



VOLUNTEER POLICIES AND PROCEDURES



June 2019

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VOLUNTEERS POLICIES AND PROCEDURES

CATEGORY: RECRUITMENT

POLICY # H1.01 – VOLUNTEER RECRUITMENT

PAGE: 1 of 1

ATTACHMENTS:

APPROVAL DATE: 01.24.2019

REVISION DATE:

PROCEDURE APPROVAL DATE: 01.24.2019

REVISION DATE:

AUTHORIZATION: Executive Director

POLICY:

The Association will recruit volunteers to provide additional support and possible connections for the people it supports and to assist in special events or circumstances.

PROCEDURES:

1. Volunteers will be recruited from within the community.

VOLUNTEERS POLICIES AND PROCEDURES**CATEGORY: RECRUITMENT****POLICY # H1.02 – AGE****PAGE: 1 of 1****ATTACHMENTS:****APPROVAL DATE: 01.24.2019****REVISION DATE:****PROCEDURE APPROVAL DATE: 01.24.2019****REVISION DATE:****AUTHORIZATION: Executive Director**

POLICY:

The Association will ensure volunteers are over the age of 18 years. In the event there is a volunteer under the age of eighteen years' special consideration may be given.

PROCEDURES:

1. All Volunteers must be over the age of eighteen.
2. The Executive Director must approve volunteers under the age of eighteen.

VOLUNTEERS POLICIES AND PROCEDURES**CATEGORY: RECRUITMENT****POLICY # H1.03 – SCREENING VOLUNTEERS****PAGE: 1 of 1****ATTACHMENTS:****APPROVAL DATE: 01.24.2019****REVISION DATE:****PROCEDURE APPROVAL DATE: 01.24.2019****REVISION DATE:****AUTHORIZATION: Executive Director**

POLICY:

All volunteers will be required to complete the interview process; this will include meeting all regulatory expectations.

PROCEDURES:

1. Volunteers will be screened and approved by the Community Service Manager.
2. Volunteers will be screened after they have been interviewed, signed an Agreement of Confidentiality form and supplied three references.
3. A Vulnerable Sector Criminal Reference Check will be completed, before commencement of volunteering.

VOLUNTEERS POLICIES AND PROCEDURES**CATEGORY: RECRUITMENT****POLICY # H1.04 – VULNERABLE SECTOR CHECK****PAGE: 1 of 1****ATTACHMENTS:****APPROVAL DATE: 01.24.2019****REVISION DATE:****PROCEDURE APPROVAL DATE: 01.24.2019****REVISION DATE:****AUTHORIZATION: Executive Director**

POLICY:

Volunteers must have a Vulnerable Sector Check completed prior to commencement of any volunteer placement.

PROCEDURES:

1. All Volunteers applying to the Association will complete a Vulnerable Sector Criminal Reference Check, before any orientation begins.

VOLUNTEERS POLICIES AND PROCEDURES**CATEGORY: ORIENTATION AND TRAINING****POLICY # H2.01 – ORIENTATION****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 01.24.2019**REVISION DATE:****PROCEDURE APPROVAL DATE:** 01.24.2019**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

All volunteers will participate in the Association’s orientation training and will complete all legislative training requirements prior to commencement of their placement.

PROCEDURES:

1. The Association will provide to all volunteers an orientation to the Association and to the service of interest. An orientation checklist will be reviewed and signed off. The checklist must include the Risk and Cautions binder.
2. Mandatory and relevant training will be provided, including abuse training.
3. All Policies and Procedures and Guidelines will be reviewed and signed off.
4. The volunteer will be assigned a Facilitator 1, who will oversee and provide guidance and review the expectations in the service with the volunteer.
5. The Community Service Manager will review with staff and the volunteer the expectation of duties, responsibilities and supervision.

VOLUNTEERS POLICIES AND PROCEDURES**CATEGORY: ORIENTATION AND TRAINING****POLICY # H2.02– CONFIDENTIALITY****PAGE: 1 of 1****ATTACHMENTS:****APPROVAL DATE: 01.24.2019****REVISION DATE:****PROCEDURE APPROVAL DATE: 01.24.2019****REVISION DATE:****AUTHORIZATION: Executive Director**

POLICY:

The Association will ensure all volunteers understand the importance of their role in confidentiality and have signed a confidentiality form.

PROCEDURES:

1. All volunteers are required to sign an Agreement of Confidentiality pursuant to their active involvement with the Association.
2. Volunteers may have access to Individual's files, on a need to know basis only and with the written permission of the person supported. The files will only be reviewed under the direct supervision of the Facilitator 1 assigned to the volunteer or Community Services Manager.

VOLUNTEERS POLICIES AND PROCEDURES**CATEGORY: ORIENTATION AND TRAINING****POLICY # H2.03 - ACCOUNTABILITY****PAGE: 1 of 1****ATTACHMENTS:****APPROVAL DATE: 01.24.2019****REVISION DATE:****PROCEDURE APPROVAL DATE: 01.24.2019****REVISION DATE:****AUTHORIZATION: Executive Director**

POLICY:

All Association volunteers will have a schedule of when they will be in the service.

PROCEDURES:

1. The Facilitator 1 assigned to the volunteer and or Community Service Manager will meet regularly with the volunteer to review activities, provide support and offer guidance.

