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Owner Chrissi Maguire:
President & CEO
Area Administration

MDI Hospital Organization Volunteer Policy

Purpose:

Mount Desert Island Hospital and Birch Bay Retirement Village's commitment to community includes engaging motivated, compassionate volunteers who are willing to supplement and support specific activities of our team members in our mission to provide quality care close to home. Meaningful opportunities bring value to our teams, strengthen our connections to our community, and enrich the lives of volunteers, staff, and patients alike.

The purpose of this policy is to provide overall direction to volunteers and staff providing volunteer services and volunteer supervision throughout MDI Hospital and Health Centers and Birch Bay Retirement Village.

Standards:

Standards applicable to MDI Hospital (MDIH) and Birch Bay Retirement Village (BBRV) employees and contract personnel also apply to volunteers who provide services on behalf of the organization. Therefore, this policy accords with all applicable regulations, State, and Federal Law. Federal law prescribes the definition of a volunteer and volunteers are afforded protection under the Volunteer Protection Act. This policy ensures adherence to those standards and affords protection to the organization and the volunteer.

Policy:

This policy applies to all volunteers who have been accepted as a volunteer by MDIH or BBRV or appointed by the Administration the respective organizations. Members of MDI Hospital's Volunteer Program must abide by all policies, procedures, and regulations of MDI Hospital.

Volunteer assignments are to be mutually beneficial to the organization and the volunteer and are to be

considered at-will. Every effort will be made to match interests. A positive and professional attitude and desire to help others are fundamental to our volunteer program.

Accountability for Volunteers:

Administration is responsible for the Board of Trustees and Committee Member assignments and oversight.

Administration is responsible for the MDI Hospital Friends member management and engagement.

The Community Engagement Coordinator is responsible for MDI Hospital General Volunteer onboarding and oversight and MDI Hospital Auxiliary member management and oversight. Volunteers report to the designated Volunteer Supervisor in the department they serve.

The BBRV Programs and Engagement Coordinator is responsible for BBRV General Volunteer and Performance/Entertainment Volunteer onboarding, oversight, and supervision.

General Requirements:

Board and Committee Members

Board and Committee members are appointed by the Administration.

MDIH and BBRV Board and Committee Members are exempt from orientation and onboarding unless they have direct patient contact or specific duties within the respective organizations. Orientation for Board and Committee Members will be through the Administration offices of each organization.

General Volunteers

MDIH and BBRV General Volunteers apply through our online application system and are onboarded according to specific requirements of their assigned positions. These are represented in a Volunteer Requirements Matrix. Volunteer application and onboarding requirements may be waived, at the discretion of leadership, in the event of an emergency.

A General Volunteer must complete and meet the following requirements prior to placement:

1. Completed Application.
2. Criminal Background Check
3. Signed Volunteer Confidentiality Statement and ongoing adherence to the organization policy with respect to Protected Information.
4. Immunization and Health Screening and annual immunization compliance. All health requirements must be met and kept current to participate in the volunteer program.
5. Completion of mandatory online orientation and compliance with annual re-orientation as assigned by Human Resources.

Volunteers must be willing to commit for at least 6 months and will have assigned volunteer supervisors.

General volunteers must be 16 years of age or older. Age requirements may vary in select departments and will be reflected in the volunteer matrix and applicable Volunteer Job Description.

Group or event volunteers, who engage in limited term volunteering event or volunteer off campus, may be younger if supervised by their group leader and as approved by the organization overseeing the event, on a case-by-case basis. This approval will include consideration of the clearance and/or orientation requirements.

Written volunteer positions and a Volunteer Handbook are provided for General Volunteers. These are periodically reviewed and updated. Some departments have minimum age requirements.

BBRV residents who volunteer are only subject to the General Volunteer requirements if providing services in a neighborhood separate from that in which they live. Residents may provide activities or create social events for their neighbors without applying to volunteer.

MDI Hospital Volunteer Supervisors are oriented to their responsibilities.

Performance/Entertainment Volunteers

Performance/Entertainment Volunteers include musicians, performers, speakers, and worship leaders whose service is to provide a performance to a crowd/group. Performance/Entertainment Volunteers are exempt from orientation and onboarding if they are providing a non-recurrent service and do not have direct patient contact. If they are providing a recurrent service or have direct patient contact, they will be considered a General Volunteer and subject to the requirements therewithin.

Performance/Entertainment Volunteers must complete and meet the following requirements prior to placement:

1. Completed Application.
2. Signed Volunteer Confidentiality Statement and ongoing adherence to the organization policy with respect to Protected Information.

MDI Hospital Auxiliary

MDI Hospital Auxiliary is a member-based organization with bylaws. Auxiliary members engage in community focused events and fundraising and typically do not volunteer on campus. Auxiliary membership is at will and membership dues are collected each year. Auxiliary Members are exempt from volunteer orientation and onboarding requirements, unless they elect to be placed as a General Volunteer.

MDI Hospital Friends

MDI Hospital Friends is a member-based organization. MDI Hospital Friends are engaged as advisors, advocates and ambassadors for the hospital. MDI Hospital Friends membership is at will. MDI Hospital Friends are exempt from volunteer orientation and onboarding requirements, unless they elect to be placed as a General Volunteer.

Other Opportunities

Our organization has opportunities for clinical student proctorship through our Medical Education Department and for limited engagement Job Shadowing. Please refer to policies specific to those programs.

All Revision Dates

05/2023, 08/2009

Attachments

[BBRV Volunteer Onboarding Matrix](#)

[MDIH Volunteer Onboarding Matrix Page 1](#)

[MDIH Volunteer Onboarding Matrix Page 2](#)

[Volunteer Handbook.pdf](#)

Approval Signatures

Step Description	Approver	Date
CEO Approval	Chrissi Maguire: President & CEO	05/2023
VP Review	Trevor Casey: Vice President of Innovation and Experience	05/2023
Risk Review	Devon Niedner: Director of Risk Management	05/2023
	Chrissi Maguire: President & CEO	04/2023