

**BY ORDER OF THE COMMANDER
59TH MEDICAL WING**

59TH MEDICAL WING INSTRUCTION 38-101



**25 MARCH 2014
Certified Current 09 March 2016
Manpower and Organization
VOLUNTEER SERVICES**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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RELEASABILITY: There are no releasability restrictions on this publication.

OPR: 59 MDW/SGAV

Certified by: 59 MDW/SGAV
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Supersedes: 59MDWI 38-101, 26 January
2010

Pages: 6

This instruction implements Air Force Policy Directive 38-1, *Organization and Unit Designations*. It outlines the Volunteer Services Program. The Director, Office of Volunteer Services oversees the entire program. Supplements, operating instructions, or any outside program requirements which relate to volunteer activities and information within any area of the 59th Medical Wing (MDW), must be coordinated through 59 MDW/SGAV prior to implementation. This instruction applies to all personnel assigned, attached, or on contract to the 59 MDW to exclude the 959th Medical Group (MDG) and the 359 MDG. The 359 MDG volunteers have their own instruction and are under the American Red Cross. This instruction does not apply to the Air National Guard or Air Force Reserve. Refer recommended changes and questions about this publication to the Office of Primary Responsibility using the AF Form 847, *Recommendation for Change of Publication*. This publication requires the collection and or maintenance of information protected by the Privacy Act of 1974 authorized by 10 U.S.C. 55, *Medical and Dental Care*, and E.O. 9397 (SSN). The applicable SORN F044 AF SG D, and Automated Medical/Dental Record System is available at: <http://dpclo.defense.gov/privacy/SORNs/SORNs.htm>. The authority to waive requirements is the publication approval authority. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) Air Force Manual 33-363, *Management of Records*, and disposed of IAW Air Force Records Information Management System Records Disposition Schedule.

SUMMARY OF CHANGES

This document has been substantially revised and must be completely reviewed. Major changes include updated prescribed forms.

1. Overview.

1.1. The intent of this instruction is to provide specific guidance and direction regarding the administration, operation and maintenance of a quality volunteer support team which will augment the paid staff and enhance patient care. This intent is also to maintain the capability to provide volunteer support throughout the facility in peacetime and wartime contingencies, or any national emergency. To ensure control and security, no 59 MDW section and or unit personnel will assign any person volunteer status, issue access to base, issue keys to any area of Wilford Ambulatory Surgical Center, or certify a volunteer's qualifications to any outside organization without prior approval from the Director, Office of Volunteer Services.

2. Designated Volunteer Agencies.

2.1. The 59 MDW Volunteer Agencies, to include Pastoral Care Lay Minister Volunteers and Civilian Clergy Volunteers, must be granted approval to operate within the medical center complex. Approval for volunteer status is requested through 59 MDW/SGAV. Volunteer agencies selected must comply with regulations of this facility.

3. Responsibilities.

3.1. Director, 59 MDW/SGAV, salaried position, part of command staff, under supervision of the Medical Treatment Facility Administrator (SGA) will:

3.1.1. Provide guidance and serve as liaison for coordination of all volunteer services provided by any volunteer agency within this medical facility.

3.1.2. Provide leadership and maintain programs to recruit, interview, orient, assign, train, and retain quality volunteer personnel.

3.1.3. Monitor incoming volunteers to ensure all mandatory requirements for Health Insurance Portability and Accountability Act and Newcomers Orientation have been met prior to placement or within 30 days of assignment. Volunteers must in-process through the Division of Education and Training to schedule facility orientation and to complete any other required training per 59 MDWI 36-2601, *Human Resource Development*.

3.1.4. Ensure volunteers have appropriate license or certification, are properly credentialed, and prior clearance has been accomplished through the appropriate departments. Volunteer nurses [Registered Nurse (RN), Licensed Vocational Nurses (LVNs), Licensed Practical Nurses (LPNs)] must be process through the Division of Education and Training so nursing license can be verified via online primary source verification. This record will be filed in licensure book per 59 MDWI 36-2601.

