

General Volume  
Management Section

Using Volunteers (1.01600)

ER# 1.01600

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**POLICY:** The Local WIC Provider (LWP) shall ensure that volunteers who are given access to client information are well trained and knowledgeable of the restrictions on disclosure of this information.

**PROCEDURES:**

- A. The LWP shall exercise discretion in screening and selecting capable volunteers who would have access to confidential information. If a potential volunteer does not appear to be a good candidate for keeping information confidential, there may be other activities that the person can perform that would not include access to participation information.
- B. Once volunteers are selected, specific job requirements should be covered in the orientation or training of volunteers. Refer to [ER# 1.01400](#), [ER# 2.01500](#), [ER# 2.01650](#), [ER# 2.01700](#) or [ER# 2.01800](#).
- C. The LWP shall assure volunteers are familiar with confidentiality requirements and capable of complying. Volunteers are required to sign the same confidentiality agreement signed by LWP paid staff. Refer to [ER# 1.01700](#).
- D. Follow-up training can be conducted periodically to remind volunteers of the importance of maintaining the confidential nature of participant information.
- E. Supervision should be based on duties of the volunteer.