

STATEMENT of POLICY and PROCEDURE			
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1. PURPOSE

The purpose of this Statement of Policy and Procedures is to ensure a vibrant, meaningful and innovative volunteer program that nurtures the health and wellness of WHIWH CHC's priority populations.

2. DEFINITIONS

- 2.02 Active Engagement means that WHIWH CHC clients, volunteers and staff contribute to and receive benefits from being connected to the CHC.
- 2.03 Community service hours for commitments outside of the CHC will be accepted and supported for those volunteers who successfully complete the CHC's application process and remain in good standing.
- 2.04 Culture of Caring: A gentle, kind and open heart that heals our whole body, mind and soul in unexpected, real and vibrant ways, supporting us to be who we are meant to be and to bring out the goodness and create justice in our communities and our world.
- 2.05 Health & Wellness is the whole person or holistic perspective that recognizes the importance and benefit of strengthening body, mind and spirit and that all of these aspects of health and wellness can intersect with social justice.
- 2.06 Peers are volunteers who receive a monetary honorarium for completing a specific aspect of their assignment. Peer assignments are most commonly related to a specific lived experience, for example, that of living with HIV. Peer assignments may also include a role or duty requiring greater levels of responsibility, independence and accountability. Opportunities for Peer assignments depend on specific program funding and will therefore vary within the CHC.
- 2.07 Staff Supervisor is the staff person who is directly responsible for supervising and supporting a specific Volunteer and related administrative activities such as tracking hours, scheduling, training, as well as volunteer appreciation.

The Staff Supervisor provides a balance of coaching that supports individual growth and capacity building as well as supervision that supports and is accountable to effective completion of duties. While this balanced approach can require more staff time than a traditional volunteer relationship, supporting overall performance and the whole person shall provide the most important learning opportunities and impacts for staff, Volunteers and the CHC.

In addition, this role provides intentional opportunities for discussion, review and further planning or adjustment in relation to the Personal Goal Setting Worksheet (Appendix F).

- 2.08 Volunteer Program Administrator is the central coordinator and contact for the Volunteer Program who oversees and ensures the Program is implemented and maintained using the processes and management outlined in the Volunteer manual.

- 2.09 Volunteers are individuals who donate their time and skills to specific volunteer assignments created by the CHC. Our Volunteers may come from our priority populations, be active clients, and/or come from various communities in the GTA.

3. **POLICY**

- 3.01 The Volunteer Program at WHIWH CHC will:
- Build upon the programs, services, strategic goals and mandate of WHIWH CHC
 - Fulfill the mandate of the CHC by intentionally contributing to the culture of caring in supporting the health and wellness of our priority populations
 - Support individual volunteer health and wellness
- 3.02 The CHC's Volunteer program is fully outlined in the WHIWH CHC Volunteer Program Manual, key content of which is stated here in policy form. It is expected that the full procedures, operations and commitment to the program outlined in the Manual will be referenced and followed for Volunteer management activities.
- 3.03 Volunteers are required to adhere to the CHC's policies and procedures. Breaches of WHIWH policies and procedures will be taken seriously and result in appropriate responses which may include termination of the Volunteer placement.

4. **RIGHTS & RESPONSIBILITIES**

To most effectively support vibrant, meaningful, innovative volunteer programming within the context of the CHC's mission and culture of caring, Volunteers need to clearly understand and fulfill their rights and responsibilities. These include:

Volunteer Rights:

- to be valued as a respected contributor and collaborator in the work of WHIWH CHC,
- to have diverse lived experience recognized as an important component of the Volunteer contribution,
- to be set up for success by having a meaningful assignment that meets one's suitability, qualifications, life experiences and time availability as effectively as possible with a clear Assignment Description,
- to receive appropriate orientation and training in order to fulfill the Volunteer assignment and actively engage in the CHC's culture of caring,
- to be presented with available information and training opportunities that will enhance the Volunteer assignment,
- to have a supervisor clearly identified who guides, directs, supports and recognizes contribution,
- to be recognized for volunteer contributions,
- to provide input related to the assignment and the program listened to and considered,
- to receive opportunities and support in identifying how the Volunteer Assignment can contribute to personal health and wellness through personal goal setting and self-care,
- to have opportunities to develop and be supported in achieving personal goals related to their assignment such as learning new skills, meaningful connection with others and appropriate self-care,

- to receive information and support that follows the CHC's policies and procedures, and that of related good practices and requirements set by relevant legislation.

