



**PERSONAL ATTENDANT CARE INC.**  
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<b>Operational Procedure Number 6:26</b>	
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<b>DEPARTMENT</b>	Human Resources
<b>SUBJECT</b>	Volunteer Program
<b>APPROVED BY (Signature)</b>	<b>CHIEF EXECUTIVE OFFICER</b>
<b>EFFECTIVE DATE</b>	June 16, 2010
<b>REVIEWED BY (Title &amp; Signature)</b>	Pamela DeRaaf, CHRP Human Resource Manager
<b>REVIEW DATE</b>	NEW

**OPERATIONAL PROCEDURES**

**Preamble**

Personal Attendant Care Inc.'s supports and encourages volunteerism in our organization and effectively arranges volunteer and/or student participation under the direction and supervision of our employees in order to ensure the safety and security of clients and organizational property.

**Procedures**

**Definition of Volunteer**

This term applies to a member of the community who agrees to undertake, without pay, a specific task that supports the organization sponsored activities.

**Definition of a Student on Placement**

This term applies to a student with a designated agreement from an academic institution or training program, performs specific tasks for a specified duration without pay.

**Role Descriptions**

- General and specific Volunteer role descriptions will be made available to all volunteer upon approval of the Chief Executive Director.
- All volunteers receive a copy of their specific role description
- Role descriptions are signed by the volunteer and maintained in their volunteer file

**Responsibility for Volunteer and/or student**

- Subject to the Policies and Operational Procedures of the organization and barring direction by the Human Resource Manager, Supervisor or designate to

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- the contrary, in which a volunteer and/or student is serving, will be responsible for determining that any activity to which the volunteer and/or student is assigned is an organizational sponsored activity.

### **Liability & Expenses**

- For any organization-sponsored activity that is undertaken by a volunteer and/or student, our liability insurance regarding negligence will apply.
- Volunteer and/or students are made aware that our insurance does not include a loss of income provisions should the volunteer and/or student sustain an injury that prevents him/her normal employment.

### **Screening and Risk Management**

- The process of screening for volunteer begins at the very moment a person applies or is recruited to the time he/she terminates this commitment.
- All volunteers and/or students are required to provide a current Criminal Reference Check with the Vulnerable Sector search completed.
- All volunteers and/or students will provide personal and/or work related references
- The Human Resources Manager or designate arranges and conducts volunteer and/or student interviews, reference checks and maintenance of Volunteer and/or student files

### **Conflict Resolution**

- It is the responsibility of the Supervisor or designates to forward any concerns or issues to the Human Resource Manager immediately.
- Volunteer and/or student must report any concern or issue to their immediate supervisor immediately in order for resolution to be reached.

### **Support and Supervision**

- It is the responsibility of the Supervisor and or designate to supervise volunteer and/or students in their area or department
- All volunteers and/or students are given orientation as appropriate to the procedures, role and responsibilities in the area they are volunteering.
- Appropriate in-service for employees who have supervisory responsibilities for volunteer and/or students is provided to ensure the effective management of volunteer and/or students.

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**Orientation & Training**

- Volunteer and/or students will be provided with Orientation training prior to the commencement of activities for the organization
- The training consists of Health & Safety Awareness, Abuse Awareness, pertinent Policies and Operational Procedures, organizational structure and overview of mission, strategic plans and activities
- Specific role orientation is conducted by the Supervisor and or designate for the area the activities are to be performed.

**Termination/Resignation of a Volunteer and/or student**

- Volunteer and/or students will be provide with a start and end date , where applicable
- Volunteer and/or students are expected to inform the Human Resource Manager of the date of their resignation
- The volunteer and/or student agreement may be terminated at any time by either party

**Attached Forms**

Volunteer Application Form