/Educational References:

1<sup>st</sup> Reference \_\_\_\_\_

Phone \_\_\_\_\_

2<sup>nd</sup> Reference \_\_\_\_\_

Phone \_\_\_\_\_

Volunteer signature \_\_\_\_\_



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## Appendix B: ERC Court-Appointed Volunteer Application

Date \_\_\_\_\_

Name \_\_\_\_\_ Birthdate \_\_\_\_\_

Present Address \_\_\_\_\_  
Street City State Zip

Home Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Cell Phone ( \_\_\_\_\_ ) \_\_\_\_\_

Business Address \_\_\_\_\_  
Street City State Zip

Business Phone ( \_\_\_\_\_ ) \_\_\_\_\_

Emergency Contact \_\_\_\_\_ Phone ( \_\_\_\_\_ ) \_\_\_\_\_

Currently Employed \_\_\_\_\_ Yes \_\_\_\_\_ No Current Occupation \_\_\_\_\_

Past Occupations \_\_\_\_\_

Academic/Professional Credentials \_\_\_\_\_

Special skills and interest \_\_\_\_\_

Number of Hours to Serve \_\_\_\_\_

Date Hours Must Be Served By \_\_\_\_\_

Days/Hours Available to Serve \_\_\_\_\_

### **CASEWORKER/PROBATION OFFICER:**

Name \_\_\_\_\_ Phone ( \_\_\_\_\_ ) \_\_\_\_\_

Address \_\_\_\_\_  
Street City State Zip

### **PERSONAL REFERENCE**

Name \_\_\_\_\_ Phone ( \_\_\_\_\_ ) \_\_\_\_\_

Address \_\_\_\_\_  
Street City State Zip

## ERC Court-Ordered Community Service Application

### USE OF PUBLIC OFFENDER/COMMUNITY SERVICE WORKERS

Empowerment Resource Center (ERC) welcomes individuals seeking to fulfill court-ordered community service. As a non-profit organization, ERC is frequently asked to serve as a worksite for the fulfillment of court-related community service. Doing so is a valuable public service that ERC can render. ERC receives the benefit of many in-kind personnel hours. ERC participation as a worksite, is therefore, encouraged subject to certain conditions.

- I. The workers must be at least 18 years old, assigned or requested by the court to perform at least 40 hours of service.
- II. The worker must be able to provide official court documents explaining convictions, including the parole officer's name and number, and DOC number (if applicable), attorney and/or counselor's name and number.
- III. Work assignments are not open for open discussion. The worker must perform the assigned duty or leave ERC premises. All community service hours must be scheduled in advance. Drop-ins are not accommodated.

**Please Note:** Individuals who have been convicted with any crime involving to or relating to child abuse or neglect, child pornography, child abduction, or any other violent offense, including kidnapping, rape or any sexual offense, or who have ever been ordered by a court to receive psychiatric or psychological treatment in connection with such crime or crimes are not eligible to perform community service at the Empowerment Resource Center.

### COURT-ORDERED COMMUNITY SERVICE ACKNOWLEDGEMENT AND RELEASE

I, \_\_\_\_\_, have been given an opportunity to perform community service at Empowerment Resource Center in lieu of and/or in addition to being fined and/or incarcerated. In that regard, I have voluntarily agreed to perform such work as shall be assigned to me from time to time and to comply with such instructions and regulations as are communicated to me by authorized representatives of ERC. I acknowledge that such work is to be performed by me without compensation of any kind, financial or otherwise.

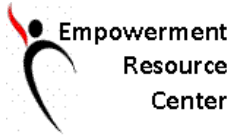
I hereby further agree, on behalf of myself, my family, heirs and dependents, to release and save harmless Empowerment Resource Center from any liability for any loss, injury, or damage suffered by me during or in connection with such work.

I also understand that, should my work performance be found to be unsatisfactory or unacceptable, my opportunity of fulfilling community service hours with ERC can be terminated and that this fact will be communicated to the court responsible for my sentence.

Signed \_\_\_\_\_ Date \_\_\_\_\_  
Printed Name \_\_\_\_\_ Witness \_\_\_\_\_

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## Appendix C: Confidentiality Agreement



### **CONFIDENTIALITY AGREEMENT EMPOWERMENT RESOURCE CENTER, INC.**

*Applies to all Empowerment Resource Center “workforce members” including: employees, medical staff and other health care professionals; workshop facilitators; temporary and registry personnel; and trainees, students, and interns (regardless of whether they are volunteers, contractors, and/or collaborators from another organization).*

It is the responsibility of all Empowerment Resource Center workforce members, as defined above, including board members, employees, contractors, interns, students and volunteers, to preserve and protect confidential client, employee and business information.

***Confidential Client Care Information includes:*** Any individually identifiable information in possession or derived from a provider of health care regarding a client's medical history, mental, or physical condition or treatment, HIV status, finances, living arrangements, sexual orientation, risk factors, legal matters and personal matters related to character, professional competence, employment and as well as the clients and/or their family members records, test results, conversations, research records and financial information. (Note: this information is defined as “protected health information.”) Examples include, but are not limited to:

- Physical medical and psychiatric records including paper, photo, video, diagnostic and therapeutic reports, laboratory and pathology samples;
- Electronic and department based computerized client data;
- Visual observation of clients receiving medical care or accessing services; and
- Verbal information provided by or about a client.
- Other such information obtained from the ERC’s records which if disclosed, would constitute an unwarranted invasion of privacy; or
- Disclosure of Confidential business information that would cause harm to ERC.

I understand and acknowledge that:

1. I shall respect and maintain the confidentiality of all discussions, deliberations, client care records and any other information generated in connection with individual client care, risk management and/or peer review activities.
2. It is my legal and ethical responsibility to protect the privacy, confidentiality and security of all medical records, proprietary information and other confidential information relating to ERC, its collaborators, and affiliates, including business, employment and medical information relating to our clients, board members, employees and health care providers.
3. I shall only access or disseminate client care information in the performance of my assigned duties and where required by or permitted by law, and in a manner which is consistent with

officially adopted policies of ERC, or where no officially adopted policy exists, only with the express approval of my supervisor or designee. I shall make no voluntary disclosure of any discussion, deliberations, client care records or any other client care, peer review or risk management information, except to persons authorized to receive it in the conduct of ERC affairs.

4. ERC administration performs audits and reviews client records in order to identify inappropriate access.
5. I agree to discuss confidential information only in the work place and only for job related purposes and to not discuss such information outside of the work place or within hearing of other people who do not have a need to know about the information.
6. I understand that any and all references to HIV testing, such as any clinical test or laboratory test used to identify HIV, a component of HIV, or antibodies or antigens to HIV, are specifically protected under law and unauthorized release of confidential information may make me subject to legal and/or disciplinary action.
7. I understand that the law specially protects psychiatric and drug abuse records, and that unauthorized release of such information may make me subject to legal and/or disciplinary action.
8. My obligation to safeguard client confidentiality continues after such time as my employment is voluntarily or involuntarily terminated from or I am no longer affiliated with ERC.

I hereby acknowledge that I have read and understand the foregoing information and that my signature below signifies my agreement to comply with the above terms. In the event of a breach or threatened breach of the Confidentiality Agreement, I acknowledge that the Empowerment Resource Center may, as applicable and as it deems appropriate, pursue disciplinary and/or legal action.

Dated: \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_