



VOLUNTEERS

The Critical Success Factor for Georgia's Free and Charity Clinics

The mission of the Georgia Charitable Care Network is to provide collaborative support system to foster growth and development of charitable clinics and improve access to quality healthcare for the medically underserved across the state.





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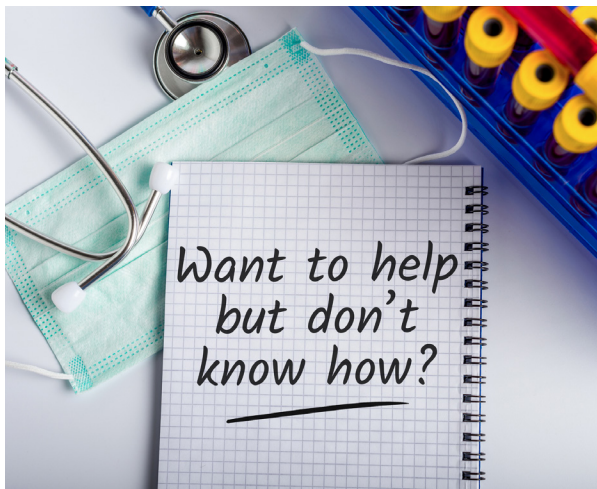
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Recruiting and Retaining Volunteers

Why do People Volunteer?

People volunteer for many reasons: sometimes altruism, sometimes personal, but always for a purpose. We need to understand that purpose in order to attract and retain our volunteers.¹ For many it's a way of "giving back" to our communities and to society. Others will tell you that they are looking to meet new people – and to keep busy and productive. Some people are looking to learn new skills, and still others are looking for a sense of connection or they are "career sampling" – trying a new opportunity on for size. And some folks are just looking for some fun! The "volunteer workplace" should be pleasant environment to work in, at the very least, and we can really enjoy what we do even when our work is serious and meaningful.



Some of the motivations identified by volunteers are:²

- To feel needed
- To share a skill
- To learn new skills/expand skills already possessed
- To gain references & experience for a first job or a new job
- To get to know a community
- To demonstrate a commitment to a cause/belief
- To gain leadership skills
- To do our "civic duty"
- Satisfaction from accomplishment
- To keep busy
- For recognition
- To have an impact
- To learn something new
- To be challenged
- To feel proud
- To make new friends
- To help someone
- To explore a career
- To do something different from a "day job"
- To have an excuse to do what you love
- To assure progress
- To be part of a team
- Because you were asked
- Because of personal experience with an illness, a cause, or an organization
- To feel valued
- To feel fulfilled

Fact #1

In Georgia, for every \$1 invested in a free clinic, \$9 worth of services can be provided.

¹ www.volunteerpro.com

² www.serviceleader.org: Susan J. Ellisa, March 26, 2004, *Why Volunteer?*



Often, the reason why volunteers initially “sign up” to volunteer is the same as the reason that they *stay on* as a volunteer. The reasons change over time and with the volunteer’s experience.

Motivation is an *inside job*: people (including volunteers) do things for their reasons, not yours. So your task is to create a welcoming environment for volunteers who sign up for all types of reasons (all of the reasons listed above) and to then turn that initial motivation into a long term commitment based on belief in what you are accomplishing in your clinic. This requires that you communicate with volunteers about the successes that the clinic is having, about the gratitude of the patients you are seeing, and your clinic’s contribution to the overall health and well being of your community.

Many people join an organization as a volunteer because they were recruited by a trusted colleague, friend, or relative. The advantage of having this type

of “recruiting team” is that the likelihood of retaining your volunteers is much higher when that volunteer has a personal connection to another person who is already volunteering in the organization. The other advantage of this “recruiting team” of existing volunteers, who are always on the lookout for new volunteers, is that you will have many more volunteer prospects than if one or two people are charged with the task of recruiting volunteers. (*See Recruitment of Volunteers on page 9.*)

After their initial volunteer experiences, people continue to give their time and resources to organizations in which they are *invested*.

Ask yourself how you are helping your volunteers to feel invested in your organization.

People need choices as to when and how to volunteer in an organization. What choices are you offering? Examples of areas in which choices can sometimes be made by volunteers are the actual volunteer position, level of responsibility, and/or hours of service.

People have limited time. How are you making the best use of your volunteers’ time? How are you wasting their time? Asking yourself these two questions (or better yet, asking your current volunteers) could result in heightened efficiency, increased volunteer (and staff) satisfaction, and other benefits to your operation.

After their initial volunteer experiences, people continue to give their time and resources to organizations in which they are invested.

The Five Essential Things Every Volunteer Deserves³

A successful volunteer opportunity stems from a good match between the interests of the potential volunteer and an organization that values the contributions of that volunteer. The first way to ensure this is to have a proper screening process (see page 7.) But the presence of these “five essential things” is a message to volunteers that they will be valued and properly utilized:

1 Orientation: every volunteer deserves to know what the mission of the organization is, who works here, who is on the board, how his/her time will be used to further the goals of the organization, who the volunteer will be helping by volunteering, who the volunteer’s supervisor is, what the volunteer should do if there is a problem or concern, and, last but not least, where the bathroom is and who makes the coffee!

2 Training: it is the job of the staff to ensure that a volunteer has the proper training to do the job that he or she is being asked to do in the clinic. Adequate training reinforces a volunteer’s commitment, builds on the mission of the organization, and ensures that patients receive the quality of care and services that you expect in your clinic. It also tells volunteers that you want them to succeed, and increases the likelihood that your volunteers will tell others that your clinic/organization is a great place to volunteer.

3 Investment: every volunteer deserves to feel a personal investment in the clinic. The best way to nurture that feeling is to create a connection from the very beginning. Talk to the volunteers either prior to or during orientation and learn about their motivations and what they are hoping to gain from their volunteer experience – and then be on the lookout for ways in which you can meet those needs

as the volunteer continues their involvement with you. Be sure to introduce volunteers to one another and grow the internal network of relationships that keep people coming back.

4 Dialogue: ongoing communication between volunteers and staff is critically important to having a high-quality volunteer experience. Be sure that you ask for and expect feedback from volunteers about how their experience and about how things are going in the clinic – and then either act on their serious recommendations or explain the reason why the recommendation cannot be implemented right now, i.e. a budget issue.

5 Appreciation: First, don’t confuse appreciation with public recognition. Most of the time, a volunteer will be well satisfied with a heartfelt “thank you” at the end of their work day. The most important part of appreciation is letting your volunteers see the impact of their work. Let your volunteers know if they have saved the clinic money that can now go directly to the mission, for example – it will make their day!

Volunteers who are invested and committed to your organization are more likely to increase their volunteer hours if asked; take the time to get others involved; talk about the organization when they have networking opportunities in the community; and donate and help raise additional funds for the clinic if they are aware of the need.

³ Feb. 2, 2005: *Volunteer Management Review*, Gayle Gordon, *The Five Essential Things Every Volunteer Deserves*



Creating a Welcoming Work Environment for Volunteers

Making new volunteers feel welcome and at home is one of the most important elements in ensuring that these volunteers will keep coming back to support your clinic's work. Here are some steps to take to create the best possible volunteer environment:

- **Make it Easy to Volunteer.** Review all of your processes and be sure that the processes are not deterring people from volunteering in your clinic.
 - Is the application easy to fill out?
 - Can the volunteer fill it out online?
 - Do you deliver a timely response (within one week of receiving the application?)
 - Are volunteer phone calls returned promptly (within 24 hours?)
- **Give Volunteers a Place to Work.** Even if that place is a card table, make sure there is ample room for the volunteer to do his/her work, that enough supplies are available to get his/her job done (and they are easily accessible to the volunteer, i.e. the supplies should not be under lock and key – this makes it difficult for the volunteer to get to the supplies, and thus difficult and frustrating to do their volunteer job) and that there is ample lighting to be able to accomplish the tasks at hand. Make the work locations as cheery as possible, and it goes without saying that the volunteer work places must be clean.
- **Make it Obvious that You Value Volunteers.** Put a bulletin board right in the middle of the action where all can see it and post photos of volunteers and messages to let volunteers know “you are the heart of our clinic!”
- **Nametags for All.** Everyone should wear a nametag at all times – staff and volunteers alike. If a person is volunteering only once per month, for example, it's going to be difficult to remember everyone's name – and calling people by name creates a more welcoming environment.
- **Feed the Pride.** Get articles published in the local newspaper about your wonderful volunteers. Recognize volunteers on your website. Make sure that coffee and tea are available for volunteers, and from time to time a treat like cookies or inexpensive snacks is a wonderful way to recognize volunteers' contributions.

Periodically, look around your clinic and put yourself in the shoes of a new volunteer: would you feel like you are welcome? What would make it better?

Fact #2

According to the Georgia State Auditor, charity clinics provide \$200 to \$400 million of care a year.



Screening Volunteers

Ask the following questions about a volunteer's application:

- **Is this prospective volunteer qualified to do one of the volunteer positions in our clinic?** If yes, which one(s)?
(Note: if the answer is “no,” the applicant should received a warm telephone call explaining that no volunteer positions are currently open but you will keep their application on file and get back in touch with them when something becomes available, or if you are aware of another community organization that may be a better fit for his/her skills, give them the contact information.)
- **Is the potential volunteer willing to agree to your clinic's policies on confidentiality, scheduling, and volunteer dependability?** (*The answer here must be “yes.”*)
- **Does the potential volunteer know someone who is already a volunteer at the clinic?** (If the answer is yes, this is a very positive sign and you should place a telephone call to the person that the potential volunteer knows to thank them for recruiting the person, if they have done so. If the potential volunteer does not know anyone who is already volunteering, that is a signal to make certain that the volunteer meets at least one other volunteer on their first day of volunteering so that they can start to feel connected to the organization in a more personal way.)

“The boomer generation is known for wanting choice. And every study to date has found that boomers are not looking for busy work. They are looking for meaning and purpose. They are looking for interesting and challenging opportunities to make an impact on big societal problems, from education to the environment, hunger to homelessness to health care.”

– John Gompets,
President of Civic Ventures and
CEO of Experience Corps

Volunteer Recruitment Method

Each clinic should have a year-round plan to recruit volunteers. The recruitment plan should answer the following questions:

- **What types of volunteers are needed in this particular clinic?** (*See page 20 for examples of volunteer job descriptions.*)
- **How many volunteers of each type and for each position are needed right now in the clinic? How many volunteers will be needed 6 months from now? 1 year from now?**
- **What (human) resources are available to manage volunteers in your organization? Who will supervise and train the people who fill each volunteer position?**

Now that you know how many volunteers you need, and who will supervise and train them (see pages 10 and 12) you will be able to begin your recruitment activities. During a planning session in November 2008, representatives from free clinics throughout Georgia gathered and identified the following sources and methods of recruiting volunteers:

- Word of mouth: asking existing volunteers to identify other potential volunteers from among their personal and professional networks; this can be extremely effective, especially if managed in the guise of a campaign (i.e. “each one reach one” with a goal of every current volunteer recruiting one more volunteer during a specific period of time, say six months.)
- To recruit physicians, dentists and health professionals:
 - Enlist the heads of the local medical, health-related and dental associations/organizations, hospital medical directors, directors of local medical and dental practices to send a letter/e-mail to their members and colleagues testifying that the clinic is an important place to volunteer in the community and encouraging participation. (*Note: you write the letter for them to edit before sending.*)
 - Include information about volunteering in the clinic in the new orientation packets, materials, and announcements for the local hospitals and health provider offices.
- Contact civic organizations in the community and make them aware of the need for volunteers. This includes Lions Club, Kiwanis Club, Rotary Club, local volunteer organizations (“Hands On” affiliates) and others in your specific community.
- Placement of “want ads” for volunteers in church bulletins and in the publications of other local faith-based organizations.
- Ask the local newspaper to run the volunteer application form in the newspaper along with an article about a volunteer from your clinic (several times each year) – and place it on the newspaper’s website.
- Contact the schools and colleges in your service area and make them aware of the volunteer opportunities available in your clinic; simple brochures and posters can be very effective with this audience – items to be posted on bulletin boards, 10 left in libraries, etc.

Volunteer Orientation & Training

This is an outline of an orientation for volunteers, which should take about 75 minutes. An “open” volunteer orientation program should be held at least every other month and include the following components. You will want to serve light food and refreshments to foster a welcoming environment.

1. Welcome and Introductions (5-10 minutes)

The person conducting the orientation (staff member or another volunteer) welcomes everyone with enthusiasm and all present introduce themselves and say why they are volunteering for the clinic/organization.

2. Mission, Vision, and Strategic Goals of the Clinic/Organization (5 minutes)

3. Organizational Structure and Review of Volunteer Rights & Responsibilities (10 minutes)

- i. Review of organizational charts showing board, staff, and volunteer positions, demonstrating how everyone contributes to accomplishing the mission of the organization
- ii. Confidentiality Policy Discussion: review policy & ask volunteers to sign the policy during this orientation

4. Review of Specific Volunteer Positions (25 minutes)

Review the positions of the volunteers present at this particular orientation, explaining who their supervisor(s) are, who they will be helping, and answer any questions about the positions.

5. Question and Answer Time (10 minutes)

6. Scheduling of Additional Training Time for Each Specific Volunteer Position with the Position’s Supervisor(s) (5 minutes)

7. Tour of Clinic (10 minutes)



Orientation Schedule

Create a year-round volunteer orientation schedule, i.e. the second Tuesday of every other month at 6:00 PM, and the fourth Friday of every other month at 8:00 AM. This way you have options for busy volunteers to attend an orientation prior to beginning their volunteer work with your clinic, and experienced volunteers can also be trained to conduct this orientation program for the clinic.

Training

During orientation, a specific time has been set up for the volunteer to be trained by his/her supervisor. This training must cover the specific position that the volunteer will be doing in the clinic, and the length of time for the training will be dictated by the complexity of the volunteer job that the volunteer will be doing. This level of complexity will also dictate whether one or two training sessions are needed for the volunteer to feel comfortable doing their job. The person providing the training needs to ask the volunteer if they are comfortable starting “work” once the training has been completed, and at this point the volunteer can be placed on the clinic’s work schedule.

The processes of orientation and training are two of the most important elements in volunteer retention, so pay special attention to these activities in your clinic.

Volunteer Application Forms

Volunteer Application – Professional Roles (Attachment B)

Volunteer Application – Administrative Roles (Attachment C)



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Managing Volunteers (Yes, They Do Require Management!)

Getting people to agree to volunteer for an organization, and to work on its mission, requires more than just a genial atmosphere and a lack of obvious dysfunction. It requires someone, or several someones, consciously managing all of the people involved. Managing volunteers is a craft in that it can be improved through study and practice.

