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| Policy Title: | Volunteer/Student Policies and Procedures  |
| Approved by: |  |
| Approval date: |  |
| Revision dates: | March 28, 2014 / / / /  |

**Policy Statement**

Volunteers/students[[1]](#footnote-1) are essential to realizing the mission of \_\_\_\_\_\_\_\_. It is that our participants and volunteers are safe from discrimination, mistreatment and/or harm.

Volunteers and \_\_\_\_\_\_\_\_\_ adhere to this volunteer policies as well as the general policies that apply across \_\_\_\_\_\_\_\_\_\_\_. Some of the particularly relevant policies are:

* + Code of Conduct:
	+ Confidentiality:
	+ Privacy Policy:
	+ Health and Safety:
	+ Respectful Workplace Policy
	+ Complaints Policy:
	+ Conflict of Interest
	+ Customer Service Policy
	+ Use of Information Technology Policy:
	+ Conflict of Interest
	+ Acceptance of Gifts
	+ Bed Bug Policy
	+ Police Check Policy
	+ Participant Rights and Responsibilities

***Rights and Responsibilities of Volunteers:***

The general rights and responsibilities of volunteers are laid out in the “Participant Rights and Responsibilities” document. In addition, volunteers have the following rights and responsibilities which are aligned with their roles at \_\_\_\_\_\_\_\_\_\_.

*Rights:*

All volunteers should:

* Receive an interview and an orientation
* Be given assignments that utilize and develop their skills
* Be provided with adequate information and training to carry out assignments
* Be given clear, specific directions, and have adequate resources to perform tasks
* Receive recognition and appreciation for their contributions
* Have the opportunity to offer comments and ask questions, as well as expect to receive regular feedback
* Be respected in the workplace

*Responsibilities:*

Volunteers have responsibility to:

* Be familiar with the mission, vision and guiding principles, policies and procedures of \_\_\_\_\_\_\_\_\_\_\_\_\_.
* Be punctual and maintain regular attendance, giving advance notice if unable to attend
* Keep confidential all information received about program participants, staff and other volunteers. Candidates will be asked to sign a confidentiality agreement in order to protect the privacy of participants
* Be sensitive to others in a non-judgmental and non-discriminating manner. *Volunteers must be non-discriminatory in serving all people regardless of race, gender, age, religion, sexual orientation, or disability and treat everyone they encounter with respect*
* Follow the direction of the supervisor and all program procedures
* Immediately, inform supervisor or staff about any situation that you believe may be a problem. If in doubt, ask staff.
* Follow through on commitments and carry out duties in a safe, responsible way.
* Offer feedback and suggestions.
* Attend trainings and scheduled meetings; some training sessions are mandatory.
* Contact the supervisor and or the Volunteer Program about questions and concerns.

**Procedures related to Volunteering**

1. **Intake and Matching**

Anyone wishing to volunteer at \_\_\_\_\_\_\_\_\_\_\_ must complete an intake form. The must also meet with Volunteer Program staff either individually or as part of a group to begin their orientation to our volunteer program and to begin the volunteer/program matching process.

Volunteer candidates must provide reference checks. The will need to complete a Police Reference Check should they wish to work with vulnerable populations.

Upon the successful completion of the steps described above, the volunteer will be matched with a program staff who will further describe the volunteer position responsibilities, review the candidate’s suitability to the program. The volunteer will also decide whether they will commit to the volunteer position.

The program staff will inform the Volunteer program whether a successful match has been made. If no match has been made, the Volunteer candidate will be referred back to the Volunteer program. If a successful match has been made, the supervisor will inform the Volunteer program of the volunteer’s start and this information will be entered in the volunteer chart.

The intake and matching process will take no longer than 6 weeks from time of completion of an intake form, though sometimes the process may be delayed. The chart below provides timelines for this process.

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| **Actions**  | **Timeline** |
| Intake form completion to meeting with Volunteer Program staff | 10 business days |
| Reference Checks completed and referral to program | 7 business days |
| Program has referral, contacts volunteer and program match confirmed or rejected  | 13 business days |
| **Total time from intake to match confirmed with or volunteer back to Volunteer Program** | **30 business days**  |

1. **Orientation & Training**

Each volunteer will receive an orientation to \_\_\_\_\_\_\_\_\_ by Volunteer Program and to the program or area in which they will work by staff, most likely their supervisor. The volunteer will be trained in the duties of his/her position by the Supervisor in the program where s/he volunteers. The volunteer will receive relevant ongoing training throughout his/her work with the Centre.

Orientation and training will take the following form:

* The Volunteer Program staff meet with the volunteer to provide an initial overview of \_\_\_\_\_\_\_\_\_\_ programs, policies, history and complete the required forms. After this overview orientation, the volunteer will go the program with which they are matched for role related orientation.
* The volunteer`s supervisor in the program will present an overview of the department or program and a tour of the department. The Supervisor will go over the individual’s task list/job description, boundaries of position, rights, relevant policy and procedures, introduce staff and (if appropriate) clients, and answer any questions the volunteer may have at this time;
* Basic training in tasks, health and safety issues, client needs, and universal precautions will be given as required at the onset of the volunteer’s work and on an ongoing basis by staff and supervisor;
* A copy of the volunteer handbook and this policy are available on line for easy reference
1. **Volunteer Files**

Volunteers wishing to review their files can do so by submitting a request in writing to the Volunteer Program Coordinator.

