

CONNECTICUT VALLEY HOSPITAL OPERATIONAL PROCEDURE MANUAL

SECTION III:	STRUCTURES WITH FUNCTIONS
CHAPTER 12c:	Rehabilitative Therapies
PROCEDURE 12.c.3:	Volunteer Services
REVISED:	11/97; 06/22/07; 03/15/10; Reviewed 06/18; 11/16/18
Governing Body Approval:	11/19/18(<i>electronic vote</i>)

PURPOSE: The Volunteer Program Manager/designee provides for the effective recruitment, training, utilization and evaluation of the volunteer resources of the community. Groups and individual volunteers are provided throughout Connecticut Valley Hospital (CVH) to varied and appropriate settings.

PROCEDURE:

I. Developing Assignments

The Volunteer Program Manager meets with Division and Department staff to determine the need for Volunteer Services in their areas.

II. Volunteer Recruitment

The Volunteer Program Manager plans a recruitment program based upon patient need and staff identified volunteer needs.

III. Volunteer Coordination

The Volunteer Program Manager will coordinate, with the hospital leadership and staff, the use of volunteers within each division, department or service area.

IV. Volunteer Orientation

Volunteers receive a comprehensive hospital orientation designed for volunteers provided by the Program Manager. All volunteers must comply with a background check. Prior to beginning their volunteer assignment, they must submit their immunization record which is kept on file at Employee Health Services. Volunteers are eligible to receive vaccines when provided at CVH, i.e. influenza vaccine (See [Operational Procedure 8.52 Description and Orientation of Non-DMHAS Personnel](#) for details).

V. Record Keeping

A record file of each volunteer is maintained in the Volunteer Services Office that includes the volunteer's application, date of orientation and record of assignments. This information is also kept on file in Human Resources.