

# BCHD VOLUNTEER HANDBOOK

## Processes and Infrastructure



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## I. BCHD Overview

The following section details the history and characteristics of the Beach Cities Health District to give volunteers a better understanding of our mission and services provided to the beach cities community.

### A. Mission Statement

To enhance community health through partnerships, programs and services for people who live and work in Hermosa Beach, Manhattan Beach and Redondo Beach.

### B. Vision

A healthy beach community.



### C. Core Values

Compassion	Accountability	Integrity	Excellence
<ul style="list-style-type: none"> <li>• Seeks to connect with others in their life circumstance</li> <li>• Demonstrates “perspective-taking” abilities</li> <li>• Promotes self-esteem and self-advocacy skills in others</li> <li>• Demonstrates a caring attitude toward others</li> <li>• Validates people’s needs</li> </ul>	<ul style="list-style-type: none"> <li>• Takes responsibility for actions and decisions</li> <li>• Proactively seeks solutions and resolves problems</li> <li>• Fosters a safe and clean environment</li> <li>• Utilizes evidence-based standards, metrics and benchmarks</li> <li>• Is truthful when dealing with public and co-workers</li> </ul>	<ul style="list-style-type: none"> <li>• Is genuine and transparent when dealing with others</li> <li>• Values honesty</li> <li>• Is honorable and ethical</li> <li>• Holds oneself accountable to the same standard of performance at all times (even if no one is watching)</li> <li>• Acts on beliefs and values that promote a commitment to health and wellness.</li> </ul>	<ul style="list-style-type: none"> <li>• Motivates others to model healthy behaviors in the community</li> <li>• Learns from mistakes and values the experience</li> <li>• Strives for continuous performance improvement</li> <li>• Harvests resources</li> <li>• Embraces change, decision-making and calculated risk-taking</li> </ul>

## **D. History and Background**

Founded in 1955, The Beach Cities Health District (BCHD) emerged when the residents of Hermosa Beach, Manhattan Beach, and Redondo Beach voted for a special district to meet local healthcare needs by building and operating South Bay Hospital. In 1984, South Bay hospital was leased to an independent operator that could not compete with other local hospitals. Thus, the hospital closed in 1998. BCHD board of directors turned the former hospital into a wellness center, focusing on preventive healthcare and wellness programming throughout the community.

Today, BCHD serves as a local primary prevention agency dedicated to creating a social environment that supports healthy behaviors across all stages of life. Primary prevention focuses on promoting health and preventing disease. Our array of wellness programs and centers are here to empower residents to make healthy lifestyle decisions. BCHD also supports local health promotion and disease prevention actions through our partnerships with city government, school districts, local businesses, non-profit organizations and community groups. BCHD has operated as a primary prevention agency for more than a decade. We provide innovative and evidence-based prevention programs and services to 123,000 residents in Hermosa Beach, Manhattan Beach and Redondo Beach.



*BCHD built in 1960*



*BCHD as it stands today*

- 1955** — Community vote to fund South Bay Hospital
- 1960** — South Bay Hospital Opened
- 1984** — Building Leased to Outside Management (Tenet)
- 1998** — Tenet Leaves and BCHD focuses on preventive health
- 2010** — Beach Cities became a Vitality City
- Today** — BCHD is the largest primary prevention agency in U.S.

## **E. Organizational Services, Structure and Staffing**

BCHD consists of 75 full and part time staff serving over 115,000 beach cities residents. In 2007, BCHD restructured its staff to serve its constituents by lifespan. Aside from the administrative staff, BCHD provides services for all ages:



### Services for Youth

- The School Health Program collaborates with local school districts to implement nutrition, school gardens, and physical education classes as part of school curriculum.
- AdventurePlex opened in 2002 as the South Bay's only fitness center created especially for youth, and is geared to challenge children physically, mentally and intellectually with non-stop activities in a safe, structured environment.



### Services for Adults



- The Center for Health & Fitness is a full-service fitness center providing innovative health and wellness programs as well as nutrition services.
- The Center for Health Connection provides medical, dental and counseling services for qualified children and adults in the South Bay who are uninsured or underinsured.
- Emergency preparedness information and health education classes are also made available.

### Services for Older Adults and Disabled Adults

- Confidential home visits and assessments, care plans, and advocacy and referrals are provided by professional and licensed staff to senior and adult disabled residents in order to improve their quality of life and maintain independence to stay in their homes.
- A wide variety of support groups and health education classes geared towards the senior population are also made available.



### BCHD Volunteers



Volunteers have always been an integral part in BCHD's ability to offer services efficiently, effectively, and at little or no cost to its constituents. For example:

- A volunteer corps of over 600 contributes 34,000 hours of service each year
- Over 100 volunteers provide at least 100 hours of service each year
- BCHD hosts over 50 interns from local colleges, universities and high schools

**Blue Zones Project**

The mission of the Blue Zones Project is to lead and ignite community-by-community well-being transformation, where people live and work together for a better life. The Blue Zones Project is unique because it takes a systematic environmental approach to improving well-being through policy, building design, social networks and the built environment.

By taking an environmental approach to well-being improvement, we have an opportunity to create real change in communities. This kind of change sparks people’s deepest desires to live well while giving them the tools to do so. People in Blue Zones areas have enjoyed greater well-being and longevity for generations — and now you can too!

For more information, visit [www.bchd.org/bzp](http://www.bchd.org/bzp).

