



# VOLUNTEER HANDBOOK

WELCOME TO CROSSOVER

2023

# Welcome to CrossOver

Welcome to CrossOver! Thank you for choosing to use your time and talents to serve our community. Volunteers are essential to the mission of CrossOver. Last year, we were able to provide a full-range of healthcare services to over 6,600 people in our community who otherwise would not have had access to the healthcare they needed. This was made possible through the generosity of nearly 350 volunteers who gave more than 23,000 hours of volunteer service. According to the Bureau of Labor Statistics and the *Independent Sector*, the total value of that service is about \$979,000! Our work would truly not be possible without you.



This handbook is intended to be a helpful guide and resource for you as a volunteer at CrossOver. Thank you for joining us in our mission to provide compassionate healthcare to our uninsured and medically underserved neighbors. We are grateful to serve with you.

Sincerely,

Julie Bilodeau  
CEO

***If you would like to receive weekly updates through CrossOver's weekly email newsletter, the Sunday Snapshot, [click here.](#)***

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## **Our History**

On a bright Saturday in November 1983, Dr. Cullen B. Rivers and Rev. Buddy Childress treated the first patients of CrossOver Healthcare Ministry. For at least a year, the two men had been dreaming about how best to use available resources and talents to “cross over” the divides that troubled them: the divide between people and God, the divide separating people from one another, and the divide between people and the resources they needed to flourish. They stepped into ministry with few tangible resources—little more than a sheet for privacy and a bare light bulb hanging from a cord—but an abundance of faith and compassion.

At first, Dr. Rivers and Rev. Childress tried to meet every need they encountered, from legal counsel to financial need to medical care. Over time, they came to believe that quality healthcare was the essential first step to addressing other needs, so they focused their efforts accordingly. Meanwhile, local partners began to help meet funding needs, and volunteers began to offer their skills and expertise.

Dental care was added to CrossOver’s services in 1987, and the vision care program began in 1990. After being housed in various locations in its first eight years, CrossOver opened its Richmond Clinic on Cowardin Avenue in 1991. The Henrico Clinic opened in 2005, and the two clinics together now serve over 6,600 patients each year.

## **Mission**

We are called to provide high quality healthcare, promote wellness, and connect community talents and resources with people in need in the name of Jesus Christ.

## **Vision**

A healthy, vibrant community where every person is restored by the compassionate, healing love of God.

## **Values**

- Compassion – reaching out in love with kindness and respect, we listen, assess need, and provide hope and guidance.
- Integrity – being honest and trustworthy, we create a safe environment where we are all good stewards of ministry resources.
- Teamwork – creating unity with humility through teamwork, we help, encourage and affirm one another.

**CrossOver does not engage in, or tolerate, discrimination based on race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability or veteran status, or any other characteristic protected by law.**

**Key Personnel**

*Please refer to the organizational chart insert for a full list of employee contacts.*

Chief Executive Officer	Julie Bilodeau
Medical Director	Michael Murchie, MD
Associate Medical Director	Danielle Avula, MD
Administrative Director	Elizabeth Wong
Director of Development	Megan Mann
Director of Operations	Teresa Gonzalez
Operations Center Manager	Poliana Venturoti
Nursing Manager	Kaitlyn Patterson
Volunteer Manager	Rachel Yowell



**Clinic Locations**



**Henrico Clinic:**

8600 Quioccasin Rd. Richmond, VA 23229  
*(administrative offices, development, operations center, dental clinic, eye clinic, pediatric clinic)*

**Richmond Clinic:**

108 Cowardin Ave. Richmond, VA 23224  
*(Obstetrics program, HIV/AIDS care & treatment, pharmacy)*

**Hours of Operation**

Henrico Clinic	
Morning	8:30-12:30
Afternoon	12:45-5:00
Evening (Mon, Tues)	5:00-8:00

Richmond Clinic	
Morning	8:30-12:30
Afternoon	12:45-5:00
Evening	No evening clinics

**Please note:** Both clinics close at 12pm on Fridays. We are not open on weekends.

**Main Phone Number: (804) 655-2794**

**Holidays:**

*CrossOver clinics are closed on the following holidays. Generally, a holiday that falls on Saturday is observed on the preceding Friday, and a holiday that falls on Sunday is observed on the following Monday.*

