

Chapter: Volunteer Services (VS)

Section 1: Volunteer Services

Mission/Vision

It is the hospital's goal to involve volunteers in a variety of experiences which will utilize the volunteer's skill and interest and at the same time enrich patients' lives and encourage them to enjoy new experiences and establish personal relationships with others. It is Utah State Hospital's desire to have a positive impact on the community's image of mental illness and the treatment of the mentally ill and to educate the community and encourage community awareness and support.

Definition of Volunteer Services

"Volunteer Service" is any service performed on a voluntary basis, without compensation, under the general supervision of, and on behalf of the Utah State Hospital. Volunteers complement but never replace the paid hospital personnel; they should decline nursing, housekeeping and other duties performed by paid staff. Volunteers should never accept a duty for which they are untrained or feel uncomfortable performing. Volunteers consist of groups or individuals donating their time, energy, and expertise to the Utah State Hospital through a variety of programs and activities, and working through various service areas and departments at the Hospital.

Church Visitors – Members of a specific religion who visit patients in the context of religion but are not considered clergy or lay persons of the religion who have been given an assignment at Utah State Hospital.

Recruitment

Recruitment of Volunteers is accomplished on an on-going basis through a combination of channels which assist in helping the public to be aware and interested in the treatment programs and needs of the Utah State Hospital. These channels include:

1. Volunteer recruitment listings which are posted or published in newsletters with United Way, local religious affiliations, private organizations, schools and universities, and on internet.
 2. Public relation campaigns initiated by Utah State and those initiated through the Division of Substance Abuse and Mental Health, i.e., Mental Illness Awareness Week, Forgotten Patient Christmas Project, conferences & workshops, sponsored by Utah State Hospital or the Division of Substance Abuse and Mental Health.
 3. Volunteer hours required as part of course curriculum through Brigham Young University and Utah Valley State College.
 4. Patient panels, hospital employee's participation in public speaking engagements, presentations in conferences and workshops, and employee involvement in community clubs, groups, and religious organizations.
 5. Volunteers who have worked with our programs and were impressed enough to recommend volunteering to others.
-

Policies

All volunteer services must be approved by the Superintendent of the Utah State Hospital. Volunteers are considered a government employee for the purpose of:

- a. receiving workers' compensation medical benefits for injuries and occupational diseases incurred while a volunteer at Utah State Hospital (title 35, Chapter 1 and 2);
- b. liability protection and indemnification normally afforded paid government employees (Volunteer Government Workers Act 67-20-3)
- c. the operation of motor vehicles or equipment if the volunteer is properly licensed, has successfully completed defensive driving course, and is authorized by Utah State Hospital administration (USHOPP, Chapter: Volunteer Services (VS, Section 2)

Volunteer Director

Volunteer Services is coordinated through the Utah State Hospital Volunteer Director. The Volunteer Director is responsible to train the Service Area Coordinators concerning rules that govern the activities, functions and duties that the volunteers will be performing.

The Volunteer Director will complete a yearly report of all volunteers, hours of service, and the number of community service groups assisting with volunteer services which is submitted to the Executive Director of the Department of Human Services.

Service Area Volunteer Coordinators

Each treatment service area and department utilizing volunteers will assign a Service Area Volunteer Coordinator who will work directly with the Volunteer Director to establish needed volunteer programs and improve current programs. The Service Area Volunteer Coordinator is responsible to see that the volunteers are oriented to their area and log into the volunteer program each time they come to volunteer.

Background Checks

Criminal background checks through the National Criminal Identification Center is initiated on each volunteer who is oriented to the hospital. The volunteer is required to complete and sign an Informed Consent and Release of Liability form enabling the hospital to initiate a background check. Background checks are not initiated for one-time only visitors (i.e., church visitors, choir groups, etc.).

Hospital Orientation

An orientation to hospital policies and procedures is conducted by the Volunteer Director. Each volunteer is advised of confidentiality and patients rights issues. Orientation also covers the following topics: resources for volunteers, dress standards, infection control, fire drills, violence/escape procedures, escorting of patients, HIPAA, suggestion boxes, ID badges, hospital campus, check-in and check-out procedures and parking facilities. Documentation of orientation and notification of hospital policies are documented in writing and kept on file with the Volunteer Director. The coordinator issues a USH name badge and requires volunteers to wear the badge while volunteering.

