



Supervisor's Handbook

A Guide for the Hospital Volunteer Program and
Departments with Volunteers



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Why Do People Volunteer?

- Socialize and meet new people
- Desire to become involved in community
- Recently retired
- Gain experience and skills
- Stay active
- Social responsibility

In the following pages you will learn the process volunteers go through to become YOUR Volunteer and learn why they stay!

Your Role as a Volunteer Supervisor... PS - That's YOU!

Summa Volunteer Service's goal is to support you by providing this handbook. We encourage you to use it as a tool as you welcome new volunteers to your team. We are available to answer questions or inspire you with innovative ways to improve the management of volunteers. Thank you for supporting the volunteers as they help you meet the needs of our patients and their families.

Your skill as a supervisor will ensure volunteers have a great experience, add value to the team and stay, year after year! The role of the Volunteer Supervisor requires relating well to others and understanding the needs, motivation and desires of volunteers.

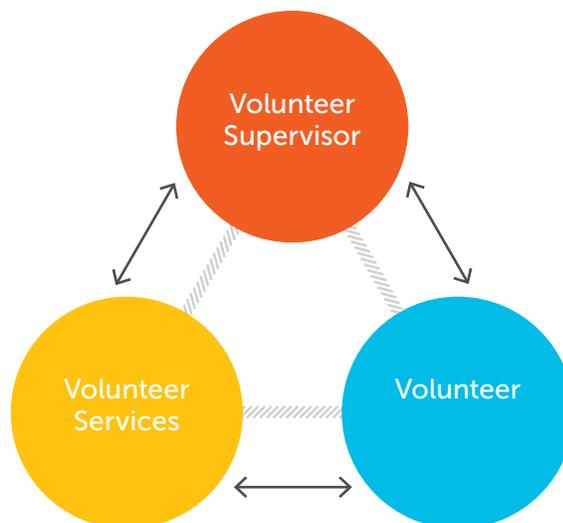
You will be notified by Volunteer Services when your new volunteer has received their badge and is ready to start.

Duties of a Volunteer Supervisor can include, but are not limited to:

- With the assistance of Volunteer Services, developing initial drafts of volunteer service descriptions.

- Orienting new volunteers to their assigned area, and training them per the documents you helped prepare.
- Letting volunteers know where they can store their purse or backpacks, when they can take their breaks, etc.
- Providing training specific to your volunteer positions and conducting on-going training sessions for existing volunteers as needed.
- Being prepared for volunteers to ensure that they have well-planned and organized tasks upon arrival.
- Openly communicating with volunteers about their volunteer performance and goals.
- Contacting them if they are absent.
- Notifying Volunteer Services if a volunteer is no longer coming.
- Counseling volunteers if they have performance or behavior issues and involve Volunteer Services when needed.

Any concerns or requests involving volunteers that persist after you have attempted to handle should be brought to the attention of Volunteer Services.



The Role and Duties of Volunteer Services...

PS - That's US!

- Assist the Volunteer Supervisor in developing, implementing and redeveloping volunteer positions, tasks and training.
- Provide Volunteer Supervisors with quality volunteers upon request.
- Recruit, screen, interview, assign and provide general orientation for each new volunteer.
- Serve as a support system to the Volunteer Supervisors to assist with difficult and unique concerns and circumstances.
- Provide formal recognition and regular communications to the volunteers and supervisors.
- Track the status of volunteers and individual volunteer hours.
- Transfer volunteers from one area to another as the needs of both the department and individual volunteers grow and/or change.
- Act as an advocate for the volunteers and a liaison to staff.
- Take corrective action when necessary.
- Provide copies of schedules and volunteer contact information upon request.

How to Request a Volunteer

Volunteer request forms for new volunteer assignments are available in the appendix section of this handbook. There are two types of forms:

Appendix 1: Short-Term Request Form (for a volunteer on a short-term basis)

Appendix 2: Long-Term Request Form (for a volunteer on a long-term basis)

Each of these forms will initiate a review of the proposed volunteer assignment, and if approved, the development of a volunteer service description. Please note that once the service description is finalized; it does take some

time for volunteer recruitment, selection, placement and orientation to occur before the volunteer arrives in the department.

