

**ALL CHILDREN'S HEALTH SYSTEM
St. Petersburg, Florida**

VOLUNTEER RESOURCES ADMINISTRATION

I. PURPOSE

To provide overall guidance and direction to staff and volunteers engaged in volunteer activities.

II. POLICY STATEMENT

All Children's Health System (ACHS) will use the services of volunteers, where appropriate. All ACHS and clinic-based volunteers are administered by Volunteer Resources.

III. DEFINITION(S)

None

IV. PROCEDURE

A. Requirements of Volunteers:

1. Be at least 14 years of age and have completed eighth grade (parental permission and personal reference required for all volunteers under age 18).
2. Attend the general ACHS volunteer orientation and complete mandatory annual in-service programs. Additional orientations may be required by the department and will be completed before beginning weekly shifts.
3. Agree to participate in health screenings and provide immunization history in cooperation with Employee Health guidelines.
4. Volunteers 18 years of age or older must consent to a criminal background check. Volunteers between the ages of 14 to 17 are required to provide the following letters of reference:
 - a) From their current school or another volunteer organization on the organizations professional letterhead.
 - b) From a personal reference, not related to the applicant.
5. Volunteers who might be injured while providing volunteer service may be treated in the All Children's Hospital Emergency Center and discharged or transferred to an adult facility (unless under 21 years of age). Volunteers are required to utilize their primary medical insurance for expenses incurred for treatment. ACHS may be responsible for medical expenses not covered by the volunteer's personal insurance.

6. Volunteers participating in the Medical Explorers program will adhere to the Medical Explorers requirements as outlined by the Boy Scouts of America.
7. Commit to 50 hours or six months of volunteer time with no more than three consecutive absences.

B. Placement of Volunteers:

1. Each volunteer will have a face to face interview by a staff representative from Volunteer Resources and placed in a position consistent with their skills and abilities mutually beneficial to ACHS and the volunteer.
2. Volunteers will not be placed in a position unless there are written service guidelines outlining essential functions and volunteer expectations. Volunteers will serve to assist staff and are not to replace positions better served by ACHS employees.
3. All ACHS departments using volunteers must assign a staff representative to assist with training and supervision of volunteers. Volunteer Resources will assist departments with the preparation of service guidelines and department-specific training.
4. Volunteer Resources coordinates service volunteers and does not administrate programs more in line with externships and related academic experience.
5. Volunteers returning from a long-term medical leave of absence are required to provide written clearance from their primary care physician before entering volunteer areas or completing annual in-services.

C. Education and Training of Volunteers:

1. All volunteers will participate in a general ACHS orientation program conducted by Volunteer Resources. The orientation topics will include: Exposure Control, HIV/AIDS, Confidentiality, Risk Management, Quality, Safety, Proper Body Mechanics, ACHS policies and procedures, and Service Excellence. These programs are consistent with Administrative Policy No. 011-0001-9510-000-A.
2. It will be the responsibility of each department to develop a volunteer training plan, competencies, and essential functions and duties.
3. All volunteers will participate in annual in-service programs to remain proficient in ACHS policies and procedures.
4. Volunteer Resources will keep a copy of each volunteer's training in each volunteer's individual file.
5. Volunteers participating in the Medical Explorers program will be offered additional training in accordance with their program.

D. Termination of Volunteers:

Volunteer Resources reserves the right to terminate a volunteer including, but not limited to, the following reasons:

1. Violation of ACHS policies and procedures.
2. Lack of participation in annual in-service programs, health (TB) screenings, and/or failure to meet the volunteer time commitments.
3. Conviction of a felony.

E. Volunteer Benefits:

ACHS will provide volunteers with a complimentary meal before or after their volunteer assignment. They may also have prescriptions filled at the All Children's Hospital's drug store (for a fee). Recognition activities will be scheduled throughout the year to thank volunteers for their service to ACHS.

F. Dress Code:

Volunteers in patient care areas are required to wear the Volunteer uniform polo shirt while completing their shift. For non-patient care areas, volunteers will adhere to the ACHS Dress Code.

G. Identification of Volunteers:

All volunteers are required to wear a volunteer identification badge issued by the ACHS. The identification badge is property of ACHS and must be returned if they resign or are terminated from volunteer status.

H. Technically Skilled or Licensed Volunteers:

Technically skilled or licensed volunteers (non-employees who serve in a volunteer capacity) may not donate their skills that require registration, licensure, or might place ACHS, volunteers, or patients at risk.

I. Employees Serving as Volunteers:

Employees of ACHS may also serve as volunteers on non-work time. Volunteer assignments may not replicate the employee's regular paid position and must be in an area other than the employee's department.

J. Non-Discrimination:

Volunteer Resources complies with the applicable provisions of Title VII of the Federal Civil Rights Act of 1964, the Age Discrimination in Employment Act,

the Rehabilitation Act of 1973, the Americans With Disabilities Act, and the Florida State Human Rights Law.

V. ATTACHMENT(S):

None

Approved by: Gary Carnes, President/CEO	
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Signature	Date
Origination Date: October 6, 1993	Revision/Review Dates: February 13, 1997 March 26, 2000 June 10, 2002 November 11, 2010
Scope: All Children's Health System, Inc:	
<input type="checkbox"/> ACHPOB, Inc. <input checked="" type="checkbox"/> Kids Home Care, Inc <input checked="" type="checkbox"/> All Children's Hospital, Inc. <input checked="" type="checkbox"/> Pediatric Physician Services, Inc. <input checked="" type="checkbox"/> All Children's Hospital Foundation, Inc. <input checked="" type="checkbox"/> SurgiKid of Florida, Inc. <input checked="" type="checkbox"/> All Children's Research Institute, Inc. <input checked="" type="checkbox"/> West Coast Neonatology, Inc.	
Related Documents:	
Administrative Policies: 011-0005-9510-000-A: Identification Badges/Visitors Passes 011-0001-9510-000-A: Mandatory In-Service Programs	
Hospital Policies: 031: Comprehensive Employment Evaluation and Immunization Program 042: Professional Appearance, Image and Grooming: Employee and Affiliated Personnel	
Ownership: Foundation	
Subject Matter Expert's Title/Position (if applicable): EVP, Foundation	
Key Words Not Included within Body of this Policy (if any):	

(Signed original located in the Administrative Operations Department)