

STONEGATE

Community Health Centre

VOLUNTEERS AT STONEGATE CHC

POLICY AND GUIDELINES

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1 PHILOSOPHY

Stonegate CHC believes that community members and patients/clients contribute to its work in many and varied supporting roles. This can be accomplished by:

- Becoming involved in community groups, programs, committees, and the Board of Directors.
- Participating in Stonegate CHC initiatives by identifying & defining needs, advocating, publicizing, and interacting with clients and community members.

Stonegate CHC encourages and supports the integration of volunteers to complement and augment the Centre’s services and programs and volunteers are considered an important asset of the Centre.

2 VOLUNTEER CLASSIFICATION AND GUIDELINES

Volunteer opportunities/positions at Stonegate CHC are assessed and assigned to a particular level along a continuum of ‘risk and responsibility’. The level at which they are assigned is dependent on the nature, duties and duration of the volunteer position in relation to the level of (potential) risk and responsibility assumed by the organization. Placement along the continuum will determine the level of documentation, orientation, training and evaluation required. Higher levels of risk and responsibility will entail a higher degree of coordination, documentation, training and orientation; lower levels will entail a lesser degree.

Volunteers at Stonegate CHC:

X	X	X
Level 1	Level 2	Level 3
School Snack Assistant	Seniors Brunch Support	Early Years Support
Farmer’s Market Support	Kitchen & Food Prep. Assistant	Child & Youth Support
Community Food Access Committee	Community Outreach Support	Women’s Program Assist.
Community Garden Volunteer	Good Food Box Assistant	Program Instructors
One Time Event Volunteer		

2.1 Documentation, orientation, training and evaluation required:

- Level 1:** Application Form, Emergency Contact Form, Timesheets, Basic Training & Orientation
- Level 2:** All level 1 requirements plus Personal Reference Check, Task Specific Training & Orientation.
- Level 3:** All level 1 & 2 requirements plus Police Reference check (if over 18 years of age)

Volunteers at all levels are expected to act in accordance with Stonegate CHC Mission, Vision and Guiding Principles Statements, and to be informed of their rights as volunteers at the Centre. Volunteers shall be required to comply with all the Centre's policies and procedures as appropriate to their role and responsibilities, especially the Discrimination-free and Harassment-free Workplace Policy, and the Confidentiality and Security of Corporate and Personnel Information Policy.

The Volunteer Coordinator will assume the responsibility for the recruitment, registration, placement and initial orientation of new volunteers. Day to day and program specific orientation, training, supervision, evaluation and recognition will be done by appropriate staff.

The Volunteer Coordinator will periodically review the volunteer position job descriptions to ensure that the current duties and demands are being met within the specific volunteer placement. Volunteer positions and job descriptions will also be periodically assessed for relevance and risk to ensure appropriate assignment along the volunteer continuum. Any required changes to job descriptions can be made by the Volunteer Coordinator in consultation with the appropriate staff and management team members.

Volunteers will also provide feedback (informally and formally through an annual volunteer satisfaction survey) towards the tasks involved and meeting their needs and interests related to their respective positions.

Every volunteer will be treated with respect and consideration. There will be continual communication and follow-up by the Volunteer Coordinator with the volunteers to ensure that the volunteer placement arrangement is working accordingly.

2.2 Volunteer Files - Confidentiality

A file will be maintained for each volunteer, which includes the documentation appropriate to each volunteer's level of risk and responsibility. At a minimum, files will include a completed application form, job description, emergency contact form and signed copies of the Discrimination-free and Harassment-free Workplace Policy, and the Confidentiality and Security of Corporate and Personnel Information Policy. All volunteer files will be treated as a Personnel files, and therefore restricted to access by the Manager of Finance & Administration and the Volunteer Coordinator.

3 RIGHTS AND RESPONSIBILITIES

3.1 Rights

Volunteers have a right to the following:

- a clear job description
- orientation and or training
- appropriate supervision
- the provision of references upon request

- respect, trust and recognition

3.2 Responsibilities

Volunteers have a responsibility to:

- reflect the Mission, Values and Guiding Principles of Stonegate Community Health Centre, when performing their volunteer work
- honour confidentiality of the organization and of its participants
- follow through on commitments
- endeavour to resolve all differences and/or conflicts in good faith
- accept supervision from supervisor
- keep records as required
- return any records or materials belonging to Stonegate upon leaving their placement

4 RECRUITMENT AND SELECTION

4.1 Recruitment

Volunteers may be recruited through a number of means, including through staff referral via Health Centre programs and services, or by self-referral via Health Centre newsletters, bulletin boards, community outreach, through word of mouth and/or by referral from a school or outside agency or service provider.

4.2 Application

Those interested in a volunteer opportunity will be directed to the Stonegate CHC website for access to an on-line Volunteer Application Form. All staff can also provide a hard copy of the form available by accessing the volunteer folder in the electronic public documents file. Once the form has been reviewed by the Volunteer Coordinator, an interview will be arranged (based on available placement opportunity and need). All items will be kept on file if a current opportunity is unavailable or for future reference & follow-up.

4.3 Selection

Selection will be based upon a careful match of needs by staff, based on volunteer job descriptions, of which the Volunteer Coordinator will take into consideration when interviewing the applicant. The interview will consist of the applicant discussing their skills, abilities, and availability, to ensure that a proper match of needs and interests are met by the applicant.

4.4 Reference Check

Reference checks, if required, will be done before agreement for the placement is reached. References may be obtained from past volunteer placement supervisors or from current or previous employment supervisors. A lack of references will not be a barrier to participation, as there may be interested persons who have no Canadian volunteer or employment experience.

4.5 Police Check

A police check will be done (only for applicants 18 years of age and over) as appropriate (Level 3 volunteers) when agreement for the placement is reached, and the continued placement is conditional upon receiving a risk-free result. If the volunteer position is granted to the applicant, it is the responsibility of Volunteer Coordinator to provide the participant with a volunteer welcome package, which includes information about the Centre's programs and services, volunteer policies and protocols, the volunteer job description, a name tag and timesheets to be completed during their placement. Additionally, the volunteer must also sign the Confidentiality of Corporate and Personnel Information.

5 ORIENTATION:

Volunteers shall have appropriate orientation, support, and supervision required to conduct their tasks effectively by the Volunteer Coordinator and Program Staff. Their orientation will include a brief outline of the history of the Centre, its philosophy and services.

The Volunteer Orientation Checklist form must be completed before the participant can begin their volunteer placement. The Volunteer Coordinator and immediate supervisor will complete the checklist and orientate the volunteer as per the items on the form.

6 IDENTIFICATION:

All volunteers will be required to wear a name tag (first name only) identifying themselves as a volunteer of the Centre.

7 ASSIGNMENTS/PLACEMENT:

In placing volunteers, consideration shall be given to their personal areas of interest as well as to the needs of the Centre.

During the interview, if volunteers meet the criteria for a particular volunteer placement they will then be offered the position. If no assignment is available immediately, volunteers will have the option of leaving their names on a waiting list or be referred to other volunteer agencies.

Volunteers are free to accept or refuse any assignment offered to them. In the case where a volunteer refuses to work with an individual, within a program or attend training, a meeting with the Volunteer Coordinator and/or supervising staff will be held to discuss the circumstances surrounding the refusal. Where the reason for refusal is found satisfactory (e.g. unsafe working conditions), the volunteer will have their position reassigned.

8 TRAINING:

Volunteers will receive a brief explanation and training on the expectations and duties of their particular position from the Volunteer Coordinator. Supervisory staff will provide more detailed training regarding assigned roles and responsibilities, once placed.

Supervising staff are responsible for informing and training the volunteer regarding the Occupational Health & Safety procedures and guidelines established at the Centre.

9 SUPERVISION:

Each Stonegate CHC staff has ultimate responsibility for the volunteers assigned to their program, services or areas of work. Staff may delegate supervision of volunteers to another person, ensuring that volunteers are clear on reporting relationships.

Volunteers will consult with their staff supervisors or with the Volunteer Coordinator when they have concerns or questions regarding their placement.

10 INSURANCE:

The Centre will ensure that volunteers are insured while working at the Centre premises.

11 CONFLICT RESOLUTION

From time to time, persons working together (as volunteers or staff) will experience differences of opinion, working styles or other issues. During these situations, Stonegate CHC policies on Staff Conflict Resolution, Client Complaints, Discrimination-free & Harassment-free Workplace, Disciplinary Action and Conflict of Interest will serve as guides in the discussion, action and resolution of issues. Please refer to the Human Resources Manual for policies.

12 EVALUATION:

12.1 Ongoing Evaluation

Supervisors will be responsible for evaluating the work of volunteers, and providing feedback to volunteers and to the Volunteer Coordinator when necessary. An on-going volunteer evaluation form will be completed by staff at a suitable point during the placement. A final evaluation form will be completed by staff at the end point/termination of the particular placement or volunteer opportunity.

12.2 Annual Survey

Current volunteers will be asked to complete an annual volunteer satisfaction survey regarding their placement and volunteer experience. Feedback generated will be assessed and used to inform and improve the Stonegate CHC volunteer program and/or other aspects of the organization.

13 Termination

13.1 Resignation

When a volunteer resigns from the Centre, the volunteer must notify both the Supervisor and the Volunteer Coordinator.

13.2 Termination by Stonegate CHC

The services of a volunteer may be terminated for cause or for reasons related to lack of positions, supervisory capacity or funding. It is the responsibility of the supervisory staff and the Volunteer Coordinator to explain the reasons for the termination to the volunteer, and to provide a letter of recommendation, if appropriate and if requested.

14 RECOGNITION:

The contributions of volunteers shall be recognized throughout their relationship with Stonegate CHC. A formal volunteer recognition event will occur at the Centre's Annual General Meeting.

Where possible, the Centre shall endeavour to reimburse costs incurred by volunteers in the implementation of their volunteer responsibilities.

15 RECORDING:

15.1 Volunteer Records

Volunteer records shall be maintained, including the volunteer's name, address, telephone number, type of service, and placement, for future reference.

15.2 Timesheets

Volunteers will record the hours spent in volunteer activities on a monthly timesheet.

15.3 Tracking

The Volunteer Coordinator will record the volunteer hours into a monthly spread sheet, and the information (without names) is used internally to evaluate the volunteer program and externally to report to members and funders.

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