REDEEMERS HEALTH VILLAGE

Human Resources Department

VOLUNTEER, STUDENT PLACEMENT & WALK-IN POLICY

Policy Code: HR-POL-025

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Date Approved:	—		

Relevant Standards

- Labour Act of Nigeria (Cap L1 LFN 2004)
- RHV Patient Safety Standards and IPC Policy
- RHV Onboarding Policy (HR-POL-019)
- RHV Health and Safety Policy (HR-POL-014)
- RHV Data Protection & Privacy Policy ()
- RHV Code of Professional Conduct ()
- Child Rights Act, Laws of the Federation of Nigeria

Amendment History

Issue	Status	Date	Reason for Change	Authorised
1	Draft	May 27, 2024	New Policy Implementation	
2	Final	June 2025	Policy Review & Update	CHRO
3	Final	April 28, 2026	Board Submission Revision	CHRO/CEO

1. Purpose

Redeemers Health Village (RHV) welcomes volunteers, clinical students, and aspiring healthcare workers seeking structured exposure, practical experience, or community service opportunities within a tertiary healthcare environment. This policy establishes the framework for a safe, professional, and mutually beneficial programme that protects patients, staff, and the institution, while providing meaningful learning opportunities to those who participate.

2. Scope

This policy applies to all individuals engaging with RHV in an unpaid, non-employment capacity, including: clinical and non-clinical volunteers; student placements (including those under signed Learning Service Agreements with educational institutions); observers and shadows seeking short-term exposure; and walk-in applicants requesting internship, shadowing, or volunteer positions. It applies across all RHV facilities and departments.

3. Definitions

- Volunteer: An individual offering unpaid service at RHV for experience, professional development, or community service, who is not enrolled as a student at an affiliated institution.
- Clinical Volunteer: A volunteer whose assigned duties involve direct or indirect patient contact.
- Non-Clinical Volunteer: A volunteer working in administrative, hospitality, logistics, IT, or support functions — with no patient contact.
- Student Placement: A student formally assigned to RHV by a university, polytechnic, or professional training institution for clinical or administrative practical experience.
- Observer / Shadow: An individual seeking short-term, strictly observational exposure with no active patient contact, patient care participation, or equipment operation.
- Walk-In Applicant: An individual who arrives at RHV without a prior appointment to request a volunteer or placement opportunity. Walk-in requests cannot be processed on the day of arrival — all applicants must complete the formal application process.

4. Eligibility and Acceptance

- All applicants must complete the RHV Volunteer and Placement Application Form. No application form, no consideration; walk-in requests without a completed form are not processed on the day.
- Acceptance is conditional on: available capacity in the relevant department (monthly intake caps are set by HR in consultation with HODs); satisfactory completion of all required screening; and a role match between the applicant's background and an identified placement need.
- No payment, stipend, accommodation, or guarantee of employment is provided to any volunteer or student under this policy. This must be acknowledged in writing by every accepted applicant before placement commences.

5. Application and Documentation Requirements

Each applicant must submit the following documents to HR before their placement is confirmed:

- Completed RHV Volunteer and Placement Application Form
- Current Curriculum Vitae (mandatory for all graduates and all clinical applicants)
- Valid government-issued photo identification (National ID, Voter's Card, International Passport, or Student ID)
- Professional licence or academic certification relevant to their field (mandatory for all clinical roles)
- Letter of introduction from the affiliated institution (mandatory for student placements)
- One professional or academic reference with full contact details (name, phone number, email)

All documents are uploaded to a secure virtual file created by HR for each applicant. Incomplete applications are not processed.

6. Screening Process

6.1 Minimum Screening Requirements

All applicants must pass the following minimum screening criteria before any placement is confirmed:

- Identity verification — against the submitted government-issued ID
- Licence or certification validation — for all clinical applicants, verification is made directly with the relevant regulatory body (MDCN, NMCN, PCN, MLSCN, etc.)
- Reference verification — at least one reference contact is verified by HR
- Medical clearance — mandatory for all patient-facing roles (see Section 7)

6.2 Outcome Categories

- Accepted: Meets all requirements and a placement space is available.
- Waitlisted: Suitable applicant; no current vacancy in the desired department or at RHV capacity limit. HR maintains a waitlist and contacts eligible applicants as spaces become available.
- Declined: Does not meet screening requirements, or capacity is at maximum with no foreseeable vacancy.

