

SAMPLE ORGANIZATIONAL VOLUNTEERING POLICY

Health Care Example



Sample Organizational Volunteering Policy: Health Care Example

This is a sample policy geared toward a hospital volunteer program. However, many of the aspects included in the policy are items that are considered best practice to have in any organization volunteering policy. In most areas, you may be able to replace the word “hospital” or “health care” with your organization’s specialty: hospice, senior center, after-school program, etc.

PURPOSE

1. To establish the Director of Volunteer Services as responsible for recruitment, utilization, and supervision of volunteers throughout THE ORGANIZATION (ORGANIZATION).
2. To provide ORGANIZATION customers the benefit of an organized and consistent volunteer program.
3. To recruit, train and retain community members for an effective hospital system volunteer program, thereby creating good public relations between ORGANIZATION and the community it serves.
4. To provide volunteers from all segments of the community a means of meeting the need to provide service to others.
5. To provide community members 14 years of age and older an opportunity to become acquainted with the health care field, and to encourage their interest in health careers as student volunteers, or special case volunteers.

DEFINITIONS

Volunteer: Anyone who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of and on behalf of THE ORGANIZATION. A ‘volunteer’ must be officially accepted and enrolled by THE ORGANIZATION prior to performance of the task. Volunteers must be at least 14 years of age to be officially accepted and enrolled by THE ORGANIZATION Volunteer Services department.

Special Case Volunteers: THE ORGANIZATION also accepts as volunteers, those participating in student intern projects, corporate volunteer programs, and other volunteer referral programs. In each of these cases, however, a special agreement must be in effect with the organization, school, or program from whom the special case volunteers originate and must identify responsibility for management and care of the volunteers.

THE ORGANIZATION does not accept volunteers who must complete community service hours related to a court order.

Sample Organizational Volunteering Policy: Health Care Example

GENERAL INFORMATION

1. Volunteers will be encouraged, but not required, to become members of the ORGANIZATION.
2. New volunteer opportunities shall be proposed to various hospital system departments. All qualified volunteers will have the opportunity to staff the service. The Director of Volunteer Services will work cooperatively with the designated staff person to implement the service. All new programs are the responsibility of the Director of Volunteer Services or his/her designee.
3. Volunteers will not replace paid employees but serve to supplement and enhance existing services to patients, their families, and hospital system programs.
4. Volunteer service will be an important, honored role at ORGANIZATION, including Hospice and the Community Health Center with every effort made to integrate and coordinate volunteer talents and needs with the hospital system's program.
5. Volunteer programs and activities will be monitored and evaluated on an on-going basis by the Director of Volunteer Services or his/her designee in conjunction with other involved staff members.

PROCEDURE

1. Potential volunteers will complete an application and submit to the Director of Volunteer Services or his/her designee. Volunteers 18 years of age and older will complete and submit a Release of Information, which will be reviewed by the County Sheriff's Department for history. Volunteers assisting in secured hospital departments will also complete a criminal background application for the State of Indiana.
2. Reference checks will be completed on all volunteers.
3. Volunteers will be interviewed by the Director of Volunteer Services, his/her designee and/or department manager to assure placement is in accordance with skills of the volunteer.
4. All volunteers will receive a TB test or a chest x-ray and a photo ID badge before volunteerism begins. Departmental training will be done by department staff or trained volunteer.
5. Volunteers are required to attend volunteer orientation session provided by Volunteer Services Department.
6. Hospital system managers wanting volunteer assistance will complete a volunteer service requisition and submit it to Volunteer Services. After the Director of Volunteer Services or his/her designee has selected a volunteer, the requesting department will be notified.
7. A record of individual hours of service by all volunteers will be maintained by the Volunteer Services Department.

Sample Organizational Volunteering Policy: Health Care Example

8. The Director of Volunteer Services will maintain a Blackbaud Raiser's Edge database record and a personnel file on each volunteer, to include:
 - ✓ Application
 - ✓ Background check(s)
 - ✓ Reference checks
 - ✓ Medical clearance (sick leaves)
 - ✓ Orientation record
 - ✓ Attendance at educational in-services
 - ✓ Evaluations

9. Volunteers will be honored each year for the hours they have volunteered in the previous year for ORGANIZATION. Activities to honor the ORGANIZATION volunteers are held during National Volunteer Week.

Indiana Nonprofit Resource Network (INRN) is a regionally-based service delivered on behalf of Indiana United Ways. We provide affordable, accessible, and high quality training and custom consulting services such as board retreats to any Indiana nonprofit organization. For more information, visit <http://www.inrn.org> or our Facebook page at <http://www.facebook.com/NonprofitTraining>, or sign up for our e-mail list at http://www.inrn.org/contact/join_mailing_list.aspx.

You may freely copy and distribute this document, but please give us credit.

Share this document:

