



POLICY AND PROCEDURE

SUBJECT: VOLUNTEERS	Policy No.: 218
	Revised: Jan 2020
	Supersedes: December 2015
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PURPOSE:

To communicate the role(s) of volunteers in the Occupational Therapy and Recreation Therapy Department, and the orientation and training that they receive.

POLICY:

1. Volunteers work under the direct supervision of a Therapy Technician, Certified Occupational Therapy Assistant/Occupational Therapist, Recreation Therapist, Recreation Therapy Assistant, or clerical staff, and function within the role(s) established by the Occupational Therapy and Recreation Therapy Department (see Attachments A and B for Clinical and Clerical Job Descriptions).
2. All volunteers will be oriented and trained in:
 - a. Basic safety measures.
 - b. Duties of their assignment.

PROCEDURE:

1. Use Request for Volunteer Service form (Attachment C) to request a volunteer (see Departmental Policy No. 218.1 for single event volunteer).
2. The designated supervisor of the volunteer is responsible for ensuring that the volunteer is oriented and trained in safety procedures and to the specific requirements of the assignment. Safety orientation includes, but is not limited to, fire and disaster procedures and basic safety (e.g. measures to observe when escorting or working with patients in wheelchairs).
3. The designated supervisor of the volunteer is responsible for completing and documenting all orientation and training within two (2) weeks of assignment and for sending the form to the Volunteer Services Department (see Attachment D).
4. The designated supervisor of the volunteer is responsible for completing the "Volunteer Performance Evaluation" and returning it to the Volunteer Services Department within two (2) weeks of receipt.

Policy No. 218- Attachment A

**RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER
OCCUPATIONAL THERAPY AND RECREATION THERAPY DEPARTMENT
POSITION DESCRIPTION**

- TITLE:** Volunteer - Clinical
- PURPOSE:** To provide assistance to patients and staff in Occupational Therapy or Recreation Therapy. To obtain experience and observation opportunities in consideration of pursuing a health care profession.
- QUALIFICATIONS:**
1. Must be able to volunteer a minimum of four (4) hours a week.
 2. Must meet requirements as specified by the hospital policy and as identified by the Volunteer Services Department.
 3. Must be a mature 16 years of age or older to be involved in patient care.
 4. Must work cooperatively with others.
 5. Must be courteous to patients, visitors, and staff.
 6. Must be dependable, punctual, and organized.
 7. Must maintain a neat, clean appearance.
 8. Must adhere to the medical center dress code.
 9. Bilingual abilities desirable, but not required.
- ASSIGNMENT SCHEDULE:** Day shift, Monday through Saturday
- REPORTS TO:** OT Clinical Manager or Recreation Therapy Supervisor
- PRIMARY DUTIES:**
1. Prepare selected treatment activities for groups and individuals.
 2. Assist with clean-up following activities when appropriate.
 3. Transport patients to and from treatment as assigned.
 4. Inventory and store treatment supplies.
 5. Perform work related errands in the OT/RT office, outpatient clinics, and other treatment areas as requested.
 6. Assist in maintenance of reprint file.
 7. Answer clinic telephone as requested.
 8. Helps maintain a safe working environment for both therapist and patient.
 9. Maintains confidentiality of all information regarding patients and staff.
 10. Under no circumstances would a volunteer be permitted to perform any patient treatments with or without the supervision of a therapist.

**RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER
OCCUPATIONAL THERAPY AND RECREATION THERAPY DEPARTMENT
POSITION DESCRIPTION**

- TITLE:** Volunteer - Clerical
- PURPOSE:** To provide assistance to patients and staff by performing selected clerical duties.
- QUALIFICATIONS:**
1. Must be able to volunteer a minimum of four (4) hours a week.
 2. Must meet requirements as specified by hospital policy and as identified by the Volunteer Services Department.
 3. Basic clerical skill/experience desirable but not mandatory.
 4. Must work cooperatively with others.
 5. Must be courteous to patients, visitors, and staff.
 6. Must be dependable, punctual, and organized.
 7. Must maintain a neat, clean appearance.
 8. Must adhere to the medical center dress code.
- ASSIGNMENT SCHEDULE:** Day shift, Monday through Friday
- REPORTS TO:** Senior Occupational Therapist or designee
- PRIMARY DUTIES:**
1. Answer telephone and take messages according to established protocol.
 2. Assemble patient OT charts.
 3. Photocopy printed material.
 4. Inventory clerical material.
 5. Obtain clerical material from the main OT/RT supply according to procedure.
 6. Provide word processing function when applicable.
 7. Help maintain a safe working environment for both therapists and patients.
 8. Maintain confidentiality of all information regarding patients and staff.
- MISCELLANEOUS:**
1. Perform work related errands as requested.
 2. Escort patients to and from treatment as appropriate and assigned by the supervisor.