VOLUNTEERS POLICIES AND PROCEDURES**CATEGORY: ORIENTATION AND TRAINING****POLICY # H2.04 – ACCEPTANCE OF FAVOURS****PAGE: 1 of 1****ATTACHMENTS:****APPROVAL DATE: 01.24.2019****REVISION DATE:****PROCEDURE APPROVAL DATE: 01.24.2019****REVISION DATE:****AUTHORIZATION: Executive Director**

POLICY:

The Association does not approve of any gifts or favours given to volunteers from the people supported.

PROCEDURES:

1. A volunteer shall not demand money, gifts or favours, from people supported.
2. In the event that a volunteer is receiving gifts or favours from people supported the volunteer's placement may be terminated.

VOLUNTEERS POLICIES AND PROCEDURES**CATEGORY: TRANSPORTATION****POLICY # H3.01 – USE OF ASSOCIATION VEHICLES****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 01.24.2019**REVISION DATE:****PROCEDURE APPROVAL DATE:** 01.24.2019**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

In the event the volunteer is involved with a service that has a vehicle available for use, the volunteer must be over the age of 25 and with a full G licence, may be permitted use of the vehicle when accompanied by a staff person or a person supported.

PROCEDURES:

1. Volunteers, over the age of 25, are permitted to drive the Association vehicles.
2. The volunteer must complete the Driver and Insurance Record form.
3. The volunteer must provide proof of a current valid G driver's license.
4. A copy of a current driver's license will be kept on file.

VOLUNTEERS POLICIES AND PROCEDURES**CATEGORY: TRANSPORTATION****POLICY # H3.02 – USE OF PERSONAL VEHICLE****PAGE: 1 of 1****ATTACHMENTS:****APPROVAL DATE: 01.24.2019****REVISION DATE:****PROCEDURE APPROVAL DATE: 01.24.2019****REVISION DATE:****AUTHORIZATION: Executive Director**

POLICY:

The Association will ensure all volunteers have appropriate insurance coverage on personal vehicles before transporting any person supported in their vehicle.

PROCEDURES:

1. The volunteer must be 18 years of age with a valid G driver's licence.
2. Before driving the volunteer must complete the Driver and Insurance form.
3. Mileage may be paid as per the Associations current pay rate for kilometers expense. All kilometre expense forms must be pre-authorized, in writing, from the Community Services Manager.
4. Volunteers must review insurance coverage with their insurance agent, notifying them that individuals with a developmental disability may be transported in their vehicles.

VOLUNTEERS POLICIES AND PROCEDURES**CATEGORY: REMUNERATION****POLICY # H4.01 – REIMBURSEMENT OF EXPENSES****PAGE: 1 of 1****ATTACHMENTS:****APPROVAL DATE: 01.24.2019****REVISION DATE:****PROCEDURE APPROVAL DATE: 01.24.2019****REVISION DATE:****AUTHORIZATION: Executive Director**

POLICY:

The Association will provide remuneration only with prior to approval of the expense. Volunteers will be encouraged to assist people supported to be involved in activities that are free or of minimal cost.

PROCEDURES:

1. Volunteers will receive an orientation on geared income of the people supported by the Association; this will assist with an understanding of why it is important to be involved in no cost events and activities.
2. Reimbursement shall be made for expenses, which have been previously approved by the Community Service Manager.

VOLUNTEERS POLICIES AND PROCEDURES**CATEGORY: SAFETY AND SECURITY****POLICY # H5.01 – ACCESS TO ASSOCIATION’S BUILDINGS****PAGE:** 1 of 1**ATTACHMENTS:****APPROVAL DATE:** 01.24.2019**REVISION DATE:****PROCEDURE APPROVAL DATE:** 01.24.2019**REVISION DATE:****AUTHORIZATION:** Executive Director

POLICY:

The Association will not provide volunteers with keys or codes to association buildings, unless for a time targeted event or time.

PROCEDURES:

1. Volunteers will not be issued keys or codes to any association buildings.
2. In the event that a volunteer is issued keys and/or a code, a written agreement with time lines will be developed explaining the reason for the issuing of keys.

VOLUNTEERS POLICIES AND PROCEDURES**CATEGORY: SAFETY AND SECURITY****POLICY # H5.02 – INSURANCE COVERAGE****PAGE: 1 of 1****ATTACHMENTS:****APPROVAL DATE: 01.24.2019****REVISION DATE:****PROCEDURE APPROVAL DATE: 01.24.2019****REVISION DATE:****AUTHORIZATION: Executive Director**

POLICY:

Volunteers will be covered under Community Living's insurance policy while volunteering with the association.

PROCEDURES:

Managers are to ensure administration is aware of all volunteers to ensure coverage can be obtained.

VOLUNTEERS POLICIES AND PROCEDURES**CATEGORY: SAFETY AND SECURITY****POLICY # H5.03 – HEALTH AND SAFETY****PAGE: 1 of 1****ATTACHMENTS:****APPROVAL DATE: 01.24.2019****REVISION DATE:****PROCEDURE APPROVAL DATE: 01.24.2019****REVISION DATE:****AUTHORIZATION: Executive Director**

POLICY:

The Association will ensure volunteers are trained in the environment in which they are placed on safe practices and are aware of all potential risks to themselves and the people supported.

PROCEDURES:

1. Volunteers will receive orientation on the location of First Aid kits and safety practices within Association services.
2. Volunteers will be provided appropriate assignments that do not require supporting individuals with medical and/or behavioural restrictions one to one.
3. Volunteers will ensure safe practices are followed and adhered to at all times.
4. Volunteers will participate in all recommended training regarding safety.
5. Volunteers will review and sign off all Health and Safety Policies.
6. Volunteers will review and sign off the Associations Abuse Policy.