Veterinary Teaching Hospital

Volunteer Program

Supervisor's Manual
Introduction

The Veterinary Teaching Hospital Volunteer Program's basic goals are to provide the hospital with needed volunteer help when necessary and to give undergraduate students and others in the community a chance to benefit from the hospital's resources. This manual has been created to help ensure the continued success of the volunteer program and to introduce new supervisors to the volunteer program. In addition, this will serve as a reference guide for all current supervisors should any questions arise. I would encourage all supervisors to read this manual and refer to it when necessary.

I have included a number of topics that are important for supervisors and for volunteers. Most of these topics are covered during the volunteer orientation. The supervisors need to know and understand the policies of the hospital and the volunteer program in order to effectively enforce those policies.

The volunteer home page can be found at http://csuvets.colostate.edu/VOL/index.htm and has the latest information regarding the program. If you have any suggestions or comments about the web page, please feel free to contact the volunteer coordinator.

I would like to thank all the volunteer supervisors for their involvement in the volunteer program and for the time they commit to the hospital in working with the volunteer program. Without the supervisors, the program does not work and the volunteers would not have the opportunity they have. As the volunteer coordinator, I am here to assist you in any way you need.

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Table of Contents

I. The Volunteer Supervisor

II. Requirements for Obtaining a Volunteer
   A. Minimum Hour Commitments
   B. Semester Commitments
   C. Reciprocal Involvement

III. The Volunteer Orientation
   A. Clocking In and Out
   B. Insurance Coverage
   C. Address Changes
   D. ID Badges and Hospital Access
   E. Parking
   F. Dress
   G. Confidentiality
   H. Important Dates (Placement/Continuation/Volunteer Banquets)
   I. Merit Awards and Recognition

IV. Mandatory Age Requirements for Volunteers

V. If You Have a Problem with a Volunteer

VI. The Policy/Agreement Form

VII. Bringing Guests

VIII. Responsibilities of the Volunteer Coordinator

IX. Responsibilities of the Volunteer Program Advisor
I. THE VOLUNTEER SUPERVISOR

The volunteer supervisor serves as an integral part of the volunteer program. It is very important that the supervisor understands the policies of the hospital and the volunteer program for the program to continue. Regular interaction between the supervisor and their volunteers is vital to the program's success. In all aspects, the supervisor is directly responsible for the actions of their volunteers.

Detailed below are the duties and responsibilities asked of the supervisor:

1. **Completing the Volunteer Job Description information sheet for requesting new volunteers and returning the form to the volunteer coordinator by the designated deadline.** Even though if a need arises any time during the semester it is possible to request a volunteer, having the majority placement occur at the beginning of the semester best serves delegation of volunteer resources. The supervisor is asked to notify the coordinator if he/she reverses their initial request for a volunteer and no longer have a need for volunteer help.

2. **Interviewing potential volunteer and provide an overview of the duties expected of the volunteer.** It should again be verified that the applicant does have health insurance. Carrying insurance is mandatory and an individual cannot volunteer if they do not have insurance. Each volunteer must be told that CSU now requires backgrounds checks. Notify the volunteer coordinator of the volunteers to be considered to start the background check, (do not offer a position until the background check has been completed).

3. **Notifying the volunteer coordinator of the selection of new volunteers.** If offered a position when the background check is complete, the volunteer is to be advised of the on-line orientation and quiz at [http://csuvels.colostate.edu/VOL/orientation.htm](http://csuvels.colostate.edu/VOL/orientation.htm). The quiz is to be printed, completed and signed prior to the start date and can be turned in, along with the volunteer’s proof of health insurance, when the volunteer completes paperwork with the volunteer coordinator (Director’s Office). After signing a copy of the Policy/Agreement and Volunteer Program Waiver forms agreeing to abide by the policies of the hospital, an ID badge and hospital access will be granted to the volunteer. The individual ID badge must be worn during volunteer hours. Supervisors will forward names of selected volunteers to the coordinator.

4. **Introduction of the regular duties that the volunteer will be asked to do.** This may be done individually or in a group session. The department job orientations, which are different from the volunteer program on-line orientation, may be completed by anyone designated by the supervisor. If the supervisor designates another individual (paid or unpaid) to coordinate and train volunteers, the supervisor will notify the volunteer coordinator and periodically monitor the designated individual’s progress with the volunteers. Please remember that ultimately the supervisor is responsible for their designated trainer’s actions.

5. **Facilitating regular interaction with volunteers including monitoring their involvement in the department.** The coordinator can provide a record of a volunteer’s current or total hours as requested.