\_\_\_\_\_\_\_\_\_\_\_ protects the confidentiality of volunteers’ files by ensuring that:

* files and their contents are kept in a locked cabinet;
* volunteers’ program supervisors have access to the files of their program’s volunteers only. The Volunteer Program staff have access to files of all volunteers. Executive Director, or designate may access volunteer files if necessary;
* nothing will be placed in any volunteer’s file without his/her knowledge. A copy of the material will be given to the volunteer upon request though there may be a wait as long as 30 days;
* volunteers’ police reference checks will be kept in a separate, secure file.
1. **Personal Information Changes**

It is the volunteer’s responsibility to notify the Volunteer Program staff and the in writing, as soon as possible, of any changes in:

* name
* address
* telephone number(s)
* emergency contact information.

The Volunteer Program staff will note these changes in the volunteer’s file.

1. **Supervision**

The Program Coordinator (or designate) is responsible for the day to day supervision of the volunteer and ensure that the volunteer:

* Is introduced to the team, other staff, other volunteers, and participants as relevant
* Is oriented to the program area using the same orientation materials used for staff, where relevant;
* Is aware of any hazards which might be associated with the volunteer position and is trained in safely dealing with such hazards;
* Has been trained in evacuation procedures;
* Is familiar with the location of the following:
* First Aid boxes
* Pull-stations
* Emergency phone numbers
* List of emergency procedures
* Exits
* Health & Safety Policies & Procedures Manual
* Understands \_\_\_\_\_\_\_\_ policies & procedures relevant to the program and complies with them;
* Has access to appropriate facilities, equipment and other resources, as needed; and
* Receives on-going supervision, guidance and feedback as appropriate.

Both staff and participants depend on the volunteer’s consistent attendance and punctuality. The volunteer is expected to honour his/her commitments. Conversely, it is imperative that staff are responsible and advise volunteers of any changes in schedule.

The supervisor must be contacted promptly if the volunteer cannot fulfill the specified time commitment.

Program staff must advise volunteers of changes with respect to clients, programs, locations, times, etc.

Volunteer Program staff are a resource to volunteers and the staff who supervise them, during the volunteer’s involvement at \_\_\_\_\_\_\_\_. The Volunteer Coordinator will be involved in any volunteer/staff problem-solving.

1. **Use of Personal Vehicles**

Volunteers who agree to drive as part of their volunteer service should provide photocopy of their current driver’s license and a driver’s abstract to the Volunteer Program prior to acceptance of the assignment. The driving must be only within the scope of the volunteer assignment as described in the written description of the position.

Prior to using a personally owned vehicle for \_\_\_\_\_\_\_\_ business, volunteers must ensure that their personal vehicle insurance permits the use of their vehicle for such use. \_\_\_\_\_\_\_\_ has the right to and will request proof of driver's licence and insurance.

Volunteers shall not transport participants other than volunteers (e.g. for Meals on Wheels) in the volunteer’s own vehicle.

Volunteers will not be reimbursed for expenses incurred for traffic, parking violations and other violations; however volunteers will be reimbursed for mileage as per the program procedures.

1. **Volunteer Concerns**

\_\_\_\_\_\_\_\_\_\_ encourages ongoing communication between volunteers and supervisors. If a volunteer has a concern, it should first be brought to the attention of the volunteer’s supervisor in the program and /or Volunteer Coordinator. If the concern is not resolved, it will be dealt with through our Complaints, Respectful Workplace and/or Incident Reporting policies.

Concerns regarding the safety and well-being of participants should be brought to the supervisor’s or another staff’s attention immediately.

1. **Public statements**

\_\_\_\_\_\_\_\_\_\_\_\_’s best public relations officers are our own participants, staff and volunteers. You are asked to represent the agency in a manner which is courteous and positive.

The Executive Director is responsible for all public relations.

Volunteers are asked to observe the following:

* If you are asked for a statement, interview, information or photograph by a member of the media, you must direct that person to your program supervisor, Volunteer Program staff or a Unit Director;
* The Executive Director or designate will delegate staff members to speak on behalf of the agency as needed;
* All speaking engagements or papers being presented on behalf of the agency must be pre-approved by the Executive Director or designate;

At no time shall any participant be publicly identified.

1. **Evaluations**

The supervisor should ensure that the volunteer’s work is evaluated on a regular basis including, if appropriate, after a designated probationary period.

In the case of students, the forms/tools provided by the school will be used.

1. **Termination of a Volunteer**

Situations dealing with risk to clients, programs and extreme inappropriate conduct could lead to an immediate termination. If this is the case, an immediate emergency meeting will be called between the staff member responsible for supervising the volunteer, the Coordinator of that program, the Volunteer Coordinator and if possible, a member of Senior Management.

All incidents and issues regarding an active volunteer’s performance will be documented, including actions taken including progressive discipline. Strong supervision of volunteers by staff should mean that concerns about a volunteer are caught and dealt with at the early stages, before there is a crisis. Program Consultation with Volunteer Coordinator in *all* cases dealing with discipline of volunteers is necessary. The Volunteer Coordinator and Program Coordinator and/or staff will discuss a volunteer’s performance before termination may take place to ensure appropriateness of action. Disciplinary Basic formula should include, a verbal warning, a written and/or verbal second warning and a third warning results in termination.

1. Students are considered volunteers, will be referred to as volunteers and are covered by this policy. Student placements vary in length and requirements by program and school, consequently additional practices and procedures may be negotiated, adopted and required depending on the student situation. These additional practices and procedures may not contravene what is laid out in this policy. [↑](#footnote-ref-1)