



Planned Parenthood[®]
Los Angeles



**Volunteer
Handbook**

2001

PPLA
Volunteer
Handbook

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Planned Parenthood Los Angeles

Main Administration Office

1920 Marengo Street
Los Angeles, CA 90033
323-223-4462
FAX 323-225-5844
TDD 323-221-2532

Education and Volunteer Office

Westside Administrative Office
1316 3rd Street Promenade, Suite B-5
Santa Monica, CA 90401
310-395-0098
FAX 310-393-9529

Coordinator of Volunteers: Bonnie Bricklin
Extension 3511
Bonnie.Bricklin@PP-LA.org

<http://www.plannedparenthood-la.org>

Revised November 2000

Welcome

to

Planned Parenthood Los Angeles

PPLA provides family planning and reproductive health care services to over 52,000 women, men and teens each year.

Complementing PPLA's health care services is a strong emphasis on sexuality education as well as a comprehensive program that advocates for numerous women's health issues at federal, state and local levels.

As a volunteer, you are an important and integral part of our staff. Volunteers help support PPLA's goals in five areas: Client Services, Public Affairs Programs, Education Programs for Teens, Adults and Families, Communications and Marketing, and Fundraising Projects. With the dedication, expertise and caring you bring to Planned Parenthood Los Angeles, the agency is better able to serve its clients and effectively utilize its staff.

This Volunteer Handbook is a resource for you. It includes:

- Basic background materials on the agency
- Introductory information on the responsibilities of volunteers
- Samples of important forms which you may be required to complete

We hope this information will make your introduction to PPLA easier. A general orientation meeting will be required, to further explain the role of volunteers in the agency.

Please read through the materials and feel free to ask the Coordinator of Volunteer Services, your supervisor or project coordinator any questions you may have.

We look forward to working together with you!

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Planned Parenthood Los Angeles

Dear Volunteer,

On behalf of the Planned Parenthood Board of Directors,

Welcome to Planned Parenthood!

We are a strong staff-volunteer partnership. You help make it possible for us to give high quality care to our clients and to reach out into the community and its schools.

Because we will depend on you for work that is essential and sensitive, we ask you to be well-informed about Planned Parenthood, our mission, our policies, and our organizational structure. You will find yourself serving as an interpreter of our work to the public. Our demands on our volunteers are high, but in return we offer rich personal rewards as you help us to improve the quality of life in our community.

Sincerely,

Mary-Jane Wagle
Chair of the Board of Directors

PPLA

Mission Statement

*The Mission of
Planned Parenthood Los Angeles
is to provide easy, affordable access
to a full range of quality
reproductive health care
and sexual health information,
through patient services,
education and advocacy.*

PURPOSE STATEMENT

The achievement of the mission of PPLA is best served by the active participation of the citizens of the community it serves. Volunteers work as unpaid staff assisting paid staff to offer comprehensive reproductive health care, community education and advocacy; thereby enriching PPLA's resources and extending its reach into the community.

GOALS

PPLA offers each volunteer the opportunity to:

- Participate in worthwhile work that contributes to the mission.
- Use existing skills to develop new skills.
- Meet, network and socialize with other volunteers who have similar interests.
- Explore potential career opportunities.
- Support locally-based health care and education programs.
- Learn new skills.
- Give something back to an agency that helps support families.

Planned Parenthood Los Angeles is

CLIENT SERVICES

PPLA offers comprehensive reproductive health care services to all of its clients. From July 1999 through June 2000, PPLA served 52,056 clients throughout Los Angeles County, resulting in 99,830 patient visits. We educate and work with Clients to ensure they are able to make informed choices. All services are confidential and are offered on a sliding fee scale.

CONTRACEPTION: We offer birth control pills, Depo Provera (injections), Norplant, IUDs, diaphragms, cervical caps, condoms (male and female), vaginal film, foam, suppositories, jelly, emergency contraception pills (ECP), and fertility awareness methods.

GENERAL GYNECOLOGICAL SERVICES: We provide breast exams, pelvic exams, including PAP tests for early cancer detection, colposcopy for abnormal pap smear follow up and cervical evaluation, and treatment for problems such as persistent vaginal infections.

PREGNANCY TESTING AND OPTIONS EDUCATION: These services are offered to clients who request it. Options education is provided to all patients to make sure they understand all their options in order to make informed decisions.

SEXUALLY TRANSMITTED INFECTION TESTING AND TREATMENT: We offer screening and treatment for herpes, gonorrhea, syphilis, chlamydia, genital warts and other STI's.

HIV TESTING AND EDUCATION: These confidential services are offered to clients who request it.

MALE SERVICES: We offer men sexually transmitted infection testing and treatment, vasectomy, diagnosis and treatment of urinary tract infections, as well as education on condom use and testicular self-exam.

ABORTION: We provide abortions up to 16 weeks at all five Surgical Centers. Of the 5, one provides abortions up to 24 weeks.

MALE/FEMALE STERILIZATION: These services are offered to clients who desire a permanent birth control method.

MID LIFE SERVICES: A comprehensive program dealing with the emotional, sexual, social and medical concerns of menopausal and perimenopausal women.

PRENATAL SERVICES: Prenatal services are offered at limited sites. Deliveries are scheduled in collaboration with community hospitals in the area.

EDUCATION

Responsible Sex Education by PPLA staff, volunteers, and interns is offered to local schools and communities in a variety of ways:

- *Presentations to Junior High-Aged Students on responsible sex education and decision-making skills*
- *Classroom Presentations by Volunteer Speakers on Sexuality, Healthy Relationships, Teen Pregnancy, Sexually Transmitted Infections, and Birth Control to Senior High School Students and Community Groups*
- *Sex Education for Parent Groups*
- *In-service Trainings on Sexuality Issues for Agency Personnel & Teachers*
- *Age-Appropriate Bilingual Resource Materials on Human Sexuality and Family Planning*
- *Community education and outreach focusing on responsible sex education and teen pregnancy prevention*
- *A Male-Involvement Program promoting adolescent health and sexual responsibility*

Promotoras Comunitarias is a woman-to-woman outreach program that empowers Latinas to advocate for their own health care. The Promotoras educate their family, friends, neighbors, parents, and the community in smaller groups about birth control, self-esteem, domestic violence, and other family-life issues, and introduce new ways of thinking about sexuality. Promotoras are women who can connect with their community to deliver these very personal messages. The innovative Promotoras program is one of the most successful outreach efforts in the country.

PUBLIC AFFAIRS

Planned Parenthood was founded to provide women with the ability to make their own reproductive choices. We continue this tradition through the services we provide and through our tireless efforts to ensure that those choices are not taken away by a small but vocal minority. The Public Affairs mission is to involve people and impact decision-makers in the fight to protect access to a full range of reproductive health services.

Maintaining reproductive options means ensuring that we elect people willing to work for that freedom. PPLA, through our 501(c)(4) **Advocacy Project**, is non-partisan in support of candidates for public office who share our dedication to reproductive choice. Volunteers are a crucial component of our public affairs and advocacy efforts.

Volunteers participate in:

- Our quarterly Advocacy Project meetings with pertinent topics.
- Lobby visits to representatives in Los Angeles and Sacramento.
- Letter writing campaigns on legislative priorities.
- Our e-mail action alert system which provides advocacy opportunities and keeps you current on reproductive health issues.
- Staffing information tables and recruiting activists at public events.

FUNDING

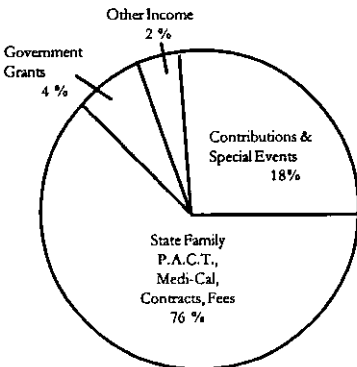
The Development Department is the fundraising arm of PPLA. Through campaigns targeting individuals, foundations and corporations, the Development Department raised over \$4.7 million in private gifts, grants, individual donations, direct mail campaigns, special events, and contributions to endowments during fiscal year 1999-2000.

