



Volunteer Handbook

Patient Support Program

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



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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) Clinic Location: _____

Volunteer Site Coordinator (VSC): _____

Volunteer Site Coordinator (VSC) Email: _____

Volunteer Program Manager (VPM) Phone: _____

Volunteer Program Manager (VPM) Email: _____

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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 are 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.

Volunteer Position Description

POSITION TITLE

Patient Support Volunteer

DEPARTMENT

Volunteer Services

REPORTS TO

Volunteer Program Manager

POSITION DESCRIPTION SUMMARY

This position is responsible for supporting the non-medical needs of adult patients in the infusion/treatment areas, in an effort to provide comfort and companionship. Patient Support Volunteers serve as ambassadors for the FCS Foundation.

Duties & Responsibilities

- Greet patients and guests with a smile and friendly voice.
- Engage patients and guests in light, easy conversation.
- Offer patients a pillow or blanket.
- Distribute snacks, prepare and serve coffee or other beverages to patients and guests.
- Restock the blanket warmer (if applicable).
- Offer assistance escorting patients to chairs or other parts of the facility, if needed.
- Hand out magazines, books, art therapy and FCS Foundation information to patients and guests.
- Wipe down infusion chairs after patient has left using gloves and sanitizing wipes. Place used blankets in designated area and dispose of used pillowcases.
- Log in and out at the infusion sign in areas with your name, time you arrived and time you left, as well as total hours you volunteered each shift.
- Other duties as assigned.

Shifts are a minimum of three hours with a recommended six-month commitment. The number of days and times that shifts are available may vary by clinic location.

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.
- Ability to stand and walk for three hours with light lifting, carrying and bending.
- We are not able to accommodate patients who are actively being treated for cancer, or court-ordered community service.



Volunteer Policies & Procedures

- Inform VPM 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 VSC and the VPM 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.
- Refer nutritional and other health-related requests from patients to the clinical staff.
- Refer medical questions from the patients and/or family members to their physician or nurse.
- 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 is extremely important. Please wash hands before handling or serving food or beverages to patients, and after using the restroom.
- 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.
- Do not turn off infusion monitor when beeping.
- No lifting of patients.
- Biohazardous materials or fluids are handled by staff only.
- Do not bring in outside food or snacks for the patients.
- 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.
- Avoid sitting during your shift unless you are visiting with patients. In the event you need a break from your duties, please use the staff break room.
- No chewing gum or eating in the patient area. Please use the staff break room.
- Assigned clinic 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 clinic locations.
- Refrain from asking personal medical questions to clinic staff during your volunteer shift.
- If you have a fever, cough, sneezing, cold or flu symptoms, please do not report for your volunteer shift, and notify the VPM and VSC. Illness may compromise the health of others.

Dress Code

- Volunteers should be appropriately dressed and groomed while representing the FCS Foundation.
- Patient Support Volunteers must wear closed-toe, non-skid, and comfortable shoes (sneakers are acceptable).
- 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.
- All volunteers will be issued a blue FCS Foundation volunteer t-shirt, a name lanyard or name badge. The volunteer t-shirt or jacket and name badge must be worn at all times when on duty.
- Personal attire with advertisements or slogans may not be worn.

Blue Jeans

Flip Flops

Leggings

Athletic Wear



Business Casual

Slacks

**FCS Foundation
Shirt/Jacket**



Conduct

The FCS Foundation is committed to providing an 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.

- After six months of service, volunteers are eligible to receive a permanent FCS Foundation name badge and a volunteer jacket/shirt, recognizing status as an active volunteer in the Patient Support Program.
- 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.



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