



Joint Task Force National Capital Region Medical **INSTRUCTION**

NUMBER 1000.26
MAR 08 2011

J1

SUBJECT: Red Cross Functions

References: See Enclosure 1

1. PURPOSE. This Instruction provides information and policy concerning American National Red Cross (ARC) programs and services within Joint Task Force National Capital Region Medical (JTF CapMed) Joint Medical Treatment Facilities (MTFs).
2. APPLICABILITY. This Instruction applies to JTF CapMed Headquarters, Fort Belvoir Community Hospital, and Walter Reed National Military Medical Center.
3. POLICY. It is JTF CapMed policy that all individual volunteers desiring to work in JTF CapMed MTFs must first enroll through the ARC Volunteer Program. The ARC station manager or designee in the MTF is given responsibility for coordinating the activities of ARC volunteers and acting on behalf of the National ARC within the MTF. These activities will be mutually arranged and agreed upon by the MTF and the ARC.
4. RESPONSIBILITIES. A written MOU following the guidance and format of Enclosure 2 shall be executed between any Joint MTF that uses ARC volunteers and the ARC through its station manager.
5. RELEASABILITY. UNLIMITED. This Instruction is approved for public release and is available on the Intranet from the JTF CapMed Web Site at <https://jtfcapmedonline.amedd.army.mil/JTFIntranet/default.aspx>.

6. EFFECTIVE DATE. All provisions of this Instruction are effective beginning 01 May 2011.



SCOTT WARDELL

Executive Director for Administrative Operations
By direction of the Commander

Enclosures

1. References
2. Format for ARC and Joint MTF MOU

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ENCLOSURE 1

REFERENCES

- (a) DoD Directive 1000.26E, "Support for Non-Federal Entities Authorized to Operate on DoD Installations," February 2, 2007
- (b) DoD Instruction 1000.15, "Procedures and Support for Non-Federal Entities Authorized to Operate on DoD Installations," October 24, 2008
- (c) Memorandum of Understanding between DoD and the American Red Cross, March 2009
- (d) DoD Instruction 1402.5, "Criminal History Background Checks on Individuals in Child Care Services," January 19, 1993
- (e) Army Regulation 930-5, "American National Red Cross Service Programs and Army Utilization," February 1, 2005
- (f) BUMED Instruction 5760.5, "Red Cross Functions," October 8, 1997
- (g) SECNAVINST 5760.1C, "American National Red Cross," September 5, 1985

ENCLOSURE 2

FORMAT FOR ARC MOU

DATE

**MEMORANDUM OF UNDERSTANDING (MOU)
BETWEEN
(NAME AND ADDRESS OF MEDICAL TREATMENT FACILITY (MTF))
AND
AMERICAN RED CROSS (ARC)**

1. Purpose. This MOU is established to delineate services and responsibilities between the (name of MTF), hereinafter referred to as "MTF," and the ARC, hereinafter referred to as the "Red Cross," regarding the Red Cross Volunteer Program at the MTF. This MOU is mutually beneficial. The Red Cross volunteers will provide the MTF with a reasonable means of augmenting its staff to increase efficiency in mission accomplishment. The Red Cross volunteers will receive job-related training and on-the-job experience.

2. Responsibilities

a. The MTF will:

(1) Designate an Administrative Officer to serve as a liaison to the Red Cross volunteer program at the MTF. The designated Administrative Officer will work closely with the MTF Red Cross Management Team to coordinate the assignment of Red Cross volunteers to the MTF, assign Red Cross volunteers to work areas within the MTF, and serve as a single point of contact for MTF Red Cross volunteer matters.

(2) Provide reasonable office space and communications support for the Red Cross volunteer program to the extent that resources are reasonably available, not required for mission-essential purposes, and only to the extent required by the Red Cross volunteer program. Such support will be provided without charge and may include access to the Defense Messaging System.

(3) Assist in the recruitment of Red Cross volunteers as reasonably requested by the Red Cross Management Team consistent with applicable laws and regulations.

(4) Coordinate and complete installation mandated background checks on all volunteers. This includes any background investigations needed to access the DoD Employee Interactive Data System.

(5) Provide the following training to Red Cross volunteers:

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(a) Orientation to familiarize volunteers with the MTF, its regulations, policies and procedures, and the requirements and limits of volunteer service.