Discover the Habits

## Power 9 Principles



**1. Move Naturally**



**2. Purpose**




**3. Down Shift**




**4. 80% Rule**



**5. Plant Slant**



**6. Wine @ Five**



**7. Right Tribe**



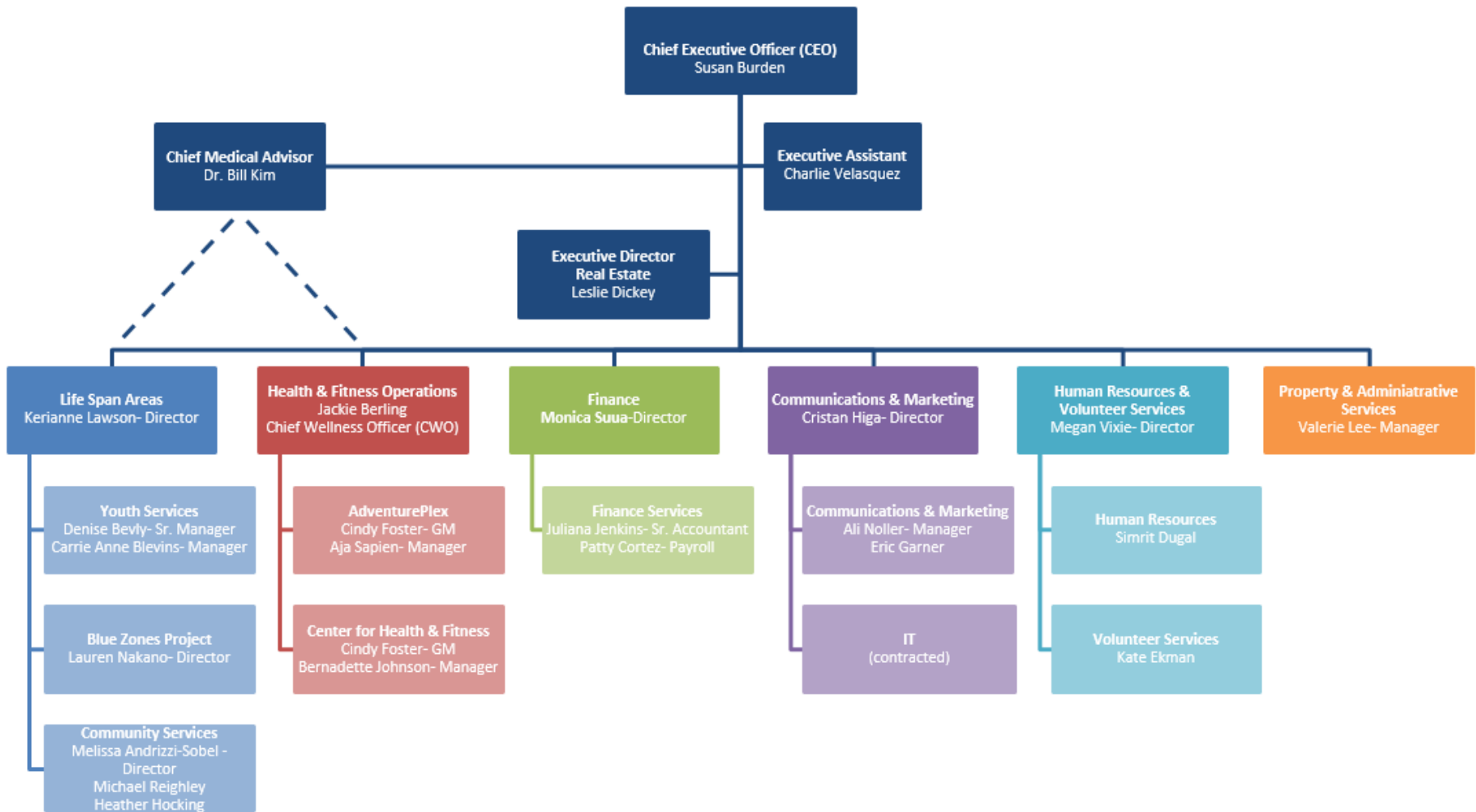
**8. Belong**



**9. Loved Ones First**

### Organizational Chart

The following outlines the various departments with their programs and services.



For more information about the BCHD structure, visit the *About Us* section of the BCHD website ([www.bchd.org](http://www.bchd.org)).



*Live Well. Health Matters.*

## **F. BCHD Board of Directors**

BCHD is governed by five publicly elected board members. Their job is to oversee the District's strategic direction and ensure accountability and integrity throughout the agency. Board members serve a term of four years and have the option to run again for another consecutive term (with no term limit). For more information about current board members, visit <http://www.bchd.org/about/board-members>.



## **II. Volunteer Policies**

The following section details volunteer protocols followed and adhered to by all BCHD volunteers at all times.

### **A. Volunteer Status**

Each volunteer status with BCHD is “at will” and BCHD or volunteer may terminate the volunteer status with BCHD at any time for any reason.

### **B. Code of Conduct**

To function effectively, BCHD has developed a code of conduct to protect and ensure that the rights of its guests, staff, and volunteers are respected. Generally, no conduct that is disruptive, unproductive, immoral, unethical or illegal will be tolerated.

Violation of our code of conduct will lead to corrective action up to and including termination of volunteer assignment. Examples of conduct that may result in disciplinary action and/or discharge include, but is not limited to:

- Insubordination, including refusal to perform duties assigned, refusal to follow set rules, regulations, or BCHD policies and procedures
- Unauthorized use or possession of intoxicants or drugs on BCHD/AdventurePlex premises or reporting to volunteer shift under the influence of intoxicants or drugs
- Breach of Confidentiality
- Sleeping on the job
- Fighting on the job or the threat of bodily harm to co-workers, volunteers, or guests
- Horseplay; foul language directed towards anyone on BCHD/AdventurePlex premises
- Willful, careless destruction or damage to BCHD/AdventurePlex property, equipment or that of another employee or volunteer
- Carrying or possessing weapons of any kind on BCHD/AdventurePlex property
- Unauthorized use or taking of BCHD/AdventurePlex property or that of any other person
- Violation of operating rules or safety practices
- Unexcused or excessive absences, tardiness or leaving volunteer shift time without permission
- Dishonesty
- Falsifying reports, BCHD/AdventurePlex records, or time sheets
- Contributing to unsanitary conditions or poor housekeeping
- Gambling of any kind on BCHD/AdventurePlex premises
- Solicitation and/or acceptance of tips, gratuities or gifts of any amount for any reason

- Use of position to gain special favors or treatment
- Smoking or use of smokeless tobacco while on duty or in any BCHD/AdventurePlex area
- Parking in unauthorized areas
- Violation of any guidelines and procedures set forth in this handbook or any other form of communication
- Refusal to submit time sheets or other paperwork deemed mandatory by the specific volunteer program
- Any other conduct deemed unacceptable by BCHD/AdventurePlex

### **C. Confidentiality**

As a volunteer, BCHD may give you access to confidential information in the performance of your volunteer duties. Maintaining client confidentiality is extremely important and clients trust and expect us to maintain their personal and private information in confidence. Client information discussed with the client, members, or staff should not be discussed with persons other than the volunteer supervisor, Human Resources or Volunteer Services staff, or other staff involved, when appropriate. Dependent upon the volunteer position, volunteers may be asked to sign a confidentiality agreement due to the sensitive nature of their position. Committing a breach of client confidentiality is grounds for volunteer dismissal.

