

Vermont Psychiatric Care Hospital Procedure

Volunteer

Revised: X

Date: 04/07/14

A. Application Process

All persons wanting to volunteer at the Vermont Psychiatric Care Hospital (VPCH) must:

1. Complete a volunteer application;
2. Have abuse and criminal background check completed; and
3. Be interviewed by the VPCH Volunteer Coordinator to identify the applicant's interests and experiences that may contribute to the hospital mission and patient recovery goals.
4. People under the age of 18 are not eligible to volunteer at VPCH in any capacity that would include direct contact with patients.

B. Review and Assignment

1. The VPCH Director of Recovery Services (RS) or designee will review each application to determine the most appropriate volunteer opportunities for the applicant.
2. The VPCH Director of RS or designee will discuss all appropriate opportunities with the applicant and agree on an assignment.

C. Orientation, supervision and service

1. Each approved applicant shall complete the Hospital Volunteer Orientation, including but not limited to understanding of confidentiality requirements, behavior expectations, dress code and mandatory reporting policies.
2. The Volunteer Coordinator, in collaboration with the Director of RS, will develop a position description for each volunteer opportunity. The position description shall include any specific training requirements and any additional policies and procedures that must be reviewed.
3. Volunteers will be oriented to their assignment by the VPCH Director of RS or designee. The volunteer will be provided with a description of their work responsibilities and designated work area.
4. Volunteers are supervised by the VPCH Director of RS.
5. Volunteers entering patient care units shall notify VPCH staff members of their presence and remain in the visiting room or in the work area designated for their use by the Nursing Supervisor.
6. Any issue or concern regarding volunteer activity should be reported to the Director of RS for intervention. Intervention may include, at a minimum, review of the volunteer role and responsibilities, up through and including dismissal from the volunteer program. In the event of volunteer injury, an event report will be generated and processed in the same manner as an employee accident.

D. Volunteer's Legal Status. Volunteers that have successfully completed the application and orientation process are, for limited purposes, considered "temporary employees" under state law. As such, they are covered by the state's workers' compensation law, they are entitled to be represented by state-paid counsel (usually the Office of the Attorney General) if they are sued for conduct arising out of their volunteer work, and they will be indemnified (the state would pay

instead of the volunteer) by the state if a civil judgment is brought against them for conduct arising out of their volunteer work.. The state's representation and indemnification rules for civil lawsuits do not apply if the volunteer engaged in gross negligence or willful misconduct. If the volunteer is grossly negligent, or willfully commits a wrongful act, the volunteer must assume all costs of representation and/or damages. If a volunteer is named as a defendant in a civil case, the department's Legal Division will notify the volunteer in writing of their rights and the limits of insurance coverage and keep them apprised of any developments in the case.

Approved by	Signature	Date
Frank Reed, Commissioner of DMH		11/29/16