- New Year’s Day
- Good Friday – ½ Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve – ½ Day
- Christmas Day

*CrossOver remains open on the following federal holidays: Martin Luther King Jr. Day, Presidents’ Day, Juneteenth, Veterans Day, and Columbus Day/Indigenous Peoples’ Day*

## **Benefits of Volunteering**

- Opportunity to contribute toward the mission of CrossOver Healthcare Ministry and give back to the community
- Opportunity to work in a cross-cultural setting, and meet others who believe in the mission
- Opportunity to sharpen existing skills and learn new ones
- Letters of recommendation for employment or medical school applications (available upon request for volunteers with excellent performance)
- Access to training library – volunteers have access to a library of professional development training through Litmos, our learning management system
- Malpractice coverage – we provide malpractice coverage for CrossOver clinic work to all of our clinical volunteers
- Commonwealth of Virginia Neighborhood Assistance Program tax credits – see Tax Credits section below
- CPR Training – In-house CPR certification training
- Boost your resume
- Volunteer appreciation events
- Opportunity to make new friends!
- And more!



### **Acceptance of Volunteers**

Acceptance of volunteers is based on current licensing, good standing, experience, overall fit, and need for the particular role. CrossOver reserves the right to decline to accept a volunteer after reviewing their application, licenses, and references.

### **Attendance and Cancellations**

Our organization is powered by volunteers. We rely heavily on volunteers to be able to provide care to the number of patients that we do. Our work would not be possible without volunteers. Because of this, volunteers are expected to arrive on time for their scheduled shifts and to notify CrossOver if they will be late or unable to attend their shift. In the unlikely event that you need to cancel within 24 hours, please contact your program's manager or staff supervisor as soon as possible. If a volunteer excessively cancels or no-shows, we will consider placing the volunteer in a different role that is more suitable to their schedule and availability, or discuss reconsidering volunteering at this time. For clinicians, it is preferred that the volunteer clinician provide a make-up day for their volunteer service if possible, which helps us to provide patients with alternative appointment times. If clinicians need to cancel outside of business hours, please call the appropriate clinic hotline number, and leave your name and number. Our patients are most affected by cancellations, and we want to do the best job that we can to avoid canceling or rescheduling appointments.

### **Confidentiality**

Volunteers are expected to maintain confidentiality at all times. HIPAA, OSHA, and BBP training is required of all volunteers who work directly with patients or are exposed to patient information. The training is available through Litmos on site and online. All patient, donor, employee, volunteer, and proprietary information is strictly confidential. No reference inside or outside of the clinic should be made about a patient's identity, finances, medical information, or services provided. This includes but is not limited to verifying if a person has received services from CrossOver, giving information to anyone whom a patient has not authorized to have access to their personal health information, and looking up information about a person you know. All volunteers sign a confidentiality agreement at the time of onboarding. Breach of confidentiality will incur consequences.

### **Dismissal Policy**

Volunteers who do not adhere to CrossOver's policies and procedures are subject to dismissal. Examples of possible grounds for dismissal include but are not limited to, poor job performance that is unsafe, breach of confidentiality, or habitual tardiness or absence.

### **Dress Code**

Volunteers are representatives of CrossOver. We ask volunteers to present themselves professionally. Please avoid denim pants of any color, and clothing with designs, graphics, or logos that patients, employees, community partners and other volunteers may find offensive or inappropriate.

Volunteers on the clinic floor (including those who have direct patient contact) may wear scrubs or otherwise appropriate attire and must wear close-toed shoes. Clinical volunteers are encouraged to wear footwear with non-slip soles. Please use good judgment. Any questions about specifics related to these guidelines should be directed to the volunteer's supervisor.

## **Exit Survey**

If a volunteer needs to stop volunteering, it is encouraged that they notify their supervisor and/or the Volunteer Manager when their last day will be. Volunteers will have the opportunity to provide feedback via a brief exit survey at the conclusion of their service with CrossOver. This is also a great opportunity for us to thank volunteers for their service.