### **D. Conflict of Interest**

Beach Cities Health District volunteers must be persons of integrity and must observe high standards of behavior including honesty, objectivity, and impartiality. While doing volunteer work, volunteers must not engage in activities that reflect negatively on the District and must avoid conflicts of private interests with volunteer duties. Examples include using your volunteer position for personal gain (e.g., to promote your own business).

### **E. Acceptance of Gifts**

BCHD does not encourage the acceptance of gratuities or gifts from BCHD clients, members or guests. **A volunteer must notify the volunteer supervisor of all gifts received by any client, member or guest.**

**Responses to say when a member/client offers you a tip or gift:**

- Thank you for this generous tip/gift, but I cannot accept this due to our policy. If you would like to thank us for our services, you can do so by:
  - Leaving positive feedback on a comment card (for our fitness facilities)
  - Like us on Facebook and provide positive feedback on our page
  - Leave a positive review on Yelp or other referral sites
  - Refer a friend or family member to try CHF or AdventurePlex!

As a last resort, accept the gratuity or gift if the person is becoming overly agitated or upset by the refusal to accept a gratuity. The gratuity may be accepted with the explanation that it will be placed in a fund to benefit the BCHD Volunteer Program. Appreciation should be expressed for the gratuity and ask for a mailing address so BCHD can send a thank you letter. The volunteer supervisor should be notified of the gift so arrangements to drop off the gift can be made and a thank you letter can be sent.

Small gifts may be accepted if they meet the following guidelines:

- Is customary and gives no appearance of impropriety and does not have more than a nominal value (\$10.00 or less in value)
- Does not impose any sense of obligation on either the giver or the receiver
- Does not result in any kind of special or favored treatment
- Cannot be viewed as extravagant, excessive, or too frequent considering all the circumstances including the ability of the recipient to reciprocate at District expense
- Is given and received with no effort to conceal the full facts by either the giver or receiver.

## **F. Anti-Harassment**

Discriminatory harassment violates this policy and will not be tolerated. Discriminatory harassment of an applicant, volunteer, or employee or person providing services pursuant to a contract includes harassment based upon actual or perceived race, religious creed, practice or grooming, sex, national origin, ancestry, disability, medical condition, marital status, age or sexual orientation, gender identity or expression or other category protected by Federal or State law. It also violates policy to retaliate against any individual for making a complaint of discriminatory harassment or for participating in a harassment investigation.

Volunteers who violate this policy may be subject to an immediate termination of their service or contract.

## **Gossiping**

Gossiping is considered a form of harassment. At its worst, gossip involves vicious rumors that create animosity among co-workers and disruptions in the workforce. Gossip rarely is a form of flattery and in most circumstances lacks any real validity. It can cause irreparable damage. When individuals assume to know and talk about the private affairs of others, they display an unprofessional and unattractive personality trait of their own. Also, employees and volunteers who spend their time catching up on the latest gossip are wasting valuable work time and affecting their ability to be productive.

Gossiping will not be tolerated. Employees and volunteers who spend time gossiping about co-workers, management, members, etc. will be held accountable and is grounds for discipline up to and including termination.

Every volunteer is expected to read, understand, and adhere to the District's anti-harassment policy and will familiarize themselves with it (see Appendix).

BCHD staff and volunteers are governed by the contents of this policy and the District reserves the right to change, rescind, add, or modify terms of the policies, benefits, or practices described in it from time to time in its sole and absolute discretion with or without prior notice. The District will advise volunteers of material changes within a reasonable period of time.

## **G. Drug and Alcohol Use**

It is BCHD's desire to provide a drug-free, alcohol-free, healthy and safe working environment. To promote this goal, volunteers and employees are required to report to work, either at BCHD-owned facilities or out in the community acting as an ambassador of BCHD in a volunteer capacity (e.g., volunteering in the homes of clients, BCHD booths at community events), and conduct their work in an appropriate mental and physical condition in order to perform their job in a safe and satisfactory manner.

BCHD reserves the right to search, without consent, all areas and property in which BCHD maintains control or joint control with the employee or volunteer. Otherwise, BCHD may notify appropriate law enforcement agencies that an employee may have illegal drugs in his or her possession or in an area not jointly or fully controlled by BCHD.

BCHD reserves the right to send a volunteer for an alcohol and/or drug test when BCHD reasonably suspects the volunteer is under the influence of alcohol and/or illegal drugs. Refusal to immediately submit to an alcohol and/or drug analysis when requested by BCHD management may be grounds for discipline up to and including volunteer dismissal.

Employees and volunteers reasonably believed to be under the influence of alcohol or drugs shall be prevented from engaging in further work and shall be detained for a reasonable time until he or she can be safely transported from the work site.

## **H. Child Abuse**

The Child Abuse and Neglect Reporting Act (Pen. Code 11166 et. seq.) requires certain professionals and lay persons who have a special working relationship or regular contact with children to report known or suspected child abuse to the proper authorities. For certain volunteer positions, coming in contact with children may be a daily occurrence. If you suspect any child of being abused, please contact your supervisor or appropriate staff immediately in order to appropriately respond to the situation.

### **Types of Abuse:**

- Physical
- Sexual
- Emotional
- Neglect
- Domestic Violence

## **I. Grounds for Dismissal**

Although BCHD greatly appreciates the time and dedication of its volunteers, there are certain actions and situations that call for dismissal. These include but are not limited to:

- A repeated inability to complete and submit monthly paperwork
- Repeated unexplained absence from scheduled volunteer time or mandatory trainings
- Violation of BCHD's anti-harassment policy
- Engagement in a conflict of interest
- Breach of confidentiality
- Violation of the policies in this Handbook
- Any other reason deemed appropriate by BCHD

## **J. Resignation**

A written letter of resignation is requested thirty days in advance of leaving. This will give the volunteer supervisor ample time to find a replacement volunteer for the open shift time.



### III. Volunteer Procedures

The following section details volunteer procedures adhered to by BCHD volunteers at all times.

#### **A. Commitment and Length of Service**

Volunteers are asked to make a minimum commitment of one year as a BCHD volunteer (unless prior arrangements have been agreed upon). It is understood that there are life changes that occur for everyone and those changes might impact the ability to honor this commitment.