Volunteer Responsibilities:

- to engage clients, other volunteers, and staff in a manner that fulfills the CHC's mandate by acting in accordance with the culture of caring,
- to fulfill volunteer assignments responsibly and to the best of their ability,
- to respect the confidentiality and privacy of WHIWH CHC's clients, staffs, volunteers, and student placements,
- to raise questions and concerns as soon as possible with their assigned supervisor or designate,
- to follow WHIWH CHC policies and procedures as well as safe work practices as outlined in Volunteer Assignment Descriptions,
- to respect and honour the CHC's reliance on Volunteers' contributions by showing up on time and providing sufficient notification when unable to attend to the Volunteer assignment,
- to regularly and actively engage with the Staff Supervisor,
- to separate the Volunteer assignment and shift from accessing the CHC's services and support as a community member or client.

5. PROCEDURES

5.01 Requests, Application Process & Matching

- Staff requesting a volunteer or peer support will complete an **Assignment Description (Appendix A)** and submit it to the Volunteer Program Coordinator. Staff will identify: the assignment purpose, responsibilities, qualifications, time commitment and other practical and support details.
- Once the Volunteer Program Administrator approves the assignment, The Volunteer Program Coordinator will post the assignment using the **Assignment Posting (Appendix J)**. The posting will be circulated to all staff, posted in the CHC office and website, Charity Village and Volunteer Toronto for a minimum of three weeks. If a successful Volunteer candidate is not found, the assignment should be reposted for an additional three weeks.
- Individuals interested in becoming volunteers with the CHC are required to complete a **Volunteer Program Application (Appendix B)** and submit to the Volunteer Program Coordinator. The application will identify skills, experience, reason for volunteering and availability.
- Review of applications and interviews will typically occur only when a Volunteer role is available or being planned and/or when the volume of applications on file is high. The Volunteer Program Coordinator will interview individuals using the **Volunteer Program Interview Guide (Appendix C)**. Interviews will strive to further identify an individual's: reason for volunteering, skills, experience and commitment to the CHC.

- Generally, as part of our anti-oppression practice and in alignment with our entire mandate, we will strive to have Volunteers who reflect the diversity of our priority populations.
- The Volunteer Program Coordinator will use the Volunteer Reference Check (Appendix D) to check two references, one personal and one professional, in accordance with the requirements of the Volunteer assignment.
- When completing the reference check, the Volunteer Program Coordinator will explain WHIWH CHC's mandate and commitment to active engagement and the culture of caring; describe the volunteer assignment and required qualifications; ask open-ended questions; and record responses. All questions asked during the reference check should be in compliance with relevant legislation including human rights, protection of privacy, and access to information.
 - Volunteers are not required to have a police record check as they will not be placed in positions that would require this.
 - When necessary for a volunteer assignment (e.g. first aid certification), Volunteers will be required to present certification that is current and valid for the period of their Volunteer assignment.
- Active clients will be supported if they are interested in being Volunteers. They can be placed in any available volunteer assignment so long as there is no conflict of interest or potential for confidentiality breaches. The Staff Supervisor will discuss with the active client/Volunteer the boundaries of the Volunteer Assignment, including:
 - Volunteers who are active clients must avoid any conflict of interest whereby their Volunteer assignment unfairly benefits them as a client.
 - When on shift, Volunteers must separate their Volunteer assignment from their role as a client by focusing on completing their volunteer duties and not accessing services until after their shift has been completed.
 - Volunteers must adhere to the duties related to the assignment and must not provide guidance and advice to clients unless related to their assignment duties.
- Past staff members interested in becoming volunteers must complete the CHC Volunteer application process. They can be placed in any available volunteer assignment so long as there is no conflict of interest or potential for confidentiality breaches.
- Current staff members cannot become CHC volunteers due to their paid employed status.

5.02 Supporting Individual Health & Wellness

- Personal Goal Setting
 - The Volunteer will complete the ***Personal Goal Setting Worksheet (Appendix F)*** to explore their vision, reasons, and goals for volunteering, reflect on how volunteering will impact their health and wellbeing and identify their self-care practices.

