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SECTION I
INTRODUCTION

Welcome to the Samaritas volunteer team! You are a vital part of our mission and we hope you find your association with Samaritas to be both challenging and satisfying. While we appreciate the uniqueness each person brings, we also know that a common value and commitment unifies our work. That value is our commitment to providing the best possible care for the persons we serve by “...doing the right thing for the right reason every day!”

Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.
~Leo Buscaglia

More than offering a safe harbor in a crisis, we come through when others don’t with a path home. We connect each person, based on individual circumstances, with the families and communities that will empower him/her to live the fullest life possible. When that potential is fulfilled, many of those we serve then promote the dignity of others, launching a transformative ripple effect into the community.

Your Volunteer Handbook
This handbook provides you with historical and background information about Samaritas, as well as summaries of the policies, procedures, and expectations which guide our work with one another. It is important that you read this handbook carefully and discuss any questions with the supervisor of your volunteer program. Keep it to refer to from time-to-time.

Samaritas reserves the right to modify policies, procedures, and the Volunteer Handbook and Code of Conduct as necessary. Revisions will be given to you in writing or posted at the center where you serve.
Our Mission:
Serving people as an expression of the love of Christ.

Our Vision:
We connect people with families and communities, empower them to live their fullest life possible and create a ripple effect of transformation.

Why we do it:
Connect. We believe all people on this planet are connected with Christ and with one another, interdependent with the communities where they live. Our services reflect that belief and are inclusive of people from any and all communities. As such, we treat all we serve as we would members of our own family — with care that is high-touch and goes above and beyond.

Empower. We are your path home, through which we deliver a sense of love, belonging, health and well-being. That sense of permanence is what empowers those we serve with the confidence that they are worthy and capable of pursuing their fullest life possible, regardless of their individual circumstances.

Transform. Anchored in a Lutheran tradition more than 80 years strong, we’ve had an impact in Michigan that others in the social and health and human services sectors look to emulate. Through our combined size, geographic reach and broad portfolio of services, we send ripples of change out into our communities, one person at a time.

Samaritas - Then and Now
As a Samaritas volunteer, you are part of an organization with a proud history of compassionate service. Our ministry is dedicated to meeting the needs of the most vulnerable children of God.

Samaritas, formerly known as Lutheran Social Services of Michigan (LSSM), has served vulnerable persons since the 1890s when immigrants traveled to Detroit not knowing the language, customs, or where to find jobs. Congregations banded together in missions to better serve. Seeing the need for a constant, organized ministry, the Lutheran Inner Mission League of Greater Detroit was formed in 1934.
The name was later changed to Lutheran Charities and in 1959 the organization became statewide and took the name of Lutheran Social Services of Michigan. Today, as Samaritas, our ministry extends throughout the Lower Peninsula of Michigan, with the administrative offices (commonly referred to as Central Support Services or “8131”) in Detroit. New programs of service continue to be added as needs are identified. As a not-for-profit organization, the work of Samaritas is dependent upon and supported by a wide variety of private, church-related, and governmental funding sources.

**Church Affiliation**
Samaritas is a Social Ministry Organization of the Evangelical Lutheran Church in America (ELCA), serving the North/West Lower Michigan and Southeastern Michigan Synods.

**Governance and Advisory Volunteers**
An elected Board of Directors composed of a diverse group of volunteers from around the state meets four times a year to guide the work of Samaritas. In addition, some Samaritas service sites have advisory committees of volunteers that provide counsel on improving services.

**Your Role**
The efforts of Samaritas involve many volunteers and employees, all of whom, individually and interdependently, are vital to our shared mission of providing the highest possible quality of service.

*You* are one of those vital people; you are one of Samaritas’s most important and valued resources.

*You* are the most direct link to the people we serve; you make the ministry of Samaritas happen.

**Equal Opportunity Policy**
Equal opportunity for all persons, regardless of race, color, religion, gender, national origin, age, height, weight, marital status, sexual preference, or disability, is a fundamental policy of Samaritas. Samaritas is also committed to assuring equal opportunity and non-discrimination in all aspects of volunteering.