Volunteers who are working at the Hospital in conjunction with religious activities or church sponsored groups are oriented by the hospital chaplain. Each religious organization assigns a volunteer coordinator to work in conjunction with the Hospital Chaplain and insures that the needed

documentation is submitted. The Chaplain plans and organizes all activities with religious service groups (LDS, Catholic, Non-denominational, etc.)

Service Area Orientation

Service Area Orientation specific to the service area/department is conducted by the Service Area Volunteer Coordinator. Service Area Orientation is documented in writing and verification is sent to the Director of Volunteer Services to be kept on file. The volunteer's work schedule is the responsibility of the Service Area Volunteer Coordinator.

Volunteer Check-In Stations

Computer stations are located in the following areas: Rampton I, Rampton II, Forensic, MS Building, and Heninger Building. Volunteers log-in and log-out each time they volunteer.

Job Descriptions

Service Area Coordinators initiate job descriptions for all volunteer positions. The job description covers exactly what is expected of the volunteer and includes basic requirements and duties to be performed. Special knowledge or experience, unique skills or abilities necessary to perform the duties are stated. Coordinators orient the volunteer to these requirements and duties.

Volunteer Categories

Volunteers are divided into three separate and distinct categories in order to comply with Utah State Risk Management and State Personnel policies and procedures and to determine how orientation and placement are completed.

1. **Religious Activities & Meetings** - includes LDS church meeting and programs, Catholic services, non-denominational services, clergy, etc. Volunteers in this category are oriented and assigned by the religious organization with which they are affiliated for an assignment at Utah State Hospital.
2. **Hospital Activities - Church Participation is Requested** - Forgotten Patient Christmas Project, Clothing Center, escorting assistance, etc. Volunteers in this category are oriented and placed by the Hospital Volunteer Director.
3. **Hospital Sponsored Activities** - volunteers are recruited from the community and through universities and school programs. Volunteers in this category are oriented and placed by the Hospital Volunteer Director.

Programming

Current

Volunteers are utilized in a wide variety of areas throughout the Utah State Hospital. Their skills and expertise are essential to many of the programs and groups held on an on-going basis. The areas which are currently using volunteers are:

1. Recreation Therapy - volunteers are used in recreation activities such as softball, bowling, swimming, etc. Volunteers are also used as one-to-one's for specific patients.
 2. Elementary School - volunteers are used as tutors to assist with academic subjects.
-

3. Volunteer Activities - hospital wide, individual units.
4. Physical Therapy - volunteers are used to assist with various therapy treatments and also as escorts.
5. Library - volunteers are involved in all normal library activities and also in assisting the patients to make book selections and music selections.
6. Swimming Pool, - volunteers assist with aqua-aerobic classes and helping with maintenance of pool equipment as well as recreation equipment.
7. Vocational Rehabilitation - assist with various areas of program.
8. Clothing & Sorting Center - volunteers help to sort used clothing for cleaning or discarding and help display the clothing in the clothing center. Volunteers also assist patients in selecting clothing items.
9. Sunrise - assist with meetings, drive vans.
10. Music Therapy
11. Treatment Mall

Future Programming

Many of the hospital's needs for volunteers are now being filled by students from Brigham Young University and Utah Valley University. These students are required to complete from 22 volunteer hours and most are not interested in volunteering for a longer period of time. The Hospital would like to organize and implement a program which encourages volunteers from the community to become involved in hospital programs and become interested in volunteering on a longer-term basis. This group of volunteers would establish a base for the formation of an auxiliary organization whose services could provide:

