



# Volunteer Handbook

## Client Services Program

[FCSF.org/Volunteer](https://FCSF.org/Volunteer)



## TABLE OF CONTENTS

Background & History .....	1	Policies & Procedures .....	6
Benefits .....	2	Influenza Policy .....	6
Expectations .....	3	Things to Avoid & Dress Code .....	7
Confidentiality .....	4	Conduct .....	8
Position Description .....	5	Leaving an Assignment & Recognition .....	9

## Our Mission

Florida Cancer Specialists (FCS) Foundation provides non-medical financial assistance and support to qualified individuals who are undergoing treatment for cancer in Florida.

## Contact

Florida Cancer Specialists (FCS) Foundation Location: \_\_\_\_\_

Client Services Manager (CSM): \_\_\_\_\_

Client Services Manager Phone: \_\_\_\_\_

Client Services Manager Email: \_\_\_\_\_

Volunteer Program Manager (VPM) Phone: \_\_\_\_\_

Volunteer Program Manager (VPM) Email: \_\_\_\_\_

**5985 Silver Falls Run, Suite 210, Bradenton, Florida 34211 | (941) 677-7191**  
**VolunteerProgram@FLCancer.com**

# Volunteer Program

## SERVICE & SUPPORT/HEALING & HOPE

The FCS Foundation is a nonprofit, registered 501(c)(3) organization.

The Volunteer Program was launched in January 2015. Paid staff and volunteers work together to assist and support individuals affected by cancer.

Volunteers fill various roles in the organization to assist in meeting the needs of those served. Our volunteers include local residents, cancer survivors, caregivers and nursing or pre-med students looking to gain valuable work experience.

## History

A cancer diagnosis can change everything. For some, it may mean the added stress of financial hardship. Florida Cancer Specialists (FCS) Foundation was created to help patients who need financial assistance while undergoing treatment.

The FCS Foundation was established in January 2011 by a group of Florida Cancer Specialists physicians who personally started the fund with a generous gift of \$500,000. In November 2012, organizational facets of the FCS Foundation were in place, with the mission of providing non-medical financial assistance and support to qualified cancer patients in Florida. Each qualified patient can receive up to \$2,000 per calendar year. Since its inception, the FCS Foundation has awarded millions of dollars in patient grants.





## Volunteer Benefits

The FCS Foundation values the time and talent of our volunteers and, in turn, we offer the following:

- Professional and social networking
- Ability to learn and develop new skills
- Platform to share your skills and talents
- Ability to gain work experience and enhance your resume
- Atmosphere to build self-esteem and self-confidence
- Ability to impact the lives of those battling cancer
- Means to support an organization you believe in
- Annual volunteer recognition celebrations, and ongoing recognition programs

## Tax Deductions

Several tax benefits may be available for volunteers under the general charitable contribution deduction of the Internal Revenue Service code. Volunteers may deduct "unreimbursed, out-of-pocket expenses directly related to the service given to a charitable organization" if they itemize their deductions on their tax return. Therefore, if you wish to claim these deductions, it is important to keep accurate, written records of out-of-pocket expenses. The value of your time and/or services is not tax deductible.\* Examples of expenditures that volunteers can deduct include:

- Public transportation costs
- Parking costs and toll fees
- Telephone bills
- Supplies purchased to perform volunteer duties
- Automobile mileage
- Cash contributions
- Non-cash contributions of property

*\*The foregoing is not intended to be tax advice. For information about tax deductions, please consult your tax advisor or IRS publication 526.*

# Volunteer Expectations

## **DEPENDABLE**

Report promptly and regularly when scheduled for your volunteer shift.

## **RELIABLE**

Strive to be a recognized and respected member of the team. If you are unable to work your scheduled volunteer shift, be sure to notify ahead and report your absence to the assigned personnel.

## **SERIOUS ABOUT YOUR COMMITMENT**

Be realistic and candid in accepting your assignment by taking into consideration your interests, abilities, skills and availability.

## **TEAM MEMBER**

Follow all volunteer policies and procedures. Participate in the feedback process by letting us know how you feel about your volunteer experience and by giving constructive suggestions for improvement. We are a team and we want to hear from you about any concerns.

## **WILLING TO LEARN**

Develop your skills by participating in additional training or meetings when available. Ask for help or an explanation when in doubt.

## **INQUISITIVE**

Speak up and ask about things you don't understand. There is probably a good reason behind every process and it will be helpful for you to understand why things are done in a certain way.

## **COMMUNICATION SKILLS**

Use empathetic, friendly and respectful verbal communication skills, including active listening, as well as the ability to read non-verbal cues. These skills should be used consistently with patients, caregivers and staff alike.