Volunteer requests (such as new times/days) for current volunteer assignments can be sent via email to: Volunteer Services at volunteer@summahealth.org, or you may call **330.375.3247**.

If you do not need a volunteer in your area, but you would like a clerical project completed then please complete the Clerical Project Request Form located in the appendix section of this handbook and provide a sample of your project (if applicable).

What Volunteer Services Needs From You

Request and Develop a New Volunteer Position

Contact Volunteer Services to discuss with staff the needs you have identified in your area. We will work together to design a new volunteer service description.

It is the Volunteer Supervisor's responsibility to review the service descriptions that pertain to their departments on a regular basis and notify Volunteer Services of any

necessary changes or corrections. It is important to note that a volunteer must not perform any major tasks outside of his or her written service description. Please work with the Volunteer Services staff to add new duties to the service description(s) as a volunteer becomes more experienced and knowledgeable in your area.

What Happens Before Volunteers Arrive in Your Area?

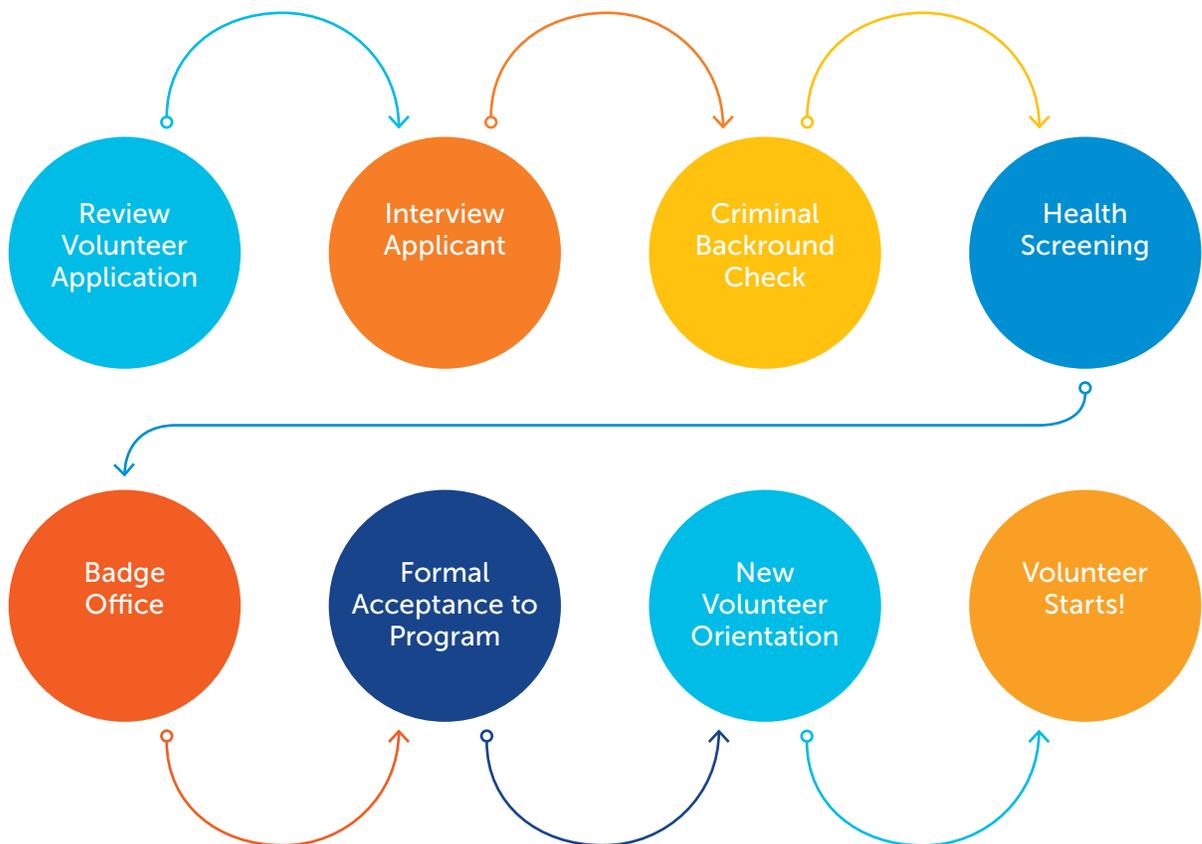
Each volunteer must complete an interview and screening process before being accepted as a volunteer.