1. Fund Raising - support from local businesses, bazaars, craft shows, Forgotten Patient Christmas Project, etc.
 2. Special Interest Groups - would assist with treatment teams in conducting various group settings such as social skills groups, communication groups, hygiene, cooking, arts & crafts, reading, music etc.
 3. Library Services - would allow the library to be open on weekends and days that the regular librarian is not at work. Also a book cart program could be initiated to allow patients unable to come to the library to check out books.
 4. Specific Service Area Requests - volunteers with specific talents could be used on an individualized basis depending on the needs of the various service areas (adult, geriatric, pediatric).
 5. Clothing Center - extended the hours that the center is open to patients and establish relationships with various businesses in the area for donations of clothing and other items.
-

Implemented: 7-83

Reviewed: 8-85

Revised: 3-88

Reviewed: 1-91

Revised: 4-92

Implemented: 1-95

Revised: 3-02

Revised: 2-05

Reviewed: 5-07

Revised: 8-09

Revised: 1-10

Revised: 1-13

Chapter: Volunteer Services (VS)

Section 2: Volunteers Operating State Vehicles

Policy

Utah State Hospital allows volunteers to operate state vehicles upon production of required documentation, completion of the Utah Defensive Drivers course and approval by the Unit Director and the volunteer's direct supervisor.

Definitions

Volunteer means any person who donates services without pay or other compensation except expenses actually and reasonably incurred as approved by the supervising agency and is designated, oriented and approved by the Hospital Volunteer Director.

Supervising Agency means the Utah State Hospital.

Procedure

1. Volunteers providing services to the Utah State Hospital are allowed to operate state vehicles when the following conditions have been met:
 - 1.1. the volunteer has a current Utah State driver's license;
 - 1.2. has attended and successfully completed the Utah Defensive Driving course.
 - 1.3. has approval by the Unit Administrative Director or Unit Nursing Director and the Unit Volunteer Supervisor to use a state vehicle and to escort a patient off Utah State Hospital grounds.
 2. Defensive driving courses are scheduled by contacting the Hospital Volunteer Director.
 3. Before a volunteer operates a state vehicle, a copy of the valid Utah State driver's license and Defensive Driving course completion certificate must be presented to the Hospital Director of Risk Management and to the Utah State Hospital switchboard operator by the Utah State Hospital Volunteer Director. The switchboard operator will issue a PIN number to the volunteer.
 4. The volunteer's Unit Supervisor completes and submits a car request form to the Utah State Hospital switchboard. Volunteers are not allowed to request the use of a state vehicle. A vehicle is issued to the volunteer only after confirmation that the volunteer has completed the Defensive Course and has a valid Utah State Drivers license.
 5. LDS Services, Catholic Services, or non-denominational volunteers have the Utah State Hospital Chaplain approve and request a state vehicle for their use.
 6. State vehicles are used only for hospital business.
-

Initiated: 1-93
Reviewed: 9-95
Reviewed: 6-98
Reviewed: 3-02
Revised: 6-02
Reviewed: 2-05
Reviewed: 5-07
Revised: 1-10
Reviewed: 1-13

Chapter: Volunteer Services (VS)

Section 3: Ex-patients Serving as Volunteers

Policy

Utah State Hospital allows former patients to serve as volunteers at the hospital when it is beneficial to both the Utah State Hospital and the former patient.

Procedure

1. When a former patient is interested in being a volunteer at the hospital they first contact Volunteer Services to begin the process of becoming a volunteer. The patient is asked to sign a release allowing information about their case to be released to the Volunteer Services Director, executive staff, and other appropriate individuals.
2. Volunteer Services contacts the patient's former service management team (SMT) to request information as to the appropriateness of former patient working as a volunteer at the hospital.
3. Following the appropriate clearance by the SMT, the request is considered by the Executive Staff as to the overall appropriateness of the former patient being a hospital volunteer.
4. The ex-patient, once approved, is oriented and signs confidentiality forms as per volunteer protocols.
5. Once a former patient is approved to be a hospital volunteer their performance is evaluated on an ongoing basis with an official report being made to the Executive Staff after the first three months. The Volunteer Services Director is responsible for this report in conjunction with administrative area where patient is serving.
6. Whenever a former patient is cleared to be a hospital volunteer they are placed in a situation where they are likely to have a successful experience.

Initiated: 9-01
Reviewed: 2-05
Reviewed: 5-07
Revised: 1-10
Reviewed: 1-13