Our special events provide an excellent opportunity for volunteers who prefer to commit their time and skills on a project-by-project basis. The generous assistance of volunteers with invitation mailings, event set-up, registration and other duties, as well as donations of any event-related services (i.e. photography, graphic design or catering) helps us minimize costs and maximize the dollars raised to fund PPLA's critically needed services and programs.

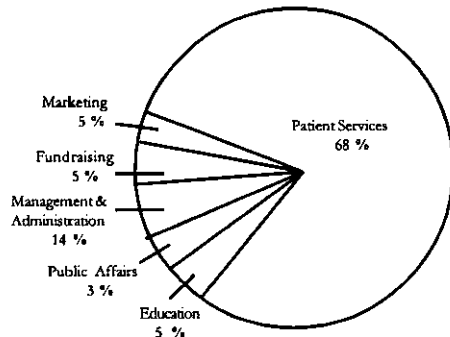
July 1, 1999 - June 30, 2000

(These are unaudited numbers)

INCOME



EXPENSES



The PPLA Volunteer Family

WHO ARE WE?

From homemakers and paralegal assistants to students and lawyers, we are PPLA volunteers. We range from high school students to senior citizens. We are women and men who represent a cross section of Los Angeles' diverse population. *PPLA offers volunteer opportunities for everyone, even for those who work full-time.*

WHY ARE VOLUNTEERS ESSENTIAL TO PPLA?

PPLA was established in 1965 on the foundation of a strong partnership between volunteers and staff. Today, staff members throughout the agency acknowledge that we could not function without the support of our volunteers.

In 1999-2000, over 450 regularly active volunteers donated over 19,800 hours of their time and energy. This translates into over \$272,300 of in-kind donations.

BENEFITS FOR VOLUNTEERS

Personal Growth

Volunteering is a great way to meet new people, enhance your skills, and explore employment opportunities. In addition, you will gain a sense of personal satisfaction in having served your community.

Training and Education

You will be provided an initial orientation to prepare you for your work as a volunteer. You may borrow books and videos at the WSO Resource Library.

Patient Services

Volunteers may be able to use the services of PPLA's health centers. Call the Coordinator of Volunteers if you are interested.

Appreciation/Recognition

We will show our appreciation to you with a pleasant demeanor and words of thanks whenever possible. Other forms of appreciation may vary as each supervisor is responsible for finding appropriate ways to recognize and thank volunteers both formally and informally. A recognition event is held annually during National Volunteer Week in April.

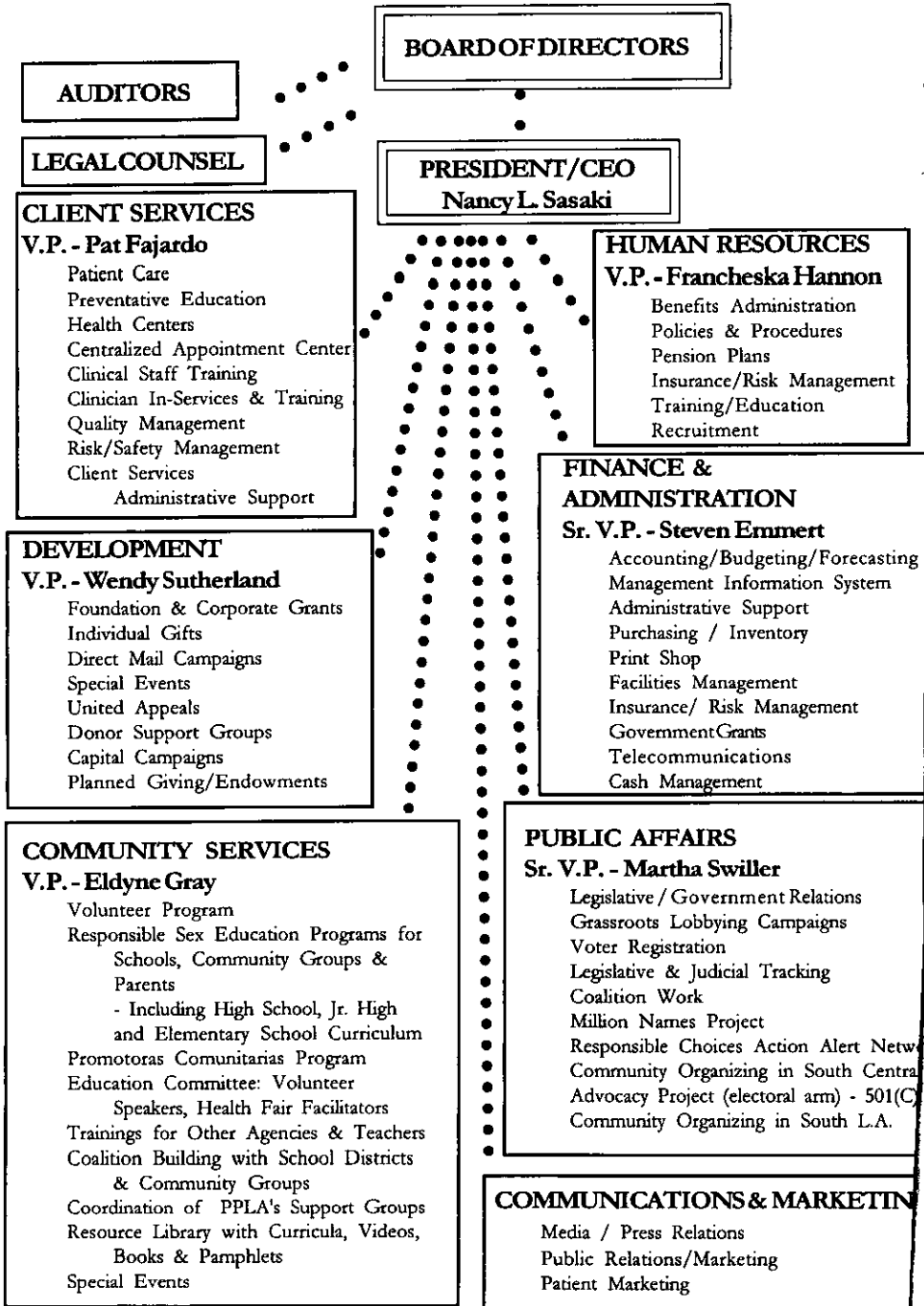
Letters of Recommendation

Upon request, your supervisor will write a letter of recommendation.

Employment Opportunities

Many staff members were former volunteers. If requested, you will be notified of paid employment opportunities within the organization as they become available.

PPLA Organizational Chart



History of PPLA Health Centers

SURGICAL CENTERS

EAST LOS ANGELES (BIXBY) - 1057 Kingston Avenue

This center is also known as our Bixby Center and is located across the street from the Los Angeles County Hospital and USC Medical Center. It was opened in 1978 as a contraceptive center and was later remodeled to accommodate surgical services. The Bixby Center provides the following services: contraceptive services, pregnancy testing and options education, colposcopy, cryotherapy LEEP, STI testing and treatment, mid life services, male services, sterilization education, and abortion services up to 24 weeks.

POMONA-1550 Garey Avenue

The center was started in 1968 by a group of volunteers. Initially housed in the old Pomona Health Department, it moved with the Health Department to new offices and expanded services. The Center moved to its present location in November 1998. The Pomona Center provides the following services: contraceptive services, pregnancy testing and options education, colposcopy, STI testing and treatment, mid life services, male services, abortions, vasectomy, HIV testing and education.

SOUTH BAY - 14623 Hawthorne Blvd., Suite 300

The center opened its doors in October 1993 to provide services in the South Bay area. In the summer of 1995 it became a surgical center. The South Bay Center provides the following services: contraceptive services, pregnancy testing and options education, colposcopy, HIV testing and education, STI testing and treatment, mid life services, male services, and abortions up to 16 weeks.

