

# Mnaasged Child and Family Services



## Volunteer Services Policy and Procedure Manual

June 2020

*Acknowledging the Past  
Serving the Present  
Creating the Future*

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## SECTION 1: INTRODUCTION

### PREAMBLE

The tradition of volunteerism is longstanding and is the origin of Child Well-Being throughout North America. It was the Volunteer who initially provided various Welfare Services in society, often through benevolent organizations established by volunteer boards.

While these origins of Child Well-Being have evolved to the present-day profession of social work, the Volunteer remains an ever-present provider of services. Mnaasged Child and Family Services will endeavour to utilize this resource wherever possible.

Families and Children/Youth benefit from having a meaningful Circle of Care. A Circle of Care includes family, community, professionals, lay professionals, and Volunteers. Mnaasged Child and Family Services wants to build on the strength of each community to benefit each Child/Youth and family. Volunteers help build strong communities. Volunteering is seen as mutually beneficial and has long-lasting impacts for all involved. As well, volunteering contributes to a sense of pride and identity, which aligns with Mnaasged's Values, Mission, and Vision.

## SECTION 2: COORDINATION OF VOLUNTEER SERVICES

Department: Volunteer Services	POLICY #:
Section: Coordination of Volunteer Services	
Subject: Role of the Coordinator of Volunteer Services	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

### ROLE OF THE COORDINATOR OF VOLUNTEER SERVICES

#### POLICY

*The goal of Mnaasged Child and Family Services is to effectively recruit and coordinate Volunteers into the organization to enhance and support its work. Mnaasged Child and Family Services will ensure that the Volunteer Service component will be included in all strategic planning, service planning, and financial planning exercises.*

*The function of the Volunteer Services Department of Mnaasged Child and Family Services will be to provide a central coordinating point in each region for effective management of its Volunteers and to direct and assist Staff and Volunteer efforts to jointly provide more productive services.*

#### PROCEDURE

1. The Supervisor, in partnership with the Coordinator of Volunteer Services, will be responsible for the Volunteer Services to keep the service focused on Mnaasged’s goal to maximize Client accessibility to Mnaasged programming.
2. The Supervisor responsible for the Volunteer Services will communicate and maintain the service goal and objectives incorporated in Mnaasged’s Strategic Plan.
3. The Supervisor responsible for the Volunteer Services will update and revise the Strategic Plan, as necessary.
4. **The Coordinator** of **Volunteer** Services will have the primary responsibility for the following:
  - a) Plan effective Volunteer utilization

- b) Assist Staff to identify productive and creative Volunteer roles
- c) Recruit an adequate supply of competent Volunteers to meet the increasingly difficult demands on Mnaasged
- d) Track and evaluate the contribution of Volunteers

## POLICY REFERENCE

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Department: Volunteer Services	POLICY #:
Section: Coordination of Volunteer Services	
Subject: Overall Guidelines on Utilization	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

## OVERALL GUIDELINES ON UTILIZATION

### POLICY

*The Declaration of Principles, as outlined in section 1 of the Child, Youth and Family Services Act as well as Mnaasged Child and Family Services' Values, sets the tone for the provision of services and provides the legal rationale for the use of Volunteers by Mnaasged Child and Family Services. The goal of Mnaasged Child and Family Services is to involve Volunteers to enhance and support its work.*

*The achievement of the goals of Mnaasged Child and Family Services is best served by the active participation of the members of the communities it serves. To this end, Mnaasged Child and Family Services accepts and encourages the involvement of Volunteers at all levels and within all appropriate programs and activities.*

### PROCEDURE

1. Mnaasged will use a Staff person to manage and direct Volunteer Services. This assignment will be incorporated into a job description.
2. The Supervisor responsible for the Volunteer Services Program will be responsible for the Coordinator of Volunteer Services as well as the Service itself. This will be reflected in the job description.
3. Every attempt will be made by the **Coordinator** of **Volunteer Services** to meet the various requests submitted by Staff. An ongoing Recruitment Program will be maintained. However, since it is unrealistic to expect that all requests will be fulfilled, requests will be prioritized by the Volunteer Services, taking into consideration need, urgency, manpower, and Mnaasged goals.

