



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