#### **B. Screening Requirements**

In order to volunteer in programs for children, seniors, or those where the volunteer work does not include direct supervision from a BCHD staff person, volunteers are required to submit to the following pertaining to their respective program (the requirements of which can be found in the volunteer description):

- Submit to a background check (18 years or older)
- Submit to a drug screen
- Provide proof of current TB test or submit to TB test
- Submit to a DMV check and provide current copies of driver's license and car insurance (if driving is required as part of volunteer program)

#### **TB Retesting**

To protect our most vulnerable populations, BCHD requires that these volunteers undergo TB testing in the following time frames:

- **Volunteers working with children**- Retesting every two years
- **Volunteers working with seniors**- Retesting every four years

#### **C. Photo Release Authorization**

By submitting a volunteer application, the volunteer ("Volunteer") hereby consents and grants a worldwide perpetual irrevocable permission right to use, exploit, adapt, modify, reproduce, distribute, publicly perform and display, in any form now known or later developed, by the District and its agents, of Volunteer's name, voice, likeness, image, appearance and biographical information ("Personal Information") in, on or in connection with any pictures, photographs, audio and video recordings, digital images, websites, television programs and advertising, other advertising, sales and marketing brochures, books, magazines, catalogues and other publications, CDs, DVDs, tapes, printed and electronic forms and media (the "Works"), as well as all other

foreseeable uses in publications and media throughout the world, at any time during or after the period of volunteering by the Volunteer, for all legitimate business purposes of the District.

1. The Volunteer grants these rights with the understanding that no compensation will be paid to Volunteer by the District for such grant. Volunteer understands and agrees that all right, title and interest, including copyrights, in the materials created by the District pursuant to this agreement are the exclusive property of the District and that Volunteer will obtain no rights in such materials. I also understand that the District is not actually required to use my Personal Information in any way.
2. The undersigned Volunteer hereby accepts and agrees that any Works shall be considered as a work commissioned or specially ordered as a part of a motion picture or a Work Made for Hire (as that phrase is defined by the United States Copyright Act) and, accordingly, shall be owned by and for the express benefit of the District. In the event that Works do not qualify as a Work Made for Hire, for no additional consideration, Volunteer hereby agrees to and does hereby assign to the District any and all of rights, title and interest in the Works including without limitation, worldwide copyrights, that the District shall be for all intents and purposes the owner of all right, title and interest in the Works, and that Volunteer waives any and all right to payment or other compensation arising from or related to the Works.
3. The undersigned Volunteer agrees to execute such further documents and instruments as the District may reasonably request in order to effectuate the terms and intentions of this Release. In the event that Volunteer fails or is unable to execute any such documents or instruments, Volunteer hereby appoints the District as irrevocable attorney in fact to execute any documents or instruments requested in order to effectuate the terms and intentions of this Release; provided that such documents and instruments will not be inconsistent with the terms and conditions of this Release.
4. The undersigned Volunteer hereby expressly releases and agrees to indemnify, defend, and hold harmless the District, its officers, agents, employees, licensees and assignees (collectively, "Released Entities") from any and all claims actions, damages, losses, costs, expenses and liability of any kind (directly or indirectly), arising under any legal or equitable theory whatsoever at any time during or after the period of volunteering by the Volunteer, including but not limited to, invasion of privacy, right of publicity, copyright infringement, defamation, false light or any other cause of action arising out or in connection with the use, exploitation, reproduction, adaptation, distribution, broadcast, performance or display of the Personal Information in the Works.
5. Volunteer waives any right to inspect or to approve any Works that may be created using the Personal Information and waive any claim with respect to the eventual use to which the Personal Information may be applied. The Personal Information may be used at the

District's sole discretion, with or without my name or with a fictitious name, and with fictitious or accurate biographical material, alone or in conjunction with any other material of any kind or nature.

6. The District may assign this Agreement to any subsidiary or corporate affiliate or to any successor or assign (whether direct or indirect, by purchase, merger, consolidation or otherwise) to all or substantially all of the business or assets of the District. This Agreement shall inure to the benefit of the District and permitted successors and assigns.

Volunteer has read the above agreement and fully understand its contents. Volunteer represents and warrants that he/she is of full age, that have the right to contract in my own name, and that I have no pre-existing obligation that may restrict or limit my ability to sign this agreement. This agreement will be governed by the laws of the State of California and represents the final and exclusive agreement between the District and myself on this subject.

#### **D. Lines of Communication**

Communicate any information, concerns, or questions regarding volunteer duties or the volunteer program to the volunteer supervisor.

In the event of an urgent matter or emergency, contact the volunteer supervisor. If the volunteer supervisor is unavailable, contact Volunteer Services at (310) 374-3426, ext. 199.

#### **E. Notification of Absence/ Sickness/ Vacation for Volunteers**

In the case of absence or sickness, please notify volunteer supervisor 24 hours before shift time begins.

In the case of vacation or leave of absence for an extended time, please notify volunteer supervisor one week prior to vacation or leave.

#### **F. Attendance and Punctuality**

It is very important volunteers come to their scheduled volunteer shift on time because our clients and staff rely on your accountability. Professional work cannot be maintained and coordinated where tardiness and absenteeism exist. Failure to report on time can lead to discipline, up to and including termination of the volunteer position.

## **G. Dress Code Standards and Personal Hygiene**

BCHD volunteers observe a business casual/casual dress environment, dependent upon your volunteer position. All volunteers that conduct their volunteer time at the BCHD campus or AdventurePlex will receive a t-shirt or sweater to act as their uniform and should be worn when volunteering. (NOTE: CCS volunteers that volunteer in the homes of seniors do not need to wear a uniform).

Guidelines for dress code include:

- No short or revealing shorts, skirts, tops, etc.
- No hats, bandannas, sun visors, beanies or sweatbands
- No pants or shorts that sag or rest below the top of the hips
- No bare skin on midriff should be exposed
- All pants and shorts must be clean and neat, and free of holes
- All shoes must be closed toe and heel (CHF volunteers only)
- No visible body piercing other than standard earrings (e.g., eyebrow, lip, nose, tongue)
- No chains hanging from pockets of shorts or pants
- No visible tattoos when volunteering with children

## **H. Identification Badges**

When reporting to duty, it is required that all BCHD volunteers wear their volunteer badges as issued by BCHD. These badges are important to ensure your safety and the security in the building, as well as a form of identity for those visiting the campus or in the homes of clients. If your badge is lost or stolen, please contact your supervisor to issue a new badge.

