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| Emergency Volunteer ServicesDocument Margins = .5'' top/bottom/left/right; .3'' header/footerFont = 18pt Arial BoldAll other font = 12pt Arial Column 1 width = 3''  Column 2 width = 2'' | **Last Revision:** | September 2020 |
| **Last Reviewed:** | September 2020 |
| **Applies to the following THA Group of Companies:** | * Island Health Care * Island Hospice * Independent Life at home * RightHealth® * THA Services |
| **Included in the following THA Manuals:** | [Policy & Procedure Manual]  [Section #] |

### PURPOSE

The purpose of this policy is to provide overall guidance and direction on the use of volunteers during an emergency crisis.

### POLICY

Volunteering is a valuable part of the communities in which THA Group serves. The support and value provided by volunteers is even more evident during the event of a crisis. When threats of an emergency our presented, THA Group must consider all information available in assessing the best course of action in consideration of the safety of others. THA Group must evaluate the pros and cons of each situation before determining whether utilizing volunteers in times of a crisis minimizes risk or creates more risk and respond accordingly.

### PROCEDURE

The leadership team may consider the following information, along with any other pertinent information, when considering the use of volunteers during an emergency:

1. What are the needs and roles of the volunteers
2. Types of tasks required (direct patient contact or indirect patient contact (admin duties)
3. What is the risk of utilizing volunteers
4. What accommodations could be made to minimize the risk
5. What are the positive and negative impacts of using/not using volunteer(s) during an emergency

In the event it is decided to use a volunteer during an emergency, the productive utilization of volunteers is required through a planned and organized effort. The Volunteer Coordinator or designee will be the central point of contact for training, coordinating, directing and overseeing the services provided by the volunteer(s).