Managing the web of relationships that often surround people – and volunteers are no exception to this – does require attention to detail and attention to the feelings and perceptions of the volunteers, as well as their relationships to one another. If you believe that your clinic should be free of “politics” because people are volunteers, be advised that politics *are inevitable whenever people have to cooperatively manage a shared resource*. It is absolutely rational that one of the considerations for each volunteer’s decision-making process “on the job” is the question of how a given action may affect their own influence in the organization. After all, if you trust your own judgment and skills, which most people do, then the influence factor must be taken into consideration.



Volunteers should feel like they have some autonomy following their orientation and training: that you trust them to undertake their work and report back to you when finished, or when they have questions.

Delegation and Supervision

Delegation is not merely a way to spread the workload around. It is also a way to build skills, camaraderie, and loyalty to the clinic. It often makes sense to ask someone else to do something even when you know that you could do it faster or better yourself. The most obvious reason is that you cannot do everything, nor do you want to (for the sake of your own health and the smooth operation of your organization.) The other reason is that you want volunteers to feel this value equation and be drawn even closer to the clinic through their understanding of the work to be done, and their part in accomplishing that work. Enhanced commitment is the result.

Careful training, supervision and support is the key to effective delegation, along with established timeframes for specific activities, and procedures that outline the way in which certain things are to be done for the clinic. Follow up is part of the support mechanism: asking volunteers periodically if they have everything that they need to do the work that you’ve asked them to do and if they are feeling good about what “we” are accomplishing at the clinic.

Supervision of volunteers is essentially the same as supervising paid staff. It requires the same skill and care in interpersonal relations.



Some aspects of managing volunteers deserve special attention, including:

- 1. Who is providing the supervision for the volunteer?** It is essential for the volunteer to know who their supervisor is, and how to get in touch with that person with questions and comments. This should be clearly outlined and understood by all involved.
- 2. Flexible management.** Volunteers must be treated as individuals, with recognition that their motivations are different and their styles are different. The supervisor must be able to accommodate individual variations in work style. This may include situations unique to volunteer situations, including those that arise because the volunteer's position with you may not be the highest priority in their life and other priorities may intercede from time to time. (Moral of this story: always have a back up plan!)
- 3. Allocating time for management of volunteers.** The pervasive myth that volunteers are "free" is often the bane of good management. Staff people who are responsible for volunteers must recognize that their own time must be allocated to relating to, managing, and dealing with the questions of the volunteers. Staff must be available to volunteers, in order to relate to them on a professional and personal basis in the clinic setting.





Volunteer Recognition

- 101 Ways to Recognize Volunteers (Attachment A)

- The group of clinic representatives that gathered in November 2008 discussed the ways in which they were recognizing volunteers, including the following ideas that have worked well for them:
 - Providing dinner on occasion for the clinic volunteers
 - Organizing an “Achievement Board” that is comprised of volunteers and meets quarterly to come up with the best ways in which to recognize their peers
 - Holding an annual picnic/banquet/thank you event for all volunteers
 - Providing special t shirts for volunteers (that signify that they are volunteers)
 - Keeping a “clinic scrapbook” that highlights the achievements of the volunteers
 - Providing a birthday lunch each month and recognizing all volunteers with a birthday during that month; also sending birthday cards
 - Christmas ornaments on the tree during the holidays that contain photos of the volunteers (individually)
 - Asking volunteers’ opinions periodically on things that are happening in the clinic
 - Asking patients to write “thank you postcards” before they leave the clinic and then sending those postcards to volunteers
 - Writing hand written thank you notes and sending letters of thanks
 - Posting volunteer photos with thanks on the website and in the newsletter
 - Providing gift cards on occasion (donated by local merchants) i.e. gas cards
 - Creating a “recognition wall” at the clinic where volunteers’ photos and thank you notes from patients are posted
 - Awarding a designation of “volunteer of the month” to a volunteer each month and publicizing the award
 - Creating a “years of service” club with pins, certificates, and public recognition

Be sure to choose at least three forms of volunteer recognition and implement these ideas in your organization. It is important to have more than one way to recognize volunteers, as not all volunteers appreciate being recognized in the same way.

How to Fire a Volunteer and Live to Tell About It⁵

One of the recurrent nightmares of any nonprofit staff person is encountering a situation in which they may have to consider “firing” a volunteer. For many, this prospect creates severe stress, both over the appropriateness of the action and over fear of political and organizational consequences.

Getting Philosophically Ready

The initial requirement in developing a system for handling volunteer termination decisions is to decide that firing volunteers is, in general, a potentially appropriate action. This is always a difficult issue for many individual staff to address, probably because they are very people-oriented and appreciate the willingness of others to help in their programs. There are several philosophical justifications involved with terminating a volunteer. One justification is simply that you need to have the ability to deliver quality service to patients - and any barrier to that delivery is not allowable. (This standard applies to both paid staff and volunteers.)

A second philosophical approach has to do with giving meaning and value to volunteer service. An organization that does not care enough about the work done by volunteers to enforce quality communicates to other volunteers that the organization believes its own work to be meaningless.

The philosophical decision to terminate a volunteer is one that should be addressed prior to any incident requiring a termination. In other words, it should be discussed and ratified by staff and approved by the board as part of your clinic’s overall policy statement on volunteers.

Looking for Alternatives

It is important to note that the decision to terminate a volunteer should always be a reluctant last resort. Firing a volunteer from their position is an admission that *volunteer management has failed*. It means that the screening and interviewing system did not work, or the job design for the volunteer was faulty, or that training and supervision did not operate the way it should have.

It is crucial to remember that many situations that appear to warrant firing may actually be remediable by less stringent action. Before contemplating firing a volunteer, see if any of the following approaches may be more appropriate and less painful:

Re-supervise. You may have a volunteer who doesn’t understand that the rules of the clinic must be followed (or why). A discussion may end the problem.

Re-assign. Transfer the volunteer to a new position. You may, on the basis of a short interview, have misread the volunteer’s skills or interests. They may simply not be getting along with the staff or other volunteers in their particular work area, and changing the setting, if possible, may work. This requires a “watch and see” approach.

⁵ Steve McCurley, *Grapevine*:
January February 1993



Re-train. Send them back for another round of orientation and training. Some people take longer than others to learn something new, and some may require a different approach, such as one-on-one attention rather than a group setting. If the problem is a lack of knowledge rather than a lack of motivation, work on providing more knowledge.

Re-vitalize. If a long time volunteer has started to malfunction, they may just need a rest! This is particularly true with volunteers who have intense jobs, such as a lot of one-on-one contact with patients. The volunteer may not realize or be able to admit that they are “burned out.” Give them a sabbatical and let them re-charge. Transfer them temporarily to something less strenuous, less emotionally draining, and/or perhaps less hours “on the job.”

Refer. Maybe they just need a whole new outlook on life, one they can only get by a complete change of scene. Talk with the volunteer and see if a new environment might be what they are looking for, and if so, refer them to another nonprofit in your community. (And ask the nonprofit for a referral in return!)

Retire. Recognize that some volunteers may simply reach a diminished capacity in which they can no longer do the work they once did. Give them the honor they deserve and ensure that they don’t end their volunteer careers in a way that they (and you) will regret. Assist them in departing with your heartfelt thanks and loads of recognition.

All of the alternatives described above are easier and smarter than terminating a volunteer. There are many reasons why a person may behave inappropriately and some of these reasons have answers other than separating the volunteer from your clinic. Consider these before firing!



