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I. Policy Statements

- A.** The Department of Health (Department) encourages maximum volunteer participation to increase access to quality health care for the medically underserved and uninsured residents of Florida.
- B.** This policy describes the standards required to effectively and efficiently employ the services of volunteers. It also provides policies and general guidance related to recruitment, eligibility determination, orientation, training, supervision, recognition, and the overall management of volunteers per Chapter 110, Florida Statutes (F.S.).
- C.** Personnel
 - 1. Directors/administrators of Department entities
 - 2. Program manager of Volunteer Health Services
 - 3. Regional volunteer coordinators
 - 4. Local volunteer coordinators
 - 5. Volunteer supervisors
- D.** Areas of Responsibility
 - 1. Each director/administrator of a Department entity is responsible for ensuring the implementation of this policy within their respective areas through the assignment of responsibilities to a specific employee referred to as a local volunteer coordinator.
 - 2. The program manager is responsible for the development and coordination of policies and procedures for Volunteer Health Services including monitoring reports, conducting site visits, providing technical assistance, and compiling statewide data as required by the Department.
 - 3. Regional volunteer coordinators will monitor and review files for quality assurance purposes. Technical assistance will be provided to local volunteer coordinators as requested.
 - 4. Local volunteer coordinators are responsible for the training, documentation, placement, and recognition of volunteers employed in their entity. They will accept and document donations presented to the Department, and they will prepare and submit reports to the regional volunteer coordinator on a quarterly and annual basis.
 - 5. Supervisors will ensure volunteers complete the minimum training requirements and other job-specific training requirements as assigned and oriented to their Department entity.

6. Each Department entity utilizing the services of volunteers shall:
 - a. Take such actions that are necessary and appropriate to develop meaningful opportunities for volunteers involved in state-administered programs.
 - b. Comply with the uniform rules adopted by the Department of Management Services which govern recruiting, screening, training, responsibility, utilization, and supervision of volunteers.
 - c. Ensure that volunteers understand their duties and responsibilities.
 - d. Ensure a receptive climate for citizen volunteers.
 - e. Provide for the recognition of volunteers who have offered continuous and outstanding service. Each Department entity using the services of volunteers is authorized to incur expenditures not to exceed \$100 each, plus applicable taxes, for suitable framed certificates, plaques, or other tokens of recognition to honor, reward, or encourage volunteers for their service.
- E. In accordance with rule 60L-36.005(3)(e), Florida Administrative Code (F.A.C.), all Department employees must abide by Department policies and procedures in performing their duties.

II. Definitions

Department Entity: Any program directly administered by the Department including county health departments (CHDs) and State Health Office divisions and offices.

Donations: Money, material goods, or in-kind services donated for the benefit of individuals and communities served by the Department.

Local Volunteer Coordinator: An employee assigned to coordinate overall responsibilities of Chapter 110, F.S., Volunteer Health Services within a Department entity.

Material Donor: Any person who provides funds, materials, employment, or opportunities for clients of departments or agencies without monetary or material compensation.

Needs Assessment: The process used to identify the Department's need for volunteers, material goods, and/or donations.

Occasional Service Volunteer: Any person who offers to provide a one-time or occasional voluntary service.

Position Description: A narrative statement that includes the volunteer's duties, job expectations, qualifications, responsibilities, and supervision.

Pre-event Volunteer: An individual agreeing to volunteer for emergency duties prior to an emergency event.

Program Manager of Volunteer Health Services: An employee assigned to develop and coordinate overall responsibilities of Volunteer Health Services for the Department.

Regional Volunteer Coordinator: An employee assigned to provide technical support regarding volunteer health service activities for Department entities and clinics.

Regular Service Volunteer: Any person engaged in specific voluntary health service activities on a continuous basis, such as licensed health care providers and persons who provide clerical and support services.

Teen Volunteer: An individual who is between 14 to 17 years of age, and volunteers for less than 40 hours per week with parental permission. They cannot be supervised by a relative or work in areas where confidential or sensitive information is contained, utilized, or discussed.

Volunteer: Any person who, of their own free will, provides goods or services or conveys an interest in or otherwise consents to the use of real property, to any state department or agency, or nonprofit organization, with no monetary or material compensation.

Volunteer Groups: A group of individuals who may or may not be associated with a formal recognized group or organization who volunteer for a one-time event, or an event of short duration. Their volunteer services may be documented on the Volunteer Participation Roster.

Volunteer Supervisor: Any paid employee or volunteer who supervises a volunteer.

III. Procedures

A. Volunteer Recruitment and Placement

1. Needs Assessment: The local volunteer coordinator will assist each Department entity in assessing its need for goods and services and help determine the feasibility of meeting the needs through volunteer resources.
2. Position Description: The local volunteer coordinator will develop a volunteer position description in accordance with the Department entity prior to the volunteer's start date.
3. Recruitment: The local volunteer coordinator has the overall responsibility for recruiting volunteers for their Department entity.