3.1.5. Ensure that any volunteer that is providing care for children under the age of 18 should have a Criminal History Background Check covered under AFI 44-119, *Medical Quality Operations*, paragraph 5.4.7.

- 3.1.6. Review policies and procedures established by work center managers which relate to the services provided by volunteers. Maintain a master library of service descriptions for volunteer personnel within the 59 MDW.
 - 3.1.7. Plan, organize, and coordinate appropriate recognition of all volunteers. Serve as liaison and coordinator for any special recognition of the 59 MDW volunteers by outside programs, e.g., base, community, local, and national.
 - 3.1.8. Visit work centers to evaluate the utilization of volunteers and discuss their job performance with supervisors when required or requested. Make recommendations on additional jobs that can be performed by volunteers to assist the staff.
 - 3.1.9. Serve as liaison for agencies providing support to the Volunteer Program through the Gift and Grant Program and fund raising activities.
 - 3.1.10. Coordinate all support activities for any volunteer organization wanting to give support. Monitor volunteer organizational support and make process improvements, as needed.
 - 3.1.11. Develop and maintain procedures to publicize the volunteer program.
- 3.2. Supervisors, officer in charge or non-commissioned officer in charge overseeing volunteers will:
- 3.2.1. Request a new volunteers using a 59 MDW Form 3005, *Volunteer Services Request*. Acknowledge acceptance of a recruited volunteer by signing off on a DD Form 2793, *Volunteer Agreement*, indicating the name of the direct supervisor. Ensure the application and 59 MDW Form 3496, *Volunteer Information* is returned to 59 MDW/SGAV so that final processing can be completed.
 - 3.2.2. Schedule volunteers along with the regular staff to attend any and all mandatory training, such as fire, cardiopulmonary resuscitation, safety, security, and infection control. Document and maintain all required training in the competency assessment folder.
 - 3.2.3. Evaluate the volunteer upon notification from 59 MDW/SGAV in order to maintain a quality volunteer program. Contact 59 MDW/SGAV for assistance in handling concerns which relate to the volunteer no longer capable of performing duties, and any other concerns or performance problems. Use 59 MDW Form 5016, *Annual Volunteer Quality Assessment*.
 - 3.2.4. Notify 59 MDW/SGAV if the volunteer stops reporting for duty. Volunteers must process out through 59 MDW/SGAV when they decide to end their volunteer status.
 - 3.2.5. Ensure all volunteers are in and out processed and cleared through 59 MDW/SGAV.
 - 3.2.6. Report volunteer job-related injuries or mishaps in accordance with 59 MDWI 91-203, *Medical Wing Safety Program*. Also report the injury to 59 MDW/SGAV.
 - 3.2.7. Ensure volunteers work no more than nine hours per day, no more than forty hours per week or more than five consecutive days. Approval for exceptions to this policy must be requested in writing from the Director, 59 MDW/SGAV.

3.2.8. Any volunteer requiring computer access must coordinate through the Volunteer Services Office for final approval.

3.3. All Volunteer Agencies will:

3.3.1. Coordinate all volunteer activities through 59 MDW/SGAV. Utilize the appropriate forms for all volunteer service.

3.3.2. Maintain a quality program; ensure an individual and an alternate individual are appointed to serve as liaison with the Director, 59 MDW/SGAV or designee.

3.3.3. All volunteers must meet 59 MDW requirements before they are allowed to start work, in accordance with all Air Force Instructions and 59 MDWI 44-157, *Infection Prevention and Control Program*.

3.4. Directorate of Pastoral Care Volunteer and Civilian Clergy Volunteer Coordinator will:

3.4.1. Supervise and administer the Pastoral Care Lay Minister volunteer program. In order to maintain a quality program, a Chaplain should be appointed by the Director of Pastoral Care as Lay Ministry Volunteer Coordinator to serve as liaison with the Director, 59 MDW/SGAV.

3.4.2. Maintain specific written guidelines of the Lay Minister Volunteer Program. Ensure coordination with the Director, 59 MDW/SGAV. Ensure the guidelines are applied on an equal basis to all volunteers.