VAN NUYS - 7100 Van Nuys Blvd., Suite 108

This health center opened its doors to clients in 1977 as a surgical center in Sherman Oaks. It moved to the Van Nuys location in November 1996. The Van Nuys Center provides the following services: contraceptive services, pregnancy testing and options education, colposcopy, STI testing and treatment, mid life services, male services, HIV testing and education, abortions up to 16 weeks, and vasectomy.

WHITTIER - 7655 Greenleaf Avenue

In 1995, the Taper Foundation provided a grant to support a center in the Whittier area. The center opened its doors to the community of Whittier in December 1995. The Whittier Center provides the following services: contraceptive services, pregnancy testing and options education, colposcopy, STI testing and treatment, mid life services, male services, HIV testing and education, and abortions up to 16 weeks.

NON-SURGICAL CENTERS

BURBANK - 916 West Burbank Blvd., Suite M

This center was the ninth PPLA Center to be opened. It opened its doors to see clients in April 1992. The Burbank Center provides the following services: contraceptive services, pregnancy testing and options education, colposcopy, STI testing and treatment, mid life services, male services, HIV counseling and testing.

CANOGA PARK - 21001 Sherman Way Suite 9

In 1971, the Rosenberg Foundation provided a grant to support a center in the San Fernando Valley. In 1972, the center in Canoga Park was established. The Canoga Park Center provides the following services: contraceptive services, pregnancy testing and options education, colposcopy, cryotherapy, STI testing and treatment, mid life services, male services, HIV counseling and testing.

EL MONTE - 4786 B North Peck Road

In 1966, Peggy Still, then the President/CEO of PPLA, asked the American Association of University Women (AAUW) and the El Monte Junior Women, to help Planned Parenthood start a center. Initially housed in the El Monte Health Department, the center was almost entirely staffed by volunteers from these two groups. From 1976 to 1990, the center was located in the Valley Mall. It moved to its present location in 1990. The El Monte Center provide the following services: contraceptives services, pregnancy testing and options education, colposcopy, STI testing and treatment, mid life services, male services, HIV counseling and testing.

HOLLYWOOD - 1014 1/2 North Vermont Avenue

In 1968, Planned Parenthood moved from four small apartments on North Chicago Street to new clinic and administration site on West 8th Street. The center later expanded during its merger with the Clergy Counseling Center. In 1986, the center moved to its current Hollywood location to serve a broader Wilshire-area population, while the Administration offices moved to 1920 Marengo Street. The Hollywood Center provides the following services: contraceptive services, pregnancy testing and options education, colposcopy, STI testing and treatment, mid life services, male services, prenatal services, and HIV counseling and testing.

LAKWOOD - 5525 East Del Amo Blvd.

Until 1978, the San Pedro and Hawaiian Gardens PPLA Centers provided services to the southern sections of Los Angeles County, from the Long Beach Area and Bellflower health districts to adjacent cities in Orange County. Today, the Lakewood Center provides the following services to clients in this area: contraceptive services, pregnancy testing and options education, STI testing and treatment, mid life services, male services, HIV counseling and testing, and the Teen Retention Program. This is a pregnancy prevention program for females, ages 12-19 years. Girls that have not used birth control and who are sexually active are eligible for the program. TRP offers complete confidentiality, a private phone line, free gynecological services, and extra attention.

SANTA MONICA - 1316 3rd Street Promenade, Suite 201

PPLA's first West Los Angeles Center was opened in Mar Vista in 1975. During the initial stages, the center was run almost entirely by volunteers. The Mar Vista Center was relocated in 1980, and became the Santa Monica Center. The Santa Monica Center provides the following services: contraceptive services, pregnancy testing and options education, STI testing and treatment, mid life services, male service, colposcopy, and HIV counseling and testing.

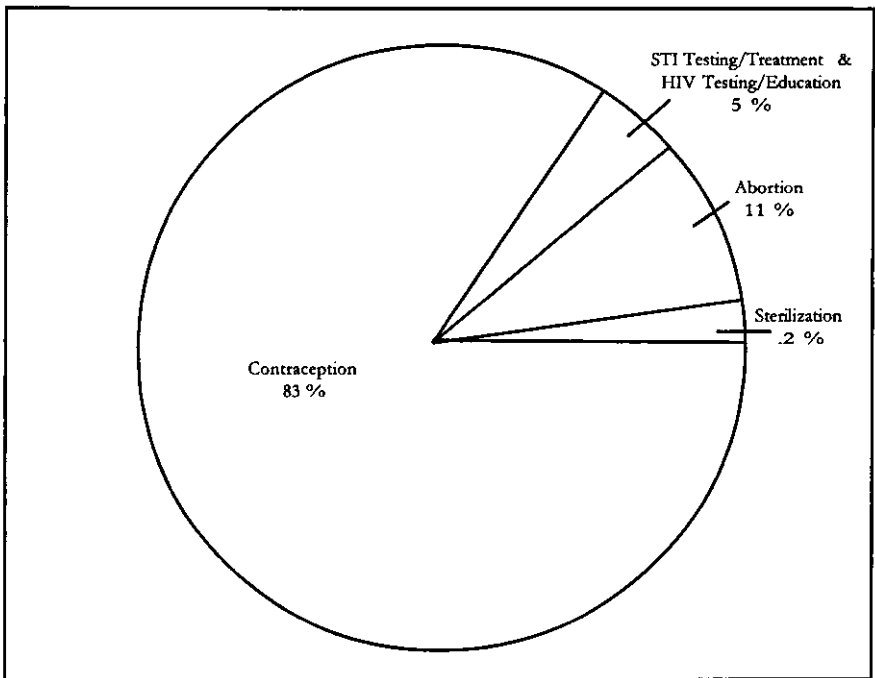
MOST OF OUR CENTERS OFFER CONFIDENTIAL HIV TESTING

●

CLIENT SERVICES

AGES OF PPLA PATIENTS:

17 or less	8.9%	25-29	22.8%
18-19	13.4%	30-34	12.3%
20-24	31.2%	35 +	11.4%



PPLA

Support Groups

As PPLA has grown, extending its services and programs throughout the County, neighbors have joined together to support the agency in a variety of ways. In recent decades, family planning advocates with shared geographic, professional or creative interests have formed a number of support groups on behalf of PPLA's goals and services.

Membership in each support group is by invitation. Members are required to participate in group programs and are encouraged to join other educational and public affairs activities sponsored by PPLA.

PPLA GUILD

This first support group, formed by women from L.A.'s Westside and the San Fernando Valley, was launched in 1980 with a series of cooking sessions featuring Julia Child. Activities throughout the year center on the annual Food Fare and Sous Chefs' Dinner. In 1999-2000, the 180 member Guild raised over \$393,388 from these events for PPLA's operations.

POMONA FRIENDS OF PPLA

Formed by supporters throughout the Pomona Valley, this group works with the Pomona clinic staff to heighten awareness of PPLA's goals and services, with special activities for college students in the area. The Pomona Friends have sponsored five Food Fare's in the Pomona area. In 1999-2000, the group hosted a tea in honor of a long-time volunteer, increased participation of PPLA supporters in the area, and acted as advocates for PPLA in the Pomona Valley.

SOUTH BAY FRIENDS OF PPLA

This group was established by South Bay residents to provide support for the South Bay center, to educate the community about Planned Parenthood and to promote legislation in favor of family planning. Activities include a high school speakers bureau, educational forums, staffing health fairs and volunteering in the center. In 1999-2000, South Bay Friends held bi-monthly meetings with informative topics, participated in public affairs activities, and donated \$6,000 for the purchase of new equipment at the South Bay Center.

GREATER WHITTIER AREA FRIENDS OF PPLA

Created in the fall of 1995 to provide support for the Whittier Center, in 1999-00 this group wrote editorials to the local paper, attended City Council meetings, held strategy planning meetings in an effort to bring the Promotoras and high school education programs into the Whittier community, staffed Whittier-area health fairs, and volunteered at the Center.