## **UNDERSTANDING**

View clinic staff as allies and teachers; forgive them if or when they seem demanding or too busy. They have the best interest of the patient in mind.

## **RECEPTIVE**

Seek feedback on your performance. Look for opportunities to grow.

## **POSITIVE**

Serve as goodwill ambassadors for the FCS Foundation in its service to the community.

## **FLEXIBLE**

You may be asked to help in an unassigned area or with an extra task. Remember, we are here to help in all possible ways; patient support is our priority.

## Confidentiality

### VITAL FOR PATIENT PRIVACY

The **Health Insurance Portability and Accountability Act (HIPAA)** is a U.S. law designed to protect patients' medical records and other health information provided to health plans, doctors, hospitals and other health care providers.

- FCS/FCS Foundation has a legal and ethical responsibility to safeguard the privacy of all patients and patient information.
- As a volunteer, you may come in contact with confidential information. You are only to access and use this information when it is necessary to perform your volunteer service. You must not discuss confidential information where others can overhear the conversation.
- You must not disclose or discuss confidential information with others, including friends or family who do not have a need to know that information. It is not acceptable to discuss confidential information, even if the patient's name is not used.
- You are not permitted to use any FCS computer or information technology systems or devices for personal use.
- You are required to sign and date the FCS Foundation Confidentiality Agreement and comply with all terms and conditions included in this form. By signing this agreement you understand that violation of the Confidentiality Agreement may result in disciplinary action, including suspension and/or loss of privileges, up to termination of your volunteer services.
- You may not retain any Private Health Information (First/Last name, date of birth, or home address) outside of the FCS/FCS Foundation environment. Any paper with patient information should be discarded in the shred bin.
- Patient information should always remain confidential and may not be in view of the public.



# Client Services Program

## Volunteer Position Description

**POSITION TITLE**

Client Services Volunteer

**DEPARTMENT**

Client Services

**REPORTS TO**

Client Services Manager

**POSITION DESCRIPTION SUMMARY**

This position is responsible for supporting the Client Services team in an effort to guide patients through the grant process. All volunteers serve as ambassadors for the FCS Foundation.

## Duties & Responsibilities

- Greet patients, families, advocates and referral sources with a smile and friendly voice.
- Answer the phones, document voice mail messages, and return phone calls.
- Review patient grant applications using the online application system.
- Communicate with patients via email regarding their application status and questions.
- Review and upload applicant documentation to the online system.
- Stuff envelopes and mail out FCS Foundation correspondence.
- Other administrative tasks as assigned.
- Log in and out of shift, documenting the time you began and the time you finished, as well as total hours volunteered.
- Provide summary shift notes to Client Services Manager at the end of each shift.

**QUALIFICATIONS**

- Excellent verbal communication skills are required.
- Computer and internet skills, and an email address are essential.
- Must have a friendly and compassionate personality.
- Able to commit to a minimum of three hours per week on a regular basis.
- Must be age 18 or older.
- We are not able to accommodate patients who are actively being treated for cancer, or court-ordered community service.



## Client Services Volunteer Policies & Procedures

- Inform VPM and CSM of volunteer hours, availability, absences, and areas of interest. The VPM will coordinate and issue monthly volunteer schedules, which will be sent via email and posted at the facility.
- If a volunteer is unable to report for a scheduled shift, this should be communicated to VPM and CSM 24 hours prior to the start of the shift, preferably by email; unless it is an emergency, and then as soon as possible is appropriate.
- If volunteers have any doubt about the extent of the duties or what needs to be done, they must ask the CSM for assistance. When in doubt, ASK FIRST.
- Handwashing and sanitizing are extremely important.
- Use designated staff restrooms and breakrooms.
- Keep activities within the defined scope of the volunteer service description. It is the responsibility of the volunteer to decline requests by a staff member or a patient if, at any time:
  - The volunteer is physically or emotionally unprepared to perform the service.
  - The volunteer is requested to perform duties outside the scope of the volunteer service description.

## Influenza Vaccine Policy & Procedures

Florida Cancer Specialists requires all FCS employees and volunteers to receive the influenza vaccination annually. The goal is to alleviate and decrease patient and staff exposure to influenza.

Volunteers will be required to either be vaccinated or receive a medical or religious exemption by October 1 of each calendar year. The vaccine will be offered free of charge at various times at FCS clinics statewide to allow for 100 percent compliance for all active volunteers. If a volunteer declines the vaccine, they will be required to sign a declination form and wear a clinic-supplied mask while in areas where patients are seen, evaluated, and treated. They may also choose to take a leave of absence from their assignment until the flu season ends.