(b) Job, computer, and equipment related training appropriate for the volunteer position held.

(c) Annual in-service training to meet the requirements of the Joint Commission on Accreditation of Healthcare Organizations.

(d) Additional job specific training as necessary. If this training represents additional duties, the Red Cross Management Team should be notified.

(e) Health Insurance Portability and Accountability Act (HIPAA) training. Red Cross volunteers and the Red Cross Station Manager/Station Chairman/Chairman of Volunteers are considered to be members of the MTF's "Workforce," as defined by 45 CFR Section 160.103.

(6) Assign MTF staff member(s) to:

(a) Provide day-to-day supervision of the Red Cross volunteer in the volunteer's assigned work area.

(b) Monitor work performed by each volunteer to determine whether such work falls within scope of the relevant job description.

(c) Monitor whether Red Cross volunteers sign in at the Red Cross office prior to reporting for duty. The MTF may prevent any volunteer from volunteering unless/until such volunteer signs-in.

(7) Provide the following health-related services:

(a) Job-related immunizations or vaccinations for Red Cross volunteers at the MTF. If a volunteer prefers to use his or her own physician, the volunteer must provide documentation of immunizations to the Occupational Health Clinic.

(b) Medical treatment and follow-up surveillance to volunteers for blood borne pathogen exposures or other occupational exposures. The MTF will provide post-exposure chemoprophylaxis to Red Cross volunteers to the extent that such services are provided by the MTF to its Federal civilian employees.

(c) Immunization screening and tuberculosis (TB) screening as appropriate for volunteers in conjunction with annual training requirements.

(d) Referral of all volunteers who have a purified protein derivative conversion on TB screening to their personal physician for further evaluation and definitive treatment, as the MTF would in the case of other Federal civilian employees. The Red Cross volunteer must

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provide documentation of an evaluation to rule-out active TB disease prior to returning to volunteer at the MTF.

(e) Provide the Red Cross station manager with documentation after providing medical or dental care to any Red Cross volunteer.

(f) Maintain occupational health records for Red Cross volunteers and staff.

(g) Evaluation, stabilization, and required treatment for all urgent and emergent health conditions, regardless of origin, until the volunteer is stable to be transferred to the care of their personal physician for definitive treatment. The MTF will also provide initial evaluation, stabilization, and required treatment for all minor and stable injuries that occur as a result of the volunteer's work at the MTF. The volunteer will be referred to his or her personal physician for definitive treatment of stabilized minor injuries. The cost of stabilization, evaluation, and treatment of non-work-related injuries will be charged to the volunteer.

(8) Review and act on applications for privileges for Red Cross volunteers under the same criteria that apply to other privileged providers.

(9) Afford Red Cross volunteers the opportunity to use Government resources, to include dedicated office or desk space, equipment, supplies, computers, and telephones as needed to accomplish assigned duties.

(10) Allow Red Cross volunteers to use official mail as deemed necessary and appropriate to execute assigned volunteer duties.

(11) Consider authorizing Red Cross volunteers who possess a current valid driver's license from a State, U.S. Territory, U.S. Possession, or overseas authority to operate Government-owned or leased administrative vehicles as required to execute assigned volunteer duties. Volunteers who are assigned to operate Government vehicles shall be required to complete the same training and screening and maintain the same qualifications as other Government employees who drive comparable vehicles. Screening volunteers through the National Driver Registry to obtain their driving records is authorized and recommended prior to assigning a volunteer any driving duties.

(12) Ensure that the MTF and the Red Cross do not impede or otherwise interfere with the rights of a spouse of a military member to perform volunteer services on or off a military installation.

(13) Provide the volunteers with any necessary computer access and identification badges.

b. The Red Cross will:

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(1) Appoint or designate a person to act as the Station Manager/Station Chairperson/Chairperson of Volunteers, who shall serve as the point of contact and liaison with the MTF.

(2) Require that all volunteers wear distinctive clothing and/or badges.

(3) Not use the MTF's official seals, logos, or insignia without prior written approval.

(4) Be responsible for the operation and coordination of its services and also be responsible for ensuring the quality of its services and the competency of its personnel.

(5) Ensure that no person is excluded unlawfully from receiving ARC services or participating in ARC programs, or otherwise subjected to unlawful discrimination by ARC personnel.

(6) Comply with all applicable Federal, State, and local laws and regulations, including those dealing with occupational health and safety, the environment, taxes, and worker's compensation.

(7) Ensure that Red Cross employees and volunteers comply with the relevant sections of this MOU.

(8) Maintain liability insurance with terms and limits that are reasonably acceptable to the MTF to protect against liability and property damage claims or other legal actions that may arise due to its activities and those of its employees and volunteers to the extent that such activities are not covered by the Federal Tort Claims Act as specifically provided herein.

c. The MTF Red Cross Station Manager/Station Chairperson/Chairperson of Volunteers will:

(1) Work with the MTF's liaison to resolve matters of mutual concern regarding the volunteers.

(2) Work with the MTF's designated liaison to ensure only the duties specified in the MOU and approved by the Medical Treatment Facility are performed by assigned volunteers.

(3) Be familiar with hospital functions.

(4) Assist with the orientation of MTF staff on the use of Red Cross volunteer services.

(5) Recruit Red Cross volunteers for assignment to the MTF.

(6) Consistent with DoD Instruction 1402.5, request a criminal background check on volunteers through a company designated by ARC National Headquarters. Ensure all volunteers clear the background check prior to volunteering.

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(7) Coordinate with the Hospital Security office to ensure all new volunteers complete installation mandated background checks.

(8) Refer Red Cross volunteers for Occupational Health evaluation and clearance prior to working and/or volunteering and as required thereafter in the volunteer's birth month.

(9) Provide the Red Cross basic orientation to include ethics and responsibilities of volunteer service.

(10) Serve as collection and purchasing agent for uniforms of the Red Cross volunteers at the MTF.

(11) Maintain volunteer records on all Red Cross volunteers as required by the ARC National Headquarters and provide the MTF access to such records when necessary.

(12) Review annually the quality and adequacy of Red Cross volunteer services for the MTF. Explore the possibilities of adding or eliminating areas of service and coordinate the development of new volunteer services to meet the changing needs of the MTF.

(13) Report volunteer records required by the Red Cross and the MTF.

(14) Provide recognition for Red Cross volunteers serving at the facility and assist, as requested, with the MTF's special recognition of volunteer efforts.

(15) Arrange for volunteers to attend the MTF orientation class and to complete job requirements and job-related training.

(16) Provide Red Cross orientation classes to acquaint new volunteers with Red Cross history, structure, policies, its special focus on service to the Armed Forces and Veterans, and its relationship to the MTF.

(17) Inform new volunteers about where and to whom to report, signing in and out at the Red Cross station, obtaining uniforms and dress code, and obtaining and wearing of Red Cross and facility badges and identification cards.

(18) Resolve individual or group issues Red Cross volunteers may experience related to assignments.

(19) Terminate a volunteer's assignment if he or she is found unsuitable according to MTF or Red Cross policies.

(20) Keep Red Cross volunteers informed of any changes in policy or programs that affect Red Cross service.

d. Red Cross Volunteers at the MTF:

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- (1) Shall understand the type and range of their assignments (described in Appendix 1).
- (2) Shall perform other duties, as directed, when not performing specified duties as long as these duties do not conflict with the prohibitions contained in this MOU and comply with Appendix 2, "Framework In Which Volunteers May Give Service Within Military Medical Facilities."
- (3) Must perform duties that are mission-related and shall not include policy-making activities.
- (4) Will perform their duties under the day-to-day supervision and control of designated MTF personnel.
- (5) Must not receive compensation for their voluntary services from any agency of the United States, the Red Cross, or any other entity.
- (6) Understand that their volunteer work must be within the scope of their existing professional qualifications and that they are not to use the Red Cross program as a vehicle or mechanism to garner more education and training for their personal gain. For instance, a Red Cross volunteer who is performing administrative duties does so with the understanding that he or she is not to perform direct patient care through the Red Cross program.
- (7) If engaged in direct patient care, will provide proof of current cardiopulmonary resuscitation certification.
- (8) Understand that they are responsible for covering the cost of any emergency outpatient or inpatient care they receive that is not work-related.

e. Red Cross volunteers who are privileged providers:

- (1) Must comply with the MTF's bylaws, which includes participation in the MTF's Quality Assurance/Risk Management programs in connection with the granting, evaluation, and reviewing of their clinical privileges, and must regularly attend the quarterly meetings of the medical staff.
- (2) Are subject to the MTF's privileging and adverse privileging rules.

4. Red Cross caseworkers, if available, will provide direct service to clients needing emergency assistance or emergency communications during normal duty hours. Clients will be directed to call the ARC Service to the Armed Forces Center for 24-hour emergency assistance during non-duty hours at 877-272-7337.

5. The parties agree and understand that the MTF may participate in the ARC Youth/Teen Program, which allows minors between the ages of 14 and 18 years of age to volunteer. They will follow all applicable ARC rules and regulations.

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6. Liability. ARC volunteers performing gratuitous support to Government personnel in delivering services to Armed Forces personnel and beneficiaries pursuant to this MOU are generally considered to be “employees” of the United States for the purposes of the Federal Tort Claims Act (FTCA), when the proper conditions, as outlined in the MOU between the Department of Justice and the Department of Defense on the subject of “Status of Certain ARC Volunteers,” dated 20 November 1990, incorporated and made a part of this agreement, exist. Tort liability for paid and unpaid personnel of the Red Cross engaged in ARC functions and under the direction/control of the ARC are responsibilities of the Red Cross for all purposes; these personnel are not considered “employees” of the United States for FTCA purposes or any other purpose. Aside from the applicability of the FTCA, as outlined above, there is no other agreement or understanding between the parties regarding the liability or indemnification of ARC volunteers.

7. Media Coverage. The MTF and ARC will be well identified in all media as collaborators in services by this MOU.

8. Health Information Privacy. Pursuant to DoD Instruction 6025.18, DoD 6025.18-R, and 45 CFR Parts 160 and 164, the parties understand that all volunteers and the Station Manager are considered to be members of the MTF’s “Workforce” as defined at 45 CFR 160.103, in that they are “employees, volunteers, trainees, and other persons whose conduct, in the performance of work for a covered entity, is under the direct control of such entity, whether or not they are paid by the covered entity.” Furthermore, the parties agree that they will not exchange any protected health information to the National ARC. As such, the parties do not need to enter into a Business Associate Agreement.

9. Effective Period. The effective period of this MOU is for a period of 5 years from date of signature. It may be continued without change during that period, but must be reviewed annually by both parties.

10. Reviews. The parties will conduct periodic reviews – at least biennially – of ARC services and programs provided at the MTF. The reviews shall include an assessment of programming, adequacy of services and resources support, and whether ARC services are substantially duplicative of those provided by the installation or its non-appropriated fund instrumentalities.

11. Termination. Termination may be effected by either party, upon 60 days written notice to the other party. In the case of mobilization or other emergency, this MOU only remains in effect within the parties’ capabilities.

12. Concurrence. All parties to this MOU concur with the level of support and resource commitments that are documented herein.

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Signature and Date

Commander

Medical Treatment Facility

Address

Signature and Date

Title

Red Cross Chapter

Address

Signature and Date

Commander

Installation

Address

Appendixes:

1. Red Cross Volunteer Assignments for Adult Volunteers
2. Framework In Which Volunteers May Give Service Within Military Medical Facilities

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APPENDIX 1 TO ENCLOSURE 2**RED CROSS VOLUNTEER ASSIGNMENTS FOR ADULT VOLUNTEERS**

- **Casework:** Trained volunteer. Caseworkers assist patients, their families, and military staff in initiating and delivering ARC Emergency Communication Messages. Caseworkers provide clients with emergency assistance and refer them to other resources when the need falls outside of ARC guidelines. (On-the-job training and supervision by Red Cross casework staff.)
- **Personal Services:** Visiting patients and families on wards; performing shopping and other personal errands for patients who are unable to handle these needs themselves, according to prescribed procedures; writing letters for handicapped patients at their dictation; making referrals to Red Cross caseworkers and other hospital staff as indicated. This task includes Comfort Cart rounds, the Supply Closet, Taxi Services, Patient Transport, the Red Cross Canteen, the Red Cross Family Room (Wii, TV, books, and snacks available here), Sew Much Comfort Clothing Services, Handmade Afghans, and provision or lending of electronic items for use during patient's stay at the MTF. (On-the-job training and supervision by experienced Personal Service Volunteers and Red Cross Staff.)
- **Healing Arts:** Through partnership with arts agencies. Preparing a variety of diversionary craft projects for patients, delivering the projects to patients on wards, and providing instructions as needed. (On-the-job training and supervision by experienced art agency representatives and Red Cross Staff.)
- **Clinics:** Under the supervision of clinic personnel, volunteers assist patients with preparation for examination; chaperoning female patient during examination; receptionist duties; and other duties as assigned, depending on clinic type needs. (On-the-job training and supervision by designated clinic staff.)
- **Library:** Take books and magazines on the book cart from the library to patients on the wards. Assist with duties such as shelving, receiving, and cataloging in the library. (On-the-job training and supervision by designated personnel of Patient's Library.)
- **Recreation:** Assisting staff in Patient Recreation with planning and preparing for recreation activities in the Patient Recreation Lounge or on the wards. Escorting entertainers or community groups who come to the hospital to provide entertainment or parties for patients. Programs included in this tasking are Scuba training (partnering with SUDS or other equivalent agency), White Water Rafting (partnering with Team River Runner or other equivalent agency), Spouse's Day Out, Pentagon Trips, and various other recreational programs. (On-the-job training and supervision by Red Cross staff.)

Air Evac Team: Volunteers on the Air Evac Team will meet patients and their families as they arrive at the MTF. Consistent within the provisions of the HIPAA, volunteers

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will provide a comfort kit to each patient and assess any immediate needs that ARC may be able to assist in.

- **Pet Therapy:** Two to four times a month, volunteers on the Pet Therapy team guide their trained therapy dogs to visit patients throughout the hospital. Volunteers will act in accordance with the Pet Therapy handbook and under the direction of the Pet Therapy Program Chair. (Training and supervision by the Red Cross Pet Therapy Program Chair.)
- **Red Cross Office:** Volunteers in the Red Cross Office will assist with administration of the office as well as in provision (to eligible individuals) of ARC programs and services to include those mentioned above as well as Internships, After Care services, Casualty Travel Assistance, Staff Care Services, Cookie Friday, and job-training programs (through Operation WARFIGHTER, Nursing Assistant Training, Dental Assistant Training, Coping with Deployments training, etc.). (Training and supervision by the Red Cross Office.)
- **Other Areas:** Volunteers with special training, skills, or interests may sometimes be placed in other areas of the hospital (labs, offices, etc.). On-the-job training and supervision by designated personnel of the areas.)

RED CROSS YOUTH

Red Cross sponsors a summer program for youths (minimum age 14 years) to volunteer at the MTF and arranges for orientation and training for the youth volunteer and their parent or guardian. All youth volunteers must register during open enrollment in the Spring and successfully complete the year-long program. Those who successfully complete the program will be allowed to compete through a resume and interview process for a limited number of volunteer opportunities on wards, in clinics, offices, and other areas within the facility. All youth volunteers will have at least one parent or guardian give written permission for them to participate.

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APPENDIX 2 TO ENCLOSURE 2**FRAMEWORK IN WHICH VOLUNTEERS MAY GIVE SERVICE
WITHIN MILITARY MEDICAL FACILITIES**

The framework in which volunteers may give service within Military Medical Facilities includes criteria that have been developed to protect both the American Red Cross and the volunteers who serve in military medical care facilities.

Please note: All volunteers should be provided a copy of this document and encouraged to regularly review the contents of this document for their own, as well as the organization's, protection.

When providing volunteer services for/in a military medical facility, the American Red Cross chapter/station leadership will review the *Framework in Which American Red Cross Volunteers May Give Service*, approve a plan, which includes an MOU signed by the chapter/station management, the installation commander, and the hospital command representative acknowledging and supporting the American Red Cross volunteer program.

Responsibilities of American Red Cross Management***American Red Cross Management will:***

- Develop a plan with the military medical facility command detailing volunteer services and volunteer placement within his or her respective military medical facility(ies).
- Include a written and signed agreement (MOU) with the military medical facility which is updated annually by the management of the sponsoring American Red Cross unit.
- Include the tasks to be performed by the volunteers and a specific training plan.
- Ensure each volunteer has completed and been cleared through the American Red Cross background check, and has signed the American Red Cross Code of Conduct and the American Red Cross Intellectual Property Agreement.
- Include Red Cross orientation and hospital orientation which is provided by the medical facility Education, Training and Research Department.
- Establish who will provide supervision and personnel support for the volunteers.
- Ensure American Red Cross volunteers are clearly identified. Each volunteer will be provided an American Red Cross identification badge and a Red Cross volunteer vest.
- Ensure volunteers have the opportunity to provide input related to their wishes regarding job placement. Any physical limitations a volunteer may have must be considered in

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relation to the demands of the required job tasks. Note: American Red Cross corporate policy provides volunteer staff with the same protection provided to paid staff under the 1990 Americans with Disabilities Act.

- Ensure every Red Cross volunteer has adequate information about protection against personal liability.

Please note: *Volunteers working under the supervision and control of the American Red Cross are insured under the policies maintained by the Red Cross. It is the position of the American Red Cross that volunteers working under the supervision and control of a Federal agency or institution, i.e. a military medical facility, are protected under the Federal Tort Claims Act, Title 28.*

Responsibility of Volunteers

American Red Cross volunteers will:

- Provide Red Cross service to people without regard to race, color, sex, religion, national origin, age, or handicap.
- Wear appropriate American Red Cross identification badge and volunteer vest, or appropriate uniform (applies to professionals, e.g. doctors, nurses, technicians).
- Be receptive to training which will make them more aware of the social and physical needs of the clients (patients) being served.
- Support and supplement the work of other volunteer(s) and paid staff.
- Respect confidentiality of all information pertaining to the workplace in which they volunteer and the patients they serve.
- Conform to public health regulations for food handling when serving or handling food, observe the requirements for public sanitation codes, and medical facility policies and procedures.
- Furnish, when required by the military medical facility a physician's statement indicating ability to carry out the duties of the volunteer assignment.
- Follow universal precautions to prevent infection by blood pathogens in situations where there is possible exposure to blood and other potentially infectious body fluids.
- Follow appropriate infection control procedures to prevent infection by waterborne or airborne pathogens.

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Limitations for all Volunteers

American Red Cross volunteers will not:

- Accept remuneration of any kind from any American Red Cross unit or military medical facility in exchange for services. The American Red Cross may reimburse volunteers for out-of-pocket expenses.
- Sell or promote the sale of any article or service for another agency or concern when serving as an American Red Cross volunteer.
- Publicly use their American Red Cross affiliation in connection with partisan politics, religious matters, or community issues which may be contrary to the neutral position taken by the American Red Cross.
- Use American Red Cross funds to pay for alcoholic beverages.
- Commit resources of the American Red Cross without prior approval to do so by the appropriate management personnel.

Some volunteer activities, although not strictly prohibited, may require consideration related to community sensitivity before establishing a precedent. *For example:* One such activity would be volunteer involvement in sponsoring or assisting in activities in which cash prizes are awarded.

Limitations for American Red Cross Volunteers in Military Medical Facilities

American Red Cross volunteers will not (unless they are credentialed professionals and appropriately privileged at the Military Medical Facility):

- Give medicine or medical advice.
- Make a diagnosis.
- Prescribe treatment.
- Perform oral prophylaxis.
- Perform therapeutic treatment.
- Operate x-ray, diagnostic equipment, or any other therapeutic equipment.
- Carry out any procedures requiring sterile techniques to include the preparing of arm(s) of blood donors prior to or after the venipuncture procedures.
- Provide care to patients with active airborne communicable diseases.

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- Dispense food or fluids other than those specifically ordered for patients by medical authorities.

The above limitations do not apply to volunteers who are licensed or credentialed medical professionals and meet the certification requirements for their profession set forth by the credentialing committee of the Federal health care facility. Any professional/credentialed volunteers working in a medical setting must be authorized to perform their professional service by the command/credentialing unit of the military facility.

Please note: Professional (credentialed) volunteers are encouraged to carry malpractice insurance for their own professional and personal protection.