6.3 Decline Communication

All declined applicants receive a respectful, written communication explaining the outcome on the basis of capacity, fit, or screening result. HR maintains a register of declined applicants for potential future consideration.

7. Medical Screening

All clinical volunteers, clinical students, and any individual with patient-facing duties must obtain medical clearance before commencing their placement. Medical clearance covers: general fitness to perform the assigned duties; up-to-date immunisation status (including Hepatitis B, Tuberculosis, and any other role-specific requirements). Non-clinical volunteers complete a basic health declaration form. Medical results are stored confidentially by HR. Only the clearance status — fit, unfit, or conditionally fit with specified restrictions — is visible to the HOD and line supervisor. Long-term clinical volunteers are subject to annual re-screening.

8. Orientation and Onboarding

All accepted volunteers and students must complete RHV's structured orientation before beginning any duties. Orientation is mandatory and cannot be waived on grounds of urgency or prior experience. It covers:

- RHV's mission, values, and Code of Professional Conduct (HR-POL-023)
- Patient confidentiality and data protection obligations (HR-POL-024)
- Health and safety, infection prevention and control, and PPE requirements (HR-POL-013)
- Social media and digital communication policy (HR-POL-032)
- Dress code, ID badge requirements, and sign-in/sign-out procedure
- Unit assignment, supervisor introduction, and role boundaries

Before beginning, each volunteer or student must sign: a Confidentiality and Data Protection Agreement; a Code of Conduct Acknowledgement; and the Volunteer/Student Terms and Conditions confirming no payment, no accommodation, and no employment guarantee. Signed copies are retained by HR.

9. Supervision, Conduct, and Role Boundaries

- Every volunteer and student is assigned a named departmental supervisor for each shift or working period. The supervisor is responsible for overseeing the volunteer's activities and ensuring they operate within the boundaries of their role and competence.
- Clinical volunteers and students must not operate any clinical equipment, administer any medication, or make any clinical decision independently. All patient contact activities are conducted under direct supervision.
- All volunteers and students are expected to uphold RHV's values and professional standards throughout their placement. Unprofessional conduct — including breach of patient confidentiality, failure to follow supervisor instructions, or any violation of RHV policy — will result in immediate removal from the placement and reporting to the relevant institution.
- RHV reserves the right to terminate a placement at any time for: misconduct; a safety risk to patients or staff; persistent absenteeism; or breach of this or any other RHV policy.

10. Duration and Hours

- Placement duration is determined by departmental need and agreed at the time of acceptance. Standard volunteer cycles are a maximum of three (3) months per period. Extensions require a written request from the supervising Head of Department, with justification, submitted to HR before the end of the current cycle.
- Volunteers and students are assigned duty schedules not exceeding RHV's standard shift hours. Overtime is not applicable to volunteers.
- Daily sign-in and sign-out is mandatory for all volunteers and students. Supervisors submit weekly or monthly attendance reports to HR.

11. Incident Reporting

Any safety, clinical, or conduct incident involving a volunteer or student must be reported by the supervising staff member to the Head of Department and HR within 24 hours, using the standard RHV Incident Report Form. Where the incident involves patient harm or a potential patient safety risk, it is also reported through the RHV Mandatory Reporting process (HR-POL-012).

12. Record-Keeping and Data Protection

All applicant and placement files are maintained digitally by HR. Medical records are stored separately, with access restricted to authorised HR personnel only. All records are retained for a minimum of twelve (12) months after placement completion, in accordance with the RHV Data Protection & Privacy Policy. HR maintains an Intake Register of all applicants (accepted, waitlisted, and declined), updated monthly.

13. Monitoring and Review

HR presents a quarterly Volunteer and Student Placement Report to the CHRO, covering: placement volumes by department; screening compliance rates; any incidents involving placements; and feedback from supervising departments. This policy is reviewed annually by the CHRO in consultation with relevant HODs and the clinical governance team.