DONOR SUPPORT GROUP:

THE PRESIDENT'S COUNCIL

Formed in 1991, the President's Council is a major donor support group made up of influential local business and community leaders. In partnership with our Board of Directors and staff, these key supporters have become strong and loyal advocates of PPLA's comprehensive family planning services and education. Through bi-annual, members-only receptions featuring nationally prominent speakers, the President's Council plays a key role in PPLA's fundraising efforts.

THE ANN L. NICKOLL LEGACY CIRCLE

The Ann L. Nickoll legacy Circle is composed of visionary leaders who are funding the future. Members of the Ann L. Nickoll Legacy Circle have named PPLA in their estate plans or have made contributions to the endowment fund. All funds are held in perpetuity and the annual interest is used to support PPLA's programs and services.

The Legacy Circle was named in recognition and appreciation of the extraordinary contributions of Ann L. Nickoll whose commitment and generosity were instrumental in establishing PPLA's endowment fund.

Questions and Answers about Planned Parenthood

WHAT IS PLANNED PARENTHOOD LOS ANGELES (PPLA)?

Planned Parenthood Los Angeles (PPLA) is a non-profit, private, tax-exempt corporation with three primary goals: the first is to provide quality, low-cost, comprehensive reproductive health services; second is to provide educational programs which enhance understanding of human sexuality; and third is to work to ensure reproductive rights. PPLA has eleven health centers in L.A. County: Bixby (East Los Angeles), Burbank, Canoga Park, El Monte, Hollywood, Lakewood, Pomona, Santa Monica, South Bay, Van Nuys and Whittier.

PPLA depends on approximately 230 staff members and a vast network of volunteers to provide reproductive health care services, advocacy, and responsible sex education programs for the community, and raise funds to support these efforts. A 44-member, volunteer Board of Directors governs the Agency and determines policy.

Planned Parenthood Los Angeles, one of 129 affiliates of the Planned Parenthood Federation of America, is an autonomous body, but follows the standards set by the national organization.

WHEN DID THE FAMILY PLANNING MOVEMENT BEGIN IN THE U.S.?

In 1912 the modern birth control movement was launched in the United States by Margaret Sanger, a young nurse whose life was changed when she watched one of her poverty-stricken patients in a Brooklyn slum die from a self-induced abortion. Sanger resolved to devote her talents and energy to releasing women from the shackles of unwanted pregnancies through the knowledge and use of contraception.

Sanger began her work during a time of considerable sexual repression. A group of state and federal statutes known as the "Comstock Laws" included birth control information in obscenity statutes and forbade its distribution. In the struggle against these laws, supporters of birth control sought and slowly won legal, medical, and religious sanctions.

In 1916 Sanger opened the first birth control clinic in the United States in Brooklyn.

Sanger's view that women have the right to prevent pregnancy was, as it still is, vociferously denounced by many religious political extremists. She was denied the use of public halls, arrested eight times, and jailed on several occasions. She saw her clinic offices vandalized, supplies confiscated and records destroyed.

Sanger persevered and went on to accomplish many of the goals she had set out for herself and for the movement she had founded. One by one, laws barring access to birth control were struck down. Family planning clinics opened across the country. Slowly, the idea that contraception is a basic right gained wide acceptance from medical, legal, civic, social, and most religious organizations. The new support and demand for birth control encouraged the development of better methods. Diaphragms and condoms were improved; the IUD and the oral contraceptive pill for women were eventually developed. Simpler, safer methods of sterilization for both women and men were pursued.

With its roots established and nourished by Sanger's compassion, vision and determination, the birth control movement achieved international strength. Seventy-five years after the death of a woman in a Brooklyn slum, many governments around the world acknowledge the importance of family planning and support family planning programs.

HOW DID PLANNED PARENTHOOD LOS ANGELES (PPLA) BEGIN?

The first birth control clinic in Los Angeles, the Los Angeles Mother's Clinic, was opened in 1925 by Dr. Henry Brainerd who envisioned a clinic which would promote and provide birth control materials to women with large families. In 1927 it came under the direction of the County Health Office.

In 1939, when the Mothers' Clinic was deleted from the county health budget, volunteers organized Planned Parenthood as a non-profit agency to carry on the family planning programs which otherwise would have disappeared. Planned Parenthood clinics were in the homes of volunteers until 1960, when the County again assumed partial responsibility for family planning programs.

In 1965, oral contraceptives were new, and the first IUD had just been released for general use. Abortion was illegal in California, as in the majority of states, and a minor could not receive contraceptive services without parental consent. The tools and resources needed to provide family planning services were limited, and the need for them in Los Angeles was enormous.

The organization known today as PPLA was founded in April 1965 in an effort to meet this need and to serve as a catalyst to attract new volunteers and financial support. It was estimated that in the greater Los Angeles area there were 200,000 families of child-bearing years with annual incomes under \$4,000. Only 8,000 were receiving family planning services.

PPLA's first clinic site, acquired in January 1966, consisted of four tiny apartments on North Chicago Street, near County Hospital. PPLA faced the puzzle of serving a very large geographical area from a single location. While patients from all over the county could, and did, make the trip to Chicago Street, many others could not. Peggy Still, the first Executive Director of PPLA, acquired a "Gypsy Wagon," which carried staff and supplies to "clinics" all over the county, some based in church basements, others in space borrowed from the County Health Department. The demand for family planning services was so great that sessions at the Chicago Street clinic often went on until midnight.

While PPLA was struggling to find its footing, other groups began to exert significant and positive impact on our future; such as, the California Committee for Therapeutic Abortion, and the Clergy Counseling Service.

The California Committee for Therapeutic Abortion, headed by Dr. Keith Russell, was founded in 1966 specifically for the purpose of promoting more liberal abortion laws. In 1967, a bill opening the door slightly to a woman's right to choose abortion was introduced by State Senator Anthony Bielensohn. It was eventually signed into law by Governor Ronald Reagan.

Under the new law, a "therapeutic abortion" could be performed in a licensed hospital after approval by a committee of physicians, IF pregnancy had resulted from rape or incest, IF the patient was an unmarried girl under the age of 15, or IF continuation of the pregnancy would impair the physical or mental health of the mother. After the bill passed, Dr. Russell's committee began a campaign to educate the public and the medical community about the legal and medical aspects of the new law, and to persuade hospital administrators to respond to the demand for therapeutic abortions.

In 1968, Elizabeth Canfield brought together an ecumenical group of clergy who formed another pro-choice group, the Clergy Counseling Service for Problem Pregnancies (CCS). Its mission was to educate and counsel pregnant women.

Canfield had been working in the housing developments of Pacoima and East Los Angeles, dispensing contraceptive foam without charge to poor families. Her employer, a philanthropist from St. Louis named Joseph Sunnen, encouraged Canfield to organize a clergy counseling service which would provide referrals to competent abortionists in Mexico or Japan. Sunnen and Canfield hoped to eliminate the botched and illegal abortions that resulted in almost one-third of the maternity-related deaths in California each year.

Canfield's collaborator on the project was a minister named Hugh J. Anwyl. Together she and Anwyl recruited and trained clergy counselors. During the first eleven days after it opened in May 1968, CCS received 1,000 telephone calls and provided 100 counseling sessions.

On September 8, 1969, the California Supreme Court invalidated the old law which forbade elective abortion, on the grounds that it unconstitutionally infringed on a woman's right to privacy. In that "dictum" the Court added its view that some provisions of the new "Therapeutic Abortion Act" (passed only one year earlier) were also unconstitutional. Four years later, in *Roe vs Wade*, the U.S. Supreme Court adopted much of the reasoning first articulated in the California decision.

In 1970, PPLA, like many other Planned Parenthood affiliates, had not taken an active role on the abortion issue. The agency had acquired a new headquarters and was expanding its services. Moreover, in 1969, PPLA had received its first unconditional affiliation from the Planned Parenthood Federation of America: recognition that the local organization had developed into an effective provider of family planning services.