### POLICY REFERENCE

Department: Volunteer Services	POLICY #:
Section: Coordination of Volunteer Services	
Subject: Who May Volunteer	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

## WHO MAY VOLUNTEER

### POLICY

*Mnaasged Child and Family Services recognizes that Volunteers are persons who willingly offer their service with no expectation of compensation.*

### PROCEDURE

1. A “Volunteer” will be anyone who performs a task at the direction and on behalf of Mnaasged without compensation or expectation of compensation beyond reimbursement for out-of-pocket expenses. A Volunteer must be officially approved and enrolled by Mnaasged prior to carrying out a task. Volunteers will not be considered Employees of Mnaasged.
2. Volunteers will be utilized in all programs and activities of Mnaasged and will serve at all levels of skill and decision making. However, Volunteers will not be utilized to displace any paid Employees from their position.
3. Mnaasged will accept as Volunteers those persons participating in Student Community Service activities, student placements, and other Volunteer Referral Programs. In each of these cases, however, a special agreement must be arranged with the organization, school, or program from where the Special Case Volunteer originates and must identify who has the responsibility for the management and care of the Volunteer.
4. Mnaasged will accept the services of Staff as Volunteers. This service will be accepted if it is offered without any coercive nature, involves work that is outside the scope of normal Staff duties, and is provided outside of the normal working hours.
5. The family members of Staff will be allowed to Volunteer for Mnaasged. When family members are enrolled as Volunteers, they will not be placed under the direct supervision or within the same department as their family members who are Employees.

6. Mnaasged Clients will be accepted as Volunteers if such service does not constitute an obstruction to or conflict with the provision of services to other Clients or to other persons.
7. The relatives of Clients who will serve as Volunteers will not be placed in a position of direct service or relationship to members of their family who are receiving services.

## POLICY REFERENCE

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Department: Volunteer Services	POLICY #:
Section: Coordination of Volunteer Services	
Subject: Volunteer Rights and Responsibilities	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

## VOLUNTEER RIGHTS AND RESPONSIBILITIES

### POLICY

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*Mnaasged Child and Family Services believes that Volunteers provide an invaluable resource. Mnaasged Child and Family Services also believes that Volunteers can serve in creative and rewarding situations within Mnaasged Child and Family Services without infringing on the employment rights of its Staff.*

### PROCEDURE

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1. Volunteers will be viewed as a valuable resource to Mnaasged, its Staff, and its Clients. Volunteers will be extended the rights to the following:
  - a) Meaningful assignments
  - b) Treated as equal co-helpers
  - c) Effective supervision
  - d) Full involvement and participation
  - e) Treated with dignity and respect
  - f) Recognition for the work
2. In return, Volunteers will agree to actively perform their duties to the best of their abilities and to remain loyal to the goals, objectives, and procedures of Mnaasged.
3. The rights of Volunteers will include the following:
  - a) Clear job description of their role, activities, and duties

- b) Trusted with sufficient confidential information to help carry out their assignment
  - c) Appropriate recognition for their day-to-day contributions plus yearly recognition
  - d) Protection against risks
  - e) Reimbursement of expenses if appropriate
4. The responsibilities of Volunteers as individuals or groups, informally or formally organized, will include the following:
- a) Respect the confidence of Clients and of Mnaasged
  - b) Fulfill the commitment or notify the designated person early enough so that a substitute can be found
  - c) Follow guidelines established by Mnaasged
  - d) Respect the uniqueness of individuals and groups as well as their culture
  - e) Provide feedback, suggestions, and recommendations to the **Coordinator of Volunteer Services**
  - f) Undertake training when offered
  - g) Promote volunteering

