

Somos Amigos Medical Missions®

Policy and Procedure Manual for Volunteers

ABOUT THIS MANUAL

Welcome to Somos Amigos!

This manual provides general information about the policies that are in place at Somos Amigos and should be used as a reference tool during your volunteer work. You may also receive more specific policies and procedures geared to the nature of the volunteer work you will be doing with Somos Amigos.

If you have any questions about any of the contents of this manual, please contact Frank Brightwell.

OVERVIEW OF SOMOS AMIGOS

Somos Amigos Medical Missions (Somos Amigos) is a publicly funded non-profit corporation (501c3). The organization is neither religious nor political, and it relies on the generosity of volunteers and benefactors to fulfill its mission of serving the poor and underserved and providing them with quality medical and dental care.

VOLUNTEERING WITH SOMOS AMIGOS

Each prospective Volunteer must complete a volunteer application for consideration to be reviewed by Frank Brightwell, the Director of Somos Amigos.

Prospective Volunteers may be asked to submit personal and/or professional references to complete the volunteer screening process. Medical and Dental professionals must provide Somos Amigos a copy of a current license to practice.

Once a Volunteer's application has been reviewed, if she/he is seen as a good match with Somos Amigos, she/he will be offered the opportunity to volunteer with the organization.

STANDARDS OF CONDUCT

We trust that your common sense will guide you as to the proper norms and procedures in most cases.

To provide you with some guidance regarding Somos Amigos's expectations from Volunteers, the following are examples of our expectations. If you have any questions about what constitutes appropriate conduct, please consult Frank Brightwell before you act.

- Alcohol and Substance Abuse: Volunteering while under the influence of alcohol or drugs is prohibited. In addition, the use of alcohol in or near the clinic or host homes is prohibited (unless at the host home the host family invites Volunteers/Guests to enjoy an alcoholic beverage). The use of drugs, other than prescription drugs and/or over-the-counter medications, is prohibited at all times, and Volunteers are reminded that while in the Dominican Republic, they are subject to the laws of that country. Smoking is not permitted in or near the clinic buildings nor in host homes.
- Firearms: The possession of a firearm while volunteering is strictly prohibited.
- Dedication: Volunteers assist Somos Amigos in accomplishing its mission. We request that you make every effort to fulfill the volunteer opportunities for which you have volunteered.
- Professionalism: Our volunteer professionals strive to provide the highest possible level of care to our patients. The location of our clinic presents some limitations, but in general, the care we provide is to be comparable to the care we provide in our own offices.
- Confidentiality and Interaction with Patients: Volunteers must maintain absolute confidentiality of patient information. Volunteers agree to treat all patients with respect, dignity and compassion.
- Interaction with Other Volunteers: Volunteers must interact with other Volunteers in a professional and respectful manner. The Somos Amigos experience is not a time for negativity, criticism or ego. Humility, compassion, a sense of humor and selflessness are characteristics that should define Somos Amigos volunteers.
- Universal Precautions: In all areas of our clinic, and to protect our Volunteers and the patients we serve, we follow universal precautions for the prevention of transmission of communicable illnesses.

If you have any questions about our standards of conduct, or about what to do or not to do in a situation, please contact Frank Brightwell before you act.

When misconduct occurs by a Volunteer, measures must be undertaken to correct the situation to curtail further occurrences for the good of Somos Amigos, its patients, hosts, and volunteers.

OUR POLICY AGAINST HARASSMENT and BULLYING

Our Policy Against Harassment and Bullying, Including But Not Limited to, Sexual Harassment

Somos Amigos does not tolerate any type of harassment of our volunteers, including harassment based on sex, race, color, national origin, religion, age, disability, marital status, sexual orientation, or Veteran status. This specifically includes, but is not limited to sexual harassment.

In other words, harassment and/or bullying are absolutely prohibited at Somos Amigos. We will not condone any harassing or bullying conduct, including but not limited to harassment and/or bullying that creates a situation where harassment or bullying has the effect of creating an intimidating, hostile or offensive environment. Our policy is to prevent and correct harassment and bullying so that they can never rise to the level of creating such a situation.

Our prohibition against harassment and bullying applies to everyone involved with Somos Amigos. We will not permit our volunteers to be harassed or bullied by employees, other volunteers or third-parties over whom we have control. Our policy is to exercise reasonable care to prevent any harassment and/or bullying and, if such misconduct occurs, to investigate and take prompt remedial action—regardless of who it involves. In all cases of alleged misconduct, Somos Amigos will take all reasonable steps to ensure the fairness and evenhandedness of its investigation.

The Way To Stop Harassment and/or Bullying- Our Complaint Procedures

We remind you that one way to stop harassment is to let the harassers/bullies know that their conduct is offensive to you, that you believe their behavior constitutes harassment or bullying, and that you want them to stop it. Even if you do not take this step, however, or if you do and the harassing or bullying behavior does not immediately cease, it is your responsibility to promptly bring to our attention any incidents that you believe amount to harassment or bullying against you or anyone else.

You can make a complaint or report about harassment or bullying in several different ways. The choice is yours.

1. You can complain or make a report about harassment or bullying to the Executive Director, Frank Brightwell, in person or by phone at 408-960-5366.
2. You can complain or make a report about harassment or bullying to the Chair of the Board of Directors, Dr. Michael Keegan. The telephone number available for you to easily and directly contact the President of the Board is: 202-309-2345.
3. You can complain or make a report about harassment or bullying to any member of the Board of Directors of Somos Amigos (a current list is always posted on our website).

These alternative ways for making a complaint allow you to bypass anyone whom you believe has caused or is responsible for the harassment or bullying.

