

MEDDAC Memorandum 930-1

Service Organizations

**The Red Cross
Volunteer Program at
Kimbrough Ambulatory
Care Center**

**Headquarters
U.S. Army Medical Department Activity
Fort George G. Meade
2480 Llewellyn Avenue
Fort George G. Meade, MD 20755-5800
22 January 2003**

Unclassified

SUMMARY of CHANGE

MEDDAC MEMO 930-1

The Red Cross Volunteer Program at Kimbrough Ambulatory Care Center

Specifically, this revision—

- o Has been published in a new format that includes a cover and this “Summary of Change” page.
- o Reformats the title page. The Contents section now includes the page numbers that the various chapters and paragraphs begin on.
- o Changes the title of the Red Cross Liaison Officer to Red Cross (RC) Coordinator and authorizes the Chief, Patient Administration Division to appoint the RC Coordinator (para 1-4).
- o Directs department and division chiefs to coordinate with the RC Coordinator to obtain RC volunteer support, instead of with the KACC RC Chairperson (para 2-3).

Department of the Army
Headquarters
United States Army Medical Department Activity
2480 Llewellyn Avenue
Fort George G. Meade, Maryland 20755-5800
22 January 2003

* MEDDAC
Memorandum 930-1

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The Red Cross Volunteer Program at Kimbrough Ambulatory Care Center

FOR THE COMMANDER:

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History. This is the third revision of the publication, which was originally published on 30 October 1997.

Summary. This memorandum covers the policies and mandates the procedures for utilization of Red Cross volunteers within Kimbrough Ambulatory Care Center (KACC); it also mandates standards of conduct that the volunteers must comply with.

Applicability. This memorandum applies to Headquarters, U.S. Army Medical Department Activity, Fort George G. Meade (MEDDAC) (that is, KACC; specifically to all clinical and administrative areas within KACC that utilize Red Cross volunteers, and to the Red Cross volunteers themselves).

Proponent. The proponent of this

regulation is the Chief, Patient Administration Division (PAD).

Suggested improvements. Users of this publication are invited to send comments and suggested improvements, by memorandum, directly to the Commander, U.S. Army Medical Department Activity, ATTN: MCXR-PAD, Fort George G. Meade, MD 20755-5800, or to the MEDDAC's Command Editor by fax to (301) 677-8088 or e-mail to john.schneider@na.amedd.army.mil.

Distribution. Distribution of this publication is by electronic medium only.

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* This publication supersedes MEDDAC Memo 930-1, dated 1 October 2001.

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Chapter 1

Introduction

1-1. Purpose

This Memorandum prescribes policies, procedures and responsibilities for the utilization and supervision of Red Cross volunteers who work at KACC.

1-2. References

Related publications and prescribed forms are listed in appendix A.

1-3. Explanation of abbreviations and terms

Abbreviations and special terms used in this memorandum are explained in the glossary.

1-4. Responsibilities

- a. *The Chief, PAD.* The Chief, PAD will appoint a Red Cross (RC) Coordinator for KACC.
- b. *The RC Coordinator.* The RC Coordinator will—
 - (1) Report directly to the Commander, KACC.
 - (2) Work closely with the Fort George G. Meade (FGGM) RC Volunteer Chairperson in support of policies and procedures relative to utilization, assignment supervision, ongoing training, and job satisfaction of volunteers.
 - (3) Following scheduled meetings with the KACC RC Volunteer Chairperson, provide the Commander, KACC with program updates.
- c. *The KACC RC Volunteer Chairperson.* The KACC RC Volunteer Chairperson will—
 - (1) Be appointed by the FGGM RC Volunteer Chairperson in consultation with the FGGM RC District Manager and the concurrence of the Commander, KACC.
 - (2) Be delegated the responsibility of administering the KACC RC Volunteer Program by the FGGM RC District Manager and will report directly to the district manager.
- d. *Chiefs of departments and divisions.* Chiefs of departments and divisions will establish internal policies which further define the utilization of RC volunteers within their respective activities. (The term “department” is explained in the glossary.)
 - d. *Supervisors who utilize RC volunteers.* Supervisors who utilize RC volunteers will—
 - (1) Maintain a current roster which list the full name and job description of each volunteer who is utilized in the work area.
 - (2) Provide a copy of the roster to the KACC Red Cross Volunteer Chairperson whenever it is updated.
 - (3) Begin all volunteers’ job descriptions with the following phrase: “Works under the direct supervision of (title of supervisor).”

Chapter 2

Management Procedures

2-1. The role of the FGGM RC District Manager

The FGGM RC District Manager is responsible for the organization and administration of the RC Program at FGGM. The district manager discharges this responsibility in consultation, cooperation and coordination with RC personnel and military personnel, and coordinates with the FGGM and

KACC RC Volunteer Chairpersons to—

- a. Determine the need for volunteers to assist the Red Cross staff in providing Red Cross welfare services to patients and their families and to the KACC staff.
- b. Identify the need for volunteers, with the assistance of the KACC RC Coordinator.
- c. Select and appoint such volunteers as may be needed for the effective administration of the RC Volunteer Program.
- d. Provide for service/job induction training, ongoing training and supervision, assignment, development, and job satisfaction of volunteers.