## POLICY REFERENCE

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## SECTION 3: VOLUNTEER RECRUITMENT, SCREENING, AND SELECTION

Department: Volunteer Services	POLICY #:
Section: Volunteer Recruitment, Screening, and Selection	
Subject: Recruitment	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

### RECRUITMENT

#### POLICY

*Mnaasged Child and Family Services believes that Volunteers can function as part of its team, with mutual co-operation and respect between Staff and Volunteers. Mnaasged Child and Family Services also believes that Volunteers will provide its professionals an enhanced sense of the views of the communities it serves on relevant issues and that the work of the Volunteers will enhance and complement its various departments.*

#### PROCEDURE

1. Volunteers will be recruited by Mnaasged on a proactive basis with the intent of broadening and expanding the involvement of the communities it serves. Volunteers will be recruited without regard to **gender identity, sexual orientation**, handicap, age, race, or other condition. The primary factor for Volunteer Recruitment will be the suitability to perform a task on behalf of Mnaasged.
2. A year-long Volunteer Recruitment Campaign will be developed and implemented by the Coordinator of Volunteer Services, which may include the following:
  - a) Contact with community resources and using a variety of recruitment methods and active outreach
  - b) Personal solicitation
  - c) Volunteer networking in the community

- d) Public speaking
  - e) Display and distribution of literature
  - f) Media advertising
3. The **Coordinator of Volunteer Services** will recruit Volunteers on an as-needed basis. The **Coordinator of Volunteer Services** will also access Mnaasged's Training and Recruitment Coordinator and Communication Specialist as needed.
  4. When an individual or group expresses an interest in volunteering for Mnaasged, the Coordinator of Volunteer Services will follow up as soon as possible with a phone call or a letter. The contact should be a comfortable and enjoyable experience.
  5. The **Coordinator of Volunteer Services** will cover some key points such as the following:
    - a) Mnaasged and its mandate
    - b) Types of Volunteer programs and jobs available
    - c) Time and commitment expected
    - d) Requirements as to references, police checks, confidentiality, and medical suitability
  6. **The Coordinator of Volunteer Services** will complete the Volunteer Recruitment Intake Form after the initial contact.

## POLICY REFERENCE

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Department: Volunteer Services	POLICY #:
Section: Volunteer Recruitment, Screening, and Selection	
Subject: Screening	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

## SCREENING

### POLICY

### PROCEDURE

1. All Volunteers will be screened and prepared prior to their assignments.
2. Volunteers will be reimbursed when requested for out-of-pocket expenses incurred while carrying out assigned tasks.
3. Any expressed concerns of the Volunteers about Mnaasged will be heard and given serious consideration.
4. Prior to being assigned to a position, all Volunteers will be interviewed to ascertain their suitability for and interest in a Volunteer position. The interview will determine the qualifications of the Volunteer and the commitment to fulfill the requirements of the position.
5. For the protection of Clients, all Volunteers will be required to complete a consent Form to facilitate a Police **Vulnerable Reference Check, a Criminal Record Check, and a Child Welfare Check**. Volunteers who do not agree to these background checks will not be accepted.
6. Volunteers will be asked to provide a Driver's Abstract if they will be driving Mnaasged Clients.
7. Mnaasged will provide the Volunteers with a letter to receive their screenings at their local Police Service. Mnaasged will cover any costs associated with the Volunteer's Police Criminal Record Check, the Vulnerable Sector Check, and the Driver's Abstract.