Samaritas recognizes a theological as well as an ethical and legal imperative to go beyond the letter of the law in designing and implementing programs that ensure equality of treatment for all persons in our workforce.

Volunteers who experience any discrepancy between this policy and actual practice are encouraged to address their concerns in writing to the Vice President of Human Resources at Central Support Services in Detroit.
SECTION II
Corporate Compliance Program & Code of Conduct

The Federal government encourages healthcare organizations to establish a corporate wide compliance program. The Board of Directors and senior management of Samaritas and its subsidiaries have formally established the Corporate Compliance Program (“the Program”). The Program is the foundation of our commitment to conduct business in a way that is guided by our demand for high standards of employee conduct, and by applicable laws and regulations. If you suspect that business is not being handled ethically, you may contact the Corporate Compliance Officer:

Shelly Vrsek
Confidential Number: 800-572-9565
Email: svrse@samaritas.org

Code of Conduct
Samaritas and its subsidiaries strive to operate in compliance with applicable laws and appropriate ethical standards. This Code of Conduct contains the principles underlying the policies of Samaritas and provides guidance to all individuals providing services.

All Samaritas staff, volunteers, and vendors are responsible for ensuring that their behavior and activity are consistent with this Code.

Samaritas encourages you to make this Code an integral part of your work. Non-compliance with these or any other organization requirements is unacceptable and subject to corrective action. We welcome your suggestions to ensure our continued progress in meeting these standards.

Purpose
The Samaritas Corporate Compliance Program is intended to reasonably achieve the following purposes:

- To affirm the Samaritas commitment to providing the care necessary to attain or maintain the physical, mental, and psychosocial wellbeing of each person served;
- Promote an ethical workplace encouraging compliance with applicable laws and regulations;
- Ensure that Samaritas maintains its standards in the provision of nursing services through adherence to Samaritas policies and procedures;
- Detect and report civil/criminal conduct concerning fraud and abuse violations by its staff, volunteers, or vendors;
- Educate staff, volunteers, and vendors concerning their role in the Program;
- Provide a workplace that enables staff, volunteers or vendors to participate in the Program without fear of retribution.

**Your Obligation to Report**
Samaritas staff, volunteers, and vendors who have knowledge of facts concerning activities that he or she believes might violate the law, organization policies, or standards of service have an obligation to promptly report the matter to his or her superiors or to the Samaritas Corporate Compliance Officer, Shelly Vrsek, at our confidential number: 800-572-9565 or by email at svrse@samaritas.org.

**Standards of Conduct**
Samaritas will develop and periodically update a Code of Conduct to identify conduct that is required to comply with federal, state, and local laws that apply to Samaritas, including:

- Bribes, Improper Gifts
- Fraudulent or Illegal Activities
- IRS Violations
- Labor Laws
- Medicare/Medicaid Program Violations
- Environmental Laws

**Standard No. 1 – Compliance with Laws and Regulations**
The Samaritas staff, volunteers, and vendors will strive to ensure all activity by or on behalf of Samaritas is in accordance with all organization policies, state and federal laws, and service-related regulations.

Principles:
- Engagement in any business opportunity that requires unethical or illegal activity will not be permitted.
- Fraud, kickbacks, or bribes will not be tolerated.
- Reports provided to any federal, state, or local government organization will be filed accurately and in conformance with the applicable laws governing such reports.
- All service provisions will be appropriately documented.

**Standard No. 2 – Conflict of Interest**
All Samaritas staff, volunteers, and vendors will conduct activities in a manner that is in the best interest of Samaritas in furtherance of its charitable, tax-exempt mission. Any apparent conflict of interest is to be treated as if a conflict in fact exists and discussed with supervisory personnel.

Principles:
- Engaging in any activity, practice, or act which appears to conflict with the interests of Samaritas will be avoided. Any appearance of impropriety when dealing with referral sources will be avoided.
• Samaritas will choose to do business with individuals and companies only on the basis of the best interests of the Organization. No favoritism or preference will be given to anyone at the expense of Samaritas.

