

**Arizona Department of Health Services
Division of Behavioral Health Services
PROVIDER MANUAL
Pascua Yaqui Centered Spirit Program**

10D.5 Qualifications of Volunteers and Interns

I. STATEMENT OF PURPOSE:

CSP shall ensure that all volunteers and interns meet basic qualifications and that records of every volunteer and intern are maintained. CSP will also ensure that volunteers and interns are provided with administrative and clinical supervision relevant to their assignment and according to their training needs.

II. STANDARDS:

- A. CSP shall ensure that a volunteer or intern performing clinical work is at least 21 years old when working in an OBHL licensed facility.
- B. Volunteers or interns who are not performing clinical work are not subject to an age requirement, but are expected to demonstrate the maturity and experience required for the volunteer or intern assignment.
- C. CSP shall ensure that a volunteer or intern has skills and knowledge necessary to:
 - a. Protect client's rights, as noted in the Clients' Rights Policy and Procedure,
 - b. Provide contact that promotes client dignity, independence, individuality, strengths, privacy, and choice;
 - c. Meet the unique needs of the client populations served by CSP;
 - d. Protect and maintain the confidentiality of client records and information;
 - e. Recognize and respect cultural differences
 - f. Recognize and report a situation in which a client:
 - i. May be a danger to self or others
 - ii. Behaves in an aggressive or destructive manner,
 - iii. May be experiencing a crisis situation, or
 - iv. May be experiencing a medical emergency;
 - g. Assist a client in accessing community services and resources,
 - h. Demonstrate ethical behavior, such as respecting staff member and client boundaries and recognizing dual relationships;
 - i. Recognize and respond appropriately to a fire, disaster, hazard, and medical emergency; and
 - j. Provide the activities or behavioral health services identified in CSP's policy and procedure.

- D. CSP shall ensure that a personnel record is maintained for each intern or volunteer that contains
 - a. The data sheet used for all employees
 - b. The starting date
 - c. Evidence that the volunteer or intern was oriented to the Tribal and CSP policies and procedures.
 - d. Any contracts and obligations associated with the internship or volunteerism
 - e. Documentation of the individual's compliance with fingerprinting or relevant background checks.
- E. CSP shall ensure that personnel records required in this section are maintained in the program offices throughout the period of the internship or volunteerism and for at least 2 years after the service has ended.
- F. Appropriate CSP Supervisors will be assigned according to the volunteer or interns job description and training needs or requirements.

III. **PROCEDURES:**

- A. Every volunteer or intern that participates at CSP shall be screened before participating in the program.
- B. The screening process consists of fingerprint analysis and background checks as required by the Pascua Yaqui Tribe.
- C. Volunteers and interns will not be allowed to participate at CSP until completing the process above.
- D. Every volunteer/intern participating in the delivery of clinical services must provide evidence that they are at least 21 years of age (for OBHL sites).
- E. Every volunteer/intern must complete orientation/training before starting.
- F. Supervision will be provide by assigned supervisors.