When Reverend Anwyl and then Executive Director of PPLA, Norman Fleishman, conceived the idea of a merger between PPLA and CCS, the Board was receptive, and by 1971 the merger was underway. Within two years, PPLA's Board added abortion to the list of medical services offered to its patients.

In 1974, Reverend Anwyl became the Executive Director of PPLA, a position he occupied until January 1988. Joan Griggs Babbott, M.D. served as Executive Director from February 1988 until her retirement in June 1993. She was succeeded by Suellen B. Craig, who left to join the Planned Parenthood Federation in 1997. Currently, the President/CEO is Nancy L. Sasaki.

Today, a strong partnership between staff and volunteers enables PPLA to thrive in Los Angeles County, delivering quality, low-cost reproductive health care services to Los Angeles County's expanding population. Community health education and outreach programs are expanding. PPLA, its staff and its volunteers, continue to champion reproductive freedom for all people.

WHAT IS THE PLANNED PARENTHOOD FEDERATION OF AMERICA (PPFA)?

PPFA, the nation's oldest and largest volunteer reproductive health organization, is a federation of 129 not-for-profit corporations. We have 875 health care centers located in 250 communities in 47 states (except Hawaii, North Dakota, and Mississippi) and the District of Columbia. In 1999, almost 4.9 million Americans were served by Planned Parenthood health centers, educational outreach, and training programs. PPFA is headquartered in New York City, with three regional offices throughout the U.S.

PPFA traces its beginnings to a group of Birth Control Leagues, which existed in a number of cities at the start of this century. In 1917, the Leagues were unified as the National Birth Control League (later renamed the American Birth Control League), with Margaret Sanger as President. In 1923, following successful court action, the League established the first permanent birth control clinic in two rooms in New York City. This location also served as national headquarters. In the succeeding years, birth control became more accepted by the general public and was endorsed by medical, educational and health organizations, as well as by all major Protestant and Jewish groups.

In 1942, the national organization was renamed Planned Parenthood Federation of America (PPFA).

WHAT IS THE PLANNED PARENTHOOD AFFILIATES OF CALIFORNIA (PPAC)?

Planned Parenthood Affiliates of California (PPAC) was formed in 1973 as a council to provide strength in areas of joint interest.

PPAC aims for a unified, active approach to state government and state agencies. At its Sacramento office, the PPAC staff tracks legislation, coordinates public affairs campaigns, and works to keep legislators informed of the facts regarding family planning issues.

WHAT IS THE INTERNATIONAL PLANNED PARENTHOOD FEDERATION (IPPF)?

During the 1950's, PPFA became increasingly concerned with the overall aspects of the population problem, and in 1952, participated in the founding of the International Planned Parenthood Federation.

IPPF provides world leadership in the family planning movement. Comprised of private and governmental family planning programs all over the world, this organization stimulates formation of and support for national family planning associations. IPPF works closely with the United Nations to provide financial and technical assistance to developing countries. PPFA is the largest supporter of IPPF.

Historical Highlights of Family Planning in the U.S.

- 1916: Margaret Sanger opens the first birth control clinic in the United States in Brooklyn.
- 1942: The American Birth Control League renamed Planned Parenthood Federation of America.
- 1960: FDA approves oral contraceptives.
- 1965: *Griswold v. Connecticut*. The Supreme Court rules that laws restricting married people from using contraceptives are an unconstitutional invasion of privacy.
- 1965: Planned Parenthood Los Angeles formed.
- 1967: Therapeutic Abortion Law passes and is signed by Governor Ronald Reagan.
- 1969: The California law forbidding abortion is struck down by the California Supreme Court.
- 1973: *Roe v. Wade*. The Supreme Court rules that the right to have an abortion is also included in the "right of privacy" and state laws outlawing abortion are unconstitutional.
- 1975: California passes an amendment to its constitution, giving minors the right to obtain hospital, medical, and surgical care related to prevention and/or treatment of pregnancy.
- 1976: Congress passes the Hyde Amendment. This amendment prohibits the use of federal funds for any abortion services, except where the life of the mother is threatened. Unfortunately, this restriction is regarded as the first victory for anti-choice lobbying organizations and is still enforced today with an additional exception for cases of victims of rape and incest.
- 1989: *Webster v. Reproductive Health Services*. The Supreme Court weakens the *Roe* decision by allowing state regulation of abortion.

- 1990: Newly elected Governor Pete Wilson reinstates California State funding for the Office of Family Planning (OFP), allowing California citizens access to reproductive and birth control services on a sliding fee scale.
- 1992: Planned Parenthood of Southeastern Pennsylvania v. Casey. The Supreme Court upholds the constitutional right to abortion but opens the door for more legislative restrictions by narrowing its definition of what is "unduly burdensome."
- 1993: President Clinton revokes the "gag rule" on abortion counseling in federally funded family planning clinics, the "Mexico City Policy" restricting funds for international family planning, the ban on fetal tissue research, and the ban on privately funded abortions at military hospitals.

TODAY: Since the Casey decision, religious political extremists have increased their attacks on women's access to abortion. They have attempted to pass legislation that places restrictions on a woman's access to abortion. Many states have passed laws that mandate a 24-hour waiting period and require teens to gain permission from their parents before obtaining an abortion. On the federal level, there have been several attempts to require parental permission/ notification before teens may obtain contraception. Federal legislators have also restricted access for military personnel when serving overseas, attempted to implement a global gag rule for international family planning and prohibited the District of Columbia from using their own tax dollars to provide abortion services to their residents. To date, we have been successful in defeating such restrictions in California, although we may face various ballot initiatives that will attempt to restrict abortion rights in California.

Religious political extremists have also attempted to dictate which abortion procedures are legal. Between 1996 and 2000, the so-called "partial-birth" abortion bill was passed by both the U.S. House of Representatives and U.S. Senate. President Clinton vetoed this legislation. His veto was sustained by the Senate despite a vote to override in the House. This legislation attempted to outlaw a procedure that was created to be the least medically invasive and enable the woman to conceive again sooner. Legislators are playing politics with women's health. Doctors, not politicians, should be making medical decisions, and these personal decisions need to be made by women with their families, clergy and doctors.

Planned Parenthood Federation of America Policy Statements

REPRODUCTIVE FREEDOM

It is the policy of Planned Parenthood Federation of America to assure that all individuals have the freedom to make reproductive decisions. In order to enable the individual to make and implement a responsible decision, there should be access to information and services related to sexuality, reproduction, methods of contraception, fertility control, and parenthood. Furthermore, Planned Parenthood asserts that both parenthood and non-parenthood are valid, personal decisions. (Adopted 1984)

Reproductive freedom — the fundamental right of every individual to decide freely and responsibly when and whether to have a child — is a reaffirmation of the principle of individual liberty cherished by most people worldwide. It helps ensure that children will be wanted and loved, that families will be strong and secure, and that choice, rather than chance will guide the future of humanity.

Reasonable people everywhere agree that no woman should be forced to bear children; no family should be threatened with economic ruin as the result of an unintended pregnancy; and no person should ignore the consequences of unwanted pregnancies.

Reproductive freedom encompasses:

- the right to privacy, especially in human relationships;
- the right to education and information that empower individuals to make informed decisions about sexuality and reproduction; and
- the right to nondiscriminatory access to confidential, comprehensive reproductive health care services.

A supportive public climate is necessary to ensure these rights for all individuals worldwide. Public policies and the manner in which they are implemented should enhance these rights.

Planned Parenthood recognizes its responsibilities to encourage such a supportive public climate. (Adopted 1989)

UNIVERSAL ACCESS TO SERVICES

The deepest roots of the concept of family planning lie at the beginning of human history, when women and men first attempted to prevent unwanted pregnancy and childbearing with amulets, incantations, and a variety of devices and substances.

Today, in the United States, acceptance of family planning is so profound and widespread that it is difficult to comprehend how short a time has passed since those who fought for access to family planning services were publicly ridiculed and even jailed.