• The exchange of cash gifts in any amount between Samaritas staff/volunteers and vendors is strictly prohibited. (This in no way precludes charitable gifts to the organization.)

• The acceptance of a non-cash gift of more than nominal value ($75 or greater) from a vendor, including vendor-funded travel, is prohibited. Attendance at vendor-sponsored events with food, beverages, and entertainment is permitted within reasonable limits.

• Samaritas staff/volunteers shall not accept tips or gifts of any kind or size intended for personal use from persons served or their families or representatives. However, gestures of appreciation that can be shared with the entire staff may be accepted. (This in no way precludes charitable gifts to the organization.)

Standard No. 3 – Quality of Care/Services
Quality is everyone’s responsibility. A commitment to quality is linked to an individual’s ethical standards. Compromising quality shortchanges the people we serve. Compassionate and competent care will be provided by qualified staff utilizing the tenets set out in our Mission Statement. The following quality of care provisions are used to guide, but not replace, the Quality Improvement Strategy of the organization.

Principles:
• The confidentiality and related documentation of each person served will be protected.
• Appropriate care based on individual needs will be provided without regard to race, religion, national origin, age, gender, sexual orientation, disability, or any classification protected by law.
• Service and care consistent with recipient/resident rights and Samaritas’s policies and procedures will be provided.

Standard No. 4 – Integrity of Business Practices:
Samaritas and its staff will conduct business with integrity and in accordance with ethical standards.

Principles:
• Personal use of Organization or custodial property, or that of those we serve, is strictly prohibited.
• Every reasonable precaution will be taken to ensure that the Samaritas billing and coding are in compliance with our policies and applicable federal and state laws.
• To the best of our knowledge and understanding, any payment received that is not due to Samaritas in accordance with regulations will be refunded.
• Payments and other transactions will be properly authorized and documented in the books and records.
• Reasonable caution will be used to protect and safeguard all property belonging to Samaritas and persons served.
• Supplies and drugs will be safely secured and missing supplies will be promptly reported to supervisors.

**Standard No. 5 – Human Resources**
Samaritas will comply with applicable labor and related laws that regulate Samaritas staff, volunteers, and vendors. Contact the office of Human Resources if you need assistance in finding the appropriate human resource policy.

**Standard No. 6 – Environmental Safety and Safeguarding of Property**
Samaritas will comply with environmental laws and regulations, and is committed to promoting the health, safety, and privacy of staff and persons served as well as conserving natural resources.

**Principles:**
• Applicable health and safety requirements will be followed in the planning of facilities and the running of all equipment, operations, and the establishment of procedures.
• Appropriate procedures for the proper handling and disposal of hazardous, infectious, and medical waste will be utilized, and vendors hired to dispose of such materials will be requested to do so in a proper manner.
• Business will be conducted in such a way as to safeguard confidentiality and personal identity information.

**The Federal Civil False Claims Act Prohibits:**
• Knowingly presenting, or causing to be presented, a false or fraudulent claim to the government of the United States.
• Knowingly making, using, or causing to be made or used a false record or statement to get a false or fraudulent claim paid by the government of the United States.
• Conspiring with another to get a false or fraudulent claim paid by the government of the United States.
• Knowingly using a false record or statement to conceal, avoid, or decrease an obligation to pay money or transmit property to the government of the United States.

**Violators:**
• May be sued by the government in federal court.
• May be liable for three times the amount of the claim, plus civil penalty of $5,000 to $10,000.
The Michigan Medicaid False Claims Act Prohibits:

- False statement in any application for Medicaid benefits.
- Offers or receipt of kickbacks for referrals for Medicaid-funded services.
- Conspires or agrees with another to present a false claim.
- Makes or causes another to make or present to the State of Michigan a false claim for payment.

Penalties:

- Prison terms of up to 10 years.
- Fines of up to $50,000.

The Whistleblower Protection Act

Samaritas policy prohibits employment discrimination for any good-faith report of illegal or unethical business practices.