The Process of Termination

If you do, however, encounter situations in which none of these alternatives work, here is a process to follow:

Forewarning/notice. During orientation, inform volunteers that termination is a last resort and that your clinic does everything possible to ensure that every volunteer has a very positive, long-standing experience with you. Each volunteer should understand the requirements of their volunteer “job” and its importance to the clinic.

Investigation/determination. If there is an incident or an ongoing problem with the volunteer’s job performance, initiate an investigation to examine the situation and determine that something has indeed gone wrong. This means that volunteers are never terminated ‘on the spot’ but rather gives the opportunity for everyone to get a fair hearing on whatever the issue(s) are. This may involve interviewing staff, other volunteers, and reviewing work materials. An investigation can be done by a staff member who is not involved in the situation, or a board member or other volunteer who is not involved in the situation.

Application. This requires that supervisors of volunteers enforce the policies, applying equal and fair application of the rules for volunteers and the requirements of the volunteers’ positions in the organization.

The Termination Meeting. Conduct the meeting in a private setting to preserve the dignity of all involved. Be quick, direct, and absolute. Don’t beat around the bush. (It would be embarrassing to have the volunteer show up for work the next day because they did not understand your message.) Practice the exact words you will use. Do not back down. Announce, don’t argue. The purpose of the meeting is to communicate to the volunteer that they are being separated from the clinic. This meeting is not to re-hash the decision as the decision has already been made. If you have followed the system described above, a fair hearing has already taken place on the facts. Don’t counsel – if counseling and advice were an option, you would already have done that (and should have, much earlier in the process.) Follow up with a letter to the volunteer reiterating your conversation. Inform staff and other volunteers of the change in status for this particular volunteer, noting that they will no longer be volunteering at the clinic. (Do not offer details to others – it is generally not their “business.”)





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Components of Your Clinic's Volunteer Handbook

Welcome Letter for Volunteers

This is an example of a welcome letter than can be included in the handbook that each volunteer in your clinic either before or during orientation program.

Welcome!

First and foremost, thank you for your interest in volunteering with our Clinic! We are delighted that you have taken this step to support the Clinic, as we provide services to low income individuals and families in need of health and medical care and treatment.

Our purpose is (FILL IN MISSION AND PURPOSE HERE.)

Since we are a volunteer-driven organization and rely on volunteers to operate the Clinic, your service is a critical component in delivering our mission to the community.

This manual will provide you with the general practices of our Clinic with regard to volunteers. We encourage you to become familiar with the contents of this manual, as it answers many questions and outlines how volunteers contribute to the work of the Clinic. We reserve the right to amend any of the policies and descriptions included in this manual.

We look forward to a long association with you!

Sincerely,

(Name)
Executive Director



Volunteer Opportunities/Example Job Descriptions

Chaplaincy

Provide spiritual care, comfort, and guidance to patients in our free clinic. Care is offered during clinic hours. You will see patients and provide counsel and care.

Requirements: Ordained clergy of any denomination.

Commitment: Two to four shifts per month, of ___ hours each shift; at least a six month commitment is preferred.

Physician

Provide medical care for patients in our free medical clinic. Care is offered during our clinic hours or in your office by appointment (if appropriate for your clinic). You will treat patients, prescribe medications, and make referrals to specialists as needed. Your medical malpractice insurance is covered by a special provision in Georgia law.

Requirements: Must be a medical doctor with a current license to practice, or a retired medical doctor with a special license to practice in a free clinic (which we will help you obtain.)

Commitment: Two to four shifts per month, of ___ hours each shift; a commitment of at least six months is preferred.

Dentist

Provide dental care for patients in our free dental clinic. Care is offered during our dental clinic hours or in your office by appointment (if appropriate for your clinic). You will treat patients, decide the level of care required, prescribe medications, and make referrals to specialists as needed. Your malpractice insurance is covered by a special provision in Georgia law.

Requirements: Must be a doctor of dentistry with a current license to practice in the U.S., or a retired doctor of dentistry with a special license to practice in a free clinic (which we will help you obtain.)

Commitment: Two to four shifts per month, of ___ hours each shift; at least a six month commitment is preferred.

Fact #3

The uninsured in 124 of Georgia's 159 counties have access to a charity/free clinic.



Nurse Practitioner/Registered Nurse

Provide medical care for patients in our free medical clinic. Care is offered during our clinic hours. You will treat patients, prescribe medications (if nurse practitioner,) and make referrals to specialists as needed. Your malpractice insurance is covered by a special provision in Georgia law.

Requirements: Must be a nurse practitioner with a current license to practice, or a retired nurse practitioner with a special license to practice in a free clinic (which we will help you obtain.)

Commitment: Two to four shifts per month, of ___ hours each shift; at least a six month commitment is preferred.

Physician Assistant

Provide medical care for patients in our free medical clinic. Care is offered during our clinic hours. You will treat patients and make referrals to specialists as needed. If you are retired, your malpractice insurance is covered by a special provision in Georgia law.

Requirements: Must be a physician's assistant with a current license to practice, or a retired P.A. with a special license to practice in a free clinic (which we will help you obtain.)

Commitment: Two to four shifts per month, of ___ hours each shift; at least six month commitment is preferred.

Pharmacist

Manage and dispense medications/fill prescriptions as prescribed for patients in our free medical clinic, and provide counseling to patients regarding their medications. Care is offered during our clinic hours.

Requirements: Must be a currently licensed or retired pharmacist.

Commitment: Two to four shifts per month, of ___ hours each shift; at least six month commitment is preferred.

Dental Hygienist

Provide dental hygiene care for patients in our free medical clinic. Care is offered during our dental clinic hours.

Requirements: Must be a certified dental hygienist.

Commitment: Two to four shifts per month, of ___ hours each shift; at least a six month commitment is preferred.



Lab, X-Ray, Pharmacy or Dental Technician/Phlebotomist

Provide care for patients in our free medical clinic as directed by the medical and/or dental director of the clinic. Care is offered during our clinic hours.

Requirements: Must be a certified technician in your specific field.

Commitment: Two to four shifts per month, of ___ hours each shift; at least a six month commitment is preferred. Medical/Dental Assistant/CNAs Take patient vital signs, prepare exam rooms, escort patients and assist providers as needed.

Requirements: Must be a currently certified medical assistant.

Commitment: Two to four shifts per month, of ___ hours each shift; at least a six month commitment is preferred.

Respiratory Therapist

Provide respiratory care for patients in our free medical clinic as directed by the medical director of the clinic. Care is offered during our clinic hours.

Requirements: Must be a currently registered and certified respiratory therapist.

Commitment: Two to four shifts per month, of ___ hours each shift; at least a six month commitment is preferred.

Mental Health Provider

Provide counseling, diagnosis, and treatment to patients needing mental health care. Make referrals to specialists as needed.

Requirements: Must be a currently licensed mental health care provider, i.e. Master's Degree, MSW, PhD, PsychD, etc.

Commitment: Two to four shifts per month, of ___ hours each shift; at least a six month commitment is preferred.

Fact #4

The average number of volunteer hours given a year per clinic is 3,525.



Health Promotion Coordinator/Dietician

Provide education and counseling on health problems as diagnosed and directed by the medical and dental staff of the clinic, including diabetes, obesity, and other health issues.

Requirements: Must be a registered/certified health educator, health promotion coordinator, or dietician.

Commitment: Two to four shifts per month, of ____ hours each shift; at least a six month commitment is preferred.

