

Volunteer Background Checks:

Notice



ALSAC/St. Jude Children’s Research Hospital is instituting a volunteer background check process for volunteers performing identified tasks. By participating in the ALSAC Volunteer Background Check Process, volunteers help protect St. Jude patients, families, donors, sponsors, and the community while also reducing the risk and liability to the organization.

While in the past we haven’t required background checks for volunteers, we continue to evolve and grow—especially when it comes to protecting volunteers and our patients and families. Our background check process will enhance security for everyone while also protecting those that make our lifesaving mission possible.

ALSAC reviewed the risk associated with different volunteer activities. We established criteria for background checks based on activities that present a higher level of risk to the organization, including:

- Handling money
- Accessing ALSAC systems
- Accessing credit card or other sensitive information
- Interacting with children
- Managing other volunteers who perform these activities

To serve in a role that includes these activities, volunteers must consent to the check and provide the required information. If they choose not to consent to the background check, they will not be able to serve in that role and may choose to engage in a different role that doesn’t require a background check.

The background check requirement applies to all volunteers performing the identified activities, except for those under the age of 18. Volunteers under the age of 18 may undergo other types of screening, such as an interview.

Background checks must be repeated every three years.

[Sterling Volunteers](#) manages our background check process. Sterling Volunteers will conduct a criminal background check that searches for criminal misdemeanor or felony offenses over the past 7 (seven) years. The check does not include credit history or a motor vehicle records check. A motor vehicle records check may be performed in limited cases where a volunteer is tasked with driving an ALSAC vehicle.

Volunteers must consent to the background check and provide three things:

1. First name and last name, correctly spelled and exactly as it appears on their birth certificate or other legal documentation (i.e., no nicknames or shortened names)
2. Date of birth

3. Social Security Number (SSN)

Sterling Volunteers can process background checks for volunteers without a Social Security Number. Volunteer should contact their ALSAC representative to begin this process.

ALSAC will cover the cost of the volunteer background checks. Volunteers have the option to cover some or all the cost.

Through the Sterling Volunteer platform, volunteers can access their own background check report. A limited number of ALSAC staff will be able to see the full report on a need-to-know basis only. However, ALSAC staff will not be able to see Social Security Numbers.

All information will remain on the Sterling Volunteers platform. Sterling Volunteers is contractually obligated to comply with all national and local regulations with respect to the storage and transmission of sensitive data and is hosted in ISO 27001-audited data centers. The Sterling Volunteers platform is audited regularly throughout the year with external vendors. These audits include a network perimeter security assessment, an application penetration test, and a physical security assessment. Please review the Sterling Volunteers Privacy Policy at <https://www.sterlingvolunteers.com>.

Sterling Volunteers will notify volunteers via email that their background check report is complete and ready for them to view. ALSAC will update their volunteer record with their background check status, and volunteer will receive an email confirmation about placement in a volunteer role.

A criminal conviction within the past 7 years will not automatically prohibit an individual from volunteering at ALSAC but will be reviewed on a case-by-case basis. Arrests or charges that have not resulted in conviction will not be considered.

If volunteers have questions about security or other components of their background check, they can contact Sterling Volunteers directly at: TheAdvocates@sterlingvolunteers.com or 855-326-1860 Option 1.