



Appointment of Special Placement Volunteers

Frequently Asked Questions

- **How does the process begin?**
 - Sponsor chooses volunteer and completes request form found on the website. The form is submitted to The Office of Volunteer Programs
- **What kind of health clearance will they require?**
 - For buildings where patient care is delivered, they will complete the full Certificate of Health document. Weiskotten will complete the top section.
- **How old does my candidate have to be to participate?** They must be 18. We only take 17 and under as volunteers in the summer months.
- **Will my candidate require a background check?**
 - Yes, all new non-employees at Upstate Medical require this. The turnaround time for a background check is dependent on the number of aliases and is 2-7 days.
- **Will the Office of Volunteer Programs pay for the applicant's background checks?** No, this will be charged back to the either the department state line, the grant or be paid by the volunteer for a reduced rate of 54.50. The cost is typically is \$72 but I could run much higher.
- **Is there anything anyone can do to make this process go faster?**
 - Yes and no. There is no 'fast tracked' SPV. If your candidate completes their online orientation and trainings prior to being cleared that will help. If they are quick in returning their paperwork, that will assist as well. There are some things that neither The Office of Volunteer Programs or the candidate can control.
- **Who requests Groupwise and access to other non-clinical information systems?** This is the responsibility of the sponsoring department.
- **Can my SPV have access to Epic?** No, as pursuant to UMU Policy P-45, access to Epic will not be granted for volunteers. They are able to access the 'Warehouse' in order to access de-identified and aggregated data. They are also allowed to be given access to department level clinical systems.
- **Is anything different if my SPV is here longer than a year?** Request forms are required to be resubmitted annually. We will contact you to be sure they are still with Upstate

and they will be directed to Employee Health for a full assessment and an annual review for Safety at Work.

- **What is the process when the SPV is leaving their position?** Please collect their badge and return it to the OVP.
- **Will my SPV's hours be tracked?** As long as they turn in their hours to the OVP, we will track the hours for them. It is suggested that you sign off on whatever hours they are sending to us. We cannot verify they served those hours, but you can.
- **Does this appointment cover all studies the SPV is a part of?** The appointment will, only cover the service description that we have on file. If they are with more than one study or add studies throughout the year a new forms will need to be filled out.
- **Will the Office of Volunteer Programs pay for things like parking or meals?** No, but the department can budget for this if they wish.