## **I. Paperwork**

Volunteer paperwork is very important to the quality and effectiveness of our BCHD programs. It is important that all volunteers fill out paperwork pertaining to their specific volunteer program every month or when asked to fill out paperwork. This paperwork assists our staff in various ways:

- Statistics (e.g., number of hours, clients served) are used to apply for grants, awards, and the promotion of BCHD programs
- Staff can recognize and appreciate the work our volunteers have done for the community
- Offer statistics to Board of Directors and staff to promote BCHD programming when out in the community
- Verifies access to volunteer insurance should an incident occur

It is the volunteer's responsibility to keep track of all hours and report those hours to BCHD before the 5<sup>th</sup> of each month. Volunteer hours include the following:

- Time spent performing volunteer duties
- Attendance at any trainings or continuing education classes offered by BCHD staff
- One-day volunteer events throughout the year (e.g., Holiday Gift Bags, garden days)

Please submit all hours and monthly paperwork to Volunteer Services:

Online: Through VicNet (see VicNet manual for details)  
Drop Off: BCHD Administrative Offices (address below)  
Mail: Beach Cities Health District  
Attn: Volunteer Services  
1200 Del Amo Street  
Redondo Beach, CA 90277  
Fax: (310) 374-0966

## **J. Smoking**

Smoking is not allowed at any time during your work hours or when in uniform, except on breaks and you must be off of BCHD property. Please wash your hands and brush your teeth prior to returning to work.

## **K. Parking**

Volunteers may park in common parking areas at all locations.

### **For AdventurePlex**

Volunteers may park in the AdventurePlex parking lot on weekdays (furthest away from building entrance). This leave the spots closest to the entrance available for parents unloading children. On weekends, staff and volunteers may park in the Northrop Parking lot across the way to accommodate the heavier volume of patrons.

### **For Beach Cities Health Center (514 N. Prospect Ave.; Redondo Beach)**

Volunteers can park in the back parking lot located behind the 514 building. The spots that are outlined in yellow are considered employee parking. These can be found along the back wall along the fence.



BCHD does not assume any liability in the event of damage to, or loss of, volunteer vehicles or content within while parked at BCHD.



## **IV. Safety Policies and Procedures**

The following section details BCHD safety policies and procedures adhered to by all BCHD staff and volunteers. BCHD volunteers have an obligation to the organization, community, and themselves to provide a safe environment for everyone on the BCHD campus.

### **A. Waiver of Liability**

Volunteers must carry automobile liability insurance for any driving they do related to their volunteer assignment(s). Some volunteer activities may also expose volunteers to risks of injury, illness, and accidents such as any bodily injuries at the District's site, inter-action with BCHD personnel, volunteers, client, and vendors. These risks may include, but is not limited to, slips, falls, accidents, exposure to infections, assaults, torts of any kind, and any risks associated with volunteer activities. Volunteers are required to agree to fully accept any and all risk of injury, illness and death that may result from their participation in the volunteer program and must fully release BCHD from any and all liability or damages for claims they may have relating to their work as a volunteer as a condition to serving as a volunteer.

### **B. Volunteer Insurance**

The volunteer accident insurance plan is designed to cover all volunteers of the policyholder while they participate in policyholder sponsored and supervised volunteer activities. The plan will reimburse claimants for eligible expenses which are not payable by the volunteer's own healthcare plan or any other insurance plan providing reimbursement for medical expenses. Therefore, prior to filing a claim against the accident insurance policy, a volunteer must file the claim with his or her healthcare plan. Should an accident occur, please contact Volunteer Services at (310) 374-3426, ext. 199 after appropriate medical care has been sought.

### **C. Responsibilities of Volunteers**

Volunteers will abide by but are not limited to the following responsibilities while on duty:

- Abide by all policies and procedures outlined in the volunteer handbook
- Complete BCHD's volunteer orientation to learn about all BCHD programs and services
- Attend initial training and mandatory ongoing trainings outlined by their volunteer program
- Fulfill agreed upon duties as outlined in the volunteer description as well as other duties and/or requirements as assigned (e.g., agreed schedule and dress code)
- Keep track of all volunteer hours and turn in a BCHD time sheet by the 5th of each month

- Fill out or turn in any additional paperwork (e.g., process notes, errand authorization forms, copy of car insurance and driver's license) that is required by their specific volunteer program
- Submit to any volunteer screening (if applicable to the program they volunteer with)
- Conduct work safely and operate only equipment authorized or instructed to use
- Wear uniform, ID badge, and any other safety gear required for volunteer position
- Report all accidents or injuries to first-line supervisors immediately
- Follow safe work practices as instructed in BCHD trainings, policies and procedures
- Know and follow BCHD emergency procedures when appropriate
- Call in sick when ill with a potentially contagious illness
- Dial 911 for any incidents warranting a medical response

#### **D. Safety Tubes and First Aid Kits**

Safety tubes are located underneath the desks in every BCHD service area and staff offices. Safety tubes include a dust mask, whistle, light stick, and water pouch. These tubes are to be used in the case of an emergency only. First Aid Kits are located throughout all BCHD service areas and meeting rooms. These are located on the walls inside group rooms and in visible areas available to the public. Larger first aid kits to be used during a wider-scale emergency are located in all main department areas. Ask your supervisor for specific locations.

#### **E. C.P.R. and First Aid Training**

Training in C.P.R and First Aid is not required of BCHD volunteers (unless required by a program). Staff are adequately trained and able to assist in this type of emergency. Should an emergency of this nature occur, notify BCHD staff immediately and dial 911.

If a volunteer wishes to take C.P.R and First Aid training, it would be at the volunteer's own expense, unless the volunteer serves in a BCHD volunteer position that requires C.P.R. certification or a class is being offered free of charge by Volunteer Services.