**POLICY REFERENCE**

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Department: Volunteer Services	POLICY #:
Section: Volunteer Recruitment, Screening, and Selection	
Subject: Selection Approval or Rejection	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

## SELECTION APPROVAL OR REJECTION

### POLICY

### PROCEDURE

1. If the Applicant wishes to continue, a face-to-face interview appointment will be scheduled. This will provide the **Coordinator** of **Volunteer** Services with a further opportunity to assess the Applicant and to reinforce Mnaasged’s Volunteer requirements.
2. During the interview, the **Coordinator** of **Volunteer** Services will cover the following Volunteer Management Guidelines:
  - a) No person who has a conflict of interest with any activity or program of Mnaasged—whether personal, philosophical, or financial—will be accepted to serve as a Volunteer with Mnaasged
  - b) Volunteers will seek prior consultation and approval from the appropriate Staff prior to any action or statement that might significantly affect or obligate Mnaasged, which may include, but is not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or financial obligations
  - c) Volunteers will be responsible for maintaining the confidentiality of all privileged information to which they are exposed while serving as a Volunteer, whether this information involves a Staff member, a fellow Volunteer, an Alternative Care Provider, a Client, or other persons involved with Mnaasged
  - d) Failure of the Volunteer to maintain confidentiality may result in termination of the relationship with Mnaasged or in other corrective action

3. If the Applicant wishes to continue, the **Coordinator** of **Volunteer** Services will provide the following forms for completion:
  - a) Volunteer Application
  - b) Police Check Authorization
  - c) Permission for Child Welfare Check
  - d) Declaration on Confidentiality
4. Any Volunteer or potential Volunteer who indicates being under the care of a physician for either physical or psychological treatment may be asked to present the certification from the physician on the ability to satisfactorily and to safely perform Volunteer duties.
5. Applicants undergoing treatment will not be placed in a Volunteer role without the written verification of suitability from their physician.
6. When an Applicant is approved as a Volunteer of Mnaasged, the Coordinator of Volunteer Services will carry out the following:
  - a) Send out a letter of approval
  - b) Provide an Orientation Booklet and arrange for the orientation of the new Volunteer
  - c) Inform the Volunteer of the starting date, which will be the date the police check clearance is received
7. Rejections will be handled at a face-to-face meeting between the **Coordinator** of **Volunteer Services** and the Applicant where information will be provided regarding Mnaasged's decision.
8. The Applicant will be informed of Mnaasged's Complaint Procedure and will be provided with the "Complaints" Brochure.
9. The information will be added to the Applicant's File, which will then be closed.
10. Before rejecting an Applicant, the Supervisor will be consulted to ensure that due process has occurred.

## POLICY REFERENCE

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## SECTION 4: VOLUNTEER TRAINING

Department: Volunteer Services	POLICY #:
Section: Volunteer Training	
Subject: Ongoing Training	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

### ONGOING TRAINING

#### POLICY

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*Mnaasged Child and Family Services will provide ongoing training and support to its Volunteers. Volunteers will be encouraged to participate in ongoing training opportunities that will increase their ability to contribute to the work of Mnaasged Child and Family Services and to enhance their Volunteer experience.*

#### PROCEDURE

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1. Training and educational opportunities will be made available to all Volunteers. This continuing education will include both additional information on the performance of their current Volunteer position as well as any new general information or new policies and guidelines developed by Mnaasged.
2. The Coordinator of Volunteer Services will develop a Volunteer Training Plan with specific goals and objectives for each Volunteer’s training needs. The Coordinator of Volunteer Services will encourage Volunteers, where appropriate, to participate in Mnaasged-operated Staff Training Programs or programs offered through other Agencies or Organizations. Some financial assistance may be available from time to time. The Coordinator of Volunteer Services, with the Supervisor’s assistance, will also set up specific training sessions that will enhance the growth and development of Volunteers as needs become identified. All Volunteers who attend training sessions will be documented.