Receptionist/Greeter

Greet patients as they enter the clinic, guide them to the waiting area; gather basic information from patients as they enter the clinic, prepare patient files. Answer the clinic telephone, take messages, and make appointments for patients. Return patient phone calls as directed by the medical or dental staff of the clinic, to deliver specific information to patients as needed.

Requirements: Must be respectful and welcoming of patients; protective of patient's privacy; fluency in more than one language is helpful but not required.

Commitment: Two to four shifts per month, of ____ hours each shift; at least a six month commitment is preferred.

Data Entry

Perform computer data entry, create new case folders as needed, and perform special projects as needed.

Requirements: Must be able to sit at a desk for periods of time; excellent computer skills; protective of patient privacy.

Commitment: Two to four hours per month, at least a six month commitment is preferred.

File Clerk

Perform various clerical duties in the clinic, including pulling and re-filing patient case files for each day's patient appointments or for walk-ins as needed, assistance with mailings and special projects as needed. Create new case files as needed. Acquire, sort and re-stock health-related documents and pamphlets for patient waiting area.

Requirements: Attention to detail.

Commitment: Two to four shifts per month, of ____ hours each shift; at least a six month commitment is preferred.



Registration & Intake/DCH-Trained Volunteers

Interview new patients and assist them with identifying and articulating their specific medical or dental problem. Record all identified issues and medical history. Verify eligibility. If DCH-trained, review and verify all procedures required for DCH.

Requirements: Attention to detail, exceptional listening skills, multilingual helpful. If working on DCH requirements must be certified and trained according to DCH rules.

Commitment: Two to four shifts per month, of ____ hours each shift; at least a six month commitment is preferred.

Bookkeeper

Perform data entry in Quick Books (or other program being used by the organization.) Do some calculation, occasional filing, and special projects to assist the clinic staff in maintaining the books and records of the clinic.

Requirements: Bookkeeping certificate or equivalent experience working in an office environment. Experience with electronic bookkeeping programs.

Commitment: Two to four hours per month, during hours in which the clinic staff is present; at least a six month commitment is preferred.

Marketing & Communications

Assist with mailing of invitations for clinic events, preparing and sending press releases, updating the clinic's media list, generating thank you letters for coverage of events to local media, and updating of clinic brochures and materials. Assistance with upkeep of the clinic's web site.

Requirements: Training in marketing and communications, preferably working in the field as a professional.

Commitment: Two to four hours per month; at least a six month commitment is preferred. May perform work at the clinic setting or from their own office or home.

Fact #5

Most patients seen in a free or charity clinic are employed, sometimes holding more than one job.



Care Coordination/Social Worker/Information & Referral Coordinator

Assess eligibility for referral sources and make referrals to community-based services to assist patients in health and non-health aspects of their lives. Maintain information and referral list at the community level. Assist with referrals for patient assistance programs as needed.

Requirements: Understanding of local community resources; knowledge of community preferred.

Commitment: Two to four shifts per month, of ____ hours each shift; at least a six month commitment is preferred.

Certified Medical Language Interpreter

Provide assistance to those who not speak fluent English. Translate between medical and health providers and patients; assist patients in making decisions when faced with decisions about their health care.

Requirements: Certified in medical interpretation.

Commitment: Two to four shifts per month, of ____ hours each shift; at least a six month commitment is preferred.

Information Technology

Update the website as needed and directed by clinic senior staff. Maintain computer hardware and software in functioning condition to ensure the safe and smooth operation of the clinic. Troubleshoot problems with hardware and software as they occur. Recommend upgrades to hardware and software as needed.

Requirements: Technical knowledge in information technology: programming, web design, computer science.

Commitment: Two to four hours per month; at least a six month commitment is preferred.

Fund Raising Assistant

Assist with writing grants, solicitation of donors and community leaders to support the clinic, assist with preparing acknowledgement letters for donors, prepare mailings and other promotional materials to announce fund raising opportunities to the community, keep records of donors updated in database.

Requirements: Ability to work in a detail-oriented environment, knowledge of community helpful.

Commitment: Two to four hours per month; at least a six month commitment is preferred.



Event Coordinator

Plan, coordinate and manage events for the clinic/organization, including logistical details for the events, promotion and marketing of the events, record keeping for the events, volunteer recruitment & management for the events, and securing resources needed to successfully hold the events.

Requirements: Ability to work in a detail-oriented environment, knowledge of the community helpful.

Commitment: Two to four hours per month; at least a six month commitment is required.

Security

Provide on-site security for the clinic, including enforcement of clinic rules, procedures and processes related to clinic entry, waiting room relations, and maintenance of a safe physical environment for volunteers, patients, and staff. Recommend physical plant safety and security procedures and processes as needed.

Requirements: Knowledge and training in law enforcement or private security fields of work.

Commitment: Two to four hours per month, at least a one year commitment is preferred.

Janitor/Custodian

Provide cleaning and light maintenance services in the clinic, including trash removal, cleaning of public spaces, and repair of minor physical plant problems as they arise.

Requirements: Handyman light repair skills, ability to lift at least 50 lbs at a time, and physical agility to be able to maneuver up and down a ladder, and work on hands & knees safely.

Commitment: Two to four hours per month, at least a six month commitment is preferred.

Financial Counselor

Assist patients with completion of applications for financial assistance from various agencies, support patients with information about personal budgeting and financial management of their household.

Requirements: Experience and knowledge in financial management and household budgeting.

Commitment: Two to four hours per month, at least a one year commitment is preferred.



Volunteer Rights & Responsibilities⁶

This is an example of a rights and responsibilities statement that should be included in your volunteer handbook, and reviewed with volunteers during orientation.

- All personal information pertaining to any patient must remain confidential and secure in our clinics and/or administrative offices. Under no circumstances is a patient's condition or situation discussed outside the clinic organization (or within earshot of others within the clinic.) Federal law mandates that all patient information is to be kept confidential and secure, and even the fact that someone has come to the clinic for services is included in the confidentiality law. Discussion of any patient outside the organization may result in the termination of a volunteer. Volunteers should sign a copy of the organization's confidentiality policy.
- If volunteers are unable to report for their scheduled shift, they should first attempt to replace themselves with another volunteer who can cover their shift, and in any case, must notify their supervisor as soon as the absence and/or change in volunteer is certain. If the volunteer plans to be absent for an extended period of time, that should be known as soon as possible as well.
- Should a volunteer remain absent for more than two weeks without notifying his/her supervisor, and if the volunteer does not respond to contacts from the clinic, it will be assumed that the volunteer has resigned as a clinic volunteer.
- All volunteers should log in and out for their shift on the clinic's daily log sheet. It is important to track volunteer hours for the clinic's eternal relations and fund raising efforts.

Dress Code

This is an example of a dress code policy for your clinic that should be included in the volunteer handbook and reviewed with volunteers during orientation.

Our clinic desires to project a professional image and a caring attitude. Volunteers are expected to:

- Dress appropriately. Clothes are to be clean, neat and pressed. For medical volunteers, scrubs may be worn.
- No perfume or cologne is allowed. Perfume odors can cause an ill person to have an adverse reaction.
- Nails should be clean and trimmed to a reasonable length to not cause injury.
- Shoes must be worn. No open-toe shoes.
- Wear a name tag at all times in the clinic.

⁶ Coastal Medical Access Project:
Volunteer Handbook

Licensed Professionals

This should be included in the volunteer handbook and reviewed with all applicable professionals during the recruitment and application process.

