WORK PERFORMANCE COMPETENCIES AND JOINT COMMISSION EXPECTATIONS FOR VOLUNTEERS WHO PROVIDE CARE, TREATMENT, AND SERVICES

- Joint Commission expects that volunteers are competent to perform their duties and responsibilities. If volunteers are unable or unwilling to perform at the desired level of competence, they must be reassigned, retrained, and/or terminated if necessary to maintain quality, safety, and security.

- Documentation of initial and annual training for volunteers who provide care, treatment, and/or services is required by Joint Commission. If responsibilities change, volunteers must be trained about the new policies and procedures. Documentation of the training and competency level must be on file.

- Individuals who train and supervise volunteers must be qualified to do so.

- Volunteers who provide care, treatment, and/or services for patients must be evaluated at least every three years at a minimum.

- Volunteers who provide care, treatment, and/or services for patients in the same manner as staff must be appropriately screened with background checks/references and medical screening deemed appropriate by the healthcare facility (example: Tuberculosis testing and/or immunity to specific diseases.)

  Based upon the level of low risk for Tuberculosis exposure, the organization may decide to waive Tuberculosis testing for employees. As most volunteer programs align their policies with that of Human Resources, volunteers would then also not be required to have a Tuberculosis test as a part of their on-boarding process or annual update.

- Regarding vaccination records, hospitals may elect to require a shot record to be kept on file for employees. In the event that a record is not available, a blood test can confirm immunity. If the employee is not immune, they may be requested to be vaccinated against diseases that would put them at risk. Again, it is recommended that volunteers be requested to follow the same risk management guidelines as employees to minimize health concerns. This is often a volunteer requirement for children's facilities.

- Policies and Procedures are expected to cover topics that impact safety, security, and quality care. Some Policies and Procedures should be covered in both the Volunteer Services Policy Manual and the manual for the user department.
    - An example of this would be clarification about Nursing's responsibility for training and supervising individuals who volunteer on the patient sleeping floors. It is recommended that this be covered in both the Nursing Department and the Volunteer Services Department Policy and Procedures Manual.
- Volunteers must be able to articulate answers to the surveyors' questions. It is permissible for volunteers to have notes on their person to be able to answer questions promptly for a Joint Commission surveyor.
    - Example: Fire and Emergency Codes can be on a laminated card behind their identification badge or in their pockets for quick reference.

Sample Documen

Joint Commission Day of Survey
Manager Checklist for Volunteer Services

Activity	Completed
1. Immediately upon receipt of notice, alert Lobby Desk volunteers of 8:00 AM arrival time for surveyors and key instructions. • Request to see surveyors ID • Call Administration and ask someone to come to greet and escort surveyors to Administrative Offices.	
2. Print copies of "JC Here Today" notices (sample attached) to place at volunteer sign-in area and in front line service areas	
3. Review "JC Here Today" information with volunteers as they sign in. Office volunteer can be used for this task.	
4. Make sure each volunteer is in uniform and wearing name badge with emergency badge with codes attached.	
5. Pull files for volunteers currently in-house to check for completeness. Files requested during tracers need to be ready-to-go upon request!	
6. Make sure Department is survey ready • Remove boxes from floors • No storage 18" from sprinkler heads • Ensure no doors are propped open • Volunteer work areas are neat and tidy	

Joint Commission Day of Survey
Manager Checklist for Volunteer Services

Continued

7. Make sure Gift Shops are survey ready • No expired over-the-counter medications • No storage 18" from sprinkler heads • Remove boxes from floor	
8. Maintain privacy of computer screens in department and remind volunteers at lobby desks and other volunteer staffed areas using computers.	
9. Review Team Map with Volunteer Services staff	

Sample Document

File Checklist for Volunteers

VOLUNTEER NAME:				
**********Required for all volunteers*********	2013	2014	2015	2016
APPLICATION (make sure it is complete and signed)				
REFERENCES				
ORIENTATION (initialed and signed)				
SERVICE GUIDELINES (must be **"MET" & signed**)				
DEPARTMENT SPECIFIC				
ANNUAL **QUIZ**				
SELF EVALUATION (after 1st year) signed by vol. & reviewer				
HIPAA				
NEW VOLUNTEER QUESTIONNAIRE (first year only)				
BACKGROUND CHECK				
**********Age Specific & Annual Skills Checklist**********	****	****	****	****
Age Specific ~ Meal mates ~ Nursery ~ OB ~ Pediatrics within 3 years current				
Annual Skills Checklist ~ Same as Age Specific except current year				
**********Wheelchair Safety Skills Checklist**********	****	****	****	****
Check service guideline under requirement on first page physical requirements.				
**********Information Desk, ER, Central Services**********	****	****	****	****
2ND HIPAA				
CONFIDENTIALITY AGREEMENT				
**********Tram **********	****	****	****	****
DRIVERS LICENSE COPY				
SAFETY CHECKLIST				
**********Van**********	****	****	****	****
DRIVERS LICENSE COPY (driver)				
YEARLY LICENSE CHECK (driver)				
DEFENSIVE DRIVING COURSE RENEWED EVERY 3 YEARS (driver)				
CAREVAN ANNUAL EDUCATION (dispatcher, driver, aide)				

Department_____

Start_____

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