2-2. Minimum age of RC youth volunteers

The minimum age of Red Cross youth volunteers is 14.

2-3. Requests for RC volunteer support

Department and division chiefs will request RC volunteer support by memorandum to the RC Coordinator. The request will include the following information:

- a. The general nature of the work and its purpose.
- b. Specific duties to be performed.
- c. The specific days and hours required.
- d. Any necessary qualifications.

2-4. Utilization of RC volunteers

The KACC RC Volunteer Coordinator is responsible for the placement of volunteers in working areas of KACC, according to KACC's needs and the skills of the volunteers. RC volunteers may be utilized as follows:

- a. To perform duties consistent with their training, licensure, and demonstrated competence. Department and division chiefs will ensure that competence, licensure and training of RC volunteers are consistent with hospital policies governing all paid employees before they are allowed to perform such volunteer duties.
- b. To perform a wide range of duties, including but not limited to clerical, personal services to patients, social welfare casework, registered nurses, nursing assistants, licensed practical nurses, x-ray technicians, and laboratory specialists.
- c. To provide chaperon services, provided they are at least 18 years of age.

2-5. What RC volunteers may not do

RC volunteers will not—

- a. Engage in any activities not approved by the RC for volunteer services.
- b. Provide services to patients not approved by the medical staff.
- c. Accept funds in exchange for RC services, or cash checks or money orders as intermediaries for other persons.
- d. Sell or promote the sale of any article to a person to whom service is being given, or act as an intermediary in receiving funds when serving as a RC volunteer.
- e. Sponsor functions at which alcoholic beverages are served, nor serve them or purchase them.
- f. Assume any responsibility for drafting of a will or acting as a witness for a will.

2-6. Code of ethics for RC volunteers

The following code of behavior is applicable to all RC volunteers working at KACC. This information is included on MEDDAC FL 199-R, which must be read and signed by each RC volunteer working at KACC. However, this requirement will be waived for any RC volunteer who has previously read and signed appendix A to MEDDAC Memo 930, dated 13 January 1995, which, with the exception of minor changes to reflect the renaming of the medical treatment facility from Kimbrough Army Community Hospital to Kimbrough Ambulatory Care Center, contains the same text as MEDDAC FL 199-R. MEDDAC FL 199-R is a reproducible form that may be printed or copied from the copy in the –R Forms section of this publication. (MEDDAC Memo 930 was superseded by this memorandum on 30 October 1997.)

a. Ethics relative to KACC.

(1) As part of introduction to the job, volunteers need to know that working in a medical treatment facility (MTF) with patients and professional people involves certain ethical precepts to which they must be loyal if they are to be welcome members of the patient care team.

(2) Volunteers need mature judgment, emotional stability, and a sense of humor in dealing with patients and staff. They must also be sympathetic and understanding, but should not show an attitude of pity. Volunteers must be good listeners, yet know when and how to be good conversationalists.

(3) Volunteers are expected to assist the medical, nursing and administrative staff in the care and rehabilitation of patients, and should know how to conduct themselves in relation to patients, staff, and other volunteers.

(4) A ready acceptance of supervision and guidance by the staff characterizes the attitude and behavior of the volunteer who wishes to give the best possible service.

(5) The volunteer must refrain from criticism of the MTF, its personnel or policies, both on and off duty.

(6) The rules of common courtesy govern ethical behavior. In all cases, members of the staff should be addressed by their title (Mr., Ms., Mrs., Miss, Doctor) or their military rank (specialist, sergeant, captain, etc.).

(7) While on duty, conversations with the professional staff should be confined to subjects relating to assignments. Relationships should be cordial but impersonal, businesslike and dignified.

(8) The patient's medical chart is a legal document and a professional trust. Only personnel assigned these responsibilities should either read or record on the chart.

(9) Volunteers should not expect special privileges. Only in emergencies should personal telephone messages be allowed. The public telephone should be used for personal calls. The MTF official telephone lines are reserved for official use.

(10) All problems, uncertainties, new and unusual requests should be brought to the KACC Red Cross Volunteer Chairperson or to the staff member supervising the volunteer for clarification and any necessary action.

(11) A low pitched voice helps to maintain calm and quiet. Loud voices, noise, commotion, and thoughtless, inappropriate talk are always out of place.

(12) Working schedules must be faithfully observed. If, because of illness or a family emergency, a volunteer is unable to report for duty, he or she should notify his or her non-commissioned officer in charge (NCOIC) or supervisory personnel.

b. Ethics relative to patients.

(1) Address them by title or rank, whichever is appropriate.

(2) Respect their social and religious customs.

