

OREGON STATE HOSPITAL

PORTLAND – SALEM

POLICIES AND PROCEDURES

SECTION 5: Human Resource Management

POLICY: 5.018

SUBJECT: Volunteers

POINT

PERSON: JEFF JESSEL

APPROVED: GREG ROBERTS
SUPERINTENDENT

DATE: October 28, 2011

I. POLICY

- A. Individuals and groups from the community are encouraged to volunteer their services at Oregon State Hospital (OSH).
- B. Patients at the OSH may serve in a volunteer capacity at the hospital if the following criteria are met:
1. The patient expresses a desire to volunteer.
 2. The professional staff deems that volunteering shall be consistent with the patient's treatment program.
 3. The patient's volunteer activities shall be consistent with patients' rights as set forth in ORS 426.385. Specifically, the patient's volunteer activities must be vocational in nature and are not to be construed as, nor confused with, work activities. Examples of both include, but are not limited to:
 - a. Allowable Recreational Activities: Arts and crafts (painting, ceramics, making and displaying unit decorations, leather and wood crafts); playing games (cards, table games, puzzles), general visiting (socializing, helping to write letters), taking walks (visiting the canteen, escorting around campus), field trips (joining picnics and other outings), swimming partner, recreational gardening.
 - b. Disallowable Work Activities: patient care (changing beds, bathing, feeding, toileting), kitchen work, custodial work, plant maintenance and repair, ground work (mowing and watering lawns, trimming hedges and trees). Patients may be asked to perform daily maintenance activities for their own living areas.

4. The treatment team provides a demonstrated need for the patient's volunteer activity.
 5. The patient's involvement as a volunteer is documented in the patient's record.
- C. Ex-patients of OSH may serve in a volunteer capacity at the hospital if the following criteria are met:
1. The ex-patient expresses a desire to volunteer.
 2. The Program Director in the program in which the individual was a patient and the individual's treatment team, following consultation with the community caregiver, deem that volunteering shall be consistent with the ex-patient's continued development as a former patient. Communication shall be maintained by the Director of Volunteer Services, the community caregiver, and the supervisor of the ex-patient volunteer for the purpose of continuity of care as needed.
 3. There is a demonstrated need for the ex-patient's volunteer activity.
- D. Staff may volunteer if the volunteer work is substantially different from the individual's assigned work, that is, the volunteer work is not in the same occupational category as defined by the Dictionary of Occupational Titles. Staff must submit a written request to volunteer to their supervisor. The supervisor shall review and submit the request, along with an abbreviated position description to the Director of the Office of Human Resources for approval. Approval must be received prior to assignment.
- E. When necessary to carry out assigned tasks, a volunteer may:
1. Be assigned a key necessary to their job with approval of the appropriate program or department director.
 2. Be allowed to drive a State vehicle or be approved for reimbursement for use of their personal vehicle.
 3. Have access to inpatient records. Consideration shall be given to those volunteers who have the appropriate skills, knowledge, or training that are appropriate for access to records, i.e., a retired Social Worker volunteering in Social Services. Consideration shall also be given to students within a professional discipline working under supervision as part of an affiliation agreement with the hospital.

- F. Volunteers shall be covered by Workers' Compensation Insurance and shall be included in the State's tort liability coverage.
- G. Each volunteer shall be assigned to a staff supervisor who is responsible for the orientation, training, supervision, and evaluation of the volunteer.
- H. Volunteers are considered unpaid staff and are responsible for following all OSH Policies and Procedures and any special program or department procedures.
- I. Intern students who have completed the weeklong general staff orientation (including Pro-ACT) and have completed 160 hours of their internship may become eligible to independently conduct groups, escort patients and carry out other responsibilities as jointly determined by the Program Director and Discipline Director.

II. DEFINITIONS

- A. "Volunteer" means anyone who provides services to OSH without remuneration, including students, interns, and practicum students. A volunteer may also be a patient or ex-patient.
- B. "Student" means an individual who is enrolled in an educational program who wishes to gain practical experience in the mental health field.
- C. "Practicum Student" means an individual who is enrolled in a professional post-secondary program and who is seeking specific professional experience under the supervision of the training institution and a trained staff member.
- D. "Intern" means an individual who has substantially completed a professional training program in a post-secondary institution and who is seeking practical field experience in his or her chosen discipline under the supervision of a professional staff within the same discipline.

III. PROCEDURES

- A. All volunteers must register through the Director of Volunteer Services and be approved by the Office of Human Resources upon successful completion of a criminal history check and drug screening before any activity, fieldwork, etc., is begun.
- B. Each volunteer shall receive a general hospital orientation from the Director of Volunteer Services or EDD instructor. As part of the orientation, the volunteer shall receive a copy of the Volunteer Handbook. The handbook

shall include information on patient abuse (as required by OAR 309-116-025), staff-patient relationships, use of motor vehicles (State and private) and confidentiality. The contents of the handbook are included in the Volunteer Services Manual located in each program area. The supervisor of each volunteer shall provide training specific to the program/unit.

- C. A volunteer may be issued a key by the Communications Center. Program keys shall be issued through the program supervisor.
- D. Most volunteers shall be required to sign in/out at the Communications Center. Some volunteers, who may be authorized to report directly to a work area, shall complete a monthly timesheet and return it to Volunteer Services by the 5th of the following month.
- E. Volunteers do not have access to patient discharge records without patient or legal guardian consent, unless approved by their clinical supervisor.
- F. Use of State vehicle or personal vehicle for transporting patients must be approved by the Program Director or Discipline Director, as stated in Policy and Procedures 8.006.
- G. The supervisor of each volunteer shall assure that the volunteer adheres to all OSH Policies and Procedures referenced above.
- H. The Volunteer Services Office must maintain a personnel file on all volunteers. At a minimum, the file must contain a position description describing the duties to be performed by the volunteer, all orientation papers completed for the volunteer, the results notification letter from the Office of Human Resources regarding the outcome of the criminal/background check for the volunteer, and other material as determined by the Volunteer Services Director.

IV. REFERENCES

ORS 426.385.

OSH Volunteer Services Manual.

OSH Policies and Procedures 8.004, Criminal Offender Information; 5.018, Dress and Volunteers; 2.002, Tuberculosis Control; 8.006, Vehicle Usage Standards; 4.006, Meal Tickets; 5.009, Staff/Patient Relationships; 8.007, Employee Identification; 7.008, Patient Abuse; and 7.007, Pastoral Visitors.
Fair Labor Standards Act.