



Standards Clarification

COA Standards on Volunteers, Consultants, Independent Contractors, and Interns

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Discussion: This Standards Clarification is intended to serve as a guide to the applicability of COA Standards to Consultants, Independent Contractors, Volunteers, and Interns. This chart is a general tool that does not address all situations. Please contact your Accreditation Coordinator if you have any questions regarding the applicability of specific standards to your organization.

	Description	Which Standards Apply?
Consultants	A person who provides specialized or technical advice or services to an organization for specific purposes on a contractual or fee basis. A consultant may also provide such services as a volunteer on a pro bono basis.	HR 1 PA-HR 1 HR 3 PA-HR 3 See also ETH 2.03 and PQI 2.02, or PA-ETH 2.03 and PA-PQI 2.02
Independent Contractors	A person who is paid to perform work under contract. Independent contractors generally work on their own with minimal day-to-day supervision.	HR 1 PA-HR 1 HR 3 PA-HR 3 HR 5.01/ 5.05 PA-HR 5.01/ 5.05 HR 6.01/ 6.04 PA-HR 6.01/ 6.04 RPM 7 PA-RPM 7 PQI 2.02 PA-PQI 2.02 TS / PA-TS Introduction
Volunteers who Provide Direct Services	<p>Direct service volunteers provide direct services to service recipients to the same extent, and in the same capacity as paid employees.</p> <p>Volunteers who staff information and crisis hotlines are considered to be direct service volunteers.</p> <p>Note: Parents or guardians who volunteer in programs where parental involvement is strongly encouraged or expected are not considered direct service volunteers and are not subject to background checks. Examples include Early Child Care and Development (ECCD) programs, and Social Development and Enrichment (SDE) programs.</p>	<p>All HR or PA-HR Core Concepts apply.</p> <p>Personnel standards in the service sections may apply. For example, a volunteer providing counseling in a mental health program must be qualified per the personnel standards in MH.</p> <p>HR and PA-HR Standards specific to direct service volunteers: HR 3.05 PA-HR 3.05 HR 5.01/ 5.05 PA-HR 5.01/ 5.05 HR 6.01 PA-HR 6.01 TS 2 PA-TS 2 TS 3.05 PA-TS 3.05</p> <p>See also: PQI 2.02 and RPM 2.01(f), or PA-PQI 2.02 and PA-RPM 2.01(f).</p>



Non-direct Service Volunteers	Regularly Scheduled Volunteers	<p>Volunteers in this category have an ongoing role at the organization</p> <p>Examples may include volunteer food preparation or office workers who come in every week or every other week.</p>	<p>All HR and PA-HR Core Concepts, except HR 3 and HR 6, and PA-HR 3 and PA-HR 6.</p> <p>HR 3.03 and PA-HR 3.03 apply to non-direct service volunteers that work with personnel files, case records, or other sensitive organizational information, or who might be alone with children, the elderly, or other persons determined by the organization to be vulnerable or at risk.</p> <p>TS 2.01 PA-TS 2.01 TS 3.05 PA-TS 3.05</p> <p>See also: PQI 2.02 and RPM 2.01(f), or PA-PQI 2.02 and PA-RPM 2.01(f).</p>
	Occasional / Casual Volunteers	<p>A person who volunteers intermittently or as needed and does not have ongoing responsibilities.</p> <p>An example is a person who volunteers once or twice a year to address fundraising envelopes, or helps at holiday parties or events.</p>	<p>COA will not consider occasional or “casual” volunteers in its evaluation of the organization.</p> <p>TS 2.01 PA-TS 2.01 HR 6.01 / PA-HR 6.01 Interpretation HR 7 / PA-HR 7 Interpretation</p> <p>See also: RPM 2.01(f) / PA-RPM 2.01(f) , or PA-PQI 2.02 and PA-RPM 2.01(f).</p>
Student Interns	<p>Student interns provide services or perform tasks under the direct supervision of a licensed or otherwise accountable professional</p>		<p>HR 1 PA-HR 1 HR 3.03 PA-HR 3.03 HR 7.01 PA-HR 7.01 TS 2.01/ 2.02 / 2.03 PA-TS 2.01/2.02/2.03 TS 3.05 PA-TS 3.05</p>

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