## **Fire Emergency & Evacuation Plan**

In the event of a fire, smoke, or other safety emergency, **EVACUATION OF PATIENTS IS THE UTMOST PRIORITY**. Volunteers, students, and guests are **not expected** to assist with evacuating patients. In the event of an emergency evacuation, they should exit the building immediately and go to the designated outdoor meeting area.

If a fire occurs, close the doors in the facility to slow/retard the spread of fire and flames.

Attempt to extinguish a fire only if it is small. Before attempting to extinguish even a small fire, be sure that the area has been evacuated and that the fire has been formally reported. Fire extinguishers are available in the nurses' station, breakroom, dental clinic (where the dentures are made), development suite, and outside in the main hallway.

Fire evacuation plans are posted at the nurse's station. Volunteers are encouraged to review them.

### **Basics of Evacuation**

- If you smell smoke or see a fire, call 911 and activate the fire alarm.
- See to the patients first. All patients should be directed to remain calm, follow the directions of employees, and proceed to the nearest exit.
- As rooms are evacuated and deemed cleared by employees, doors should be shut.
- Medical gases/supplemental oxygen should be shut off.
- Patients should be accounted for by clinic employees (nursing and clinicians) upon evacuation.
- Those found not to be evacuated should be reported to EMS personnel immediately.
- Patients should be encouraged to remain safely on scene to follow directions of EMS for triage and first aid services as needed.
- Do not stop for personal items or any other articles.

### **Richmond Clinic Exits and Designated Meeting Area**

There are three exits for our patients, employees, and volunteers.

- Front door through the lobby;
- Back door past the conference room;
- Back door past exam rooms 4 and 5.

Designated Outdoor Meeting Area for Richmond clinic is the United Nations Church parking lot at 214 Cowardin Ave, Richmond, VA 23224.

### **Henrico Clinic Exits and Designated Meeting Area**

There are five exits for our patients, employees, and volunteers:

- Back door via stairs and out of the building into the parking lot (near operations center);
- Side door which opens into the parking lot and access road (between dental and development suite);
- Side door through the clinician's work room;
- Side door through the medical suite offices;
- Front door on the second floor.

Designated Outdoor Meeting Area for Henrico clinic is the front lawn near the CrossOver picnic tables along Quioccasin Rd.

Notify the Medical Director and Director of Clinical Operations immediately of any fires. Please defer to CEO or the Director of Resource Development and Communications for any messages which are to be relayed to patients, families, and the media.

### **Harassment**

Harassment of any kind is not tolerated by CrossOver and all instances of such harassment must be reported immediately. If you feel you are experiencing harassment, or witness such harassment occur, please report the incident to your supervisor, the Volunteer Manager, or the Director of Operations.

### **Inclement Weather & Clinic Closures**

Sometimes weather conditions or other conditions require the closing of our clinics in order to protect the safety of our employees, volunteers and patients. In these circumstances, the following protocols will be observed:

- By 7:00 A.M., the CEO will send an email out to all employees to update them on the clinic status. Emails will be sent to official CrossOver email accounts.
- By 7:00 A.M., the CrossOver automated attendant phone message(s) will be changed. The Clinic Manager (or designated representative) is responsible for changing the phone message(s).
- By 7:30 A.M., the Volunteer Manager will send an email out to **all** volunteers updating them on the status of our clinics.
- By 7:30 A.M., the Development Office will update the home page of the CrossOver website and the CrossOver Facebook page on the status of our clinics
- The Director of Clinical Operations will work with the Clinic Manager and Program Managers to cancel and reschedule patients in a timely manner.

### **Integrity and Compliance**

Volunteers are expected to conduct themselves professionally and courteously at all time. Volunteers are encouraged to keep their work stations clean and organized and be mindful of the property of the organization and of others.

### **Interpretation Policy**

80% of CrossOver patients identify another language besides English as their native language. The most prevalent languages spoken among our patients are Spanish, Arabic, English, and Portuguese, in that order. For this reason, CrossOver strives to have volunteer interpreters, particularly for Spanish, available at every shift. In order to interpret, or to volunteer in any role without the use of an interpreter, volunteers must pass a language proficiency test and interpreter training.

CrossOver has interpretation services available for over 200 languages through Voyce. Instructions for how to access a Voyce interpreter are posted in every exam room and nurses' station. CrossOver pays for use of Voyce by the minute, so please be mindful of the length of time using the resource. Voyce is defaulted to audio interpretation but has the capability of video interpretation if deemed medically necessary.