#### **F. AED Machines**

AED stands for "Automated External Defibrillator." An AED is used to administer an electric shock to a person who is having a cardiac arrest. AEDs are designed to allow non-medical personnel to save lives. Should an emergency of this nature occur, notify BCHD staff immediately and dial 911. BCHD currently owns three machines located in the following areas:

At Beach Cities Health Center (514 N. Prospect Ave; Redondo Beach)

- 1<sup>st</sup> floor- On wall by lobby front desk
- 2<sup>nd</sup> floor- On wall next to Center for Health & Fitness front desk

At BCHD Administrative Offices (1200 Del Amo Street; Redondo Beach)

- 1<sup>st</sup> floor- On wall near copy machine

## **G. Incident Reports**

An incident is defined as any event that results in an injury, including minor cuts and scrapes, to a person, employee, volunteer or client. All injuries incurred by employees should be referred to the director of Human Resources for Worker’s Comp follow-up. All injuries incurred by volunteers should be referred to the volunteer services coordinator for volunteer insurance follow up. All other incidents will require the following action:

- An Incident Report must be completed by an employee or volunteer and include all available information. Please be very detailed and accurate. As additional information becomes available, supplemental reports may be submitted at a later date.
- If the incident involves a piece of equipment or an area of property that has sustained damage, or is directly related to the incident, please immediately take photographs that indicate the state of the equipment or property at the time of the incident. If you do not know where a camera is, call ext. 110 for assistance in locating a camera.
- Submit the completed incident report and any related photographs to the 3<sup>rd</sup> floor front desk and it will be forwarded to BCHD risk management. These reports are kept in confidence between the parties involved, the risk manager and the insurance carrier.

Incident reporting forms are kept at the following locations:

- 1<sup>st</sup> floor- Lobby front desk and CHIEP volunteer desk
- 2<sup>nd</sup> floor- Center for Health & Fitness front desk
- 3<sup>rd</sup> floor- Administrative front desk

### **NEVER:**

- Admit guilt, wrong-doing or blame
- Ridicule or downplay the injury
- Dismiss any injury as “too minor” to report

### **ALWAYS:**

- Show compassion and discretion
- Complete an incident report, even if the injured party asks you not to fill out a report
- Provide follow-up as directed

If you are having trouble locating the form, please ask staff for assistance or call Valerie Lee, Administrative Services Manager, at ext. 227.

## **H. Communicable Diseases**

### **Communicable diseases are:**

- Transmitted from one individual to another
- Caused by microorganisms, such as protozoa, fungi, viruses, and bacteria, that invades the body and causes a series of changes that leads to infection and damage to the body
- Can be transmitted by direct or indirect contact or through the air
- Potentially infectious material (e.g., blood, semen, vaginal secretions, body fluids, saliva)

### **Communicable diseases in older adults:**

- As the human body enters its senior years, its ability to fight off infection and other health problems diminishes significantly.
- More than 20% of adults over age 65 who have serious bacterial infections do not have fevers.
- Elderly adults are less capable of producing lymphocytes to combat challenges to the immune system.
- When antibodies are produced, the duration of their response is shorter in older adults and fewer cells are produced than in younger adults.

### **Types of communicable diseases:**

- Blood borne pathogens include: Hepatitis B/C, HIV
- Respiratory illnesses include: cold, influenza, tuberculosis
- Skin infections include: MRSA (methicillin-resistant *Staphylococcus aureus*; a strain of bacteria), scabies

### **Blood borne Pathogens can enter your body through:**

- A break in the skin (cut, burn, lesion, needle stick)
- Mucus membranes (eyes, nose, mouth)
- Sexual contact

### **Exposure controls include:**

- Universal precautions—treat all human blood and other potentially infectious materials (OPIM) as if known to be infectious with a blood borne disease
- Safe work practices—do not eat, drink, smoke, apply cosmetics, or handle contact lenses in any work areas where there is the possibility of exposure to blood or OPIM.

### **If there is a blood spill:**

- All blood spills—including those that have already dried—should be cleaned and disinfected with a mixture of bleach and water (one part bleach : 10 parts water)
- Gloves should always be used when cleaning up blood spills. Even dried blood can present a risk to others



- Do not use your hands to clean up broken glass

**If you have been exposed to a blood borne pathogen:**

- Thoroughly clean the affected area with soap and water
- Flush splashes to the nose and mouth with water
- Irrigate eyes with clean water or saline
- Report exposure to supervisor and fill out an Incident Report Form
- It is BCHD's responsibility to provide immediate and confidential post-exposure medical evaluation/ testing for Hepatitis B or C and HIV/ prophylaxis (PEP) when indicated and follow-up for exposed volunteer at no cost

**Preventing Transmission of Respiratory Illness**

- *Do not work or volunteer when symptomatic!*
- If older than 65 years old (or otherwise at risk), obtain pneumococcal vaccination
- Get your influenza vaccination every year
- Quit smoking

**Protecting Yourself from Skin infections**

- Wash your hands (hand sanitizer 60% EtOH)
- Avoid sharing personal items
- Keep wounds covered
- Shower immediately after working out
- Sanitize linens (hot water/hot dryer) if you have open wounds and after working out
- Use antibiotics appropriately
- Clean all clothing and linens to starve the mites

**I. Crisis Communication Plan**

Organizations can suddenly be confronted with unexpected critical situations, so it's imperative that all staff members understand how to communicate before one occurs. All volunteers must read and understand this crisis communication plan. This plan is set in place to handle any questions or concerns that may be asked during a critical situation.

**Examples of Potential "Critical Situations"**

While every critical situation presents a different set of challenges, below are some specific examples that could warrant implementation of the crisis situation plan:

- Natural disasters, e.g. earthquakes, floods, tsunamis, etc.
- Manmade disasters, e.g. fires (on-site & surrounding area), explosions, outages
- Threats of violence

- Severe injury or fatality
- Allegations of criminal actions

### **Communications Protocol**

When a potential crisis occurs, the first non-emergency response contact for any employee or volunteer should be their supervisor. **If there's ever any doubt whether a situation is critical, play it safe and contact your supervisor.** If your supervisor is not available, refer to the published Manager on Duty schedule (AdventurePlex and CHF only).

If you receive calls/inquiries, **DO NOT answer any specific questions.** Instead, you should:

- Respond with, *"Let me take your information and I'll have the person who is handling this situation contact you as soon as possible."*
  - **Nothing should be considered "off-the-record" to anybody.**
- Keep a log of all inquiries (log sheets will be kept at each facility's front desk)
- Funnel information and media requests through the Communications department or facility's General Manager (AdventurePlex and CHF only).
- Use phone calls as the primary means of communications. No emails discussing the situation should be sent by BCHD personnel to anybody (including friends and family), unless expressly ordered by your manager or the Communications Department.

## V. Volunteer Benefits

### A. Continuing Education

Continuing education is offered on an ongoing basis at all training opportunities announced by the volunteer supervisor or Volunteer Services manager. Volunteers are encouraged to take advantage of these opportunities.