3.5. Volunteers will:

3.5.1. Perform only those support functions which have been assigned by appropriate supervisory personnel and for which they have been trained.

3.5.2. Follow all policies, rules, directives and training requirements which govern 59 MDW and the section or department to which assigned.

3.5.3. Ensure that changes in work areas to other departments are coordinated and approved by the Director, 59 MDW/SGAV or staff.

3.5.4. Observe and comply with all safety rules and regulations. Report job-related injuries or mishaps in accordance with paragraph 3.2.6.

3.5.5. Turn in a time sheet each month on a 59 MDW Form 900, *Wilford Hall Ambulatory Surgical Center Volunteer Timesheet*. Timesheet will be turned in by your last workday of the month.

3.5.6. Notify immediate supervisor and 59 MDW/SGAV for extended period of absence.

3.5.7. Out-process through Volunteer Services once volunteer service has concluded.

4. Specific Procedures.

4.1. Professional licensed and credentialed volunteers (providers, etc.).

4.1.1. The 59 MDW/SGAV will ensure that any volunteer applying to work as a provider will be processed through credentialing before assignment to work area. When applying to volunteer these individuals must meet the same requirements as fully credentialed staff members. All mandatory training must be attended and successfully completed. For disaster volunteer privileging, AFI 44-119, paragraph 6.28.4, will be followed.

4.1.2. The appropriate medical staff in that squadron will track the individuals and notify 59 MDW/SGAV of updates or additional requirements necessary for continuance of volunteer services. The 59 MDW/SGAV must be notified if requirements are not being met. For tracking of credential volunteers during a disaster AFI 44-119 will be followed.

4.1.3. Volunteer nurses (RN, LVN, LPN) must be process through the Division of Education and Training so nursing license can be verified via online primary source verification. This record will be filed in licensure book per 59 MDWI 36-2601.

4.2. Volunteer Job Performance.

4.2.1. Once assigned, the volunteers' first line of supervision is in the section or department to which they are assigned.

4.2.2. If a volunteer becomes unable to perform the originally assigned tasks or duties due to any reason, (e.g., technological updates, requirement changes, poor health), the supervisor can change the assigned tasks and coordinate change with 59 MDW/SGAV. If there are no duties within the volunteer's capabilities, the supervisor should contact 59 MDW/SGAV so that a change in duty assignment can be accomplished.

4.2.3. The Director, 59 MDW/SGAV is available to discuss, assist, counsel, and offer solutions when there are problems or concerns with unsatisfactory job performance.

4.2.4. Failure of volunteer to follow established policies and regulations may result in disciplinary action, up to and including dismissal. At no time should the quality of patient care and support to the staff be diminished from the published standards.

GLENN A. YAP, Colonel, USAF, MSC
Administrator

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFPD 38-1, *Organization and Unit Designations*, 24 August 2011

AFI 44-119, *Medical Quality Operations*, 16 August 2011

DoDI 1015.10, *Military Morale, Welfare, and Recreation (MWR) Programs*, 6 July 2009

DoDI 1100.21, *Voluntary Services in the Department of Defense*, 11 March 2002

59MDWI 36-2601, *Human Resource Development*, 8 February 2011

59MDWI 44-157, *Infection Prevention and Control Program*, 23 May 2013

59MDWI 91-203, *Medical Wing Safety Program*, 7 January 2014

Prescribed Forms

59 MDW Form 900, *Wilford Hall Ambulatory Surgical Center Volunteer Timesheet*

59 MDW Form 3005, *Volunteer Services Request*

59 MDW Form 3496, *Volunteer Information*

59 MDW Form 5016, *Annual Volunteer Quality Assessment*

Adopted Forms

DD Form 2793, *Volunteer Agreement*

AF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

IAW—In Accordance With

ID—Identification

LIP—Licensed Independent Practitioner

LPN—Licensed Practical Nurse

LVN—Licensed Vocational Nurse

MDG—Medical Group

MDW—Medical Wing

RN—Registered Nurse