4. Application: The local volunteer coordinator shall accept, review and process all submitted Volunteer Enrollment Applications. The license status of all health care providers shall be verified prior to assigning the volunteer to a direct care position.
5. Interview: The local volunteer coordinator will interview each individual applicant to determine the appropriate placement and duties of the volunteer.
6. Determination of Eligibility: The local volunteer coordinator and volunteer supervisor for that position must consider the protection and welfare of the individuals served by the Department when determining eligibility for a volunteer applicant. It is the responsibility of the volunteer supervisor, with input from the local volunteer coordinator, to determine whether an applicant is eligible for a specific position or activity.
7. Screening: Per DOHP 60-5, Background Screening, all volunteers are required to undergo and clear a Level 2 background screening prior to starting. This process is started through a Recruitment for Non-Employees Ticket in FLHealthDesk-HR. The local volunteer coordinator will ensure that appropriate screening is completed.
 - a. The personnel liaison or hiring manager must initiate a Non-Employee Process ticket via FLHealthDesk-HR. The steps of the process within the ticket must be followed. The non-employee must complete the Acceptable User and Confidentiality Agreement form prior to hire.
 - b. The local volunteer coordinator will verify the status of a volunteer health care professional's license, certificate, permit, or registration by searching the Department website and other relevant records for any disciplinary actions that may affect license status. If it is determined there are issues with a provider's license, certificate, permit, or registration, the director/administrator of the Department entity shall determine the eligibility of the potential volunteer.
8. Orientation: The local volunteer coordinator will arrange for an orientation for each volunteer. Upon completion of orientation, the local volunteer coordinator will document the completion date on the volunteer's enrollment application. The orientation must include at a minimum the following information:
 - a. Acquainting the volunteer with the Department's mission, information security policies, general service areas, and the volunteer's roles and responsibilities.
 - b. Volunteer benefits under section 110.504, F.S.

9. Identification Badges: If required by the Department entity, the local volunteer coordinator will ensure that volunteers are issued a volunteer identification badge at the time of placement. The badge must specifically identify the individual as a volunteer. Preprinted volunteer identification badges should be a part of the local volunteer coordinator's emergency response plan.
10. Placement: The volunteer will be placed in a position after all required orientation, documentation, and training has been completed.

B. Managing Volunteers

1. Tracking System: The local volunteer coordinator has the responsibility to track volunteers using a system that includes the following information: location where the volunteer is assigned, date activated, skill set, contact information, and any other information that will assist with locating the volunteer. Diligent documentation of skill set licenses, certifications, and assignment details are necessary to ensure volunteers are covered for liability and reimbursement purposes.
2. Training: Volunteers and paid staff performing similar tasks will be given the same training opportunity. If required, after placement of a volunteer, the supervisor shall provide training that enables the volunteer to perform the duties specified in the position description.
3. Code of Ethics: The same standards of conduct that apply to paid employees shall also apply to a volunteer. The volunteer will receive a copy of DOHP 30-2, Code of Ethics, or be given access to the policy on the Department's intranet.
4. Time Sheets: Volunteer hours must be accurately documented and maintained as a permanent record. The Volunteer Time Sheet, or equivalent may be used to document the volunteer's hours of service. The supervisor should forward each volunteer's time sheet(s) to the local volunteer coordinator quarterly.
5. Reassignment: At the request of the volunteer or the volunteer's supervisor, or if the assigned tasks have been completed or the position no longer needs to be filled, a volunteer may be assigned to another position if available. The local volunteer coordinator will assist with the reassignment.
6. Reactivation: If a volunteer wishes to return after being inactive, and the volunteer was not terminated due to inappropriate behavior or unsatisfactory performance, a supervisor or local volunteer coordinator may reactivate the previously placed volunteer.
7. Termination: If termination occurs, the supervisor shall notify the local volunteer coordinator and complete the Volunteer Notice of Termination.

The personnel liaison must navigate to the Non-Employee Process ticket in FLHealthDesk-HR and indicate Separation as the Ticket Action. If a volunteer is terminated from one position, the volunteer may still be eligible to fill another position in the Department. Approval to continue participation is at the discretion of the director/administrator of the Department entity. Examples for termination include:

- a. The assigned activities are completed.
- b. A volunteer's performance is unsatisfactory, and the supervisor concludes that consultation or additional training will not result in improved performance.
- c. A volunteer has become unreliable.
- d. A volunteer violated a Department rule, regulation, policy, or other applicable state or federal law.
- e. A volunteer requests termination.

C. Recognizing Volunteers

1. **Publicity:** The local volunteer coordinator is responsible for ensuring the recognition of volunteers. Each Department entity should recognize its volunteers at least on an annual basis. Publicity of volunteer accomplishments may be in Department or commercial media. Communications with commercial media must be in accordance with DOHP 85-02, Communications.
2. **Activities:** Activities for volunteer recognition may include awards programs, luncheons, banquets, or other types of recognition events. Funding for volunteer recognition events is not an authorized expenditure for Department entities. Funding for these activities can come from outside sources.
3. **Awards:** Section 110.503(5), F.S., provides for awards to volunteers. The section authorizes the expenditure of up to \$100 for suitable framed certificates, plaques, or other tokens of recognition to honor, reward, or encourage volunteers for their service. Funding for awards will be the responsibility of the sponsoring Department entity.

D. Donations

1. **Responsibility:** Employees who are designated by a Department entity to process donations are responsible for accepting, recording, and accounting for all donations. Donations must be managed in accordance with DOHP 4-A1-11, Donations/Other Accounting.

2. Procurement: The designated employee is authorized to procure donations from the general public on behalf of Department clients and volunteers.
3. Value: The value of any donation is established by the donor. In cases where the donor does not assess the value, the designated staff shall determine the value.
4. Documentation: The designated employee is responsible for documenting all donations. Donors must be provided a Volunteer Donor Receipt and the donation, whether services or tangible goods or money, shall be documented on the Volunteer Donation Log.
5. Utilization: The disbursement of donations will be handled in a manner consistent with the needs of individuals and communities served by the Department. All disbursements/dispositions shall be documented on the Volunteer Donation Log and records retained for three years. When donated items are not used locally, the items may be redistributed to the following entities:
 - a. Other Department entities
 - b. Community nonprofit organizations assisting individuals served by Department entities

E. Monitoring and Reporting

1. Monitoring: The local volunteer coordinator shall monitor the program through the review of files, the documentation of data, and maintaining liaison with the supervisors of volunteers.
2. Reporting: The local volunteer coordinator is responsible for maintaining documentation on volunteer services and the value of donated goods and services from Department volunteers. The local volunteer coordinator shall summarize in a quarterly report the number of volunteers, number of donated hours, and the value of donations. This report must be made available on request. An annual report of all activities donated by volunteers shall be provided to the regional volunteer coordinator each year.

F. Volunteer Forms

Volunteer forms are approved per DOHP 4-A2-10, Public Forms, and cannot be modified without approval of the Volunteer Health Services Program Manager. Some forms are optional and may be substituted by an equivalent local form, providing they contain, at a minimum, equivalent information. All forms can be reproduced locally or made available from the regional volunteer coordinator or the Volunteer Health Services Office.

1. Required Forms:
 - a. Volunteer Position Description – DH 1493
 - b. Volunteer Enrollment Application – DH 1474
 - c. Volunteer Participation Roster – DH 1494
 - d. Volunteer Notice of Termination – DH 1498
 - e. Volunteer Donor Receipt – DH 1150
 - f. Volunteer Donation Log – DH 1499
 - g. Chapter 110 Volunteer Services Annual Report – DH 1478
 - h. Teen Volunteer Parental Consent – DH 1145
2. Optional Forms (Equivalents Accepted):
 - a. Volunteer Personal Reference Questionnaire
 - b. Volunteer Time Sheet – DH 1475
 - c. Volunteer Record Check

IV. Training

Volunteers who provide direct services to Department customers, clients, and patients and have access to protected health information and/or the Department information technology network must first complete the FDOH Information Security and Privacy Awareness training.

V. Authority

- A.** Section 110.501, F.S., “Definitions”
- B.** Section 110.502, F.S., “Scope of act; status of volunteers”
- C.** Section 110.503, F.S., “Responsibilities of departments and agencies”
- D.** Section 110.504, F.S., “Volunteer benefits”
- E.** Chapter 440, F.S., “Workers’ compensation”
- F.** Rule 60L-33.006, F.A.C., “Volunteers”
- G.** Rule 60L-36.005(3)(e), F.A.C., “Disciplinary Standards”

VI. Supportive Data and References

- A. DOHP 4-A3-22, Training
- B. DOHP 60-5, Background Screening
- C. DOHP 30-2, Code of Ethics
- D. DOHP 85-02, Communications
- E. DOHP 4-A1-11, Donations/Other Accounting
- F. [Volunteer Position Description DH 1493](#)
- G. [Volunteer Enrollment Application DH 1474](#)
- H. [Volunteer Participation Roster DH 1494](#)
- I. [Volunteer Personal Reference Questionnaire](#)
- J. [Volunteer Time Sheet DH 1475](#)
- K. [Volunteer Notice of Termination DH 1498](#)
- L. [Volunteer Donor Receipt DH 1150](#)
- M. [Volunteer Donation Log DH 1499](#)
- N. [Volunteer Record Check](#)
- O. [Volunteer Program Annual Report](#)
- P. [Teen Volunteer Parental Consent DH 1145](#)

VII. History Notes

Created: 8/25/2005

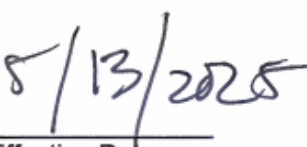
Previously Amended: 5/4/2018, 11/18/2020

Formerly: DOHP 380-7, Chapter 110 Volunteer Services; DOHP 380-2

VIII. Signature and Effective Date



Lauren Cassidy
Chief of Staff



Effective Date