



**3 JUNE 2022**

***Manpower and Organization***

***VOLUNTEER SERVICES***

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OPR: 59 MDSG/SGAV

Certified by: 59 MDW/SGA  
(Colonel Lauren H. Byrd)

Supersedes: 59 MDWI 38-101, 17 December 2020

Pages: 9

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This instruction implements Air Force Policy Directive 38-1, *Manpower and Organization*. 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 facility operated by the 59th Medical Wing (59 MDW), must be coordinated through 59 MDSG/SGAV prior to implementation. This instruction applies to all personnel assigned, attached, or on contract to the 59 MDW to include the 559th Randolph Clinic but excluding the 959th Medical Group (959 MDG). As far as the 559th Randolph Clinic, the American Red Cross oversees this program by coordinating with clinic personnel to assess volunteer needs and opportunities but all providers must be privileged through the 59 MDW Credentials and Privileging Office. 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. Chapter 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 generated as a result of processes prescribed in this publication adhere to Air Force Instruction 33-322, *Records Management and Information Governance Program*, and are disposed of in accordance with the Air Force Records Disposition Schedule which is located in the Air Force Records Information Management System.

## ***SUMMARY OF CHANGES***

59 MDWI 38-101 has been revised. Updated responsibilities and added 59 MDW Form 3496, *Volunteer Information*.

**1. Overview.** 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 the 59 MDW, or certify a volunteer's qualifications to any outside organization without prior approval from the Director, Office of Volunteer Services.

**2. Designated Volunteer Agencies.** The 59 MDW Volunteer Agencies must be granted approval to operate within any facility operated by the 59th Medical Wing. Approval for volunteer status is requested through 59 MDSG/SGAV. Volunteer agencies selected must comply with regulations of this facility.

### **3. Responsibilities.**

3.1. Director, 59 MDSG/SGAV, Volunteer Service Office (VSO), salaried position, will:

3.1.1. Provide guidance and serve as liaison for coordination of all volunteer services provided by any volunteer agency within the 59 MDW.

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 compliance with all mandatory requirements for Health Insurance Portability and Accountability Act (HIPAA) training requirement in AFI 41-200, *Health Insurance Portability and Accountability Act (HIPAA)*, and Newcomers Orientation. Both of these trainings must be accomplished 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 volunteer personnel in all departments, according to 59 MDWI 48-105, *Medical Employment Health Program*, in-process the Medical Employee Health Program through Public Health (PH) within 10 days of starting work and out-process upon termination. Personnel whose duties involve direct patient care will complete all required screening tests prior to starting duties involving direct patient care.

3.1.5. Ensure volunteers have appropriate license or certification, are properly credentialed, and prior clearance has been accomplished through the appropriate departments. All licensed volunteers, including but not limited to physicians, registered nurses, and licensed vocational nurses, must be processed through Education and Training. Education and Training must perform primary source verification for all professional licenses.

3.1.6. Ensure that any volunteer that is providing care for children under the age of 18 has a Criminal History Background Check (CHBC) covered under Defense Health Agency-

Procedures Manual (DHA-PM) 6025-13: *Clinical Quality Management*, Volume 4, and Enclosure 2. For volunteer personnel, the Privileging Authority is responsible for ensuring initiation and completion of the CHBCs.

3.1.7. Maintain a master library of position descriptions for volunteer personnel within the 59 MDW. VSO will review policies and procedures established by work center managers which relate to the services provided by volunteers.

3.1.8. Ensure no jobs are established to substitute for unfilled manpower requirements created by vacancies, mission changes, or upgrades in lieu of hiring, circumventing the civil service system, or for which funding has been provided to hire staff or obtain services by contract.

3.1.9. Document voluntary services using DD Form 2793, *Volunteer Agreement for Appropriated Fund Activities or Non Appropriated Fund Instrumentalities* (NAFI). A DD Form 2793 must be completed for each volunteer before providing voluntary service at either an appropriated fund or a NAFI. An individual, or parent or legal guardian of an unmarried volunteer under the age of 18, will complete and sign DD Form 2793 as appropriate before beginning volunteer service.

3.1.10. 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.

3.1.11. 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.

3.1.12. Serve as liaison for agencies providing support to the Volunteer Program through the Gift and Grant Program and fund raising activities.