6. **Advising the coordinator of any problems that may arise with a volunteer.** If the problem remains unresolved, the Volunteer Coordinator and/or Volunteer Program Advisor are available for consultation or advisement as requested.

7. **Contacting the coordinator if an interested individual can fulfill a need within the area, but is not yet affiliated with the Volunteer Program.** The supervisor will identify the individual, submit a job description and advise the coordinator. The coordinator will guide the individual through the process of applying/registering in the Volunteer Program.

Volunteer supervisors are encouraged to be as involved as possible with their volunteers. Attending the annual Volunteer Appreciation Banquets is not mandatory for supervisors; however, attendance is highly encouraged as a show of support for volunteer efforts. In a supervisor’s absence, an alternate delegate that has worked with the volunteer(s) is acceptable.

II. REQUIREMENTS FOR OBTAINING A VOLUNTEER

Departments must ensure minimum requirements can be met for volunteer assignment; the requirements were implemented so that volunteers can depend on a high level of commitment to the program.

A. Minimum Hour Commitment

Each volunteer is required to volunteer for a **minimum** of 15 hours a month. In requesting a volunteer, the supervisor agrees to provide the individual with at least 15 hours of volunteer work on a monthly basis. If the minimum monthly requirement cannot be attained because there is a lack of work, that volunteer may be placed in a new position. A supervisor can split a volunteer's time between two positions in order to meet the minimum hours. In this instance, both supervisors must agree to jointly provide enough hours for the volunteer.
B. Minimum Semester Commitment

Supervisors are requested to provide their selected volunteer(s) one full semester of volunteer work, allocating the monthly minimum hour requirement. If a supervisor is unable to meet the minimum ‘full semester’ requirement, the volunteer may be placed in a new position. If due to unforeseen circumstances a supervisor is unable to commit to the semester, (i.e. injury, surgery, death in family, etc.), alternate arrangements can be made through the volunteer coordinator. The supervisor may resume with the same or new volunteer when he/she returns.

C. Reciprocal Involvement

The Volunteer Program offers an opportunity for a volunteer to experience varying aspects of veterinary medicine in exchange for their time commitment in fulfilling assigned duties. Occasionally, assignments are somewhat lacking in actual 'hands on' experiences and animal interactions. Supervisors are asked to ensure their volunteers have gainful experiences. This may be as simple as arranging the viewing of a surgery or encouraging the volunteer to attend a lecture. Supervisors should press volunteers to become involved in the Veterinary Teaching Hospital on multiple tiers of participation. If the supervisor is unsure about how to reciprocate their volunteer's time, the volunteer coordinator is available to help with ideas.

III. THE VOLUNTEER ORIENTATION

All new volunteers are to be directed by their supervisor to access the on-line orientation session as noted under ‘Supervisor Responsibilities’.

“If offered a position, the volunteer is to be advised of the on-line orientation and quiz. The quiz is to be printed, completed and signed prior to the start date and can be turned in, along with the volunteer’s proof of health insurance, when the volunteer completes paperwork with the volunteer coordinator (Director’s Office). An ID badge and hospital access will then be granted to the volunteer and must be worn during volunteer hours. If the selected volunteer does not have computer access, that individual may complete the orientation/quiz in the Personnel/Payroll Office (A102).”

All paperwork must be completed and the volunteer must have an ID badge and accompanying access before volunteering – no exceptions.

Orientation topics include:

A. Clocking In and Out

Every volunteer is required to clock in and out whenever they are volunteering in the hospital. Detailed instructions are noted within the on-line orientation. The hours recorded on the time clock track the number of volunteer hours and individual recognitions are based on the total number of semester hours.

B. Insurance

**VOLUNTEERS ARE REQUIRED TO HAVE THEIR OWN HEALTH INSURANCE.** If a volunteer is injured, that individual should immediately seek medical treatment at a facility of their choice. The injured volunteer is also asked to provide a brief written description of when and how (include the date, time and place) the injury occurred, and submit the report to their supervisor. The supervisor should review the report, sign and date it, and forward the statement to the volunteer coordinator. Volunteers do not fill out a Workman’s Compensation form.

C. Address Changes

The volunteer coordinator will send a number of memos to the volunteers throughout the year. It is important that volunteers keep contact information current. The volunteer coordinator should be notified of address and/or phone number changes as soon as possible. If addresses are not current, the volunteer will miss pertinent volunteer-related information and could be inactivated or deleted from the program. Current addresses are also needed for the volunteer banquet invitation mailings and to forward awards as necessary.