Michigan’s Whistleblower Protection Acts prohibits employment discrimination against an employee because the employee in good faith reports or is about to report a violation or suspected violation of a federal or state law to a public body. Employees reporting in good faith may be entitled to a portion of any monetary recovery made for such a report. Volunteers are also encouraged to come forward with credible information on illegal practices or policy violations.

To Obtain Advice

Samaritas staff, volunteers, and vendors have a duty to report non-compliance with the Code of Conduct. All supervisors are expected to be sensitive and to be prepared to act when compliance concerns are raised. There will be no retaliation or retribution against anyone who raises concerns in good faith.

If you need guidance concerning this Code, are faced with a difficult issue, or believe you are aware of a situation that may be illegal, you are expected to take action. As a first step, you are encouraged to talk to your supervisor or manager. If you are uncomfortable going to your supervisor or if you do not get advice you can use, there are other places you can go for help and guidance.

Samaritas’s Director of Quality serves as the organization’s Corporate Compliance Officer and may be contacted at 800-572-9565 (confidential line) or at svrse@samaritas.org.

Within the constraints of legal requirements, Samaritas pledges to protect the identity of anyone who makes a good-faith report or inquiry. While persons providing information may remain anonymous, complete investigations of complaints may be hampered without contact information. Retaliation or discrimination against individuals complying with this Code of Conduct will not be tolerated.
The Samaritas Code of Conduct will be distributed to all Samaritas staff, volunteers, and vendors. All such individuals will acknowledge they have received and read the Code of Conduct, and are committed to following the Samaritas Code of Conduct. Compliance with the Code of Conduct will be determined at the sole discretion of Samaritas.

SECTION III
ADMINISTRATIVE ISSUES

Volunteer Definitions
Volunteer: unpaid person providing specified services on behalf of Samaritas, serving in such capacities as advisory or governance board and committee members, one-time projects, or regularly scheduled tasks, Samaritas support group functions, or periodic assistance roles.

Regular Volunteer: a person providing a specific and consistent service over a period of time.

Occasional Volunteer: a person providing services on a one-time or infrequent basis (persons who attend social events or open functions are not considered volunteers).

Group Volunteers: persons providing services as part of a structured organization or group. Services can be provided on a regular or infrequent basis.

Volunteer Position Descriptions and Supervision
Volunteers are a key part of the team that provides Samaritas services. While many volunteers provide one-time or periodic casual assistance, those who commit to regular, defined service are assigned to a specific volunteer position and considered “regular” volunteers. Such positions have a written position description, which states the essential functions, qualifications, responsibilities, commitment, and reporting relationships. In all situations, volunteers are provided guidance by Samaritas staff and are expected to follow the guidelines of this handbook. Regular volunteers will receive a position description with more specific details of expectations.

It is the volunteer’s responsibility to inform the supervisor if at any time he or she is unable to perform the functions or meet the requirements of the assigned position description. Additionally, any arrest or conviction under a criminal stature must be reported to your center administrator (or supervisor)
immediately. Volunteer involvement may be suspended while a pending case is being resolved.

**Voluntary Background and Driving Checks**
Regular volunteers who are working with children and vulnerable adults will undergo criminal record checks and other appropriate screenings before assignment(s).

Volunteer drivers additionally must undergo a driving license history check prior to assignment as a driver for the organization.

**Documentation of Volunteer Services**
All volunteer hours must be documented according the center's system. Persons who are volunteering with Samaritas in order to complete a specified number of community service hours are responsible for informing their supervisor of such requirements, whether those are part of an academic requirement or legal judgment. Any forms or documents that need to be signed or completed to verify the time and service provided by a volunteer must be presented prior to the beginning of any assignments.

**Volunteer Drivers**
Volunteer drivers must have good driving records and current proof of insurance to help assure safe transportation of Samaritas clients and for other driving on behalf of the organization. All traffic violations must be immediately reported to the supervisor. Volunteers are only permitted to transport clients when that activity is outlined in their volunteer description.

**Volunteer Files**
Your center maintains your official volunteer documents in your volunteer file. This file is confidential and kept under adequate security. You may review your file by notifying your supervisor or center administrator, who will arrange a time for the review. Upon your request, your supervisor can provide you with copies of the documents in your volunteer file.

**Change of Address and Telephone Number**
It is important that you notify your supervisor or center administrator promptly of any personal information changes such as name, address, telephone number, email, or emergency contact information.

**Insurance Coverage**
Samaritas provides liability insurance coverage for volunteers operating in good faith and within the scope of their responsibilities. Accident and automobile insurance coverage are the responsibility of the volunteer. You are encouraged to consult with your insurance agent regarding your personal insurance coverage relative to community volunteer work. It is a violation of
Michigan automobile insurance regulations for an insurance company to raise your rates based on volunteer-related driving.

**Tax Deductions and Expense Reimbursement**

Federal tax law provides itemized deductions for the following out-of-pocket expenses as charitable contributions: mileage, parking, uniforms (must be items used only for volunteering) and uniform cleaning (See Internal Revenue Service publication 526 for details and rates). Samaritas centers are generally unable to reimburse expenses but will provide receipts for in-kind contributions and a form to document expenses. Volunteers aged 55 and older may be able to have certain expenses reimbursed by the Retired Senior Volunteer Program if RSVP serves your community. Ask your supervisor for a referral.

**Orientation, Meetings, and In-Service Training**

You will receive an orientation to Samaritas and the service site where you have chosen to volunteer, as well as to your assignments. Your participation in center meetings and trainings to which you are invited is encouraged and may be necessary to maintaining your volunteer status.

**Opportunities at Samaritas**

The volunteer positions at Samaritas offer opportunities for growth and development. While volunteers may not displace paid staff, employment openings are posted on Samaritas’s website (www.samaritas.org). You are encouraged to apply for those open positions for which you believe you are qualified. While your volunteer experience will be considered, volunteers cannot be given preference in hiring.

**Suggestions or Problems**

*We want to know what you think.* If you have a suggestion that could result in improved services and/or cost savings, you are encouraged to talk to your supervisor or center administrator. You are part of the team that provides vital services.

Should you experience a problem, please go to the person who has been designated as your supervisor. If that person cannot resolve the problem or you are uncomfortable talking with him or her, contact your center administrator. If the problem is still not resolved, please contact Human Resources at Samaritas headquarters in Detroit.
SECTION IV
WORKING RELATIONSHIPS AND POLICIES

Safety, Drugs, and Smoking
Samaritas is committed to providing a safe and healthy environment for all volunteers and employees as well as for the people we serve. **Should you suffer an accident or injury at work, report it immediately to your supervisor.** If you work in a residential care center, trained staff may administer first aid. If the injury requires treatment beyond first aid, your supervisor will direct you to a clinic or your own physician. In either case, an accident investigation and report must be completed.

The following expectations apply to all Samaritas volunteers:
1. Use all safety equipment appropriate to the work
2. Work in a manner that will not cause injury to self and others
3. Follow all health and safety rules and regulations
4. Report all injuries and accidents honestly and thoroughly
5. Identify and report hazards

Other center-specific rules and procedures are detailed at your center. Please become familiar with them so that accidents and injuries may be prevented.

Each Samaritas center has an evacuation procedure in case of fire or other emergencies. Drills are conducted on a regular basis to assure familiarity with emergency procedures. Your ability to respond calmly and swiftly will help alleviate fears and excitement of others in your center that may require assistance.

Drug and Tobacco Free Workplace
Samaritas’s worksites are tobacco-free. Use of drugs or alcohol while on the job represent a potential threat to the interests and work of the organization, and to Samaritas’s commitment to provide a safe and healthy work environment and cannot be tolerated. The unlawful manufacture, distribution, possession, or use of illegal controlled substances during work hours or while representing Samaritas are prohibited. A violation may result in termination of the volunteer relationship.

Attendance and Punctuality
The absence or tardiness of any volunteer places a burden upon colleagues and may interfere with the provision of quality service. Attendance and promptness in reporting to service are important. Please notify your supervisor promptly if you will be absent or late.
**Personal Appearance**
As a representative of Samaritas, it is expected that your attire and personal grooming be appropriate for business purposes and for maintaining the proper atmosphere at the center in which you volunteer. Individual service sites may issue specific dress code guidelines.