#### POLICY REFERENCE

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Department: Volunteer Services	POLICY #:
Section: Volunteer Training	
Subject: On-the-Job Training	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

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## ON-THE-JOB TRAINING

### POLICY

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*Volunteers of Mnaasged Child and Family Services will receive ongoing and specific on-the-job training to provide them with the information and skills necessary to perform their Volunteer assignment.*

### PROCEDURE

### POLICY REFERENCE

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Department: Volunteer Services	POLICY #:
Section: Volunteer Training	
Subject: In-Service Training	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

## IN-SERVICE TRAINING

### POLICY

*Mnaasged Child and Family Services will have an Orientation Plan for new Volunteers and a training mechanism for both new and established Volunteers. Mnaasged Child and Family Services will ensure that in-service training on effective Volunteer utilization will be provided to those Employees highly involved with Volunteers.*

### PROCEDURE

1. An orientation on working with Volunteers will be provided to all new Employees by the Coordinator of Volunteer Services.
2. The Coordinator of Volunteer Services will establish a variety of relevant training sessions for Volunteers during the year. Various Mnaasged Staff may be recruited as session leaders. Some funds will be provided to defray costs for refreshments, materials, and teaching aids.
3. The Coordinator of Volunteer Services will review the following with all new Volunteers at the orientation session(s):
  - a) Mnaasged structure and its purpose of service
  - b) Volunteer's role
  - c) Needs and expectations of Volunteers and of Mnaasged
  - d) Mnaasged Code of Ethics and Volunteer conduct
  - e) Review of assigned tasks

4. Supervisors will keep their respective teams apprised of the use and the role of Volunteers as well as requesting Volunteers, providing feedback on a Volunteer's performance and observations, and showing appreciation of a Volunteer's efforts.

#### POLICY REFERENCE

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## SECTION 5: VOLUNTEER MANAGEMENT

Department: Volunteer Services	POLICY 3:
Section: Volunteer Management	
Subject: Case Management	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

### CASE MANAGEMENT

#### POLICY

#### PROCEDURE

1. A system of records will be maintained for each Mnaasged Volunteer. These records will include dates of service, positions held, duties performed, training received, evaluation of work, and awards received.
2. Volunteers and appropriate Staff will be responsible for submitting all appropriate records and information to the Coordinator of Volunteer Services. Volunteer Files will be stored in a secure location.
3. All Volunteer Files will include information such as the following:
  - a) Application form with background information, interests, and skills included
  - b) Signed Undertaking of Confidentiality
  - c) Abstract of Ministry of Transportation Ontario driving record and annual verifications of a valid driver's license (for files of Volunteer Drivers)
  - d) Notation of two reference checks, at minimum, with only one from a friend or family member
  - e) Results from a Police Criminal Records Check and consultation, directives given, and review with the Executive Director if the check indicates a past criminal record

- f) Record of training attended
- g) Documentation of Volunteer assignment or expected and agreed on tasks
- h) Copy of the Volunteer's evaluation, completed annually and at the completion of placement or at termination
- i) List of Mnaasged property in the Volunteer's possession
- j) Relevant correspondence and memorandums
- k) Notation of reasons for termination, if applicable

## POLICY REFERENCE

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Department: Volunteer Services	POLICY 3:
Section: Volunteer Management	
Subject: Volunteer Supervision and Evaluation	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

## VOLUNTEER SUPERVISION AND EVALUATION

### POLICY

### PROCEDURE

1. The **Coordinator** of **Volunteer** Services will complete an assessment of the activities of each Volunteer at the end of each assignment as well as complete an annual review with the Volunteer of the experience with Mnaasged.
2. The **Coordinator** of **Volunteer** Services will be responsible for the daily direct supervision of the Volunteer and will be available to the Volunteer for consultation or assistance.
3. Volunteers will be entitled to access all the necessary information and appropriate materials that is pertinent to the performance of their work assignments.
4. Volunteers and Staff will be considered partners in implementing the mission and programs of Mnaasged, with each having an equal but complementary role to play. It will be essential that all Volunteers and Staff understand and respect the needs and abilities of the other.
5. The Coordinator of Volunteer Services will ensure that once a Volunteer is appointed to a particular responsibility the Staff member who made the request (or designate) will supervise the Volunteer.
6. It will be the responsibility of the Coordinator of Volunteer Services to communicate with the Volunteers and the Helpers around matters relating to assignments and to intercede on behalf of a Volunteer when difficulties arise.