- The Staff Supervisor must clearly articulate appropriate boundaries and responsibilities of themselves and the Volunteer in completing and fulfilling the Personal Goal Setting worksheet.
 - Volunteers are required to be trained and be accountable for maintaining the CHC's mandate, active engagement, culture of caring and the resulting safe, non-judgmental space for clients.
- 5.03 Active Engagement in a Culture of Caring
- Volunteer Supervision
 - All volunteer supervision will be delivered in alignment with the Volunteer Program's vision, philosophy and principles and utilize the **Volunteer Supervision Form (Appendix G)**.
 - Volunteer supervision is a balance of coaching that supports individual growth and capacity building and supervision that supports and is accountable to effective completion of duties. While this balanced approach can require more staff time than a traditional volunteer relationship, supporting overall performance and the whole person can provide the most important learning opportunities and impacts for staff, Volunteers and the CHC.
 - While the Staff Supervisor supports the ongoing growth and development of the Volunteer but ultimately must ensure that the Volunteer completes their assignment duties. To effectively maintain this balance between coaching and supervision, the Staff Supervisor must clearly state the appropriate boundaries, role and responsibilities of themselves and the Volunteer in the supervisory relationship.
 - If a Volunteer requires specialized support in their growth and development, the Staff Supervisor will refer the Volunteer to an appropriate resource or service.
 - It is understood and anticipated that, similar to staff, Volunteers will have some variation in the level of the performance of their duties influenced on factors such as ability, experience and external stressors.
 - If a Volunteer has significant performance issues and cannot fulfill their Assignment, then the Staff Supervisor, in consultation with the Volunteer Program Coordinator, can dismiss the Volunteer from their assignment.
 - Volunteer supervision includes both formal one-on-one, pre-scheduled bi-monthly meetings (or a different frequency that is appropriate to assignment) in which the Staff Supervisor follows the Volunteer Supervision Form and informal interaction in which the Staff Supervisor provides in the moment direction, feedback and support.
 - The **Volunteer Supervision Form (Appendix G)** is intended to provide structure and support to the balancing of individual volunteer capacity building with the required performance of the roles. Completed supervision forms should be placed in the Volunteer's file and a copy given to the Volunteer.
- 5.04 Accountability to fulfilling the mandate of the CHC by intentionally contributing to the culture of caring
- Learning Environment: Training, development and capacity building

- WHIWH CHC will develop a standardized core training for volunteers that covers important areas such as anti-racism, anti-oppression, boundaries etc. This core training may draw on existing internal and external trainings and will complement existing CHC training expectations.
 - The Volunteer Orientation Checklist (Appendix H) will guide Staff Supervisors in providing Volunteers with a thorough orientation to WHIWH CHC and the Volunteer Program, and ensure that all procedures are followed throughout the course of a Volunteer's Assignment, including resignation or dismissal. Once completed, the Orientation Checklist will be initialed by the Volunteer and the Staff Supervisor and returned to the Volunteer Program Coordinator for filing.
 - As noted in Section 9, relevant CHC or broader community opportunities for personal or professional growth will be communicated to Volunteers.
- Confidentiality
- Volunteers shall maintain the confidentiality of all matters pertaining to clients, program participants, staff members, volunteers, peers, student placements and pertaining to the business affairs of the CHC. All Volunteers will sign WHIWH-CHC's Confidentiality Statement and will be oriented to WHIWH-CHC's Privacy Policy.
- Conflict resolution
- Volunteers must inform their Staff Supervisor if they are in conflict with a client, volunteer, student or staff member, and the circumstances of the conflict. Conflict should be reported to the Staff Supervisor regardless of how it started or its current status.
 - Generally, Volunteers will be encouraged to try to resolve the conflict directly. If the conflict cannot be resolved by the Volunteer, or the Volunteer does not feel comfortable handling the conflict, or it is not appropriate for the Volunteer to handle the conflict, the Staff Supervisor or, if necessary, the Volunteer Program Coordinator will identify the appropriate course of action to resolve the conflict.
 - In all cases, the conflict, courses of action, and resolution must be documented by the Staff Supervisor and kept in the Volunteer's file.
- Complaints
- If a Volunteer has a complaint that hasn't been addressed through conflict resolution then the Volunteer is to follow the CHC's Client Complaint Policy, which includes persons beyond clients.
- Volunteer resignation
- If a Volunteer decides to no longer continue their assignment at the CHC, then they must inform their Staff Supervisor as soon as possible with an assignment end date.
 - Staff Supervisors are encouraged to conduct exit interviews with Volunteers to gain knowledge on the Volunteer's experience, recommendations and reasons for leaving.