It is important to note that not all volunteer applicants who apply for volunteerism are accepted.

Because of the seriousness of our mission and our responsibility to those who rely on us for care, we must base our decision to accept volunteer applicants on many factors. Appropriate communication skills, experience and background, knowledge and interest in the healthcare environment, and customer-orientation are some of the factors that must be kept in mind at all times.

The requirements for admission into the Volunteer Program are as follows:

- Completion of a Volunteer Application
- Completion of an interview given by Volunteer Services
- Criminal background check for adult volunteers
- Tuberculosis and immunization screening
- Formal acceptance into the program
- Orientation given by Volunteer Services
- Departmental training for volunteer assignment



Volunteer Program Information

Volunteer Orientation

During volunteer orientation, volunteers are oriented on the following topics:

- Mission, Values, and Vision
- Safety
- Cultural diversity
- Patient rights
- Ethical and religious directives
- Volunteer Services' policies
- Code of Conduct and Volunteer Corrective Action Process
- Confidentiality (HIPAA)
- Emergency codes, responsibilities and procedures
- Infection control

In order to continue as a volunteer, volunteers must comply with the following:

- Annual Volunteer Education
- Annual flu shot
- Summa Health Policies and Procedures
- Summa Health Standards of Behavior for Service Excellence
- Meeting volunteer performance expectations
- All required continuing volunteer education and competency assessments



Volunteer Shifts

Volunteer shifts vary based on a number of factors such as department needs and volunteer schedules. Most adult volunteer shifts tend to be four (4) hours in length and teen volunteer shifts tend to be three (3) hours in length.

When scheduling teen volunteers, Volunteer Services follows applicable child labor laws.

Volunteer Liability

The Federal Volunteer Protection Act protects volunteers in not-for-profit organizations from certain liabilities as long as:

- They are acting in good faith and within their defined duties.
- There is no willful or criminal misconduct.
- The accident did not occur while driving a vehicle requiring a license.
- Alcohol was not involved.

The User Department's Role in Volunteer Management

Why Do People Stop Volunteering?

- Personal commitments
- Poor communication from staff
- Unorganized program or staff
- They don't have enough to do
- Poor relationships with staff or co-volunteers

You play a huge role in keeping our volunteers happy, productive and most importantly, volunteering!

Key Points on Volunteer Supervision

- Deal with issues when they first arise.
- Provide honest feedback from the beginning.
- Focus on the performance rather than the person.
- As each volunteer learns differently, ensure that the issue is not a training issue.
- Try to find common ground.
- Consult with Volunteer Services if needed.

Retaining Volunteers

It is very important that volunteers are retained in an organization. Strong volunteer retention adds to the quality of the volunteer programs and helps new programs to begin.

Here are some reasons why volunteers leave organizations:

- Not enough tasks to complete.
- Volunteer tasks are not meaningful and/or challenging.
- They do not feel appreciated.
- They do not feel welcome.
- They do not have a connection with the people at the organization.
- They become overwhelmed and stressed with family and/or work obligations limiting their time.

First Impressions are Everything!

A volunteer approaches that first day of volunteerism with excitement and high hopes about the service ahead. Be prepared for your volunteers, inform your staff to be prepared, and welcome volunteers on their first day in your department. It does not set a good first impression to be unprepared for the volunteer on his/her first day. Volunteers have a higher probability of leaving the organization on their first day or first week in the assignment.