Google Translate is not the most accurate form of interpretation. To provide our patients with the best access to their health information, we ask staff and volunteers not to use Google Translate and other such interpretation programs when providing care to clients. Volunteers and employees should first utilize the volunteer interpreter if one is available. If not available, or if the client speaks a language other than Spanish, volunteers and employees should use Voyce interpretation.

### **Liability and Malpractice Coverage**

Pursuant to § 54.1-106, *Code of Virginia*, Department of Risk Management (DRM) offers medical malpractice coverage for health care practitioners who volunteer their services at Virginia's free clinics and federally-qualified health centers. This coverage is available regardless of whether the clinic itself is covered through DRM. Eligibility criteria and other details regarding this coverage can be found in [§ 54.1-106](#) of the Code of Virginia.

At CrossOver, the Volunteer Manager registers all volunteer health care practitioners into the DRM's online database upon onboarding. For more information about this coverage, visit <https://law.lis.virginia.gov/vacode/54.1-106/>.

### **Litmos Training Platform & Compliance**

Litmos is a "learning management system (LMS)", a website that houses trainings on a variety of personal and professional development topics. CrossOver uses this platform for the following reasons:

- To store all trainings in one place that is easily accessible, also making it easy to update and add information to trainings as needed
- To equip employees and volunteers to know how to handle certain situations
- To keep communication about policies and trainings consistent
- To streamline training between employees and volunteers, both clinical and non-clinical
- To manage risk
- To maintain compliance for required trainings – learners will have to complete HIPAA, OSHA, and BBP training on a yearly basis
- To easily track training compliance

Non-clinical employees and volunteers will take the following trainings:

- 1.) CrossOver Mission, Vision, & Values
- 2.) Sexual Harassment Awareness Training
- 3.) HIPAA Privacy & Security Training (must be completed annually)
- 4.) Preparing for an Active Shooter (must be completed annually)

Clinical employees and volunteers will take the following trainings:

- 1.) CrossOver Mission, Vision, & Values
- 2.) Sexual Harassment Awareness Training
- 3.) HIPAA Privacy & Security Training (must be completed annually)
- 4.) Preparing for an Active Shooter (must be completed annually)
- 5.) OSHA (must be completed annually)
- 6.) Bloodborne Pathogen Training (must be completed annually)

After volunteer orientation, volunteers will receive a link via email that will give them access to the training portal. Volunteers will have 30 days from the day they received the link to complete the required trainings. If a volunteer has completed compliance courses at their place of employment, they do not have to complete the trainings here. The volunteer should send a record of their completed trainings to the Volunteer Manager. Volunteers will still need to complete any trainings with content that is specific to CrossOver protocols.

### **Media Release**

On occasion, CrossOver may take pictures in the clinic to update our resources (website, print materials, social media, etc.), or to document a specific event. By signing CrossOver's media release form, which is given to the volunteer in their orientation packet after volunteer orientation, the volunteer consents and agrees that CrossOver Health Care Ministry (CrossOver), its employees, or agents have the right to take photographs, video, or digital recordings of you throughout the duration of your volunteer service, and to use these in any and all media, now or hereafter known, and exclusively for the purpose of CrossOver. CrossOver may not use volunteer photographs, video, or digital recordings without consent from the volunteer. CrossOver will ask before taking pictures and will inform the volunteer of how the pictures will be used.

### **Nametags**

Volunteers will be provided a nametag at the beginning of their volunteer service, so that patients, volunteers, and staff can identify each other and know each other's roles. Please wear your nametag during your volunteers shifts. If you do not have a nametag, notify the Volunteer Manager. You can either leave your nametag at the designated area at the clinic, or take it with you at the end of your shift.

### **Orientation Process**

The orientation process can look different based on role. For specific information about training and orientation, feel free to look at the position description for the particular role, which is found on our website. All volunteers must attend a 1-hour volunteer orientation offered over Zoom. The Volunteer Manager will provide the new volunteer the link to sign up for orientation. After orientation, the Volunteer Manager will create the volunteer's accounts they will need for their specific role (Volgistics login number, Windows, eClinicalWorks, Litmos). The Volunteer Manager will also provide the volunteer forms that they need to sign, and then connect the volunteer to the employee who will oversee their schedule and training process. All volunteers will need to sign complete their assigned compliance training via Litmos within 30 days.