### B. Volunteer Newsletter

BCHD volunteers will receive a newsletter via email each month. If a volunteer does not have email, a copy of the newsletter is available at their shift post or a copy will be mailed to volunteers that do not volunteer in the building. This newsletter includes important updates to BCHD services as well as building and maintenance updates to all BCHD facilities, new volunteer opportunities, volunteer highlights, volunteer hour contributions, etc.

### C. Volunteer Recognition

BCHD appreciates the many hours of service its volunteers contribute each year. Volunteers are honored at events such as recognition luncheons, holiday parties, and socials. Throughout the year, BCHD recognizes volunteers publicly through mediums such as newspaper articles, press releases, or social media.

### D. Standard Holidays

The District observes the following holidays by being closed:

New Years Day (*)	Independence Day	Day after Thanksgiving
Martin Luther King Jr. Day	Labor Day	Christmas Day (*) (**)
Memorial Day	Thanksgiving Day (*) (**)	

\*The Center for Health & Fitness will be closed

\*\*AdventurePlex will be closed

Designated holidays may be subject to change, based upon business operations.

**APPENDIX. Anti-Harassment Policy**

**POLICY TITLE:** ANTI-HARASSMENT  
**POLICY NUMBER:** 3830

**COMMITTEE APPROVAL DATE:** 06/04/2014      **WRITTEN/REVISED BY:** HUMAN RESOURCES  
**BOARD APPROVAL DATE:** 06/25/2014      **SUPERSEDES:** 08/25/2004

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**POLICY:**

**3830** It is the policy of Beach Cities Health District (“District”) to provide a work environment free of discriminatory harassment. This policy defines discriminatory harassment, and sets forth a procedure for the investigation and resolution of complaints of such harassment by or against any employee, volunteer, applicant or from a person providing services pursuant to a contract.

**SCOPE:**

**3830.1** This policy applies to all terms and conditions of employment, including but not limited to hiring, placement, promotion, disciplinary action, layoff, recall, transfer, leave of absence, training opportunities and compensation.

**3830.2** Employees who violate this policy may be subject to disciplinary action up to and including termination of employment with the District. Volunteers or contractors who violate this policy may be subject to an immediate termination of their service or contract.

**RESPONSIBILITY:**

**3830.3** It is the responsibility of management to understand, communicate, and enforce this policy among District employees. It is the responsibility of employees to understand the policies, guidelines, and procedures and to follow them accordingly.

**CONTENTS:**

**3830.4** Discriminatory harassment violates this policy and will not be tolerated. Discriminatory harassment of an applicant, volunteer, or employee or person providing services pursuant to a contract includes harassment based upon actual or perceived race, religious creed, sex (including pregnancy), national origin, ancestry, physical or mental disability, marital status, age (40 and over), gender (including gender non-conformity and status as a transgender or transsexual individual), sexual orientation, citizenship, genetic information, past, current or prospective service in the uniformed services, or other category protected by Federal, State or local law. It also violates policy

to retaliate against any individual for making a complaint of discriminatory harassment or for participating in a harassment investigation.

**DEFINITION:**

**3830.5** Harassment can consist of virtually any form or combination of verbal, physical, visual or environmental conduct. It need not be explicit, or even specifically directed at the victim. Sexually harassing conduct can occur between people of the same or different gender.

**3830.6** Harassment includes, but is not limited to the following misconduct:

**3830.6.1 Verbal:** Inappropriate or offensive remarks, slurs, jokes or innuendoes based on actual or perceived race, religious creed, sex (including pregnancy), national origin, ancestry, physical or mental disability, marital status, age (40 and over), gender (including gender non-conformity and status as a transgender or transsexual individual), sexual orientation, citizenship, genetic information, past, current or prospective service in the uniformed services, or other category protected by Federal, State or local law. This may include, but is not limited to, inappropriate comments regarding an individual's body, physical appearance, attire, sexual prowess, marital status, pregnancy or sexual orientation; unwelcome flirting or proposition; demands for sexual favors; verbal abuse, threats or intimidation of a sexual nature, or sexist, patronizing or ridiculing statements that convey derogatory attitudes about a particular gender.

**3830.6.2 Physical:** Inappropriate or offensive touching, assault, or physical interference with free movement when directed at an individual on the basis of actual or perceived race, religious creed, sex (including pregnancy), national origin, ancestry, physical or mental disability, marital status, age (40 and over), gender (including gender non-conformity and status as a transgender or transsexual individual), sexual orientation, citizenship, genetic information, past, current or prospective service in the uniformed services, or other category protected by Federal, State or local law. This may include but is not limited to, kissing, patting, lingering or intimate touches, grabbing, massaging, pinching, leering, staring, unnecessarily brushing against or blocking another person, whistling or sexual gestures.

**3830.6.3 Visual or Written:** The display or circulation of offensive or derogatory visual or written material related to race, religious creed, sex (including pregnancy), national origin, ancestry, physical or mental disability, marital status, age (40 and over), gender (including gender non-conformity and status as a transgender or transsexual individual), sexual orientation, citizenship, genetic information, past, current or prospective service in the uniformed services, or other category protected by Federal, State or local law. This may include, but is not limited to, posters, cartoons, drawings, graffiti, reading materials, computer graphics or electronic media transmissions.

**3830.6.4 Environmental:** Such harassment occurs when a work environment is permeated with sexually-oriented talk, innuendo, insults or abuse not relevant to the subject matter of the job. A hostile environment can arise from an unwarranted focus on sexual topics or sexually suggestive statements. An environment may be hostile if unwelcome sexual behavior is directed specifically at an individual or if the individual merely witnesses unlawful harassment in his or her immediate surroundings. The determination of whether an environment is hostile is based on the totality of the circumstances, including such factors as the frequency of the conduct, the severity of the conduct, whether the conduct is humiliating or physically threatening, and whether the conduct unreasonably interferes with an individual's work.

**3830.7** Romantic or sexual relationships between supervisors and employees are discouraged. There is an inherent imbalance of power and potential for exploitation in such relationships. The relationship may create an appearance of impropriety and lead to charges of favoritism by other employees. A welcome sexual relationship may change, with the result that sexual conduct that was once welcome becomes unwelcome and harassing. Management may address this on an as-needed basis if it affects the work environment.

**3830.8** By definition, sexual harassment is not within the course and scope of an individual's employment with the District.