D. ID Badges and Hospital Access

All volunteers are required to wear their ID badges whenever they are in the hospital, and supervisors are asked to encourage compliance. Individual badges are obtained from the Director's Office after the volunteer has completed the orientation and signed appropriate forms with the coordinator and is thus officially part of the volunteer program. This must be completed before the individual spends any volunteer time at the VTH.
If a volunteer will be leaving the program, the supervisor is to ask the volunteer to turn in their badge to the Director’s Office; the supervisor is to update the volunteer coordinator. Supervisors should also notify the Director’s Office and the volunteer coordinator if a volunteer has been absent for an extended period of time so that badge access can be inactivated. Approved access can be reinstated at a later date.

E. Parking

Many VTH volunteers have purchased X or Z parking permits and can park in the rear of the hospital in the multi-use lots. If a volunteer does not have a parking permit and is not in any way affiliated with CSU that person can obtain a Special Volunteer Parking Permit from the Director’s Office. These limited number permits are to be checked out only for the time spent volunteering at the hospital and must be returned the same day. Special Volunteer Parking Permits allow parking in the south east lot located on the east end of trailer parking. If one of your volunteers is having trouble obtaining a permit, or received a ticket while using the Special Volunteer Permit, please inform the volunteer coordinator immediately. Intentional misuse of any permit may result in dismissal from the program.

F. Dress

The dress code for volunteers follows the general attire dress code of the Veterinary Teaching Hospital as follows:

General guidelines for the first floor of the VTH for all Hospital Services and the DMC include; clean, pressed, collared shirts and long pants for men; collared or other acceptable shirts, knit tops, sweaters, long pants or appropriate dresses or skirts for women. Clean and cleanable solid toed shoes appropriate to the working environment are required for all personnel working with patients and in laboratories where feet are subject to potential injury or contamination with infectious agents. In an office environment, open toed footwear may be worn with hosiery or socks. Exceptions to the dress code to accommodate special individual needs must be approved by the Hospital Director.

Tee shirts with graphics, tank tops, sweats, shorts, excessively worn or soiled clothes, exposed navels and skirts/dresses that are too short to be professional while carrying out duties as a VTH or DMC employee, volunteer, or student are not acceptable. Other clothing restrictions may be enacted by individual section leaders or supervisors subject to mediation by the VTH Board and the Biosecurity Committee.

G. Confidentiality

Volunteers are not to break client confidentiality. Hospital cases and client related information is not to be discussed outside the hospital. Any suspicion that a volunteer is violating client confidentiality is to be reported to the volunteer coordinator immediately.

H. Important Dates

Placement:
Majority placement occurs at the beginning of each semester to best accommodate the requests of the volunteers. Notices will be sent to supervisors. However, if a supervisor needs a volunteer before the placement date or during the semester, arrangements can be made with the volunteer coordinator. If a supervisor wishes to request a specific individual willing to volunteer, but the person is not yet enrolled in the Volunteer Program, the supervisor should contact the coordinator so placement can occur within the guidelines of the program.

Continuation Notices:
Near the end of the semester, notices are sent to all the volunteers to ask whether they will be continuing in the volunteer program. Volunteers will be given approximately one month to respond to the notice. If they do not respond by the given date, they will be inactivated or deleted from the volunteer program. If inactivated, the individual remains in the system for up to two semesters. If still inactive, the individual is deleted from the program.

Continuation notices returned by the deadline allow the current volunteer first choice for continuing the present assignment (pending approval of the supervisor), as well as first choice if they wish to change jobs.

Volunteer Banquets:
The Veterinary Teaching Hospital Volunteer Program hosts two appreciation banquets during the calendar year to recognize volunteer activities and extend the hospital’s gratitude. One event will be scheduled toward the end of spring semester and one again in the fall semester. Supervisors and their volunteers are invited and asked to RSVP. (Unfortunately, funding does not allow for spouse or significant others to also attend.) Supervisors are asked to make every effort to attend as a show of support for the program and to recognize their individual volunteers.
I. Merit Awards and Recognition

The hospital Volunteer Program hosts semi-annual appreciation banquets. For the remaining semesters, specific areas are encouraged to independently recognize their volunteers’ efforts. Merit awards will be given each semester – presented at the banquets or forwarded to the supervisors to be given to the volunteers. In the event the volunteer will not be continuing the program and the supervisor will have no further contact, the volunteer coordinator will mail the earned award to the last known mailing address.