In the decades since safe and legal family planning services became available in the United States, maternal and infant health have improved dramatically, the infant death rate has plummeted, and the gap between the number of children desired and the number born has narrowed for couples in every income bracket. There have been similar improvements in the health and welfare of individuals in other nations in which there is widespread access to family planning services.

As a result, most individuals and governments worldwide recognize that family planning services are vital to the elevation of human existence. Such services are the means by which individuals may exercise their fundamental right to make informed and independent decisions about reproduction. Further, without family planning, little can be achieved in health care, education, economic progress, land management, conquering world hunger, or reducing other population pressures. Women, especially, recognize that they cannot take control of their lives without first taking control of their fertility.

All individuals worldwide have the right to nondiscriminatory, confidential access to the full range of voluntary reproductive health care services that are proven safe and effective. These services:

- should include contraception, sterilization, abortion, fertility enhancement, and prevention and treatment of sexually transmitted diseases;
- should be offered through efficient, effective, and innovative programs that preserve individual rights and privacy; and
- should enable individuals to have children when and if they are ready — physically, emotionally, and financially.

Planned Parenthood recognizes its responsibility to provide reproductive and complementary health care services through its network of affiliates nationwide, and to ensure that such services are offered worldwide in other diverse settings, including public health facilities, private medical practitioners' offices, and community-based distribution programs.

Planned Parenthood advocates vigorous research to develop and evaluate the safety and effectiveness of new fertility management technologies. (Adopted 1989)

UNIVERSAL ACCESS TO SEXUALITY EDUCATION

Sexuality is an integral part of life. In its broadest sense, sexuality encompasses the full expression of an individual's maleness or femaleness, has intellectual and emotional as well as biological dimensions, and is conditioned by cultural and religious norms. Sexual intimacy is only one aspect of the full range of sexual expression. Whether for pleasure or procreation, sexual experience can be a positive source of personal enrichment and satisfaction when it is based on informed choices and is consistent with personal values.

In order for individuals to take responsibility for the consequences of their behavior, they must have access to comprehensive sexuality education. Sexuality education should seek to:

- increase understanding of sexuality as a normal, healthy, lifelong aspect of human development;
- enhance awareness that there are differences in sexual expression and that sexuality is a personal matter; and
- help individuals understand their sexuality, communicate their sexual feelings and decisions to others, and accept responsibility for their sexual decisions.

Such education should include sexual identity, sexual development, and relationships across the life cycle, reproductive choices, decision making skills, and the responsibilities of parenthood.

Planned Parenthood recognizes its responsibility to provide sexuality education through its network of affiliates nationwide and to ensure it is offered worldwide in other diverse settings, including the home, schools, public health facilities, religious institutions, and youth-serving organizations. (Adopted 1989)

ABORTION

It is the policy of Planned Parenthood Federation of America to ensure that women have the right to seek and obtain medically safe, legal abortions under dignified conditions and at reasonable cost.

Abortion services must include information on the nature, consequences, and risks of the procedure, and counseling on the alternatives available to the woman, so as to assure an informed and responsible decision concerning the continuation or termination of pregnancy.

Abortion must always be a matter of personal choice. Planned Parenthood recognizes its responsibility to guard equally against coercion or denial of services in connection with a patient's decision about continuing a pregnancy. No one should be denied abortion services solely because of age, economic or social circumstances. Public funds should be made available to subsidize the cost of abortion services for those who choose abortion but cannot afford it.

Planned Parenthood has the responsibility to provide access to high quality, confidential abortion services directly through the affiliates' own medical facilities and/or indirectly through referral to other competent medical facilities in the community, especially in areas of unmet need for abortion services. (Adopted 1984)

ADOLESCENT SERVICES

It is the policy of Planned Parenthood Federation of America to assure that adolescents have access to information about human sexuality and to reproductive health care services. Adolescents should be encouraged, when possible, to involve their parents and/or other responsible and concerned adults in their reproductive decision-making.

Planned Parenthood opposes any limitation or restriction on the access of adolescents to confidential reproductive health services, including contraception and abortion. Planned Parenthood also supports a range of activities designed to reduce adolescent pregnancy and childbearing, such as expanded sexuality education, increased service accessibility, enhanced public awareness, behavioral research, and the development of contraceptive methods especially suited to adolescents. (Adopted 1984)

CENSORSHIP AND FIRST AMENDMENT RIGHTS

It is the policy of Planned Parenthood Federation of America to protect the right of each individual to have access to the facts about reproductive health and human sexuality. Planned Parenthood opposes censorship, including efforts to bar information or ban or eliminate materials from educational institutions, libraries, or programs receiving public funds. We will continue to work with other groups to preserve free speech and free press, as guaranteed by the First Amendment to the Constitution.

Additionally, Planned Parenthood opposes any efforts to restrict or unduly influence, as a condition of governmental funding, the legal uses to which private organizations may put non-governmental funds. (Adopted 1984)

EARLY PREGNANCY DETECTION

It is the policy of Planned Parenthood Federation of America to encourage early pregnancy detection and to ensure its broad availability to women without regard to age or marital or economic status. Planned Parenthood recognizes:

- the need to assure women sufficient time for reasoned deliberation of their fertility options;
- the importance of the relationship of early prenatal care to improved maternal and neonatal outcomes for women who elect to carry their pregnancies to term; and
- the minimal health risks associated with early abortion procedures for women who elect termination.

Planned Parenthood assumes the responsibility to assure access to high quality, confidential, free or low-cost pregnancy diagnosis, including pregnancy testing, and to make known the availability of such services. (Adopted 1987)

INTERNATIONAL FAMILY PLANNING

The Planned Parenthood Federation of America affirms the fundamental right of each individual to manage his or her own fertility free from coercion. It is Planned Parenthood's policy:

- to support international programs which are designed to increase access to safe and effective means of voluntary fertility regulation;
- to advocate and assist in the expansion of voluntary family planning services throughout the world;
- to encourage public and governmental attitudes and policies favorable to the continuation and expansion of United States support for international voluntary family planning programs;
- to provide leadership in encouraging other countries to address population issues and to develop their own effective voluntary family planning programs; and
- to assist community groups, agencies, and institutions in developing countries to undertake innovative, effective, and self-supporting voluntary family planning programs. (Adopted 1984)

PATIENT'S RIGHTS

It is the policy of Planned Parenthood Federation of America to accord all patients the right:

- to obtain fertility related services of high quality, delivered in a manner respecting personal privacy and individual dignity and, whenever possible, offered at a time and in a setting designed for their comfort and convenience, and at a cost commensurate with ability to pay;
- to receive, in understandable terms, balanced information essential for an informed choice among fertility related services;
- to accept or reject fertility-related services after receiving such balanced information;

- to receive accurate answers to questions about their health care and medical treatment;
- to receive an explanation of service fees, if any, before services are provided;
- to receive explanation of the purpose, meaning, and results of tests and procedures performed for them;
- to expect that information from their records will not be released without their prior written consent except in medical emergencies and as otherwise validly provided by law;
- to receive instruction in self-care for the intervals between visits;
- to be advised of the name of a person to whom their comments on services can be directed; and
- to receive, in understandable terms, information concerning the procedures of Planned Parenthood research projects, service alternatives, and possible results (including all known benefits and material risks) of participation, before consenting in writing to such participation; refusal to participate shall be without prejudice to their treatment by Planned Parenthood agencies. (Adopted 1984)

POPULATION

It is the policy of Planned Parenthood Federation of America to advance understanding of the interrelationship between population growth and the quality of human life.

Voluntary family planning programs and sound population policies contribute to the process of socioeconomic development and to family health, particularly in countries where rapid population growth hinders development efforts. Therefore, the Federation is committed to providing education in the communities it serves to enable people to understand the scope of world population growth and its impact on the economic, political, social, and physical environment we all must share. (Adopted 1984)

SEXUALITY EDUCATION

It is the policy of Planned Parenthood Federation of America to provide sexuality education as an essential element of its services. Planned Parenthood's professional training, patient education, and community education programs seek to increase understanding of sexuality as an integral aspect of human development and to develop the ability to communicate feelings and decisions to others.

