



GEORGIA DEPARTMENT OF  
COMMUNITY HEALTH

## GEORGIA VOLUNTEER HEALTH CARE PROGRAM



### VOLUNTEER RECOGNITION POLICY AND PROCEDURE

The contribution of providers, Eligibility and Referral Specialists, and participating clinics' administrative support personnel to the mission, goals and objectives of the Georgia Volunteer Health Care Program (GVHCP) is invaluable. The program has developed a detailed procedure for nominating and recognizing volunteers on a quarterly and annual basis. Nomination criteria have been established to ensure fairness and inclusion in the volunteer recognition process. Clinic representatives and Regional Volunteer Coordinators are involved in the process of nomination. With input from the Regional Volunteer Coordinators, the Atlanta GVHCP office makes the selection of volunteers and coordinates the preparation of acknowledgement letters, certificates, and other forms of recognition.

#### **Nomination Criteria (Volunteer of the Quarter/Year)**

Volunteer nominated for consideration may fall under one of the following categories:

- Administrative Support & Eligibility and Referral Specialist
- Health Care Provider

The nominated volunteer must meet the following criteria:

- Measurable/documented impact on program and community
- Contribution to the program is above and beyond expectation as a volunteer
- Contribution has been consistent with little or no gaps in volunteering services since joining the program.
- Years of dedicated service to the program and community
- To qualify as "Volunteer of the Year" the individual must be selected from the list of volunteers who have received recognition as "Volunteer of the Quarter" within the last 12-month period.

#### **Selection Process (Volunteer of the Quarter/Year)**

- Timeline for nomination and selection of volunteer of the quarter/year is established by the program's headquarters in Atlanta
- Regional Volunteer Coordinator notifies all clinics within their region of the deadline for submitting nominations (Nomination Form is available on the GVHCP web site)
- Clinic staff (immediate supervisor, coordinator, etc) identifies volunteer that meets criteria indicated above
- Nomination form is prepared and submitted to the Regional Volunteer Coordinator
- Nomination is reviewed by the Regional Volunteer Coordinator
- Follow-up is conducted with the nominating clinic if necessary
- Nomination form is submitted to the Atlanta GVHCP office with a recommendation from the Regional Volunteer Coordinator
- A vote is conducted among GVHCP staff except for the Regional Volunteer Coordinator assigned to the region in which the nominated volunteer participates. The volunteer that receives the most votes within a nomination category is selected for recognition.

- One “Volunteer of the Quarter” will be selected from each category (Administrative Support & Eligibility and Referral Specialist, and health care provider) for each region.
- One “Volunteer of the Year” will be selected for the state.

### **Notification to Selected Volunteer**

- An acknowledgment letter is sent by the Atlanta office to the selected volunteer with a copy to the Regional Volunteer Coordinator and clinic supervisor.

### **Promotion of Volunteer Recognition**

- Announcement on GVHCP web site with a photograph of the volunteer
- Bulletin board at DCH in Atlanta (to be implemented)
- Mural at DCH in Atlanta (to be implemented)
- GVHCP newsletter (to be implemented)
- Announcement/Article on local newspaper(s)
- Announcement on clinic’s web site, newsletter, bulletin board (if available)
- Volunteer(s) of the Year announced at the Georgia Free Clinic Network Conference and at various events during Volunteer Week
- Announcement at quarterly meetings with clinics in each region

### **Forms of Recognition**

#### ***Volunteer of the Quarter***

- Certificate of Appreciation
- Volunteer recognition pin
- Acknowledgment Letter signed by Director of Program (see notification above)
- Announcement at quarterly meetings in each region
- Internal recognition by clinic
- Recognition on DCH website with photograph.

#### ***Volunteer of the Year***

- Plaque presented by DCH Commissioner or designee
- Volunteer recognition pin
- Acknowledgment Letter signed by Director of Program (see notification above)
- Announcement at annual Volunteer Week
- Internal recognition by clinic
- Recognition on DCH website with photograph.

### **Other recognition Activities**

Other volunteer recognition activities may include luncheons, banquets, or other types of recognition events conducted by the clinic where the volunteers participate or by DCH if funding is available. Funding for these activities can come from outside sources, as appropriate.

### **Publicity**

Publicity in connection with Volunteer recognition is encouraged. This may include public print media or in public broadcast media. Communications with the media must be in accordance with the DCH Office of Communications policies and procedures. All publicity must have prior approval from the DCH Public Information Officer.