### **Patient/Volunteer Eligibility**

Those who are currently receiving care at CrossOver are not eligible to volunteer until they are no longer actively receiving services at CrossOver.

### **Personal Information Changes**

It is the responsibility of the volunteer to notify the Volunteer Manager of any changes to their personal information including, names, mailing addresses, email addresses, phone numbers, and emergency contact.

### **Problem Resolution**

In the event a dispute occurs between two volunteers or a volunteer and an employee, we encourage you first to try to resolve the dispute independently by speaking with the person involved. If this is unsuccessful, or if a volunteer feels uncomfortable doing so, they may request that their supervisor or Volunteer Manager intervene in the conflict. We prefer informal dispute resolution processes, but a volunteer may at any time request a formal intervention process.

### **Signing In/Out**

It is the responsibility of the volunteer to sign in and out of every shift. A laptop is set up at the volunteer check-in station at both clinic locations. All volunteers must use their unique PIN to sign and out. If a volunteer forgets, it is their responsibility to notify the Volunteer Manager. This is important for the organization's records. Failure to sign in and out could affect accuracy of volunteer hours used for school requirements, community service, and eligibility in participation of the NAP tax credit program. If a documentation of hours is needed, please contact the Volunteer Manager.

### **Social Media**

Volunteers using social media are responsible for what they post online. They should not represent themselves as spokesperson for CrossOver. Volunteers are expected to maintain the confidentiality of CrossOver information. Avoid posting information or conducting activity that violates local, state or federal laws and regulations. **Never take or post pictures or videos of CrossOver patients.** If a volunteer would like to take pictures or videos, please speak with the Director of Development.

### **Strengths-Based Language**

When referring to patients and clients, CrossOver strives to use strengths-based language such as "patients", "clients", "neighbors", "neighbors in need", "uninsured and medically underserved patients in our community", instead of words that may have a negative connotation such as "the poor", "the working poor", "indigent", "the least of these". This aligns with CrossOver's values to be welcoming and dignifying to all.

### **Student Volunteers**

CrossOver accepts student volunteers under 18 years of age on a case-by-case basis. Volunteers must be at least 18 years or older in order to volunteer in a clinical role. Volunteers under 18 years old are not allowed to volunteer after traditional working hours without supervision.

## **Substance Use**

CrossOver is committed to an environment that promotes safe and efficient performance of job duties and supports the health and well-being of all personnel. It is a violation of CrossOver policy for personnel including volunteers to:

- Use, possess, sell, purchase, dispense, manufacture, or distribute illegal or unauthorized legal drugs and narcotics while performing volunteer duties or on CrossOver business.
- Volunteer under the influence of alcohol, or unauthorized legal or illegal drugs.

Violations of this substance use policy could incur consequences.

## **Tax Credits**

CrossOver is pleased to participate in the Neighborhood Assistance Program (NAP) and awards our allocated tax credits to qualifying clinical volunteers every six months. NAP was created by the General Assembly in 1981 to encourage businesses, trusts and individuals to make donations to approved 501(c)(3) organizations for the benefit of low-income persons. As an eligible 501(c)(3), CrossOver receives an allocation of tax credits from the Department of Social Services on a basis of proven operational success and capacity to serve low-income persons. CrossOver is approved for a 12-month period (July 1 – June 30) and must re-apply for credits each year in order to participate.

NAP tax credits are available to licensed healthcare professionals (RN, NP, PA, MD, DO, DDS, LPC, RPh only) donating services to an approved NAP non-profit organization to be used towards their Commonwealth of Virginia Income Tax Return.

In order to qualify for a NAP tax credit as a CrossOver volunteer, the volunteer must provide a minimum of 20 hours of documented volunteer service as a licensed healthcare professional to our patients within the designated six-month period (January-June or July-December). The Volunteer Manager will notify eligible volunteers every six months, provide additional details, and process all individual necessary paper work as part of this program. The Commonwealth of Virginia will process the paperwork and send the tax credit certificates to the Volunteer Manager. The Volunteer Manager will then send the tax credit certificates to the volunteers. Each volunteer is responsible for filing their Virginia tax return.