3.1.13. Coordinate all support activities for any volunteer organization wanting to give support. Monitor volunteer organizational support and make process improvements, as needed.

3.1.14. Develop and maintain procedures to publicize the volunteer program.

3.1.15. Maintain records by using the TABLE & RULE: T 51 – 05 R 05.00, DD Form 2793, and *Volunteer Agreement for Appropriated Activities or Non-appropriated Fund Instrumentalities*. While volunteers are active, paper copies of their records will be maintained. When the volunteers resign, paper copies will be converted to electronic and maintained in ERM IAW the Records Disposition Schedule.

3.1.16. Maintain and report volunteer manpower figures, which include the total number of volunteers in the workforce and the hours they provide service to the 59 MDW management as directed.

3.1.17. Ensure that participation in the 59 MDW Volunteer Services Program does not discriminate on the basis of age, sex, race, religion, non-disqualifying handicap or national origin.

3.1.18. Explain to applicant that the VSO staff may decide not to accept the services of a potential volunteer candidate if they cannot meet the minimum requirements of a six month

commitment, work at least one 4-hour shift per week during the course of the regular work week, meet credentialing/licensing requirements or not be medically qualified to safely perform volunteer services in a medical facility. Applicants will not be accepted if removed from any paid or unpaid position due to misconduct.

3.1.19. Permanent folders will be kept in VSO office including their Volunteer Information, 59 MDW Form 3496 and the Volunteer Agreement, DD Form 2793.

3.2. Department/Clinic Supervisors, officer in charge or non-commissioned officer in charge overseeing volunteers will:

3.2.1. Request new volunteers using 59 MDW Form 3005, *Volunteer Services Request*, indicating the name of the direct supervisor. A PD for the work center is required for the Competency Assessment Folder (CAF). An interview of the volunteer can be set up if requested. Acknowledge acceptance of a recruited volunteer by having squadron/flight commander sign DD Form 2793 and PD and return to VSO for final processing.

3.2.2. Provide clearly written PD to the VSO office outlining the duties and scope of responsibility of each volunteer position needed. Provide unit orientation and initial trainings to familiarize volunteers with organization, their assigned duties, standard of conduct and organizational procedures. Ensure no jobs are established to substitute for unfilled manpower requirements created by vacancies, mission changes, or upgrades in lieu of hiring, circumventing the civil service system, or for which funding has been provided to hire staff or obtain services by contract.

3.2.3. Schedule volunteers 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 CAF.

3.2.4. Ensure volunteers have in-processed the Medical Employee Health Program through PH within 10 days of starting work and out-process upon termination. Personnel whose duties involve direct patient care will complete all required screening tests prior to starting duties involving direct patient care.

3.2.5. Evaluate the volunteer upon notification from 59 MDSG/SGAV in order to maintain a quality volunteer program. Yearly evaluations are normally done in May. Use 59 MDW Form 5016, *Annual Volunteer Performance Assessment*, to evaluate. Route form through the Squadron/Flight CC for concurrence prior to submitting to 59 MDSG/SGAV. Keep a copy of the 59 MDW Form 5016 for volunteer's competency folder.

3.2.6. Report any problems with volunteers. Volunteers are expected to meet performance conduct standards described in their PD. Provide a written notification to the VSO Director describing performance problems or infractions, actions taken to remedy said problems, any documentation and when required, submit a request to reassign or terminate the volunteer.

3.2.7. Notify 59 MDSG/SGAV if the volunteer stops reporting for duty. Volunteers must out process through 59 MDSG/SGAV when they decide to end their volunteer status. Have them request an out-processing sheet from the 59 MDSG/SGAV office.

3.2.8. Ensure all volunteers are in and out processed and cleared through 59 MDSG/SGAV. Upon resignation, volunteers must turn in WHASC badge, uniform and

volunteer access card (VOLAC), if applicable. Each clinic/departments should give the volunteer their CAF folder to return to the VSO at the time of their resignation.

3.2.9. Report volunteer job-related injuries or mishaps in accordance with 59 MDWI 91-203, *Medical Wing Safety Program*. Also report the injury to 59 MDSG/SGAV.

3.2.10. Ensure volunteers work no more than nine hours per day, forty hours per week and five consecutive days. Approval for exceptions to this policy must be requested in writing from the Director, 59 MDSG/SGAV.