By example and instruction, children receive their primary sexuality education in the home. Like adults, they are also influenced by peer groups, cultural heritage, religion, education, mass media, and exposure to varied life-styles and changing technologies. Therefore, Planned Parenthood's sexuality education programs for people of all ages must emphasize the importance of making informed choices that are consistent with one's personal values. (Adopted 1984)

VOLUNTARY STERILIZATION

It is the policy of Planned Parenthood Federation of America to support voluntary sterilization as a medically accepted means of permanent contraception. Voluntary sterilization should be available to any mature individual who is fully informed and counseled regarding the nature, consequences, risks, and benefits of the procedure, and the available temporary methods of contraception, and who is capable of deciding upon a course of action which should be considered irreversible.

Planned Parenthood recognizes its responsibility to guard equally against coercion or denial of services in connection with a patient's decision to seek sterilization. Planned Parenthood believes that all providers of sterilization services must exercise special diligence in assuring that the sterilization of socially disadvantaged, economically disadvantaged, or mentally handicapped individuals is, in fact, voluntary.

Public funds should be made available to subsidize the cost of voluntary sterilization services for those who choose the procedure but cannot afford it. (Adopted 1984)

WOMEN'S RIGHTS

It is the policy of Planned Parenthood Federation of America to advocate reproductive freedom as essential to women's rights. Planned Parenthood recognizes the interrelationship between reproductive freedom and social, economic, and political rights for women and will cooperate with other organizations and agencies to achieve such rights. (Adopted 1984)

Planned Parenthood Federation of America, the nation's oldest and largest voluntary reproductive health organization, is dedicated to the principle that every individual has a fundamental right to choose when or whether to have children.

Planned Parenthood is a federation of 129 not-for-profit corporations in 47 states whose 875 plus health care centers, 400,000 donors, and more than 17,000 volunteers and staff members worldwide meet the reproductive health care needs of 3.3 million Americans each year, with an additional 1.6 million reached by education programs. Through its international program, Family Planning International Assistance, Planned Parenthood serves an additional four million individuals in the developing world.

(Planned Parenthood Federation of America's Mission and Policy Statements are reprinted here with the permission of Planned Parenthood Federation of America, Inc.)

Volunteer Policies and Practices

In adopting the following set of Volunteer Policies and Practices in 1987, the Board of Directors of Planned Parenthood Los Angeles recognizes that volunteers, as important members of the staff, provide essential services to the agency and to the community. The following policies are designed to assure the dignity and individual rights of all volunteers; to support the established program goals of the agency and to foster community understanding of the agency.

VOLUNTEER PERSONNEL POLICIES

A volunteer is anyone who donates time without monetary compensation for services. The acceptance of such services shall be subject to the approval of the Director of Community Services, except services performed by elected members of the Board of Directors exercising Board functions and responsibilities.

Volunteers have a right to expect:

1. Initial orientation to the agency and ongoing training by the staff.
2. Responsibilities suited to the volunteer's interests and abilities.
3. A clear and concise job description.
4. Availability of staff to answer any questions or address concerns.
5. Supervision by Coordinator of Volunteers or other staff personnel.
6. Evaluations on a regular basis or as determined by your supervisor or project coordinator.
7. Recognition and ongoing professional respect.

PPLA has a right to expect of its volunteers:

1. A minimum six-month commitment to PPLA.
2. A thorough familiarity with PPLA's mission, policies, and procedures.
3. Completion of required training.
4. Compliance with the health exam requirement, if appropriate.
5. Punctuality and reliability.
6. A continuously maintained record of hours of service.
7. No communication with the media.
8. Honest feedback to your supervisors or the Coordinator of Volunteers.
9. The exercise of caution and common sense when acting on the agency's behalf.
10. Confidentiality in regard to all client or donor information.

VOLUNTEER PERSONNEL PRACTICES

Records

Volunteer Applications shall be maintained by the Community Services Department. Other records shall be maintained by the department to which the volunteer has been assigned.

Recruitment, Review and Selection

After determining the needs of the clinics and departments, volunteers shall be recruited and screened. Prospective volunteers will then be interviewed by the Center Manager or department supervisor, during which time placement will be determined, based on knowledge of the individual's qualifications and interests, as well as the needs of the departments.

Training

All volunteers shall be required to attend the Volunteer Orientation and complete any training as required by the assigned department.

Evaluation

An evaluation of each volunteer shall be made by the immediate supervisor at least annually or as determined by each department. The review will be recorded, signed and filed with the volunteer's records.

Hours of Service and Absences

Each volunteer may be required to make a six month commitment to the agency before beginning training. At the conclusion of the training, the volunteer will be expected to make a commitment to a regular time schedule and to notify the supervisor in advance if this commitment cannot be kept.

Press Protocol

Volunteers should not speak to the media regarding Planned Parenthood, unless specifically authorized by the agency to do so. If a volunteer is approached by a member of the media and asked to be interviewed, to give a statement, or just to answer a question about Planned Parenthood, the volunteer is asked to refer the press person to the Communications and Marketing Department.

Termination of Service

Any resignation/ termination of a volunteer will be handled in consultation with the Coordinator of Volunteers, or a direct supervisor of the volunteer. Every attempt will be made to place the volunteer in another position if requested. All volunteers will give two weeks notice of resignation. When possible, volunteers will be entitled to an exit interview with the supervisor or the Coordinator of Volunteers to provide an opportunity for honest feedback.

Incompatible Activity

No volunteer shall engage in any employment, activity, or enterprise which is inconsistent with their duties as a volunteer of Planned Parenthood Los Angeles, its mission, goals or policies.

Health Exam

All volunteers having patient contact shall have a health exam and any necessary testing annually. The health exam can be performed by PPLA medical staff and is free of charge.

Personnel Problems

Personnel problems will be resolved in consultation with the volunteer and the appropriate supervisors, with the Coordinator of Volunteers acting as a liaison.

General Safety

All injuries are to be reported immediately to a supervisor. All hazards and unsafe conditions are to be reported immediately to a supervisor upon discovery. In the event of an emergency, the primary concern is for the safety of the patients, staff and volunteers.

Sexual Harassment

It has long been the policy of PPLA to prohibit sexual harassment which is illegal under state and federal law. It is a form of misconduct which undermines the integrity of the employment relationship. No employee or volunteer, either male or female, should be subjected to unsolicited and unwelcome sexual overtures or conduct, either verbal or physical.

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Code of Ethics for Volunteers

As a volunteer I realize that I am subject to a code of ethics similar to that which binds the professionals in the field in which I work. Like them, I assume certain responsibilities and expect to account for what I do:

1. I will keep confidential matters confidential.
2. I interpret "volunteer" to mean that I have agreed to work without compensation in money, but having been accepted as a worker, I expect to do my work according to the same professional standards as the paid staff.
3. I promise to approach my work with an open mind. I am willing to be trained for my work. I intend to bring to my work genuine interest and complete attention.
4. I realize that I may have assets that my co-workers may not have. I will use these assets to enrich the project/ task we are performing together.
5. I realize that I may lack assets that my co-workers have. I will not let this make me feel inadequate, but will endeavor to assist in developing good teamwork.
6. I will seek out the most effective way to perform the activity for which I have volunteered. I will offer as much as I am confident I can give, but no more than that.
7. I believe that my attitude toward volunteer work should be professional. I believe that I have an obligation to my work, to those who direct it, to my colleagues, to those who are served by my work, and to the public.

To Know & Remember . . .

TIME SHEETS

All volunteers are to keep track of the hours they work. Ask the Coordinator of Volunteers or your supervisor where to log in and out. An accurate record of hours for each volunteer will be kept by the Coordinator of Volunteers.