7. It will not be the job of the Coordinator of Volunteer Services to deal with the Clients, the Alternative Care Providers, and the community contacts such as dentists or doctors regarding Clients. This will be the responsibility of the Assigned Helper(s).

## POLICY REFERENCE

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Department: Volunteer Services	POLICY #:
Section: Volunteer Management	
Subject: Volunteer Evaluation and Review	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

## VOLUNTEER EVALUATION AND REVIEW

### POLICY

*Mnaasged Child and Family Services will ensure that all its Volunteers provide optimum performance in their duties through evaluation, training, and appreciation.*

### PROCEDURE

1. All Volunteers will have their activities evaluated. The evaluation session will be utilized to review the performance of the Volunteer, to suggest any changes in work style, to convey appreciation, and to ascertain the continued interest in serving the current position or wanting another.
2. The evaluation session will be an opportunity for both the Volunteer and Mnaasged to examine and improve their relationship.
3. Feedback received from Staff, Alternative Care Providers, or other Parties will be reviewed with the Volunteer if not previously shared. All Staff utilizing direct service Volunteers will be included in all evaluation and work assignments of those Volunteers.
4. The Coordinator of Volunteer Services will ask the supervising Staff of a Volunteer to provide ongoing feedback to both the Volunteer and the Coordinator of Volunteer Services on the effectiveness of the Volunteer's work. On completing an assignment, the Supervisor, the Volunteer, and the Client will be asked to complete an Evaluation Form.
5. When a Staff member's evaluation is complete, the information will be shared with the Volunteer. The original copy will be placed in the Volunteer's File. If the Volunteer disagrees with the evaluation, the **Coordinator** of **Volunteer** Services will arrange a meeting between the Staff member and the Volunteer to discuss the evaluation, if necessary.

6. The original copy of the evaluation will be placed in the Volunteer's File and a copy will be given to the Staff member. A joint meeting between the Volunteer and the Staff member may be held if there is a disagreement regarding the evaluation.
7. The Coordinator of Volunteer Services will contact all Volunteers on an annual basis through a face-to-face interview or by telephone to complete a "Volunteer Annual Review" Form. The interview will provide an opportunity to receive feedback from the Volunteers on their attitude and experiences with Mnaasged. It will also provide the Coordinator of Volunteer Services with a tool for assessing the effectiveness of the Volunteer Program and dealing with any special issues. The completed Volunteer Annual Review Form will be placed in the Volunteer's File.
8. The Coordinator of Volunteer Services will ensure that statistics on the Volunteer Program are kept current through the following tasks:
  - a) Systematically collect, record, and analyze data relevant to the Volunteer Service
  - b) Maintain an active list of all Volunteer activities
  - c) Maintain an up-to-date list of active Volunteers
  - d) Maintain comprehensive records indicating the following:
    - i. Assignments
    - ii. Number of requests for Volunteer services
    - iii. Number of Clients served
    - iv. Number of kilometres driven
    - v. Volunteer hours used
9. The Coordinator of Volunteer Services will prepare an annual report summarizing the service.
10. Summary reports will be prepared by the Coordinator of Volunteer Services and provided to the Supervisors, the Senior Manager, and the Quality Assurance Manager.