Volunteer's First Day Information and Checklist

Prior to your volunteer starting, you will receive a calendar request which will include your new volunteer's name, start date, time and assignment. We also include with the calendar request the New Volunteer - Department Checklist. The New Volunteer - Department Checklist is a great tool you can use to help introduce and familiarize your volunteer to your department.

Departmental Training

Consider appointing a staff member to conduct the training for the volunteer. This staff member will gain the valuable experience and employee development through providing supervision. Another idea is to designate another experienced volunteer as the volunteer trainer. Departmental training also helps the volunteer to get to know and build a relationship with the other team members in the department.

Hands-on Patient Care

Volunteers never perform any "hands on" patient care or services; regardless of any licensure, certification, etc. they may hold. Great care should be taken as to placement so as not to confuse patients, employees, or the general public who might be familiar with that person in another capacity.

Illness, Accident or Injury

Should an accident, illness, or injury occur while your volunteer is serving, they have been instructed to go to the Emergency Department. Please contact Volunteer Services as well.



Employees as Volunteers

Current, former, or retired employees who wish to volunteer at Summa Health in the capacity of a volunteer, must complete the application process as any other prospective volunteer would. As in any other case, Volunteer Services will make final determination over all volunteer assignments.

- Current employees cannot volunteer in the same department in which they work.
- Current employees cannot volunteer in the same capacity as they are employed/carry out similar duties to their employment.
- Persons who formerly worked in a supervisory capacity may not return to the same area as a volunteer as it would be difficult for co-workers to adjust to the volunteer's subordinate status.
- Volunteers (including former employees) are never to complete the duties of paid staff members as their function is to supplement paid staff, never replace.

- Former non-supervisory employees who wish to volunteer in the same department from which they have retired may do so only at the discretion of the department director and Volunteer Services and after a six (6) month period has elapsed. Former employees who wish to volunteer in another area other than their previous department do not have to wait six (6) months.
- Current employees cannot return to volunteer in a department in which they worked if they have transferred to a different department within the hospital.
- Volunteer duties cannot interfere or overlap with paid employed duties.

Volunteer Resignation

It may become necessary for a volunteer to leave his or her assignment. Volunteers are expected to give as much advance notice as possible. If a volunteer leaves your area without notice, please notify Volunteer Services to ensure that all volunteer records are current.



Expectations for All of Us!

So...What Can We Expect?

Volunteers will:

- Be reliable and punctual.
- Follow hospital dress code; wear their badge and volunteer uniform for patient-visible volunteer assignments and dress in business casual attire for other assignments.
- Notify the Volunteer Supervisor of any conflicts of schedules ahead of time.
- Be a team player; make suggestions, and ask the staff when there are questions.
- Abide by all policies and procedures set forth by Summa Health.
- Understand that they can be terminated at any time for not complying with policies and procedures.
- Volunteers understand smoking is not permitted.

And in Return...

Volunteers expect:

- Being welcomed when arriving in the department.
- Someone to familiarize the volunteer with the department including covering important safety information, such as where the emergency exits, fire alarm pull boxes, restrooms, etc. are located.
- Assignments prepared for them or receiving instruction on the tasks they are assigned.
- Understanding clear expectations for volunteer tasks.
- An accessible resource person whom they can report to with questions or concerns.
- An opportunity to hear constructive feedback.
- Being treated as part of the team, being thanked and appreciated for their volunteerism.