For more information, contact the Volunteer Manager.

## **Use of Technology**

We ask volunteers to help us steward our resources well. We are grateful for the technology we have that helps us provide the best care possible. Please use CrossOver technology (the system) resources in a manner that increases productivity, enhances CrossOver's image, and is respectful of employee, patient, volunteer, and donor confidentiality and privacy. The system consists of but is not limited to computers, printers, copiers, servers, telephones, mobile devices, email, voicemail, internet access, cloud applications, and software applications.

The system, and all data transmitted or received through the system, are the exclusive property of CrossOver. No individual should expect to have privacy in any communication over this system. Any individual permitted access to CrossOver systems will be given a password and will use the system consistent with this policy. CrossOver reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over the system at any time.



CrossOver requires all personally identifiable information stored on mobile devices (e.g., laptop computers, smartphones) and portable media (e.g., including but not limited to flash drives, back-up tapes, etc.) to be protected with encryption. Portable media is prohibited unless approved by the CEO.

The mobile device, telephone, printers, and computer (devices) provided by CrossOver on which volunteers work are property of the CrossOver and should be used accordingly. Devices may affect the entire operation of CrossOver if not managed properly. CrossOver prohibits downloading personal or non-business related applications that could adversely affect CrossOver systems.

Volunteer cooperation, and good judgment, is required for the security, integrity, and successful operation of the entire CrossOver operation, including the computer network and systems.

### **Volunteer Commitment**

The commitment for a volunteer at CrossOver is at least two shifts a month for a minimum of 6-months duration, unless a different commitment has been discussed and agreed upon by the Director of Operations or Volunteer Manager.

### **Whistleblower**

It is the policy of CrossOver that directors, officers, volunteers, and employees observe high standards of business and personal ethics in the conduct of their duties and responsibilities. They must practice honesty and integrity in fulfilling responsibilities and comply with all applicable laws and regulations. Everyone is expected to report concerns about violations of CrossOver policies or suspected violations of law or regulations that govern CrossOver operations. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns internally so that CrossOver can address and correct inappropriate or suspect conduct and actions.

### **No Retaliation**

It is contrary to the values of CrossOver for anyone to retaliate against any board member, officer, employee, or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation or law governing the operations of CrossOver. Anyone who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

### **Reporting Procedure**

CrossOver recommends that employees and volunteers share their questions, concerns, suggestions, or complaints with their supervisor. If a volunteer is not comfortable speaking with their volunteer supervisor or an employee is not satisfied with their supervisor's response, the employee is encouraged to speak with the Director of Clinical Operations.

Supervisors and managers are required to report complaints or concerns about suspected ethical and legal violations in writing to CrossOver's Director of Clinical Operations, who has the responsibility for all reported complaints. Volunteers with concerns or complaints may also submit concerns in writing directly to their supervisor or the CEO.

**Accounting and Auditing Matters**

CrossOver's Director of Clinical Operations will immediately notify the CEO and the Finance Committee of any concerns or complaints regarding corporate accounting practices, internal controls, or auditing, and work with the committee until the matter is resolved.

## **COVID-19 Vaccine Policy for Employees and Volunteers**

All employees must be fully vaccinated against COVID-19 unless granted a CrossOver medical or religious exemption by the Medical Director or CEO. Acceptable vaccines include those fully approved by the FDA or approved for emergency-use by the World Health Organization. Official documentation of vaccination for employees must be submitted to the Nurse Manager. Official documentation of vaccination includes a clear image of an individual's CDC COVID-19 Vaccination Record card, documentation of receipt of vaccination from a healthcare provider or electronic health record, or a record from the Virginia Immunization Information System (VIIS). CrossOver reserves the right to amend this policy.

### **General COVID-19 Protocols**

In regards to masking and what to do if experiencing COVID symptoms, volunteers are expected to follow the protocols outlined in the most recent version of the Personnel Health Protocols for COVID-19. Volunteers are given a copy of the most recent protocol at the time of onboarding. Volunteers will be notified if there are any changes made to the protocol and the Volunteer Manager will send the most updated version and implementation date to all active volunteers via email.