What Somos Amigos Will Do In Response To Your Complaint

Upon receiving your complaint, Somos Amigos will conduct a prompt and thorough investigation of your allegations. We request that you cooperate with our investigation, and we will make all reasonable attempts to protect the confidentiality of your complaint and our investigation process.

If we find that our policy has been violated, regardless of who the harasser or bully may be, we will take appropriate corrective and remedial action, up to and including the discharge of any employee or Board member or the removal of any volunteer who violates our policy.

We will also take into consideration the interests of confidentiality both in investigating and remedying your complaint.

Our Commitment To Protect You

Somos Amigos also strictly prohibits retaliating against anyone because they filed a complaint of harassment or bullying. All members of Somos Amigos's management have been informed about the prohibition against retaliation. If you have made a complaint of harassment or bullying, and if you believe that you have been retaliated against for making this complaint, please let the Executive Director of Somos Amigos know about this as soon as possible. You also may choose to use any of the methods referred to above for making a complaint about retaliation. We will act promptly to assure compliance with our policy prohibiting retaliation.

If you have any questions about this policy, please contact the Executive Director.

TERMINATION OF VOLUNTEER ARRANGEMENT

Either Somos Amigos Medical Missions or a Volunteer may end the Volunteer arrangement at any time with or without cause. It should be clearly understood by all Volunteers that they are not employees and that nothing in these guidelines or in any other communication, written or oral, creates a right to continued association with Somos Amigos.

STATEMENT AND AUTHORIZATION

I have received and read the current Somos Amigos Medical Missions® Volunteer Policy and Procedure Manual. I understand that I am not an employee of Somos Amigos. I understand that nothing in this Manual, or any other Somos Amigos publication or policy, in any way creates an express or implied right to volunteer with Somos Amigos, an express or implied contract of employment, or warranty of any benefits. I have read and agree to adhere to the Somos Amigos Volunteer Responsibilities.

Printed Name

Signature

Date

If volunteer is a minor, in addition to above:

Signature of parent

Date

⇒ Additional requirement for medical and dental professionals (physician, dentist, nurse, hygienist, PA, NP, pharmacist, etc.): With this signature page, you must also provide a **copy of your current license to practice**.

**Please sign and send this page (with a copy of your license, if applicable) to:
Somos Amigos, c/o Frank Brightwell, 208 32nd Avenue, Seattle, WA 98122.
You can also fax Somos Amigos at 877-349-6979.**

Somos Amigos Medical Missions® Volunteer Responsibilities

Welcome to Somos Amigos. It is our mission to provide our Volunteers with a sense of accomplishment and fulfillment as they assist us in serving our patients in Naranjito. Accordingly, each Volunteer has his/her responsibilities while volunteering with Somos Amigos.

Each Volunteer is *responsible* for and agrees to the following:

Commitment: Volunteers join the Somos Amigos community because they are interested in serving the poor by providing quality medical and dental care. Volunteers are expected to perform duties to the best of their ability and maintain a sense of commitment to the mission of Somos Amigos.

Enthusiasm: The leadership and Board of Director of Somos Amigos want you to enjoy yourself while helping others. A Volunteer's enthusiasm and dedication is welcome and encouraged.

Cooperation: New volunteers usually notice right away the camaraderie of our group; many volunteers return trip after trip, some for many years. While the work is difficult and the days are long, we do enjoy each other's company and have fun when it's appropriate. Having said that, it is important to recognize that we operate a "real" medical and dental clinic. Our patients put great trust in us and in our care, and some of them struggle with serious illnesses; most face great hardship in their lives. We strive to maintain a professional, respectful environment in the clinic. Each volunteer, regardless of background and experience, plays an important role. Work tasks are assigned based on experience and language ability. Flexibility, patience and a willingness to help in any way necessary are key.

Dependability: As with any member of the Somos Amigos community, Volunteers are expected to work in a responsible and efficient manner.

Confidentiality: All Volunteers must observe Somos Amigos's policy of maintaining absolute confidentiality of **all** patient information.

Comportment and Decorum:

- In the Dominican Republic, Volunteers travel together as group to and from Naranjito.
- Volunteers live in homes with other volunteers and host families. Volunteers agree to treat other volunteers and hosts with respect.
- Volunteers agree to respect the facilities, supplies and other belongings of the clinic and Somos Amigos, and similarly to respect the homes and belongings of their hosts.
- Volunteers, for their own health considerations, agree to abide by guidelines for the consumption of food and beverages while in the Dominican Republic.
- Volunteers agree to dress in a professional manner and in one that is respectful of local customs and culture. Please plan on dressing comfortably but modestly. Gentlemen should plan on long pants and lightweight shirts; ladies should plan on skirts or pants and

blouses/shirts that meet the waistline of the skirt or pants. Shorts may not be worn by men or women at the clinic.

- Volunteers agree to respect guidelines and policies regarding the distribution of medicines and supplies, as well as the process for allowing access to patients into the clinic. These guidelines and policies are explained at the start of each trip.
- At all times while at the clinic and/or with Somos Amigos in the Dominican Republic, Volunteers agree to represent the organization in a professional and respectful manner and in way that does not reflect poorly on the organization and its Volunteers; this includes but is not limited to time spent in hotels in the Dominican Republic while with a Somos Amigos group.

Publicity: Volunteers grant permission to Somos Amigos Medical Missions ® to use any photograph, videotape, motion picture, recording and any other record of their participation in a Somos Amigos activity, including Volunteer's likeness and/or name, for any lawful purpose related to the organization and its publicity.