DRESS CODE

Dress should be clean, appropriate, and in good taste. No shorts, sweatpants, torn jeans, halter tops, beach thongs, or bare feet.

INFORMATION, NOT OPINIONS

We cannot impose our personal opinions and judgements on our clients. It is our policy always to respond to client requests for information. We offer all options to help individuals make an informed choice, never ours. We must remain objective and unbiased.

TEAMWORK

If you have a slowdown in your duties and can see a way to assist a co-worker who is frantic, please do so. The spirit of cooperation always makes our work flow more smoothly.

NO SHOW

Please notify us 48 hours in advance if you will be unable to come in when scheduled.

CHANGE OF STATUS

Please advise the Coordinator of Volunteers or your supervisor as soon as you know you want to make a change in your volunteer status.

SMOKING POLICY

We are dedicated to providing a healthy, comfortable, and productive work environment for all staff, volunteers, and clients. Therefore, smoking is prohibited in all PPLA facilities. Individuals who wish to smoke must do so outside of the building.

TAX DEDUCTIONS Some expenses you incur in giving services to a charitable organization may be deducted, according to IRS rulings. These include uniforms and car expenses. Read the IRS publication #526 ("Charitable Contributions"), or call the toll-free IRS tax information line at 800-829-1040.

COORDINATOR OF VOLUNTEERS Bonnie Bricklin may be reached at the Westside Office at 310-395-0098, ext 3511 or by e-mail at Bonnie.Bricklin@PP-LA.org.

FOR HEALTH CENTER VOLUNTEERS ONLY:

NAME TAGS Please wear your name tag to let patients and other staff know who you are. Your name tag is an immediate assurance to patients that you are a professional and have a reason to be asking personal questions. If you don't have a name tag, be sure to ask the Coordinator of Volunteers or your supervisor to get you one.

HEALTH EXAMS All volunteers who come in contact with patients are required to have a general physical exam annually.

DRESS CODE Health center volunteers may be asked to wear a smock.

Sample Forms for New Volunteers

The forms on the next few pages are reduced copies of the forms you may be asked to read and sign before you are placed as a volunteer with PPLA. In order to reduce paper use, you will not receive a copy of the form you actually sign. Instead, if you have any questions about the agreement you have entered into with PPLA, you can refer to these pages. If you like, you may request copies of the signed forms.

Volunteer Agreement

(Sample form)

Welcome to Planned Parenthood! As a volunteer, you will be an integral part of our staff. The quality of service we are able to give patients is directly affected by the quality of your service as a volunteer. Our future relationship is important to all of us. Basic to a mutually beneficial relationship is a clear understanding of what you expect from your volunteer experience and what Planned Parenthood expects of you as a volunteer.

You have the right to expect from Planned Parenthood:

1. Initial orientation to the agency and ongoing training by staff.
2. Responsibilities suited to your interests and abilities.
3. A clear and concise job description.
4. Availability of staff to answer any questions or address concerns.
5. Evaluations on a regular basis, or as determined by your supervisor or project coordinator.
6. Recognition and on-going professional respect.

Planned Parenthood expects from you, the Volunteer:

1. A minimum, six month commitment to the agency.
2. A thorough familiarity with PPLA's mission, policies and procedures, both written and verbal, as set forth in the Volunteer Handbook.
3. The completion of required training, including attendance at a Volunteer Orientation, in-service training, and other training appropriate to the task.

4. Compliance with the health exam requirement if you will have patient contact.
5. Punctuality and reliability. Notify your supervisor at the earliest possible moment if you will be unable to make your assigned shift. Give appropriate notice to the Coordinator of Volunteers prior to termination of any position, so that a replacement may be found.
6. A continuously maintained record of your hours of service.
7. Immediate contact of a staff member or your supervisor any time you have a question on what to do in any given situation in your line of duty.
8. No communication with the media. See Press Protocol (Volunteer Policies).
9. Honest feedback to your supervisor or the Coordinator of Volunteers regarding your satisfaction or dissatisfaction with your volunteer duties.
10. The exercise of caution and common sense when acting on the agency's behalf in any situation.
11. Confidentiality in regard to all client information. No discussion of clients is tolerated, except with Planned Parenthood staff and volunteers in the work environment, relating to the services provided to the client.

I UNDERSTAND AND AGREE TO ALL THE ABOVE.

Signature of Volunteer

Date

Signature of Supervisor or Project Coordinator

Date

Confidentiality Policy (Sample form)

All information obtained from or concerning patients, clients and donors is privileged communication. Neither employees (nor volunteers) shall divulge any information concerning a patient, client or donor to outside sources without written permission of the patient, client or donor.

The confidential relationship between the agency and each of its patients, clients, and/or donors is a fundamental and basic principle which has long been practiced. For this reason it is essential that every member of our staff, paid or volunteer, to respect and maintain the confidential aspect of our business.

CONFIDENTIALITY MEANS:

- At no time is the name of a patient, client or donor used unless it is necessary for the service being delivered to that person.
- Under no circumstances is information or acknowledgement of visits or services given out to anyone.
- Respecting patient privacy.
- Asking questions to the management staff when in doubt.

I understand the policy on confidentiality of PPPLA and agree to respect the confidentiality of all patients, clients, and/or donors. I further understand that any breach of this agreement constitutes grounds for immediate dismissal.

Signature of Employee/Volunteer

Date

Signature of Witness

Date

Acknowledgement Form for New Volunteers (Sample form)

Please initial each statement on this form, sign and date, and return to the Coordinator of Volunteers within two weeks of your orientation for inclusion in your personnel file.

- _____ I have received and read the Volunteer Handbook.
- _____ I have read and understand PPLA's Mission Statement, and I agree to it and will support it.
- _____ I have received and read the Volunteer Agreement dated _____, and I agree to abide by it.
- _____ I agree to abide by Planned Parenthood's Confidentiality Policy, as included in the Volunteer Handbook.
- _____ I have advised my supervisor about any medical condition which may have an impact on me in relation to my work at PPLA.
- _____ I have received and read a copy of my job description.

FOR HEALTH CENTER VOLUNTEERS ONLY:

- _____ I agree to comply with Health Exam Requirements and read relevant policies regarding clinic procedures.
- _____ I am a clinician. I have read the clinician orientation manual. I agree to abide by the Planned Parenthood Medical Protocols. I agree to provide a copy of my current medical license.

Signature of Volunteer

Date

Directions to Westside Administrative Office

1316 3rd Street Promenade, Suite B-5

Santa Monica, CA 90401

310-395-0098

FAX 310-393-9529

The Westside Administrative Office is located on the 3rd Street Promenade between Arizona Avenue and Santa Monica Boulevard. Parking is available off of 2nd street in Structure #4. The first 2 hours are free, and \$.75 a half-hour thereafter, with a maximum of \$7.00. Cross alley from parking structure to enter rear of building. Planned Parenthood Office is located on the lower level, at the end of the corridor.

Directions to Central Administrative Office

1920 Marengo Street

Los Angeles, CA 90033

323-223-4462

FAX 323-225-5844

TDD 323-221-2532

From the Westside

Santa Monica Freeway (10 East) past downtown. Follow signs to San Bernardino (10), stay in right lane. Exit at Cesar Chavez. Turn left on Cesar Chavez. Immediate right on State Street. Turn right at second light which is Marengo, right at next corner, Kingston Street, and right into PPLA parking lot.

Return to Westside

Turn right out of parking lot. Right on Marengo. Left on Soto Street, crossing over Freeway. Turn right at first ramp, following signs to Santa Monica (10 West).

VISIT US AT OUR WEBSITE:

<http://www.plannedparenthood-la.org>

PPLA Senior Staff Management

PRESIDENT/CEO

Nancy L. Sasaki

VICE PRESIDENTS

Client Services

Pat Fajardo

Community Services

Eldyne Gray

Development

Wendy Sutherland

Finance & Administration

Steven Emmert

Human Resources

Francheska Hannon

Public Affairs

Martha Swiller

Communications & Marketing

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