

HOSPITAL MEN VOLUNTEERS



OCD Publication 5012

October 1943



Joint Statement by the United States
Office of Civilian Defense and the
American Hospital Association



To Hospital Administrators . . .

MEN VOLUNTEERS: A Promising Solution to a Serious Problem

The universal shortage of male hospital personnel is being solved in some hospitals by using men from all walks of life—businessmen, laborers, white-collar workers—to do volunteer work as orderlies, laboratory assistants, and kitchen, laundry, and maintenance workers.

These men volunteers assist in the care of hospital patients and property as well as in maintenance work and plant operation. As a patriotic war service, they give the prescribed amount of time to meet urgent hospital needs. In several places they are now being trained for their jobs by the hospitals and are wearing a distinctive coat with insignie.

This development is a most promising one. If it is properly utilized by hospitals, it may eliminate the shutting down of wards and services because of lack of male personnel at the very time when the need is at its peak.

The local Defense Councils through their Civilian Defense Volunteer Offices stand ready to assist the hospital administrators in publicizing the needs of the hospitals and in recruiting men volunteers. The hospital administrators will be free to select those persons whom they regard as suitable for this work and to give them whatever training they deem necessary for the job. Services of these volunteers are supervised by the regular hospital administrative personnel.

How to Organize to Use Hospital Men Volunteers:

If you need Men Volunteers, it is best to have a definite plan of organization, like the following:

1. *Determine what tasks Men Volunteers could take over.*—This can be done by the administrator in consultation with department heads. Each department will assume the responsibility for necessary training on the job after a period of orientation. An outline of suggestions for training will be sent to you at a later date.

2. *Determine what rearrangements of the work schedule of the male employees of the hospital can be made so that men volunteers can be used.*—Certain activities might be concentrated during the evening and night shifts when the men volunteers are most likely to be available.

3. *Get the assistance of the Civilian Defense Volunteer Office of the local Defense Council in recruiting the necessary number of men volunteers.*—The Volunteer Office will canvas the sources of supply; appeal to the public through press and radio; arrange for speakers to recruit men at various organizations such as ministerial associations, church groups, fraternal organizations, labor organizations, civic and service clubs. The Volunteer Office will explain the need and the nature of the work to applicants, and will send to the hospitals only those who appear interested and qualified. The Volunteer Office will keep in touch with hospitals to determine whether they are satisfied and whether replacements are needed. In smaller communities the organization will be less formal but there will be a close working relationship between the hospitals and the local Defense Council.

4. *Make arrangements within the hospital for proper selection, training, organization, and supervision of the men volunteers.*—Effective supervision requires a director who may himself be a volunteer. The choice of an effective director of volunteers, whether he be an existing member of the administrative staff or a volunteer, is most important. The director should be responsible for selecting the volunteers and for scheduling them. Special attention should be given to orientation of the volunteers in the traditions, ethics, policies, procedures, and physical layout of the hospital. It is desirable to have an official uniform, grey twill coat of three-quarter length with a "cVp" sleeve insignie*, and to provide adequate locker space and other accommodations.

Health and Medical Committees:

The War Services Board of the local Defense Council will gladly ask the Health and Medical Committee on which hospital administrators are represented to ascertain the extent of the manpower problem. A special subcommittee of the Health and Medical Committee may be appointed to do this work, consisting of representatives of the principal hospitals, the Volunteer Office, and the Publicity Committee of the Defense Council. This committee should work with the hospital administrators and the Civilian Defense Volunteer Office in surveying and solving shortages of manpower which can be relieved by the use of Hospital Men Volunteers. It should also approve all local publicity issued by the Civilian Defense Volunteer Office.

* Official insignie of the Citizens Service Corps of the OCD.

Cooperation of A. H. A. and O. C. D.

Since the problem is Nation-wide, the American Hospital Association and the United States Office of Civilian Defense are cooperating to draw public attention to this solution of the problem and to secure recruitment and use of Hospital Men Volunteers.

Examples:

What Two Hospitals Have Already Done:

Problem: A large hospital had 37 out of 40 orderlies and other male employees drafted and no men were available for replacement on the labor market. **Solution:** Men Volunteers—the hospital now has 150, each of whom gives a 4-hour period of work per week in some department. A group of these volunteers is on hand at all hours, day or night. They report to one desk where a worker is in charge at all hours and where assignments and checking in and out are done according to a fixed schedule.

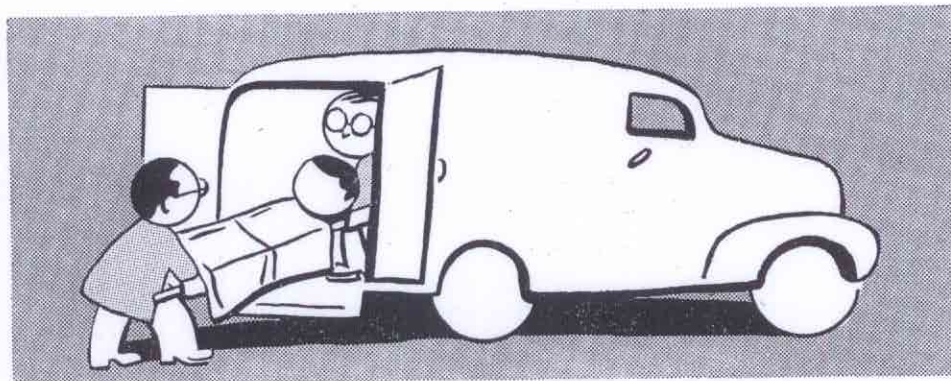
Problem: A 100-bed hospital with a continuously high census was unable to replace 3 men in the laundry and 4 men in the kitchen. The critical situation has been greatly relieved by securing Hospital Men Volunteers who work in the laundry from 4 to 7 p. m. and in the kitchen at various 4-hour periods

Uniform and Insignia

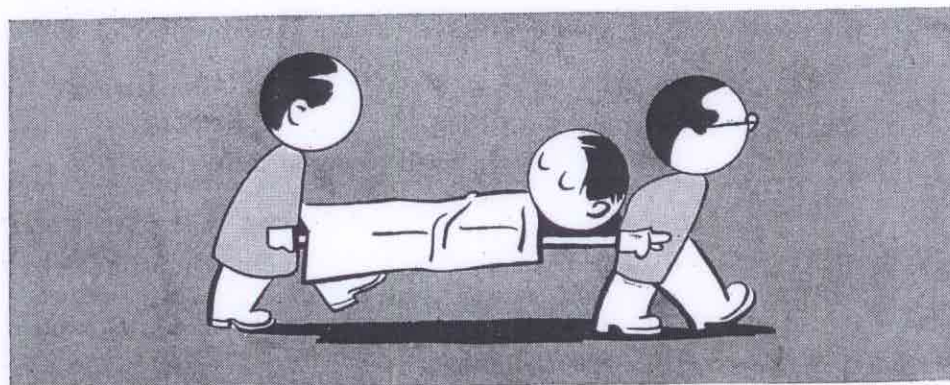
It is recommended that a standard uniform of a grey coat of three-quarter length be adopted. Hospital Men Volunteers or hospitals can order uniforms direct from local stores, or ask State or local Defense Councils to place orders for them. The insignie for the sleeve should be the United States Citizens Service Corps cVd (2¼ inches in diameter). These can be secured through local Defense Councils.

FOR HOSPITAL ADMINISTRATORS—

***...a suggestion for solving
a serious problem...***



HOSPITAL MEN VOLUNTEERS



***To remedy the shortage of nonprofessional
male personnel in hospitals***

O. C. D. Publication 5013, December 1943

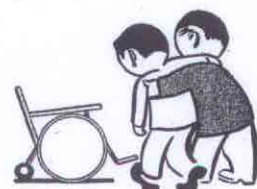
Under the Joint Auspices of the
U. S. OFFICE OF CIVILIAN DEFENSE
and the
AMERICAN HOSPITAL ASSOCIATION





Where Hospital Men Volunteers Can Be Used

Employ This as a Check List to Locate Your Greatest Needs



Ward workers.
Laboratory helpers.
X-ray helpers.
Physical therapy helpers.
Pharmacy helpers.
Ambulance helpers.
Diet kitchen helpers.
Dining room helpers.
Housekeeping helpers.
Laundry helpers.
Linen room helpers.
Storeroom helpers.
Heating plant helpers.
Powerhouse helpers.
Engineering helpers.
Odd-job helpers.

Plumber helpers.
Electrician helpers.
Carpenter helpers.
Painter helpers.
Elevator operators.
Admitting clerks.
Clerical workers.
Accounting helpers.
Switchboard helpers.
Porters.
Dishwashers.
Window washers.
Wall washers.
Yard men.
Messengers.
Typists . . . etc.

How Are Men Volunteers Secured?

Consult the local Civilian Defense Volunteer Office and discuss your needs with them. They will recruit men for you.

Must the Hospital Accept All Recruits?

No. The hospital interviews all candidates and selects only those whom it regards as satisfactory.

Who Trains the Volunteers?

The hospital conducts and is in full control of all training of volunteers.

Who Supervises the Volunteers' Work?

The hospital provides supervision of volunteers through its regular personnel.

May Men Volunteers Serve on Female Wards?

No. Hospital male volunteers are permitted to serve only male patients on the wards.

Are Volunteers Covered in Case of Accident?

Liability and workmen's compensation coverages for volunteers will depend upon the insurance policies carried by each individual hospital and by regulations and requirements of each State.



May Men Volunteers Wear Insignia?

As members of the U. S. Citizens Service Corps, volunteers are entitled to wear a lapel button (cVd) on their street clothes.

Where May Additional Information Be Obtained?

(a) "Volunteer Aide Services in Hospitals" published by the United Hospital Fund, 370 Lexington Avenue, New York City (limited supply available, upon request);

(b) "Volunteers in Health, Medical Care and Nursing," published by the Office of Civilian Defense (available from the local Defense Council);

(c) The preliminary report of the Committee on Volunteer Workers, Council on Association Development, entitled "Guide for the Use of Volunteer Service in Hospitals" (available from the American Hospital Association, 18 East Division Street, Chicago, Ill.).

How to Organize a Men Volunteers Service

1. **Appoint a director of volunteers to have charge of the program.** A paid director employed on a full-time or half-time basis is the ideal arrangement. Where funds are not available for this purpose, a carefully chosen, competent volunteer may prove equally satisfactory.

2. **Survey the manpower situation in all departments of the hospital to locate points of greatest need.** Decide how many hours of help are needed on each job. Consider 3 or 4 hours (or whatever unit seems most practical in your community) as the basic service unit and determine the number of men volunteers needed to satisfy the requirements of your hospital. Many volunteers find it possible to give several 3-hour periods of service weekly.

3. **Communicate with your local Civilian Defense Volunteer Office for assistance in recruiting Men Volunteers.** The Defense Council's Health and Medical Committee, or a special committee which it may appoint and on which the hospitals of the community should be represented, will serve as liaison between the hos-

pitals and the Defense Council. This committee will plan publicity to popularize the program and will assist hospitals in the arrangements for the use of Men Volunteers. The Civilian Defense Volunteer Office will recruit volunteers who appear to be suitable and will direct them to the hospital.

4. **Carefully select suitable Men Volunteers from among those recruited.** The hospital has a definite responsibility to itself, the volunteers and the patients to exercise great care in the selection of volunteers. Each candidate should be interviewed by the hospital's director of volunteers who will select only those who seem to have the necessary qualifications for service and who meet the hospital's requisite health standards. The Civilian Defense Volunteer Office should be notified concerning those who are not acceptable so that other opportunities can be provided for them to serve elsewhere.

5. **Arrange to give such pre-service and in-service training as may be necessary to all those selected as Men Volunteers.** All should take an orientation course consisting of one or two sessions and preferably given

by the hospital administrator. It should include brief explanations of the place of the hospital in the community wartime health program, the relationship of the hospital to the Defense Council, the rules of the hospital, its code of ethics, its personnel and its administrative set-up. Each group of volunteers should also be taken on a carefully planned, conducted tour of the hospital to familiarize them with its facilities and layout.

Specific training for duty will vary from job to job. Some work will require little didactic training and will be entered upon almost immediately; other types will require considerable theoretical training before practical work can be done. Training should, however, be as practical as possible, with emphasis upon demonstrations and individual experience rather than upon lectures. In general, volunteers should start with the simpler tasks and go on to the more complex as they develop skill and acquire experience. *Training should be rigorous.*

It may be desirable to arrange a session in which to prepare the paid staff for the inauguration of the volunteer service, so that they may understand their respective roles and cooperate rather than resent the innovation. In some instances, it has been found desirable not to have paid and volunteer workers assigned to the same tasks, but turn over whole units of work to each for accomplishment as separate groups.

6. Make out schedules of work and specific assignments for each volunteer.

Have them check in to a specific place and person on arrival and on departure and report daily on work accomplished. **ASSIGN LOCKER SPACE AND OTHER FACILITIES.** *Insist upon punctuality, regularity of attendance and high standards.* If a volunteer is forced to be absent, it should be regarded as his responsibility to make certain that a proper substitute or alternate is provided.

7. Procure standard uniforms and official insignia; arrange for the Defense Council to induct volunteers into the Citizens Service Corps with appropriate ceremony.

It is recommended that a standard uniform, a three-quarter length grey coat with Citizens Service Corps insignia on the left sleeve at the shoulder level should be adopted. Other colors may, of course, be continued in use if the plan is already in operation and a different color has been chosen. Volunteers or hospitals can purchase uniforms direct from local stores or can ask the State or local Defense Council to place orders for them. When a volunteer has rendered sufficient service to merit an OCD Award for Service, it should be fittingly presented by the local Defense Council.