

TO CALL WRITER, PHONE 312-645_____

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TO: Members of The American Society of Directors of Volunteer Services

SUBJECT: Second Draft of a Proposed Statement on
Standards for a Department of Volunteer
Services in a Health Care Institution.

The enclosed document is the product of ASDVS Special Committee on Standards. You will note that the format follows that of Accreditation Manual for Hospitals, 1976 of the Joint Commission on Accreditation of Hospitals.

It was the concensus of the committee members that some of the materials in the first draft of the document should be excluded. Peer Review was believed to be unworkable and the Code of Ethics inappropriate in this document.

The committee believed it was necessary to introduce to this document justification of the department of volunteer services and to expand the standard concerning volunteers. It condensed and expanded the materials as it deemed necessary in conforming to the JCAH format.

The Special Committee on Standards has set a deadline of June 1, 1977 for input from the Society members to aid it in preparing the third draft of the prepared standards.

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S E C O N D D R A F T

PROPOSED STATEMENT ON STANDARDS FOR A
DEPARTMENT OF VOLUNTEER SERVICES IN A HEALTH CARE INSTITUTION*

STANDARD I

ALL HEALTH CARE INSTITUTIONS UTILIZING VOLUNTEERS SHOULD HAVE A DEPARTMENT OF VOLUNTEER SERVICES WHOSE PURPOSE MUST BE CONSISTENT WITH AND FURTHER THE GOALS AND OBJECTIVES OF THE INSTITUTION.

INTERPRETATION

Volunteer programs should be professionally developed to serve the patient and aid the institution in providing comprehensive health care.

Humanitarian service should be the most important service that volunteers perform, since this demonstrates their concern for their fellow man in a positive way.

Volunteers should be an important source of community support. Health care institutions utilizing volunteers recognize the need and importance of this support toward gaining a community-wide understanding of their goals and programs.

*This document was developed by members of the American Society of Directors of Volunteer Services attending the 8th Annual Educational Conference in Denver, Colorado, October 19-22, 1976. It was refined by a Special Committee on Standards.

STANDARD II

THE ADMINISTRATION OF THE VOLUNTEER SERVICES DEPARTMENT SHALL BE THE RESPONSIBILITY OF A QUALIFIED DIRECTOR OF VOLUNTEER SERVICES WHO HOLDS DEPARTMENT HEAD STATUS.

INTERPRETATION

The Director of Volunteer Services should be qualified by education and experience appropriate to the position. It is desirable for the Director of Volunteer Services to have a baccalaureate degree in an appropriate field to provide expertise in required skills and capabilities and to have two years supervisory experience; or, to have a master's degree in an appropriate field to provide expertise in required skills and capabilities and one year supervisory experience.*

To administer the Volunteer Services Department, the Director of Volunteer Services must possess skills and capabilities of a broad nature including:

- Administration
- Personnel management
- Public relations
- Training techniques
- Communications
- Fiscal management

The Director of Volunteer Services should:

- Meet regularly with administration to discuss departmental directions and concerns as well as broader plans, goals, programs of the health care institution.

*These educational requirements apply to Directors of Volunteer Services new to the field. They may be waived to accommodate experienced Directors of Volunteer Services.

- Serve as catalyst for change and expansion of volunteer Services.
- Assume responsibility for the recruitment, selection and placement of all inservice volunteers.
- Have a job classification, salary and benefits consistent with other department heads.

The Director of Volunteer Services should participate in on-going educational programs related to their responsibilities. They also should participate in workshops, institutes, or continuing education courses to the same extent as do other department heads.

The Director of Volunteer Services must develop and maintain a working relationship with all departments of the institution, auxiliaries and other community groups.

STANDARD III

THERE SHALL BE A CORPS OF APPROPRIATELY SELECTED AND QUALIFIED VOLUNTEERS. THE SERVICES THEY PROVIDE AUGMENT BUT DO NOT REPLACE THE SERVICES OF SALARIED PERSONNEL.

INTERPRETATION

Volunteers should be recruited from all segments of the community following the Affirmative Action practices of the health care institution. They should be assigned according to needs of the institution and their skills and talents.

Volunteers should be oriented to the health care institution, the Department of Volunteer Services, and to the following:

- Policies and procedures of the Department
of Volunteer Services

- Rights and responsibilities of the volunteers
- Confidentiality of patient information
- Fire, disaster, safety regulations and infection control
- Patient's Bill of Rights
- Volunteer and staff relationships
- Code of Ethics
- Insurance coverage
- Tax deductions
- Benefits

Volunteers should be trained in the skills required to perform their assigned tasks. They should be provided with a written description of each job assignment. Opportunities should be provided for on-going education.

There should be a plan for recognition of volunteers and their services.

STANDARD IV

A POLICY AND PROCEDURE MANUAL SHALL BE DEVELOPED FOR THE GUIDANCE OF PERSONNEL IN MEETING THE OBJECTIVES OF VOLUNTEER SERVICES. THESE POLICIES AND PROCEDURES SHOULD BE CONSISTENT WITH THE SURVEY REQUIREMENTS OF ACCREDITING AGENCIES SUCH AS THE JOINT COMMISSION ON ACCREDITATION OF HOSPITALS AND OTHER APPROPRIATE AGENCIES.

INTERPRETATION

The administrative manual* should provide:

- A statement of departmental purpose
- An organizational plan for the department
- Administrative procedures

*See ASDVS Outline for an Administrative Manual for a Department of Volunteer Services. Revised 10/76

- Fiscal management procedures
- Scope of services
- Program development and evaluation
- Legal considerations

These policies and procedures should be consistent with those of the health care institution, and periodically reviewed and revised. They should be dated to indicate the time of the most recent review.

STANDARD V

THERE SHALL BE RECORDS AND REPORTS TO DOCUMENT DEPARTMENTAL SERVICE AND RESPONSIBILITIES..

INTERPRETATION

The departmental records and reports should contain information useful in evaluating the effectiveness of the volunteer services program in relation to patients, staff and community.

These records and reports should include:

- Personnel records for each volunteer
- Narrative reports of special projects, trends
in volunteerism and research
- Annual departmental report
- Statistical records - hours and areas of service
- Budget reports

STANDARD VI

THERE SHALL BE ADEQUATE INSTITUTIONAL RESOURCES ALLOCATED TO FULFILL THE ADMINISTRATIVE AND OPERATIONAL RESPONSIBILITIES OF THE DEPARTMENT OF VOLUNTEER SERVICES.

INTERPRETATION

The administrative and operational responsibilities should include:

- An equitable operating and capital expenditure budget
- Sufficient and appropriate space for departmental personnel and functions, to include privacy for interviews and conferences
- Necessary support staff to ensure accomplishment of stated goals and objectives.