



Subject:  VOLUNTEER HEALTH CONCERNS	Section:	Policy Number: VS-009	Page: 1 of 2
	Application: Volunteer Services	Date of Issue: August, 2025	
	Contact Person: Jill Koss	Supersedes: August, 2023	
Recommended:	Approved:		
Jill Koss, Director, Family Support Services	Megan Chavez, Vice President, Cook Children's Experience		
Source of Policy:	Review: Initial/Date		

**PURPOSE:**

To provide a standard for ensuring that volunteers are fit-for-duty and free from diseases or illnesses which may be rendering them unable to perform their assigned duties. To ensure that volunteers who are facing diminishing mental or physical faculties are medically determined to be capable of continuing to perform their assigned duties safely during interactions with patients, families, visitors, staff, and other volunteers.

**POLICY:**

When deteriorating mental or physical capabilities of a volunteer are observed by supervising staff, department staff, or other volunteers, the Manager of Volunteer Services should be notified and will investigate the situation. If it is found that the diminishing capabilities are rendering the volunteer unable to perform their duties safely, correctly, or causing a potentially dangerous situation (i.e. dizziness that could lead to falling, disorientation, etc.), the Manager of Volunteer Services will discuss the situation with the volunteer and refer the volunteer to Cook Children's Occupation Health for an assessment. If the Occupation Health physician determines the situation merits action, he/she will request an evaluation by the volunteer's personal provider. The provider will be asked to review the full service description, complete an examination, and give their opinion as to whether the volunteer is capable of continuing to safely perform the essential functions of the position.

A physical examination shall be defined as a medical assessment by a licensed provider to perform specific examinations, a written evaluation of the results, and the decision whether the volunteer is mentally and/or physically fit to continue volunteering based on the service description. The volunteer will be placed on a temporary leave of absence during the evaluation process until a decision is made.

The volunteer may request accommodations under the Americans with Disabilities Act.

Volunteers with mental diseases or with physical conditions which prevent them from continuing to perform functions that are essential to the volunteer work they do will be reassigned to a placement that is a match for their current abilities, when such an option exists and is appropriate, or honorably retired from the volunteer program. Final determination of the volunteer's status will be decided by the Director of Family Support Services and the Manager of Volunteer Services. Retired volunteers will no longer be considered active and will receive the title of "emeritus" which allows them to continue to receive communications and attend social functions that the department hosts for volunteers.

When a volunteer has taken a leave of absence to have surgery or a medical procedure, has been injured, or has had an extended illness, the volunteer will provide the manager of Volunteer Services with a written provider release allowing a return to normal duties before resuming their volunteer role.

End of Policy