(3) All information regarding patients, their condition, their physicians, and their treatment and care is confidential and under no circumstances should be revealed outside the MTF. The volunteer should never discuss one patient with another. A breach of confidentiality is a serious situation. Anything the patient says about his condition should be considered confidential. Discussion of religion, politics, or any subject that is controversial or disturbing to the patient should be avoided.

(4) Emotional support should be given to the patient. The volunteer should be a good listener and considerate of the patient's reactions and anxieties, and try to see the patient's point of view.

(5) The patient should be encouraged to have faith in the MTF and in the care he or she is receiving. Any complaints should be reported to the supervising nurse or NCOIC.

(6) The volunteer should consider the patient's reactions to his or her personal appearance and habits. For example, the patient may object to strong scents or tobacco odors.

c. Ethics relative to the RC.

(1) Volunteering is an opportunity. The RC is responsible for ensuring that you have a real job, to support and guide you, and give you an opportunity to grow.

(2) You will work in an organization and undertake the relationships and responsibilities that volunteering involves. By being part of the RC organization, you and your fellow volunteer workers help this organization accomplish its mission.

(3) You will adhere to the uniform policies as set forth by the RC and KACC.

(4) Your responsibilities are to fulfill the commitment you have undertaken (whether it be one hour or five days a week).

2-7. Recognition for Red Cross volunteer performance

Supervisors should show proper recognition via memorandums of appreciation to be presented at an annual ceremony. In addition, they should be aware of each volunteer's training and accomplishments, and provide an annual evaluation of performance; performance and training records will be maintained in the individual volunteers' competency-based orientation folders, as prescribed by MEDDAC Reg 600-8-2. Commendations (and complaints) regarding RC activities should be referred to the KACC RC Coordinator.

Appendix A References

Section I Required Publications

This section contains no entries.

Section II Related Publications

AR 310-25
Dictionary of United States Army Terms

AR 310-50
Authorized Abbreviations, Brevity Codes, and
Acronyms

AR 930-5
American Red Cross Service Program and Army
Utilization

ARC 1295
Armed Forces Emergency Services Handbook

MEDDAC Reg 600-8-2
Competency-based Orientation (CBO)

Section III Prescribed Forms

MEDDAC FL 199-R
Code of Ethics for Red Cross Volunteers.
(Prescribed in para 2-6.)

Section IV Referenced Forms

This section contains no entries.

Glossary

Section I Abbreviations

ARC
American Red Cross

FL
form letter

FGGM
Fort George G. Meade

KACC
Kimbrough Ambulatory Care Center

MEDDAC
U.S. Army Medical Department Activity, FGGM

MTF
medical treatment facility

NCOIC
noncommissioned officer in charge

PAD
Patient Administration Division

Section II Terms

Department

Any organizational element within KACC whose chief is directly subordinate to the Deputy Commander for Clinical Services or Deputy Commander for Nursing.

CODE OF ETHICS FOR RED CROSS VOLUNTEERS

1. Ethics relative to Kimbrough Ambulatory Care Center.

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- c. Volunteers are expected to assist the medical, nursing and administrative staff in the care and rehabilitation of patients, and should know how to conduct themselves in relation to patients, staff, and other volunteers.
- d. A ready acceptance of supervision and guidance by the staff characterizes the attitude and behavior of the volunteer who wishes to give the best possible service.
- e. The volunteer must refrain from criticism of the MTF, its personnel or policies, both on- and off-duty.
- f. The rules of common courtesy govern ethical behavior. In all cases, members of the staff should be addressed by their title (Mr., Ms., Mrs., Miss, Doctor) or their military rank (specialist, sergeant, captain, etc.).
- g. While on duty, conversations with the professional staff should be confined to subjects relating to assignments. Relationships should be cordial but impersonal, businesslike and dignified.
- h. The patient's medical chart is a legal document and a professional trust. Only personnel assigned these responsibilities should either read or record on the chart.
- i. Volunteers should not expect special privileges. Only in emergencies should personal telephone messages be allowed. The public telephone should be used for personal calls. The MTF official telephone lines are reserved for official use.
- j. All problems, uncertainties, new and unusual requests should be brought to the Kimbrough Ambulatory Care Center Red Cross Volunteer Chairperson or to the staff member supervising the volunteer for clarification and any necessary action.
- k. A low pitched voice helps to maintain calm and quiet. Loud voices, noise, commotion, and thoughtless, inappropriate talk are always out of place.
- l. Working schedules must be faithfully observed. If, because of illness or a family emergency, a volunteer is unable to report for duty, he/she should notify his/her noncommissioned officer in charge (NCOIC) or supervisory personnel.

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- b. You will work in an organization and undertake the relationships and responsibilities that volunteering involves. By being part of the Red Cross organization you and your fellow volunteer workers help this organization accomplish its mission.
- c. You will adhere to the uniform policies as set forth by the Red Cross and Kimbrough Ambulatory Care Center.

SIGNATURE OF RED CROSS VOLUNTEER:

DATE SIGNED: