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VOLUNTEER POLICY

Community Living-Central Huron supports and promotes the use of volunteers and student placement programs as an integral link to the community and as part of the Agency's commitment to providing quality supports and services. It is recognized that volunteers make unique contributions of time, talent and skills. Such volunteer contributions are above and beyond supports provided through Community Living-Central Huron's Programs; volunteers will not replace staff, rather provide complimentary support.

The Agency recognizes two different classes of volunteers; Board/Committee Members and individuals who provide direct supports to enhance services to individuals and/or their families.

Individuals who volunteer with Community Living-Central Huron are expected to adhere to the Agency's Vision, Mission, all policies, procedures, health and safety standards and actively perform their agreed upon duties to the best of their ability. Volunteers must undergo a Police Record Search prior to assuming their duties (Police Record Search Policy # E-003).

The purpose of the volunteer is to augment and enrich services provided to individuals and their families, it is not the Agency's purpose to infringe upon or affect volunteers from other sources, ie. Church, Friendship, Recreation, friends, family, acquaintances, etc. Recognizing that volunteers are a valuable resource, the Agency will strive to provide meaningful assignments and the right to full involvement and participation. Accepting the services of volunteers will be at the discretion of the Association and in accordance with the Agency's Volunteer Guidelines and Procedures.

Guidelines for Use of Volunteers:

Community Living-Central Huron's Volunteer Policy B-007 states that it supports and promotes the use of volunteers and student placement programs. The role of volunteers is to augment and enrich services provided by staff to individuals and their families, not replace staff, friends or families. It is not the Agency's intent to infringe upon or affect volunteers from other sources, ie. Church, Friendship Club, recreational activities. There are two categories of volunteers: Board and Committee Members and individuals who provide direct supports. Acceptance of and termination of volunteers is at the discretion of the Agency, its Board of Directors and Senior Management Team.

1. RESPONSIBILITIES:

Community Living-Central Huron:

- a) endeavour to provide meaningful assignments which reflect the various abilities and interests of both the volunteer and the individual receiving support which adheres to the Agency's vision, mission, goals and objectives;
- b) provide orientation and necessary training of the Agency's policies and procedures; ensure all required documentation throughout the assignment is completed; and appropriate levels of supervision and regular feedback as to their performance; and
- c) provide coverage under its Commercial Insurance Policy.

Volunteer:

- a) actively perform assigned duties to the best of their ability;
- b) understand, abide by and promote the Agency's vision, mission, goals and objectives and adhere to the Agency's Confidentiality and Privacy Policies, and any other applicable policies and procedures;
- c) complete and submit all required documentation in a timely manner; and
- d) direct any questions, concerns to the appropriate Supervisor, or designate, in a timely manner.

2. **GUIDELINES AND PROCEDURES:**

a) **Board and Committee Members:**

Standing Committee Chairpersons are responsible for recruiting Committee Members for their respective Committees and reviewing the Committee's Terms of Reference on an annual basis, as well as holding regular meetings and ensuring a quorum. All Committees are required to observe the Agency's vision, mission, policies and procedures in any recommendations to the Board of Directors. The Vision and Mission Statements will appear as a standing item on all Board and Committee Agendas.

The Nomination Committee, Board of Directors, is responsible for soliciting potential nominees for election to the Board and providing a list of all nominees to the Membership at the Annual General Meeting. Refer to By-Law No. 3, Code of Conduct and Job Description for Board Members for further information with respect to composition, eligibility, responsibilities, meetings, voting rights, etc.

b) **Direct Volunteers:**

This category includes student placement programs and individuals recruited to volunteer. Should an Agency employee wish to volunteer, they must not have a 'professional' relationship with the individual. The employee will complete a volunteer application form and discuss with their immediate Supervisor and Coordinator, their intention to volunteer. Guidelines and procedures are as follows:

- recruitment may be by word of mouth, posting or advertising; Coordinators/Senior Case Managers will advise the Executive Director of the requirement and proposed job description; the Board of Directors may be approached to cover the costs of paid advertising;
- a written resume or "Volunteer Application Form" must be completed as well as participation in an interview comprised of at least two of the following: Executive Director, Coordinator, Senior Case Manager or Facilitator;
- Coordinators/Senior Case Managers/Facilitators will be responsible for assisting with recruitment, interviews, selection, screening, reference checks, receipt of a signed Work Education Agreement or any other such Agreement with other Volunteer Programs (if applicable), determining specific responsibilities; orientation to the Agency including the vision, mission, goals and objectives, Policies and Procedures document, Guiding Principles; appraisal of other Agency related documents and information; determining if any training is necessary, and maintaining a record of the number of hours volunteered;
- relevant, pertinent information regarding the individual receiving support will be provided by the appropriate Supervisor, or designate;
- volunteers under the age of eighteen must submit a "Volunteer Parental Acknowledgment;"

- the Executive Director will provide an original letter and copy to the volunteer outlining the conditions of their volunteer assignment; the volunteer must sign and submit the second copy to the Coordinator/Senior Case Manager/Facilitator;
- the volunteer's immediate Supervisor must pre-approve expenses, mileage and training, if applicable. If a volunteer is using their own personal vehicle or an Agency vehicle to transport individuals, they must submit prior to transporting, their driver's licence number and a copy of their insurance policy indicating a minimum of one million dollars third party liability; and
- the volunteer's immediate Supervisor will maintain an up-to-date file containing pertinent information, ie. resume, Volunteer Application Form, signed copy of Executive Director's letter outlining the conditions of the volunteer assignment, Volunteer Parental Acknowledgment, Oath of Confidentiality, evaluations, references, etc.