**3830.9** This list is illustrative only, and not exhaustive. No form of harassment pursuant to this policy will be tolerated.

**3830.10** Harassment is prohibited both at the workplace and at District-sponsored events.

#### **PROHIBITED SUPERVISORY AND MANAGEMENT BEHAVIOR:**

**3830.11** No supervisor, manager or other authority figure may condition any employment, employee benefit or continued employment with the District on an applicant's or employee's acquiescence to any of the behavior defined in this policy.

**3830.12** No supervisor, manager or other authority figure may retaliate against any applicant, employee, volunteer, or contractor because that person has opposed a practice prohibited by this policy or has filed a complaint, testified, assisted or participated in any manner in an investigation, proceeding or hearing conducted by an authorized investigator.

**3830.13** No person shall destroy evidence relevant to an investigation of harassment discrimination.

#### **BEHAVIOR PROHIBITED BY ALL PERSONS:**



**3830.14** No supervisor, manager, or any other person in the District shall create a hostile or offensive work environment for any other person by engaging in any discriminatory harassment or tolerating it on the part of any employee.

**3830.15** No supervisor, manager, or any other person in the District shall assist or permit any individual in doing any act or permit any act that constitutes discriminatory harassment against any employee of the agency.

**OBLIGATION OF SUPERVISORS AND MANAGERS:**

**3830.16 Preventative Action:** A copy of this policy shall be provided to all employees of the District, as well as displayed in prominent locations throughout the offices.

**3830.17** A copy of the information sheet regarding harassment prepared by the Department of Fair Employment and Housing is available to all District employees and volunteers upon request by Human Resources.

**3830.18** Human Resources, managers and supervisors shall make available to any new employee and volunteer a copy of this policy.

**3830.19** The District shall periodically notify employees and volunteers of the procedures for registering a complaint as well as available redress. Such notification shall occur through the normal channels of communication.

**3830.20** Human Resources shall make available information from the Department of Fair Employment and Housing and the Equal Employment Opportunity Commission about filing claims of sexual harassment with these entities.

**3830.21** A copy of this policy shall appear in any publication of the District, which sets forth the comprehensive rules, regulations, procedures and standards of the conduct for the District.

**3830.22** Employees shall receive periodic training regarding this policy.

**OBLIGATIONS OF ALL EMPLOYEES:**

**3830.23** All employees shall report any conduct that fits the definition of discriminatory harassment to their immediate supervisor, Human Resources, the Chief Executive Officer or President of the Board of Directors pursuant to the complaint procedures below. This includes conduct of non-employees, such as vendors, clients, contractors, members or harassing conduct toward such individuals.

**3830.24** All employees shall report to their supervisor, Human Resources, the Chief Executive

Officer or the President of the Board of Directors any instances of discriminatory harassment that they have directly observed, whether or not reported by the employee who is the object of the harassment pursuant to the complaint procedures below.

**3830.25** All employees shall cooperate with any investigation of any alleged act of discriminatory harassment conducted by the District. All employees shall maintain confidentiality relating to a complaint or investigation of discriminatory harassment. Breaching confidentiality may result in disciplinary action.

#### **COMPLAINT PROCEDURE:**

**3830.26** If you are subjected to any conduct that you believe violates this policy, you must promptly speak to, write or otherwise contact your direct supervisor or, if the conduct involves your direct supervisor, Human Resources or the Chief Executive Officer. If the conduct involves Human Resources, contact the Chief Executive Officer. If the conduct involves the Chief Executive Officer, contact the President of the Board of Directors. The District will ensure that a prompt investigation is conducted.

**3830.27** Additionally, any manager or supervisor who observes harassing conduct must report the conduct to either Human Resources or the Chief Executive Officer so that an investigation can be made and corrective action taken, if appropriate. Any person who receives a complaint regarding discriminatory harassment shall immediately report it to Human Resources or, the Chief Executive Officer. If the conduct involves Human Resources, contact the Chief Executive Officer. If the conduct involves the Chief Executive Officer, contact the President of the Board of Directors.

#### **INVESTIGATIVE/CORRECTIVE ACTION:**

**3830.28** An investigation will be conducted by Human Resources or by an outside third party when the District determines this is appropriate. If it is determined that a third party should be utilized, Human Resources may consult with legal counsel in order to obtain a recommendation for a qualified "third party" based upon the specific facts and circumstances of the situation. Once a recommendation is obtained, Human Resources will obtain prior approval from the Chief Executive Officer (or President of the Board of Directors if the Chief Executive Officer is the subject of the investigation) prior to authorizing the third party to conduct the investigation. The investigation shall be conducted in a way that ensures, to the extent feasible and permitted by law, the privacy of the parties involved.

**3830.29** The person designated to investigate, following the investigation, may be requested to complete a report in writing explaining the results of the investigation. This report will be made available to the Chief Executive Officer or to the President of the Board of Directors if the Chief Executive Officer is the subject of the investigation. If deemed appropriate by the District, a separate written report may also be provided to the alleged harasser and victim.

**3830.30** All parties involved in the investigation are required to maintain confidentiality to the extent possible regarding the complaint and investigation. A breach of confidentiality regarding a complaint of discriminatory harassment may result in disciplinary action, up to and including termination of employment.

**3830.31** Disciplinary action shall be decided in accordance with District policy and in consultation with Human Resources and the Chief Executive Officer, unless the complaint is against either of those two parties. In the event the complaint is against a Human Resources representative, then another Human Resources representative, Chief Executive Officer and/or President of the Board of Directors will consult to determine the appropriate disciplinary action. If the complaint is against the Chief Executive Officer, then the President of the Board of Directors and Human Resources will consult to determine the appropriate disciplinary action.

**NO RETALIATION:**

**3830.32** The District prohibits any form of discipline, reprisal, intimidation or retaliation for good faith reporting of incidents of harassment of any kind, pursuing any harassment claim or cooperating in related investigations. However, should the District conclude that a complaint was made in bad faith, without a reasonable belief that a violation of this policy occurred, the District may take appropriate disciplinary action.

**3830.33** The District is committed to enforcing this policy against all forms of harassment. However, the effectiveness of our efforts depend largely on employees telling us about inappropriate workplace conduct. If employees feel that they or someone else may have been subjected to conduct that violates this policy, they should report it immediately. If employees do not report harassing conduct, the District may not become aware of a possible violation of this policy and may not be able to take appropriate corrective action.