**Confidentiality and Professional Conduct**
We have a moral and legal obligation to keep confidential all information concerning volunteers, employees, and persons we serve. **Unauthorized disclosure of such information is considered a major infraction and will result in the termination of the volunteer relationship.**

Naturally, we expect staff and volunteers to treat each other, center visitors, and the persons we serve with courtesy and respect, and to maintain a pleasant working environment at all times. Hostile language, behavior, or harassment of any kind will not be tolerated.

**Sexual and Other Illegal Harassment**
Sexual and other illegal harassment of Samaritas volunteers, whether by Samaritas employees or persons associated with the work of the organization such as vendors or other volunteers, is strictly forbidden and is subject to corrective action up to and including dismissal. Sexual harassment includes, but is not limited to:
- unwelcome or offensive sexual advances
- requests for sexual favors
- verbal and physical conduct of a sexual nature
- uninvited touching that has the purpose or effect of creating an intimidating, hostile, or offensive working environment or unreasonably interfering with a person’s work performance,
- display of sexually provocative gestures, pictures, or videos.

Other illegal harassment includes references to an individual’s age, gender, race, national origin, religion, height, weight, disability, sexual orientation or any other classification protected by law. If you believe you have witnessed or been subjected to harassment while at work, immediately report the alleged act to your center administrator, service area vice president, or the Vice President of Human Resources.

You have the right to choose a person with whom you are comfortable to discuss such a sensitive issue. You are assured of protection against negative sanctions in reporting an incident of sexual or other illegal harassment. All complaints will be discreetly and thoroughly investigated and appropriate action will be taken.
Organization Property
Organization property and resources are to be treated with respect and used only for organization business purposes. If you have access to a computer for your work at Samaritas you should be specifically aware that the e-mail you send and receive is neither confidential nor proprietary and may be viewed by others. You are responsible for the contents of your Internet submissions and e-mail sent by you. Visits to Internet sites or chat rooms might be identified and deemed inappropriate behavior. Unwanted or un-requested e-mail (Spam) received on your computer should immediately be reported to your supervisor. Unauthorized removal, misuse, or use for personal purposes of organization property is subject to corrective action.

Solicitations
Solicitations related to the work of Samaritas, such as annual appeals by the office of Advancement, or recognized organizations such as the United Way, are permitted and directed by the organization. Participation in such events is wholly voluntary.

All other solicitation by volunteers and employees, including sale of merchandise for schools or charitable events, or solicitations of funds or signatures, require advanced approval by the center administrator. Sales or solicitation for personal gain are prohibited.

SECTION V
CONCLUSION

Every effort is made to keep the Samaritas Volunteer Handbook and Code of Conduct current and consistent with the operating policies of the organization. Volunteering is a gift that is freely given and you are an important part of the organization. We hope that your experiences with Samaritas are exciting and rewarding. If you have any questions related to the information in this handbook or if there is any way that we can enhance your volunteer experience, please consult your supervisor or Joel Lautenbach, the Executive Director of Development, (616) 916-0575.

Thank you for VOLUNTEERING!
Volunteer Handbook and Code of Conduct

Acknowledgement

I acknowledge receipt of my own copy of the Samaritas Volunteer Handbook and Code of Conduct and have had opportunity to review it with Samaritas staff.

I understand that the handbook summarizes principles underlying Samaritas policies and expectations concerning volunteerism and is supported by the Samaritas Corporate Compliance Program. Samaritas reserves the right to modify policies, procedures, and the Volunteer Handbook and Code of Conduct as necessary.

I understand that my volunteer relationship with Samaritas is discretionary and may be terminated by Samaritas with or without cause and with or without notice.

I also understand that no person has the authority to waive or vary any of the above or to make any direct or indirect promises related to an ongoing volunteer relationship except by a written agreement signed by the President of Samaritas.

_________________________________________    ______________________
Volunteer Signature                                      Date

_________________________________________    ______________________
Supervisor Signature                                    Date

(To be placed in volunteer’s on-site file)