## POLICY REFERENCE

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Quality Assurance Policy and Procedure Manual

Department: Volunteer Services	POLICY #:
Section: Volunteer Management	
Subject: Complaints Against a Volunteer	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

## COMPLAINTS AGAINST A VOLUNTEER

### POLICY

*Mnaasged Child and Family Services will ensure that all Volunteers are aware of its Complaint Procedures. All complaints about a Volunteer or from a Volunteer will receive a response within 24 hours.*

### PROCEDURE

1. Complaints about a Volunteer will be handled by the Coordinator of Volunteer Services who will inform the Volunteer of the complaint and will record the information regarding the Volunteer's views about the complaint. After an investigation and in consultation with the Supervisor responsible for Volunteer Services, a decision will be made and all Parties will be notified.
2. Complaints from a Volunteer about a Client, an Alternative Care Provider, or a Helper will be made directly to the Coordinator of Volunteer Services who will handle the issue either directly with the Helper or, if not satisfied, bring the matter to the attention of the Helper's Supervisor. The Coordinator of Volunteer Services will inform the Volunteer of the results of the investigation.
3. The Coordinator of Volunteer Services will remind Volunteers of Mnaasged's Complaint Procedure so that they may have the choice to access it.
4. The Coordinator of Volunteer Services will be in frequent personal contact with the Volunteer to receive or give feedback on any problems that arise and on solutions that are available. These will be documented and filed.
5. The Coordinator of Volunteer Services will be accessible to Clients and to members of the community wishing to provide feedback on an individual Volunteer on positive areas or on areas needing improvement.

**POLICY REFERENCE**

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Department: Volunteer Services	POLICY #:
Section: Volunteer Management	
Subject: Termination of Volunteer Service	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

## TERMINATION OF VOLUNTEER SERVICE

### POLICY

*Mnaasged Child and Family Services will ensure that those Volunteers who do not follow its rules and procedures or who fail to satisfactorily perform their Volunteer assignment for Mnaasged Child and Family Services will be subject to dismissal.*

### PROCEDURE

1. No Volunteer will be terminated until there is an opportunity to discuss with the Coordinator of Volunteer Services the reasons for a possible dismissal. Following this discussion, the **Coordinator of Volunteer Services**, in consultation with the Supervisor, will determine whether to terminate the Volunteer.
2. The reasons for termination and other relevant information will be placed in the Volunteer's File, including a copy of the termination letter that was sent to the Volunteer.
3. **In accordance with Mnaasged's Complaint Procedure, a Volunteer may request a meeting with the Supervisor responsible for Volunteer Services if not satisfied with a decision to terminate services. The Supervisor responsible for the Volunteer Services will interview any Volunteer whose services were terminated to explain the reasons for the termination.**
4. **The Supervisor responsible for the Volunteer Services may interview any Volunteer who tenders a resignation to clarify the reasons for resignation and to accept any comment and opinion on the program.**
5. Any pre-approved outstanding expenses incurred by the terminated Volunteer will be promptly paid.
6. Any Mnaasged property retained by the Volunteer will be promptly returned.

7. Possible grounds for dismissal will include, but will not be limited to, the following:
  - a) Gross misconduct or insubordination
  - b) Under the influence of alcohol or drugs
  - c) Theft of property or misuse of Mnaasged equipment or materials
  - d) Abuse or mistreatment of Clients or co-Helpers
  - e) Failure to abide by Mnaasged's Policies and Procedures
8. Prior to termination and as part of the procedure, a Volunteer will receive several warnings unless the unacceptable behaviour is severe in nature as outlined above. Persistent unacceptable behaviour after repeated warnings, both verbal and written, will constitute grounds for dismissal.
9. The process to close a Volunteer File will first be to review its contents and to make certain that all relevant information and forms are completed. Once completed, the Volunteer File will be sent to the Supervisor who will check it for completeness before placing it in the Closed Files section.

## POLICY REFERENCE

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Department: Volunteer Services	POLICY #:
Section: Volunteer Management	
Subject: Exit Interview	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

## EXIT INTERVIEW

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### POLICY

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*Mnaasged Child and Family Services will ensure that, where possible, Exit Interviews will be conducted with Volunteers who leave Mnaasged Child and Family Services.*

### PROCEDURE

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1. The Exit Interview will help ascertain why the Volunteer is leaving, will allow for suggestions the Volunteer may have for improving the Staff–Volunteer relationship, and will allow for the evaluation of the Volunteer Program.
2. An Exit Interview, where possible, will be conducted by the Coordinator of Volunteer Services with each terminated Volunteer. A record of the results of the Exit Interview will be completed and placed in the Volunteer’s File prior to its closure.