Awards are based on cumulative hours as recorded on the time clock. Certificates or gifts are awarded for pre-established hour increments; an award is presented for each recognized increment earned:

- Up to 50 hours
- 50 hours
- 100 hours
- 200 hours
- 500 hours
- 1000 hours
- every 1000 hour increment thereafter

Any supervisor who employs a volunteer that is going to receive an award(s) will receive notification of the name of the volunteer and of the award(s) earned for the number of hours worked. If a supervisor feels a volunteer should be getting an award but is not listed, the supervisor should check with the volunteer coordinator. If a volunteer is close to a designated increment of total hours, the volunteer coordinator will consult the supervisor for judgment on whether the individual will likely complete the designated hour increment before the semester end and therefore should be presented the award.

IV. MINIMUM AGE REQUIREMENTS FOR VOLUNTEERS

All volunteers working in the hospital must be a minimum of sixteen years of age – no exceptions. This is a mandatory requirement set by the University due to liability issues. If there are any questions regarding this policy, please contact the volunteer coordinator, program advisor, or the hospital director.

V. IF YOU HAVE A PROBLEM WITH A VOLUNTEER

Although each volunteer is screened through an interview process by the supervisor, sometimes there are problems. Minor problems may be dealt with by the supervisor; however, if a problem escalates, it must be brought to the immediate attention of the volunteer coordinator. The following procedure applies:

1. Problems with the volunteer must first be identified by the supervisor and/or any person involved in the incident. As soon as the problem is identified, it must be brought to the attention of the volunteer coordinator.

2. The volunteer coordinator, in conjunction with the supervisor, will try to resolve the issue with the volunteer and any policy issues will be made clear among those involved. With supervisor approval, the volunteer will continue in their current position if the problem is resolved.

3. If the problem remains unresolved or the problem continues to escalate, the situation will be brought to the attention of the program advisor. A meeting will be arranged involving the volunteer, the volunteer supervisor, the volunteer coordinator and the program advisor. The meeting will address the concerns of the volunteer and of the administrative group. If the problem(s) cannot be resolved, it may be necessary to dismiss the volunteer.

VI. THE POLICY/AGREEMENT FORM

In completing the paperwork, each volunteer must sign a copy of the Policy/Agreement and Volunteer Program Waiver forms. This states that the volunteer understands the material covered in orientation and agrees to abide by the policies of the hospital, the department they work in, and the volunteer program.

VII. BRINGING GUESTS

Bringing guests while volunteering is STRICTLY PROHIBITED.
VIII. RESPONSIBILITIES OF THE VOLUNTEER COORDINATOR

The volunteer coordinator serves to synchronize all the parts of the volunteer program. This includes placement of the volunteers, interaction with supervisors, interaction with volunteers, interaction with hospital administration, and implementation of the volunteer program policies. Responsibilities are outlined below:

- The volunteer coordinator will provide supervisors copies of applications for placement consideration. Application forms will verify that the applicant has health insurance; a signed waiver will be completed after the applicant is matched with a supervisor. Applications will be matched as closely as possible with the duties of a volunteer position and the necessary skills as outlined by the volunteer supervisors’ requests.

- The volunteer coordinator will assist supervisors in any way necessary to help place or reassign volunteers, or replace vacated volunteer positions throughout the semester, and/or help supervisors meet their reciprocal involvement requirement. The coordinator will also enroll an individual in the Volunteer Program if that individual is identified by a supervisor as an interested participant willing to fulfill a need, but not currently an active or inactive volunteer.

- The volunteer coordinator will compile documented volunteer hours and advise supervisors at the end of each semester of the number of each individual’s volunteer hours (this may be done shortly before the actual semester end to allow adequate time to process the awards). The coordinator will initiate and organize two appreciation banquets within the calendar year; and, will assure certificates and/or gifts are presented at the banquet or mailed to the recipient volunteer (if that individual is unable to attend and no longer continuing) or presented to the supervisor to forward to a volunteer that will continue into the next semester. Awards earned during a semester there is no scheduled banquet, should be given to supervisors for presentation to recipient individuals, if possible prior to the end of the semester regardless of their continuation status. The volunteer coordinator will mail awards to the last known address of the volunteer in the event the individual will not be returning to the VTH and has completed the current semester requirement.

- The coordinator shall act as called up to mediate interactions between a supervisor and volunteer, or to convey unresolved conflict to the program advisor.

- The volunteer coordinator will propose or enact administration requested policy changes supportive to the continued success of the program or to fulfill area needs.

X. RESPONSIBILITIES OF THE VOLUNTEER PROGRAM ADVISOR

The volunteer program advisor will counsel the volunteer coordinator and the volunteer supervisors as requested. The advisor will approve proposed changes or request policy revision as needed for the benefit of the program.

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