

COUNTY OF LOS ANGELES
PROBATION DEPARTMENT
DIRECTIVE

No.:	1092
Issued:	4/6/06
Post until:	5/06/06

SUBJECT: VOLUNTEER WORKERS INDEMNIFICATION & INSURANCE PROGRAM

This Directive is to establish a Department process for handling volunteer injury incidents and the submission of a volunteer medical expense claim form in accordance with the new Countywide Volunteer Workers Indemnification & Insurance Program.

Volunteers are to receive information on the County of Los Angeles Volunteer Workers Indemnification & Insurance Program prior to providing services within the Department.

Volunteer Insurance Policy

The new Volunteer Insurance Policy was designed to reimburse volunteers for medical expenses they incur in conjunction with the performance of their volunteer services with the Department. The Volunteer Workers Indemnification & Insurance program is subordinate to a volunteer's own insurance coverage. The County Volunteer Workers Insurance Policy is written by CIGNA Group Insurance and enables volunteers to receive the following benefits, when injured while performing volunteer services:

- Up to \$10,000 for accidental medical expenses
- Up to \$500 for accidental dental expenses, and
- Up to \$5,000 for accidental death and dismemberment
- Volunteers can obtain medical treatment from their private physician or other facility of choice.

Department Volunteers

Our Department's Volunteers In Service To Others (VISTO) program was developed to coordinate services of volunteers and to ensure appropriate measures for background checks and orientation. VISTO staff will coordinate the explanation and submission of medical claims related to the new Volunteer Insurance program. Volunteers seeking to work with the Department must comply with the following prior to beginning services:

- Volunteers **must** be directed to contact the VISTO Program at (562) 940-3773 to schedule an appointment for VISTO Program Orientation. No VISTO applications or VISTO enrollment processes should be conducted at any Department location prior to the VISTO program orientation.
- VISTO Program Orientation will include, but is not limited to, completion of the Volunteer Enrollment Packet Requirements, initiation of the background clearance packet, and explanation of the County of Los Angeles Volunteer Workers Indemnification & Insurance Program.

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- VISTO Program Orientation will also include distribution of the new VISTO Timesheet & Instructions (attached), which must be reviewed and signed by site supervisors in accordance with the Volunteer Insurance program requirements. Supervisors will be responsible for submitting volunteer timesheets to VISTO on a monthly basis.

Volunteers who have successfully completed the VISTO clearance and orientation process will be assigned to or directed to a Department location to provide services.

Volunteer Injuries & medical claims

Should any VISTO Program approved volunteer incur an injury in conjunction with their Department related volunteer activities, the following steps should be taken:

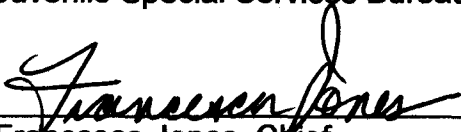
- Emergencies should generally be handled by using 9-1-1 services.
- Assist the volunteer with access to medical treatment, which can be obtained from their private physician or other facility of choice.
- Advise the volunteer to contact VISTO Program Staff at (562) 940-3773 to schedule an appointment to complete a CIGNA claim form.
- On-site staff **must** prepare an incident report and submit a copy to the VISTO Program as follows, within 10 days of the alleged incident:

Los Angeles County Probation Department-VISTO Program
Attn: Renee Duckett, Supervisor
9150 E. Imperial Highway
Downey, CA 90242

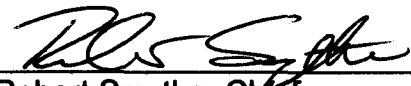
If you have questions, please contact VISTO Program Supervisor Renee Duckett at (562) 940-3546 or Tracy Jordan-Johnson, Civil Litigation Coordinator at (562) 940-2618.



Jitahadi Imara, Chief
Juvenile Special Services Bureau



Francesca Jones, Chief
Management Services Bureau



Robert Smythe, Chief
Administrative Services Bureau

PLEASE POST THIS NOTICE IN A PROMINENT LOCATION FOR EMPLOYEE REVIEW.
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LOS ANGELES COUNTY PROBATION DEPARTMENT VISTO PROGRAM MONTHLY TIME SHEET

Instructions: VISTO volunteers must complete a VISTO Program time sheet each month. A separate volunteer time sheet is required for volunteers working multiple locations. Volunteers should list the hours volunteered each day of the week and total them by week. At the end of the month the volunteer should add the month's weekly totals to arrive at the total number of hours volunteered for the month. The volunteer and the site supervisor must review and sign the time sheet prior to submission to VISTO. Completed volunteer time sheets must be submitted to VISTO by the 5th day of the following month.

Volunteer Name (print)	Volunteer Signature
Date	Bureau
Worksite	Office Telephone
Site Supervisor Name	Site Supervisor Signature

MONTH: **Indicate the number of hours worked per day/per square**

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
Week 1								
Week 2								
Week 3								
Week 4								
Week 5								

TOTAL HOURS