3.2.11. Coordinate computer access through the Volunteer Services Office for those volunteers requiring computer access.

3.2.12. Ensure CAFs are updated and maintained at each work site for all assigned volunteers to be able to meet any inspections requiring their review.

### 3.3. All Volunteer Agencies.

3.3.1. Coordinate all volunteer activities through 59 MDSG/SGAV.

3.3.2. Maintain a quality program; ensure an individual and an alternate individual are appointed to serve as liaisons with the Director, 59 MDSG/SGAV or designee especially for contact reasons on new positions (59 MDW Form 3005, *Volunteer Services Request*) and to talk to perspective volunteer candidates.

3.3.3. Ensure all volunteers 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. Lay Ministers/Civilian Clergy. Volunteers desiring to serve as Lay Ministers or Civilian Clergy within any facility operated by the 59th Medical Wing will be approved and coordinated through the Chaplain Corps office in accordance with DAFI 52-105, *Chaplain Corps Resourcing*.

### 3.5. Volunteers.

3.5.1. In-process and out-process through the VSO filling out all needed forms such as 59 MDW Form 3496 and DD Form 2793 and accomplishing all training. Out-processing volunteer will return uniform, badge, VOLAC, if applicable and CAF folder.

3.5.2. Select a job commensurate with skills, abilities and interests.

3.5.3. Complete and comply with all requirements and standards of the Air Force Medical Service, 59 MDW, and applicable accreditation associations such as the Joint Commission in order to become and remain a member of the volunteer team.

3.5.4. Perform only those support functions which have been assigned by appropriate supervisory personnel and for which they have been trained. Duties should be reflected in the volunteer's Position Description (PD). If VOLAC is needed to do duties, have supervisor contact VSO Director.

3.5.5. Follow all policies, rules, directives and training requirements which govern 59 MDW and the section or department to which assigned. All volunteers must comply with the HIPAA training requirement in AFI 41-200 and process through the Medical Employee Health Program through PH within 10 days of starting work and out-process upon

termination. Personnel whose duties involve direct patient care will complete all required screening tests prior to starting duties involving direct patient care.

3.5.6. Coordinate move to another clinic/department with the VSO Director.

3.5.7. Observe and comply with all safety rules and regulations. Report job-related injuries or mishaps in accordance with 59 MDWI 91-203, *Medical Wing Safety Program*, to your supervisor.

3.5.8. Appropriately wear the 59 MDW pictured identification badge as required. Volunteers will comply with standards of dress for civilians, AFI 36-703, *Civilian Conduct and Responsibility*: “[Volunteer] attire will be in good repair and should not be considered offensive, disruptive, or unsafe.”

3.5.9. Turn in a timesheet each month on a 59 MDW Form 900, *Wilford Hall Ambulatory Surgical Center Volunteer Timesheet*. Timesheet needs to be turned in no later than the 10th day of the next month.

3.5.10. Notify immediate supervisor and 59 MDSG/SGAV for extended period of absence.

3.5.11. Upon resignation, out-process through VSO once volunteer service has concluded. Return badge, uniform, VOLAC if applicable, any last hours and CAF folder to office.

3.5.12. Receive liability coverage and be considered an employee of the Federal government for purposes of the Federal Tort Claims Act when acting within the scope of services/duties established by the Military Treatment Facility (MTF) as established in 10 USC Section 1588 and DoDI 1100.21, *Voluntary Services in the Department of Defense*.

3.5.13. Be considered an employee of the Federal government for purposes of compensation for work injuries. This workers’ compensation is limited to protection for the volunteer when acting within the scope of services that the Air Force or MTF has established for the volunteer in accordance with 10 USC Section 1588 and DoDI 1100.21

3.5.14. Receive treatment in an MTF if volunteer incurs an injury or illness associated with their volunteer work. Volunteers, who are not Tricare Eligible, being considered an employee of the Federal government, may be considered beneficiaries in certain instances and be treated at the MTF for volunteer job related injury or stabilization for illness according to AFMAN 41-210, *TRICARE Operations and Patient Administration*.

3.5.15. Meet the minimum requirements of a six month commitment (unless waiver by VSO Director), work at least one 4-hour shift per week during the course of the regular work week, meet credentialing/licensing requirements or be medically qualified to safely perform volunteer services in a medical facility. Applicants will not be accepted if removed from any paid or unpaid position due to misconduct.

#### **4. Specific Procedures.**

4.1. Professionally Licensed and Credentialed/Privileged volunteers.

4.1.1. The 59 MDSG/SGAV will ensure that any volunteer applying to work as a provider will be processed through Credentialing/Privileging Office before assignment to work area. Eligible credentialed/privileged volunteers must have worked within the last 2 years in the specialty in which they are applying privileges and meet all medical staff requirements.

Volunteers will be awarded regular privileges with (initial) affiliate medical staff appointment. Volunteers must abide by Air Force and Defense Health Agency instructions/procedure manuals, and 59 MDW Bylaws, policies and procedures. Quality assurance action for all credentialed/privileged providers within the MTF will be taken in accordance with AFI 44-119 and DHA-PM 6025.13. All mandatory training must be attended and successfully completed.

4.1.2. The credentialed/privileged supervisor of the volunteer provider in the unit of assignment will track the individuals and notify 59 MDSG/SGAV of updates or additional requirements necessary for continuance of volunteer services. The 59 MDSG/SGAV must be notified if requirements are not being met. For tracking of credentialed/privileged volunteers during a disaster, DHA-PM 6025.13, *Clinical Quality Management in the Military Health Systems*, Volume 4 will be followed.

#### 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. A CAF folder will be maintained by this section and updated when various trainings are accomplished by volunteer. A yearly 59 MDW Form 5016, *Annual Volunteer Performance Assessment*, will be required for each volunteer on their job performance.

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 MDSG/SGAV. If there are no duties within the volunteer's capabilities, the supervisor should contact 59 MDSG/SGAV so that a change in duty assignment is accomplished.

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

4.2.4. A counseling session will be held with volunteer when a supervisor has given written notification to the VSO Director describing performance problems or infractions and/or requests to reassign or terminate the volunteer. Information will be gathered from volunteer and all options will be considered. A written summary of the counseling session will be maintained in the volunteer's permanent folder.

4.2.5. 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.

### 5. General Procedures.

5.1. CAF folders are created by the VSO for volunteers but maintained by the supervisor at the work site.

5.2. All records will be kept in the VSO while volunteer is active. Upon resignation, records will be converted into electronic files and kept until dispositioned, date determined by the RDS after departure or termination of all volunteers

JEANNINE M. RYDER, Brig Gen, USAF, NC  
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## Attachment 1

### GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

#### *References*

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

DoDI 1100.21, *Voluntary Services in the Department of Defense*, 27 March 2019

DHA-PM 6025.13, *Clinical Quality Management in the Military Health System*, Volumes 1-7, 29 August 2019

AFPD 38-1, *Manpower and Organization*, 2 July 2019

AFI 41-200 *Health Insurance Portability and Accountability Act (HIPAA)*, 25 July 2017

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

DAFI 52-105, *Chaplain Corps Resourcing*, 21 December 2020

AFMAN 41-210, *TRICARE Operations and Patient Administration*, 10 September 2019

59 MDWI 36-2601, *Human Resource Development*, 1 June 2021

59 MDWI 44-157, *Infection Prevention and Control Program*, 8 May 2020

59 MDWI 48-105, *Medical Employment Health Program*, 27 September 2019

59 MDWI 91-203, *Medical Wing Safety Program*, 6 July 2016

#### *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 Performance Assessment*

#### *Adopted Forms*

AF Form 55, *Employee Safety and Health Record*

AF IMT 1098, *Special Task Certification and Recurring Training*

DD Form 2793, *Volunteer Agreement for Appropriated Activities or Non-appropriated Fund Instrumentalities*

#### *Abbreviations and Acronyms*

**CAF**—Competency Assessment Folder

**DHA-PM**—Defense Health Agency-Procedures Manual

**HIPAA**—Health Insurance Portability and Accountability Act

**IAW**—In Accordance With

**MDG**—Medical Group

**MDW**—Medical Wing

**MTF**—Military Treatment Facility

**PD**—Position Description

**PH**—Public Health

**VOLAC**—Volunteer Access Card

**VSO**—Volunteer Service Office