Physicians, dentists, and chiropractors must possess a valid medical license in any jurisdiction in the U.S. as required for his/her discipline. For those listed in the previous sentence who has an out-of-state license, the Georgia Volunteer Health Care Program can provide guidance in obtaining a Special Georgia Medical License, 404-656-3913.

Physician Assistants, Nurse Practitioners, Nurses, Dental Hygienists, and all other licensed health care professionals must possess a valid Georgia license as required for his/her discipline.

Malpractice Insurance Coverage

This should be included in the volunteer handbook and reviewed with all applicable professionals during the recruitment and application process.

All volunteer health care providers must possess malpractice insurance, either on their own or through the Georgia Volunteer Health Care Program (which provides this coverage at no charge to those who qualify.) Professionals not receiving coverage through the Georgia Volunteer Health Care Program must provide proof of independent malpractice coverage. (See next section for information on the Georgia Volunteer Health Care Program.)

Georgia Volunteer Health Care Program

This should be included in the volunteer handbook and reviewed with all applicable professionals during the recruitment and application process.

The Georgia Volunteer Health Care Program (GVHCP) began in 2005 with the passage of House Bill 166 (also known as the Health Share Volunteers in Medicine Act) by the Georgia General Assembly. This law authorized the state, through the Georgia Department of Community Health (DCH) to provide sovereign immunity protection to licensed health care professionals who volunteer to treat uninsured individuals at or below 200 percent of the federal poverty level. A major update to the law was passed in 2009, extending the protection to contracted, paid nurses and physician assistants in safety net clinics. This amendment to the law allows Nurse Practitioners, Certified Nurse Midwives, Registered Nurses, and Licensed Practical Nurses and PAs to receive SI with certain restrictions.

The GVHCP provides free sovereign immunity (SI) for licensed health and dental care professionals in safety net clinics who volunteer their time to treat eligible patients. The providers must be contracted as volunteers with the GVHCP for the state to extend SI protection. The providers are contracted to offer health care services as an agent of the state and must deliver care at no cost. The GVHCP is open to all active licensed health and dental care professionals, as well as retired physicians, dentists and chiropractors.



SI is provided as long as:

- The contracting paperwork has been approved by DCH.
- The professional acts within his/her scope of services
- The patient meets the definition of eligible
- A designated/trained DCH volunteer completes the patients' paperwork, and
- The patient is given written notice that the health care professional has sovereign immunity conferred by state law.

Alternatives to the Georgia Volunteer Health Care Program

The Federal Tort Claims Act

Passed in the same law that created HIPPA requirements (1996,) the Federal Tort Claims Act's guidelines were published and released in 2005, with the first successful free clinic applicant that same year. This Act applies only to free clinics, which the Act defines as "a health care facility operated by a nonprofit entity that accepts no reimbursement from any third party payer including any insurance policy, health plan or federal or state benefit plan; does not impose charges on patients to whom service is provided OR impose charges on patients according to their ability to pay; may accept voluntary donations for health care service provision; and must be licensed or certified to provide health services according to state law.

A volunteer free clinic health professional is covered under the Act if he/she provides services at a free clinic or through off-site programs or events carried out by a free clinic; is sponsored by a free clinic; provides a qualifying health service (as noted under Section XIX of the Social Security Act (Medicaid) without regard to inclusion in a state plan where the professional practices; does not receive compensation for provided services from patients directly or any third party payer; may receive payment from the free clinic for reasonable expenses incurred in services to patients; is licensed or certified to provide services at the time services are provided; and provides written notice of extent to which his/her legal liability is limited (if the sponsoring clinic has not already done so.)

In order to participate in the Act's provisions, a free clinic must have external verification of credentialing by a credentialing verification organization (CVO,) must have internal authorization from its board of directors, and must have risk management policies in place.

Participation can eliminate potential barriers for new professional volunteers and create potential for quality improvement as required by the Act.

For more information visit:

Health Center Volunteer Health Professionals (VHP) | Bureau of Primary Health Care (hrsa.gov)



Volunteer Release of Liability

This is a release and waiver of liability that should be included in the volunteer handbook and signed by each volunteer prior to starting “work” in the clinic.

This is a release and waiver of liability (the “Release”) executed on this date, _____, by _____ (the “Volunteer”), in favor of _____ Clinic, Inc., a Georgia nonprofit corporation, their directors, officers, employees, and agents (collectively known as the “Clinic.”)

The Volunteer desires to work as a volunteer for the Clinic and engage in the activities related to being a volunteer (the “Activities”). The Volunteer hereby freely, voluntarily, and without duress executes this Release under the terms below:

- 1. Release and Waiver.** Volunteer does hereby release and forever discharge and hold harmless the Clinic and its successors and assigns from any and all liability, claims, and demands of whatever kind of nature, either in law or in equity, which arise or may hereafter arise from Volunteer’s Activities with the Clinic.

Volunteer understands that this Release discharges the Clinic from any liability or claim that the Volunteer may have against the Clinic with respect to bodily injury, personal injury, illness, death, or property damage that may result from Volunteer’s Activities with the Clinic, whether caused by the negligence of the Clinic or its officers, directors, employees, or agents or otherwise.

Volunteer also understands that the Clinic does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance in the event of injury or illness.

- 2. Insurance.** Volunteer understands that the Clinic does not carry or maintain health, medical or disability insurance coverage for any Volunteer.
- 3. Photographic Release.** Volunteer does hereby grant and convey unto the Clinic all right, title, and interest in any and all photographic images and video or audio recordings made by the Clinic during the Volunteer’s Activities with the Clinic, including but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.
- 4. Other.** Volunteer expressly agrees that this Release is intended to be as broad and inclusive as permitted by the laws of the state of Georgia, and that this Release shall be governed by and interpreted in accordance with those laws.

By signing below, the Volunteer has read, understood, and executed this Release as of the date first above written.

Volunteer Name: _____

Complete Address: _____

City: _____ State: _____ ZIP Code: _____

Home Phone: _____ Mobile Phone: _____

Contact Person (Name) in Case of Emergency _____ Phone: _____



Volunteer Evaluation Form

This is an example of a simple volunteer evaluation form that you can use with all volunteers periodically to give feedback to you about their volunteer experience. At least two times per year, ask your volunteers for their opinions about the experience of volunteering with you.

To help us continue to improve the operation of our Clinic, we would greatly appreciate your taking a few minutes to complete and submit this evaluation of our volunteer program. Thank you in advance for your comments and thank you for volunteering!

Please evaluate your volunteer experience by checking the appropriate box:

	Excellent	Very Good	Good	Fair	Poor
Overall Volunteering Experience					
Clinic Staff					
Interaction with other Volunteers					

What was the date of your volunteer work? _____

Was your volunteering experience as you expected? If not, how did it differ? _____

What was the best part of your volunteering experience? _____

How could your experience have been better? _____

What would you like to see the Clinic do differently? _____

May we have permission to use your comments and your name in our volunteer recruitment materials? Yes No

Please return by fax, mail, or e-mail.

Thank you for helping us to improve our volunteer program!

(List Clinic fax number, mailing address, and e-mail address **HERE**.)



Policy on Volunteers Becoming Patients of the Clinic OR Patients Becoming Volunteers of the Clinic

You may wish to have your board of directors adopt a policy regarding volunteers becoming patients of the clinic (or vice versa.) Here is an example, courtesy of the Good Samaritan Health Center of Cobb:

If an existing volunteer wishes to become a patient of this clinic and meets the patient eligibility criteria, the volunteer will be eligible after the first thirty days of volunteer service. The thirty days will be calculated from the first date of volunteer 'duty' in the clinic.