- If the Volunteer resigns in good standing, then they can request references from their Staff Supervisor about their performance and contributions. They can also return to volunteering within two years without having to complete another volunteer application process.
- Concerns about performance and conduct
- The first response to concerns around performance or conduct will be addressed by Staff Supervisor with a focus on capacity building and supporting the Volunteer to meet the requirements of the Assignment roles. Where concerns arise around performance or conduct, Volunteers have the right to expect: supportive and constructive criticism, clear details about the inappropriate or unsatisfactory behaviour or performance, expectations of future behaviour and an identified time frame for change. In addition, where possible concrete support and capacity building opportunities supporting the expected growth and improved performance are to be identified and provided.
 - When identified expected behaviour of the Volunteer is not able to be achieved and further action is required, volunteers should receive a verbal warning, then a written warning, and a suspension of their duties.
 - All documentation of any incidents, warnings, discussions or plans related to performance or conduct will be kept in the volunteer's file.
- Termination of a Volunteer
- Consequences of unacceptable performance will vary depending on the situation and may include remedial procedures or requirement to withdraw from the placement.
 - Unacceptable performance includes but is not limited to the following:
 - a. Violation of WHIWH-CHC mandate
 - b. Inconsistent performance
 - c. Lack of skill and/or knowledge
 - d. Causes harm to clients and/or others
 - e. Performance falls significantly short of the program requirements
 - Unacceptable Conduct includes but is not limited to the following:
 - a. Theft
 - b. Gross Insubordination
 - c. Use or possession of drugs/alcohol while on duty
 - d. Major violations of Centre's regulations, procedures and safety rules
 - e. A minor violation that is repeated after having been given warnings and/or a suspension
 - The above lists are partial lists of infractions warranting investigation. Similar action may be taken in the case of other infractions of comparable degrees.
 - If at any time during the placement where the acceptability of the Volunteer's performance or conduct is in serious question, the Supervisor will communicate these concerns to the Volunteer Program Coordinator and will also document the facts including date, time, and the particulars of the performance/conduct behaviours in question. Remedial strategies may be

implemented but where performance/conduct remains unacceptable following the remedial action, the Program and Communications Manager in consultation with the Executive Director, will proceed to termination.

- Immediate dismissal without warnings and suspensions are acceptable under (but not limited to) the following circumstances;
 - a. gross misconduct;
 - b. being under the influence of illicit drugs or alcohol while performing volunteer duties;
 - c. theft of property or misuse of the CHC's funds or equipment;
 - d. illegal, violent or unsafe acts;
 - e. abuse or mistreatment of program participants, other volunteers or staff, including intentional breaches of confidentiality;
 - f. abuse or mistreatment of information gathered about WHIWH CHC as a result of volunteer assignment.

➤ Celebration & Honouring Contributions

- Celebrations create opportunities to honour contribution and to nourish the whole body, mind and soul in vibrant ways that support us to be who we are meant to be and to bring out the goodness and create justice in our communities and our world.
- At least twice a year, structured celebrations will be provided for Volunteers as important mechanisms for Volunteer appreciation, networking and celebrating.
- Volunteers will also be acknowledged and recognized in the CHC's annual report.
- Staff Supervisors will be attentive and where possible respond to opportunities for celebration such as holiday gatherings.

➤ Cultural, Community and Social Justice Initiatives

- Social responsibility, diverse lived experience and meaningful connection are core values identified as important aspects of volunteering at WHIWH CHC.
- Opportunities for Volunteers to support and actively engage with social justice initiatives are an important component of the Volunteer Program, including engagement in advocacy initiatives (e.g. poverty reduction campaigns,, education campaigns around legislation impacting newcomers, activities against Violence Against Women, etc.). Examples of these might include supporting/engaging in: campaign to raise minimum wage, education campaign around legislation impacting newcomers, activities against Violence Against Women.

5.05 Program Administration

- Volunteers will volunteer onsite at the CHC during hours when their Staff Supervisor is working and can provide supervision and/or be reached as necessary. If a Volunteer's schedule includes any time outside of regular operating hours and/or off-site, a staff member must be present during that time and at the site be designated to supervise the Volunteer.

- A Volunteer who is unable to report to work because of illness or disability shall notify the Staff Supervisor or, if not accessible, the Volunteer Program Coordinator as soon as possible.
- A Volunteer who feels that she is unable to continue in a Volunteer placement for any reason, shall inform the Staff Supervisor as soon as possible.
- Volunteer Files will be created and maintained for each Volunteer. Files will include:
 - Volunteer application
 - Volunteer interview
 - Reference check forms
 - Personal Goal Setting Worksheet
 - Volunteer Agreement
 - Copy of Training Certificate
 - Supervision forms
 - Completed Volunteer Orientation checklist
- The Volunteer Program Coordinator will provide appropriate access to the individual's file if requested by a volunteer.
- Opportunities for Peer assignments depend on specific program funding and will therefore vary within the CHC. At the first meeting with the Peer, the Staff Supervisor will provide the Peer with a written document stating the specific aspects/duties of the role that relate to receiving an honourarium, the amount of the honourarium, the process and schedule of disbursement. Peers will sign a form indicating receipt of any honorarium for the CHC's records.