## Things to Avoid

- Never contradict or criticize anything a patient is told by the staff.
- Refrain from using cell phones during your shift. If you need to make a personal phone call or send a text message, please do so in the staff break room.
- Refrain from saving usernames and/or passwords on any Foundation computers.
- Refrain from leaving printed materials that contains patient information in public areas.
- Refrain from leaving a computer logged on when you step away from the desk at end of your shift when you leave.
- No chewing gum or eating in the workspace area. Please use the staff break room.
- Assigned FCS/FCSF locations are smoke-free and scent-free facilities. Avoid using perfumes, colognes, or lotions on volunteer days. If you are a smoker, you may not smoke at assigned FCS locations.
- If you have a fever, cough, sneezing, cold or flu symptoms, please do not report for your volunteer shift and notify the VPM and CSM. Illness may compromise the health of others.

## Dress Code

- Volunteers should be appropriately dressed and groomed for their assigned tasks while representing the FCS Foundation.
- Slacks for men/women or a business-like skirt for women. Capris can be worn if they are mid-calf length. No short skirts, blue jeans, or leggings/athletic wear.
- Personal attire with advertisements or slogans may not be worn.
- Volunteers may wear an issued FCS Foundation shirt, or apparel purchased from the FCS Foundation website, although it is not required.

**Blue Jeans**

**Flip Flops**

**Leggings**

**Athletic Wear**



**Business Casual**

**Slacks**

**FCS Foundation  
Apparel is optional**



## Conduct

The FCS Foundation is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. The FCS Foundation will not tolerate any actions, words, jokes or comments based on a person's sex, race, color, national origin, age, religion, disability or any other legally protected characteristic.

Volunteers will be expected to follow the FCS Foundation policies and procedures. Our policies are in place to protect the interests and safety of all employees, volunteers and patients. Volunteers who break rules may be subject to verbal or written warning, up to and including termination of volunteer service. While it is impossible to list every infraction that is unacceptable conduct, following are examples of prohibited activities:

- Theft or inappropriate removal or possession of property
- Failure to satisfactorily perform your position responsibilities
- Volunteering under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the assigned volunteer location
- Fighting or threatening violence in the assigned volunteer location
- Insubordination or other disrespectful conduct
- Boisterous or disruptive activity in the assigned volunteer location
- Violation of safety or health rules
- Smoking in prohibited areas and/or during volunteer time, including breaks
- Negligence or improper conduct leading to damage of FCS, FCS Foundation or patient or FCS-owned property
- Failure to comply with a reasonable request from a staff member
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the assigned volunteer location
- Excessive absenteeism or any absence without notice
- Unauthorized use of telephones, mail system, or other FCS-owned equipment
- Unauthorized disclosure of confidential information
- Unsatisfactory performance or conduct
- Intimidating, profane, obscene, or similar language
- Knowingly making false accusations against FCS/FCS Foundation staff, physicians, patients and/or vendors

The FCS Foundation reserves the right to immediately suspend and/or release a volunteer who exhibits behavior or commits any act that compromises the integrity or successful operations of Florida Cancer Specialists or the FCS Foundation.



## Leaving Your Assignment

A volunteer may decide to end his or her volunteer service with the FCS Foundation at any time and for any reason. Notice should be communicated as soon as possible to the VPM.

Voluntary separation from the FCS Foundation occurs when a volunteer ceases to provide volunteer services. Volunteers are encouraged to give the FCS Foundation at least a two-week notice of intent to separate in a written letter stating the reason for leaving and the intended last day of volunteering.

A volunteer who does not report to assigned volunteer location for three consecutive assignments without contacting his or her supervisor may be considered to have abandoned the position and voluntarily separated from volunteer involvement.

Involuntary separation occurs when a volunteer is discharged, or when the position comes to an end for any reason.

An exit interview will be scheduled to discuss why the volunteer is leaving, suggestions for improving the position and the possibility of future volunteer involvement.

## Volunteer Recognition

The FCS Foundation is committed to recognizing and celebrating the efforts and successes of its volunteers.

- Anniversary pins are awarded for each year of service.
- Volunteer appreciation events are held throughout the year. Event schedules vary by clinic location.
- Volunteers and the Volunteer Program are often recognized in FCS publications and communications, including the FCS Foundation newsletter and social media pages.



**5985 Silver Falls Run, Suite 210, Bradenton, FL 34211**  
(941) 677-7191 | [VolunteerProgram@FLCancer.com](mailto:VolunteerProgram@FLCancer.com)