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| Policy Name: <p style="text-align: center;">VOLUNTEER REPORTING</p> | Policy Number: <p style="text-align: center;">0803</p> |
| Approved By: <p style="text-align: center;">Executive Team</p> | Effective Date: <p style="text-align: center;">August 1, 1999</p> |
| Reason for Revision: Click on item below and select item from list. <p style="text-align: center;">CONTENT- Enter BELOW Reason for change Ex: Combined Policy ## and ##.</p> <p style="text-align: center;">Reviewed. No changes made.</p> | Date Revised: <p style="text-align: center;">August 31, 2021</p> Next Date for Review: <p style="text-align: center;">August 31, 2024</p> |
| Section: <p style="text-align: center;">Section 01 - Delivery of Care to Residents and Families</p> | Page No: <p style="text-align: center;">Page 1 of 2</p> |

Policy

This policy sets the standard for recording all contact with residents and family, program statistics and hours of service fully and accurately and in compliance with The Salvation Army policies.

POLICY ELEMENTS

1. Volunteers will record the support given to residents and loved ones on the individualized Resident Volunteer Support Records. (Form 0803a). Support records are confidential and accessible to members of the interdisciplinary team.
2. Volunteers will report any needs concerning resident care to the Charge Nurse.
3. Documentation of the volunteer support given to residents, and their loved ones will be used to contribute to the inter-disciplinary care plan.
4. Volunteers will be provided with confidential information on a need to know basis by nursing staff to provide appropriate support to residents.
5. Volunteers report bereavement support on the Bereavement Follow-up Form in accordance with Policy #0405.
6. All Volunteer hours of service should be reported daily in the Volunteer Hours Record. (Form 0803b)
7. Volunteers will not document in resident charts.
8. Interdisciplinary Team volunteers will ensure that all referral requests and follow-up are documented and reported at Interdisciplinary Rounds.



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| Policy Name: VOLUNTEER REPORTING | Policy Number: 0803 |
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REQUIRED FORMS AND EQUIPMENT REFERENCES

Electronic forms location – FORMS
Hardcopy forms location –Nursing Station file cabinet

1. Form 0803a - Resident Volunteer Support Records – Nursing Station
2. Form 0803b - Volunteer Hours Record – Electronic only
3. Form 0405 - Bereavement Follow-up – Nursing Station

CROSS REFERENCES

Policy 0405 – Bereavement Follow-Up