



Vice President and Chief Executive Officer of the Medical Center

MEDICAL CENTER POLICY NO. 0058

A. SUBJECT: Medical Center Volunteers

B. EFFECTIVE DATE: October 1, 2013 (R)

C. POLICY:

All individual and group volunteer activities within the University of Virginia Medical Center shall be approved in advance and coordinated through the Department of Volunteer Services.

As used in this policy, "Volunteer" refers to "any individual who provides assistance or service in the Medical Center without expectation of remuneration or academic credit". A volunteer does not have the benefit of the insurance available to employees (e.g., workers compensation) if injured while volunteering at the Medical Center.

Volunteers participating in activities within the Medical Center shall comply with applicable Medical Center policies and procedures at all times.

Medical Center healthcare practitioners and employees shall supervise Volunteers at all times when Volunteers participate in services and activities within the Medical Center.

D. PROCEDURE:

The following requirements must be met prior to placement of a Volunteer in his/her assigned area of service:

1. Volunteer Application and Service Placement;
2. The Department of Volunteer Services coordinates several different Medical Center volunteer services programs that are designed to match the needs of the Medical Center's patients and services with the interests and skills of volunteers. Information about the various programs may be obtained by calling the Department of Volunteer Services at 924-5251 or *via* their website: <http://www.healthsystem.virginia.edu/volunteer/>. Individuals who are interested in providing volunteer services at the Medical Center must be at least 18 years of age and must complete an application, available through the Department of Volunteer Services Office. All applicants shall be screened and approved by the Department prior to placement. This screening shall include screening checks against the OIG, GSA and U.S. Treasury web sites; these sites provide lists of excluded or debarred individuals or entities ("excluded lists"). ([See Medical Center Policy No. 0215 "Employee, Volunteer, and Vendor Background Checks"](#)). Screening checks shall thereafter be conducted on a monthly basis for the duration of the volunteer's service. Criminal

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background checks shall be conducted by Medical Center Human Resources in accordance with [Medical Center Human Resources Policy No. 202 “Criminal Background Check”](#).

a. Student and junior volunteer opportunities are also available at the Medical Center:

- **Madison House Medical Services Program:** University of Virginia Students may apply for volunteer opportunities through a collaborative effort between Department of Volunteer Services and Madison House (UVA student volunteer center). Placements are available for several different programs. University of Virginia Students must apply through Madison House for all program placements.
- **Junior Volunteer Program:** Individuals between the ages of 14 and 18 who have completed the 8th grade may apply for an eight-week summer junior volunteer program at the Medical Center. Applications are available through the Department of Volunteer Services Office.

3. Orientation to the Medical Center:

a. All approved volunteers shall be required to participate in orientation and training to the Medical Center policies and facilities prior to placement in an assigned service area. Assessment of each volunteer’s orientation and mandatory training requirements shall be made based on the nature of the volunteer’s assigned service placement. Additional orientation to department or area specific policies may be required as determined by the department/area specific manager (or designee) involved in the volunteer’s service placement.

The Department of Volunteer Services, in collaboration with the Human Resources Center for Organizational Development, shall be responsible for establishing orientation requirements related to volunteer activities in the Medical Center for all volunteers.

4. Infectious Disease Requirements:

To ensure a safe environment, all Volunteers shall be required to meet specific infectious disease requirements based on the nature of their volunteer experience. Medical Center Employee Health and Hospital Epidemiology, in collaboration with Department of Volunteer Services, shall be responsible for establishing infectious disease requirements and guidelines for all volunteers with the exception of University of Virginia Student Volunteers. The University of Virginia Student Health and Hospital Epidemiology, in collaboration with the Department of Volunteer Services, shall be responsible for establishing the infectious disease requirements for all University of Virginia Student Volunteers participating through the Madison House Medical Services Program.

5. Volunteer Assignment:

- a. The Department of Volunteer Services shall be responsible for assignment and placement of all approved volunteers who have completed the identified screening, orientation and infectious disease requirements.
- b. Volunteers must obtain a Medical Center Identification Badge through the ID Office (982-4009) and must wear this badge at all times within the Medical Center (see [Medical Center Policy No. 0004 “Medical Center Identification”](#)).

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- c. Medical Center healthcare practitioners and employees from the department/areas in which the volunteer has been assigned, shall be identified to provide supervision to the volunteer within the specific area at all times.

6. Injuries While Providing Volunteer Services:

- a. Any volunteer who is injured while providing volunteer services at the Medical Center shall go directly to the University of Virginia Emergency Department for treatment. If a Medical Center employee witnesses any injury involving a volunteer, the employee shall initiate a Quality Report and notify Volunteer Services promptly at 924-5251.
- b. An injured volunteer who presents at the University of Virginia Emergency Department will be asked to provide insurance information. The Medical Center and the Health Services Foundation will bill the volunteer's insurance company for services rendered during the Emergency Department visit.

SIGNATURE:



R. Edward Howell, CEO, UVA Medical Center

DATE:

9/24/13

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Approved February 1988

Revised August 1990, September 1993, August 2002, June 2005, March 2008, March 2011, September 2013

Reviewed May 1996, May 1999

Approved by Chief Environment of Care Officer

Approved by Medical Center Administration