Volunteer Request Form—Short Term Assignment

Please submit form to: Volunteer Services volunteer@summahealth.org

330.375.3247

Department: _____ Campus: _____

Requestor: _____ Phone Number: _____

Type of Assignment (i.e., Transport, Clerical): _____

Preferred starting Date: _____ Estimated Duration of Assignment: _____

Number of Volunteers Requested: _____

Check Boxes for Date/Time Requests:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8am-12pm							
12pm-4pm							
4pm-8pm							
Other Time							

Brief Summary of Duties and Responsibilities: _____

Special Qualifications/Skills Desired: _____

Physical Requirements: _____

Name of Employee Supervising Volunteer(s): _____

In what way will this service benefit the organization or patients?: _____

Signature of Department Director or Manager

Date

Department Use Only:

Service Description Completed: _____ Service Description Approved: _____

Service Description Entered in Volgistics: _____ Volunteer Opening Posted: _____

Assignment Filled: _____



Volunteer Request Form—Long Term Assignment

Please submit form to: Volunteer Services volunteer@summahealth.org

330.375.3247

Department: _____ Campus: _____

Requestor: _____ Phone Number: _____

Type of Assignment (i.e., Transport, Clerical): _____

Preferred starting Date: _____ Number of Volunteers Requested: _____

Check Boxes for Date/Time Requests:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8am-12pm							
12pm-4pm							
4pm-8pm							
Other Time							

Brief Summary of Duties and Responsibilities: _____

Special Qualifications/Skills Desired: _____

Physical Requirements: _____

Name of Employee Supervising Volunteer(s): _____

In what way will this service benefit the organization or patients?: _____

Signature of Department Director or Manager

Date

Department Use Only:

Service Description Completed: _____ Service Description Approved: _____

Service Description Entered in Volgistics: _____ Volunteer Opening Posted: _____

Assignment Filled: _____ Estimated Duration of Assignment: _____



Volunteer Request Form—Clerical Project

Please submit form to: Volunteer Services volunteer@summahealth.org

330.375.3247

Instructions for Project Request:

- Please complete entire form and provide a sample of finished product for review
- Please bring all materials needed for the project to Volunteer Services
- Requesting department is responsible for any postage (if applicable)

Today's Date: _____

Requested Completion Date: _____

Contact Person: _____

Phone/Ext: _____

Department: _____

Campus: _____

Instructions for Volunteer Completing Project:

(Check all that apply)

Type of Project

- Collate Material
- Hand Address Envelopes
- Sort-by-Zip Code
- Assemble Packets
- Sort-in-house
- Stuff Envelopes
- Fold Material
- Label Envelopes
- Seal Envelopes
- Stamp Envelopes
- Staple
- Other/Special Instructions (describe):

Instructions When Completed

Return Project to:

• Name: _____

• Phone: _____

• Location: _____

Deliver to Mail Room

Other:

Thank you for submitting your request. Once materials are received, we will work with our volunteers to have this project completed. If for some reason your request is not able to be fulfilled, we will notify you as soon as possible.

Department Use Only:

Volunteers Assigned and Scheduled: _____

Start Date: _____

End Date: _____

Requestor Notified: _____

Number of Pieces: _____



New Volunteer - Department Checklist

Please complete this form within one week of a new volunteer's start date. Return this form to Volunteer Services by interoffice mail, fax, or email: volunteer@summahealth.org

Volunteer Information			
Name:		Start Date:	
Position:		Volunteer Supervisor:	
Policies			
<input type="checkbox"/> Review key policies relatable to department, such as:	<input type="checkbox"/> Service Excellence <input type="checkbox"/> HIPAA Guidelines <input type="checkbox"/> Emergency Protocols	<input type="checkbox"/> Protective Services <input type="checkbox"/> Risk Management and Safety <input type="checkbox"/> Infection Control Standards	
Introductions And Tours			
<input type="checkbox"/> Give introductions to department staff and key personnel during tour.			
<input type="checkbox"/> Tour of facility, including:	<ul style="list-style-type: none"> • Restrooms • Mail area • Copy centers • Bulletin board • Office supplies 	<ul style="list-style-type: none"> • Kitchen • Coffee/vending machines • Cafeteria 	<ul style="list-style-type: none"> • Emergency Exits • Fire Alarm Station • Fire Extinguisher
Position Information			
<input type="checkbox"/> Review service assignment and training plans. <input type="checkbox"/> Review performance expectations and standards. <input type="checkbox"/> Review volunteer schedule and hours.			

Department Supervisor Signature: _____

Date Completed: _____