If an existing patient wishes to become a volunteer of this clinic and meets the volunteer eligibility criteria, the patient will be required to complete a volunteer application, attend orientation and training, and be assigned a volunteer position based on the patient's skills, experience and background. In addition, the patient will not be assigned to volunteer work that involves contact with other patients and/or access to patient records.

This policy was adopted on _____ (date) _____ by the Board of Directors of _____ (clinic name here). Signature: _____ (Secretary, Board of Directors)



GEORGIA
CHARITABLE
care
NETWORK





Attachment A

- 101 Ways to Give Recognition to Volunteers

Attachment B

- Application for Volunteer Licensed Health Care Providers
- Confidentiality Agreement

Attachment C

- Application for Support Volunteers
- Confidentiality Agreement





A

Tool 2-0

101 Ways to Give Recognition to Volunteers

Continuously, but always inconclusively, the subject of recognition is discussed by directors and coordinators of volunteer programs. There is great agreement as to its importance but great diversity in its implementation.

Listed below are 101 possibilities gathered from hither and yon. The duplication at 1 and 101 is for emphasis. The blank at 102 is for the beginning of your own list.

I think it is important to remember that **recognition** is not so much something you do as it is something you are. It is sensitivity to others as persons, not a strategy for discharging obligations.

- | | |
|---|--|
| 1. Smile | 36. Enable to grow out of the job |
| 2. Put up a volunteer suggestion box | 37. Send newsworthy information to the media |
| 3. Treat to a soda | 38. Have wine and cheese tasting parties |
| 4. Reimburse assignment related expenses | 39. Ask client-patient to evaluate the work-service |
| 5. Ask for a report | 40. Say "Good afternoon." |
| 6. Send a Birthday Card | 41. Honor their preferences |
| 7. Arrange for discounts | 42. Create pleasant surroundings |
| 8. Give service stripes | 43. Welcome to staff coffee breaks |
| 9. Maintain a coffee bar | 44. Enlist to train other volunteers |
| 10. Plan annual ceremonial occasions | 45. Have a public reception |
| 11. Invite to staff meeting | 46. Take time to talk |
| 12. Recognize personal needs and problems | 47. Defend against hostile or negative staff |
| 13. Accommodate personal needs and problems | 48. Make good plans |
| 14. Be pleasant | 49. Commend to supervisory staff |
| 15. Use in an emergency situation | 50. Send a valentine |
| 16. Provide a baby sitter | 51. Make thorough pre-arrangements |
| 17. Post Honor Roll in reception area | 52. Persuade "personnel" to equate volunteer experience with work experience |
| 18. Respect their wishes | 53. Admit to partnership with paid staff |
| 19. Give informal teas | 54. Recommend to prospective employer |
| 20. Keep challenging them | 55. Provide scholarships to volunteer conferences or workshops |
| 21. Send a Thanksgivings Day card to the volunteer's family | 56. Offer advocacy roles |
| 22. Provide a nursery | 57. Utilize as consultants |
| 23. Say "Good morning." | 58. Write them thank you notes |
| 24. Greet by name | 59. Invite participation in policy formation |
| 25. Provide good pre-service training | 60. Surprise with coffee and cake |
| 26. Help develop self-confidence | 61. Celebrate outstanding projects |
| 27. Award plaques to sponsoring groups | 62. Nominate for volunteer awards |
| 28. Take time to explain | 63. Have a "Presidents Day" for new presidents of sponsoring groups |
| 29. Be verbal | 64. Carefully match volunteer with job |
| 30. Motivate agency VIPs to converse with them | 65. Praise them to their friends |
| 31. Hold rap sessions | 66. Provide substantive in-service training |
| 32. Give additional responsibility | |
| 33. Afford participation in team planning | |
| 34. Respect sensitivities | |
| 35. Enable to grow on the job | |



Tool 2-0

- | | |
|--|--|
| <ul style="list-style-type: none"> 67. Provide useful tools in good working condition 68. Say "Good night" 69. Plan staff and volunteer social events 70. Be a real person 71. Rent billboard space for public laudation 72. Accept their individuality 73. Provide opportunities for conferences and evaluation 74. Identify age groups 75. Maintain meaningful file 76. Send impromptu fun cards 77. Plan occasional extravaganzas 78. Instigate client planned surprises 79. Utilize purchased newspaper space 80. Promote a "Volunteer-of-the-month" program 81. Send letter of appreciation to employer 82. Plan "Recognition Edition" of agency newsletter 83. Color code name tags to indicate particular achievements | <ul style="list-style-type: none"> 84. Send commendatory letters to prominent public figures 85. Say "We missed you" 86. Praise the sponsoring group or club 87. Promote staff smiles 88. Facilitate personal maturation 89. Distinguish between groups and individuals in the groups 90. Maintain safe working conditions 91. Adequately orient 92. Award special citations for extraordinary achievements 93. Fully indoctrinate regarding the agency 94. Send Christmas cards 95. Be familiar with the details of assignments 96. Conduct community-wide, cooperative, inter-agency recognition events 97. Plan a theater party 98. Attend a sports event 99. Have a picnic 100. Say "Thank you" 101. "Smile" 102. |
|--|--|

List compiled by Vern Lake, Volunteer Services Consultant, Minnesota Dept. of Public Welfare



B



COASTAL MEDICAL ACCESS PROJECT
PO Box 1357
Brunswick GA 31521
Application for Volunteer Licensed Health Care Providers

Name: _____
(Last) (First) (Middle)
Birthdate: _____
Bus. Address _____ Home Address _____
Bus. Phone _____ Home Phone _____
Bus. Email _____ Home Email _____

EMERGENCY NOTIFICATION: (Person to contact in case of emergency or illness.)

Name: _____ Relationship: _____
Address: _____
Phone number: _____

Check appropriate title, status, specialty, if applicable, and enter license or DEA number.

Title: Physician Dentist NP PA RN LPN Pharmacist Other
Status: Retired Active practice Specialty: _____
License Number: _____ Active Inactive Date Expires _____
(You must provide us with a copy of your current license.)
DEA Number: _____ Physician Asst's Sponsor: _____

VOLUNTEER SERVICE AVAILABILITY: (Please complete this section.)

I can serve _____ hours _____ time(s) per week _____ time(s) per month _____ time(s) every other month
I prefer to be scheduled in the: _____ morning _____ afternoon _____ evening
Other/Consultation: _____
The day(s) I prefer is (are): _____

REFERRAL PATIENTS:

I will see referral patients in my private office free of charge will set up a payment plan
I prefer to see the following number of patients _____ per week _____ per month _____ every other month.
I prefer to only take patients on a case-by-case basis.
Further explanation of specific skills, interest and/or preferences. _____



IMMUNIZATION:

Please complete the following regarding your position on Hepatitis B vaccination and Tuberculosis testing:

Hepatitis B: date of last vaccination _____ would like vaccination decline vaccination

Tuberculosis: date of last test _____ would like testing decline testing

LICENSING:

Physicians, Dentists, and Chiropractors must possess a valid medical license in any jurisdiction in the US as required for his/her discipline or specialty. *For those with an out-of-state license, the Georgia Volunteer Health Care Program will guide you toward acquiring a Special Georgia Medical License, or you may call 404-656-3913 or go online to www.medicalboard.state.ga.us for more information about the Volunteer in Medicine Act Special License.*

Nurses, Nurse Practitioners, Physician Assistants and all other licensed health care professionals must possess a valid license in the state of Georgia as required for his/her discipline or specialty.

MALPRACTICE INSURANCE COVERAGE:

All Volunteer Health Care Providers must possess malpractice insurance either **FREE** from the Georgia Volunteer Health Care Program, OR provide proof of private malpractice insurance. *Georgia's Volunteers in Medicine Act provides a full range of malpractice coverage for licensed volunteer providers including sovereign immunity for those approved by the program. Providers waiving their right to sovereign immunity protection from the state will be required to provide CMAP with proof of malpractice coverage.*

CREDENTIALING:

All Volunteer Health Care Providers must be credentialed by the Georgia Volunteer Health Care Program, OR be a member in good standing on the medical staff of the Southeast Georgia Health System.

Please check all that apply:

- I am a member in good standing on the medical staff of the Southeast Georgia Health System.
- I am applying for Sovereign Immunity through the Georgia Volunteer Health Care Program.

SIGNATURE: _____ **Date:** _____

COASTAL MEDICAL ACCESS PROJECT

PO Box 1357 ~ Brunswick GA 31521 ~ 912-554-3559 ~ 912-554-8344 (fax)



CMAP

**Brunswick GA 31521
Application for Support Volunteers**

PERSONAL INFORMATION:

Name: Miss / Ms / Mrs / Mr / Dr _____
(First) (Middle) (Last)

Birthdate: _____ Gender: Male Female

Bus. Address _____ Home Address _____

Bus. Phone _____ Home Phone _____

Bus. E-mail _____ Home E-mail _____

EMERGENCY NOTIFICATION: (Person to contact in case of emergency or illness.)

Name: _____ Relationship: _____

Address: _____

Phone number(s): _____

EMPLOYMENT STATUS:

- Full-time Part-time Retired Homemaker
- Student - school/program/degree: _____
- Other - _____

EDUCATION:

- Less than High School High School Technical School Certificate: _____
- Some College College Degree(s): _____ Post Graduate Degree(s): _____

VOLUNTEER SERVICE AVAILABILITY:

(Please note time(s) you are available to volunteer.)

	Monday	Tuesday	Wednesday	Thursday	Friday
DAYS	_____	_____	_____	_____	_____
EVENINGS	_____	_____	_____	_____	_____
SEASONS	<input type="checkbox"/> Spring	<input type="checkbox"/> Summer	<input type="checkbox"/> Fall	<input type="checkbox"/> Winter	

(Please check location(s) you are available to volunteer.)



C



COASTAL MEDICAL ACCESS PROJECT
PO Box 1357
Brunswick GA 31521
Application for Support Volunteers

PERSONAL INFORMATION:

Name: Miss / Ms / Mrs / Mr / Dr _____
(First) (Middle) (Last)

Birthdate: _____ Gender: Male Female

Bus. Address _____ Home Address _____

Bus. Phone _____ Home Phone _____

Bus. E-mail _____ Home E-mail _____

EMERGENCY NOTIFICATION: (Person to contact in case of emergency or illness.)

Name: _____ Relationship: _____

Address: _____

Phone number(s): _____

EMPLOYMENT STATUS:

Full-time Part-time Retired Homemaker

Student - school/program/degree: _____

Other - _____

EDUCATION:

Less than High School High School Technical School Certificate: _____

Some College College Degree(s): _____ Post Graduate Degree(s): _____

VOLUNTEER SERVICE AVAILABILITY:

(Please note time(s) you are available to volunteer.)

	Monday	Tuesday	Wednesday	Thursday	Friday
DAYS	_____	_____	_____	_____	_____
EVENINGS	_____	_____	_____	_____	_____
SEASONS	<input type="checkbox"/> Spring	<input type="checkbox"/> Summer	<input type="checkbox"/> Fall	<input type="checkbox"/> Winter	

(Please check location(s) you are available to volunteer.)

Administrative Office (Brunswick) Henri C. Woodman Clinic, Brunswick

MedBank (Brunswick) Henri C. Woodman Clinic, St. Marys



PLEASE LIST ANY SPECIAL SKILLS / EXPERIENCES: _____

PLEASE CHECK AREA(S) IN WHICH YOU MIGHT BE INTERESTED IN VOLUNTEERING:

- Computer Data Entry
- Discharge Counselor
- Front Desk Greeter
- Fund Raising
- General Clerical – copying, filing, stamping envelopes, preparing charts, etc.
- Mail – Incoming and Outgoing
- Medical Office Assistant
- Medical Transcription
- Newsletter Preparation
- Pharmaceutical Application Forms
- Pharmacy Technician
- Procedure Coding
- Receptionist
- Resource Counselor
- Special Events – Luncheons / Meetings
- Supply / Inventory Clerk
- Telephone – Answering / Returning Calls / Scheduling Appointments
- Special Projects
- Volunteer Coordination
- Volunteer Team Leader
- Other _____

SIGNATURE: _____ Date: _____

PO Box 1357 ~ Brunswick GA 31521 ~ 912-554-3559 ~ 912-554-8344 (fax)

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Rev. 1/2008



COASTAL MEDICAL ACCESS PROJECT
Henri C. Woodman Clinic

Confidentiality Agreement

I, _____, understand that in the course of my work with the Coastal Medical Access Program (CMAP), I may learn certain facts about individuals being served by CMAP that are of a highly personal and confidential nature. Examples of such information are: medical conditions and treatments, finances and living arrangements and relationships with family and others. Additionally, I may learn certain business information such as financial and marketing data, budget information, bid proposals and research and development ideas. I understand that such information must be treated as completely confidential and that any breach of confidentiality concerning clients or business matters may result in my dismissal from CMAP as well as possible prosecution to the fullest extent of the law, where applicable. I also understand that similar information learned about CMAP volunteers or staff is to be treated as confidential.

Except to those individuals within CMAP with a valid need to know, I agree not to disclose patient information of a personal and confidential nature without consulting my supervisor and assuring that the patient has signed a release of information form, where applicable.

Name: (Please Print) _____

Signature: _____ Date: _____

Witness: _____ Date: _____



The Georgia Free Clinic Network thanks the following clinics for their year-long participation in the preparation of this handbook.

Good Samaritan Clinic

Houston County Volunteer Medical Clinic

Troup Cares Inc.

Good News Clinics

Partnership Health Center

Open Arms Clinic

Good Samaritan Clinic

Good Shepherd Clinic of Dawson County

Samaritan Clinic

Good Samaritan Health Center of Cobb

Hands Of Hope Clinic

Compassionate Care Clinic

Willing Helpers Medical Clinic

Georgia Lions Lighthouse Foundation

RCMS Project Access, Inc.

HEALing Clinic

Good Samaritan Health & Wellness Center

The Good Shepherd Clinic

South DeKalb Center for Healthy Living

Center for Black Women's Wellness

Good Samaritan Health Center

Garden City

Warner Robins

LaGrange

Gainesville

Valdosta

Toccoa

Savannah

Dawsonville

Albany

Marietta

Stockbridge

Milledgeville

Covington

Decatur

Augusta

Atlanta

Jasper

Morrow

Lithonia

Atlanta

Atlanta



GEORGIA
CHARITABLE
care
NETWORK

678-389-3333

www.charitablecarenetwork.com

gacharitablecare@gmail.com