### POLICY REFERENCE

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Department: Volunteer Services	POLICY #:
Section: Volunteer Management	
Subject: Annual and Biannual Volunteer Recognition	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

## ANNUAL AND BIANNUAL VOLUNTEER RECOGNITION

### POLICY

*Volunteers of Mnaasged Child and Family Services will know that their contribution is worthwhile and very much appreciated. Mnaasged Child and Family Services will treat its Volunteers with dignity and respect and will regularly recognize their contribution.*

### PROCEDURE

1. In view of the contribution of Volunteers, Mnaasged will acknowledge this at the following venues:
  - a) Annual recognition event sponsored by the Board of Directors
  - b) Recognition of outstanding Volunteer contributions at the Annual General Meeting
  - c) Mnaasged participation at local events designed to promote volunteerism and to recognize those who contribute by volunteering in the community
  - d) Other activities intended to support the recruitment and recognition of volunteerism
2. All Staff will be encouraged to undertake ongoing methods of informal recognition of Volunteers on a regular basis throughout the year. These methods will range from a simple “Thank You” to a concerted effort to include Volunteers as full participants in program decision making and implementation.
3. The Coordinator of Volunteer Services will attempt to ensure that Volunteers receive regular encouragement from Staff who requested a Volunteer. The **Coordinator** of **Volunteer** Services will communicate on a regular basis with each Volunteer to ensure there is no feeling of being isolated or unappreciated.



4. The Coordinator of Volunteer Services will send cards, letters, and, when appropriate, flowers to mark special occasions for the Volunteer.
5. At the Annual Meeting, a special commemorative item will be presented to Volunteers who have given five (5) years of service.
6. The Volunteer Department will design a program for recognizing Staff who utilize and work well with Volunteers and will consult with the Volunteers to identify which Staff should receive such awards.

#### POLICY REFERENCE

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Department: Volunteer Services	POLICY #:
Section: Volunteer Management	
Subject: Requesting a Volunteer	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

## REQUESTING A VOLUNTEER

### POLICY

*Mnaasged Child and Family Services will endeavour to provide Volunteers when requested through active recruitment and training. Mnaasged Child and Family Services will ensure that its Volunteers have the proper training, expertise, and insurances (if required) before providing any services.*

### PROCEDURE

#### VOLUNTEER ROLE DESCRIPTIONS

1. Prior to any Volunteer assignment or recruitment, a description of the role will be developed for each Volunteer position. It will be given to each approved Volunteer before placement and will be utilized in subsequent management and evaluation efforts. These descriptions will be reviewed and updated every two (2) years or whenever the work involved in the position changes.
2. Descriptions of all Volunteer positions provided by the designated Supervisor will include the purpose and duties of the position, a time frame for the performance of the job, a listing of job qualifications, and other relevant information required by the Volunteer.

#### STAFF REQUESTS FOR VOLUNTEERS

1. The Volunteer Services Program will reserve the right whether to recruit or place a Volunteer in a role they feel is inappropriate.
2. On receiving a request for a Volunteer to provide a specific role or task, the Coordinator of Volunteer Services will determine what information or training the Volunteer will require and will then make the necessary arrangements.

3. Requests for Volunteers will be submitted in writing by Staff outlining the requirements of the Volunteer role.
4. The Coordinator of Volunteer Services will reserve the right to refuse to recruit or place a Volunteer in a role felt to be inappropriate for the Volunteer.
5. When a Helper requests a Volunteer other than a driver, the Helper will complete the “Request for a Visitor, Special Friend, Tutor, etc.” Form and have it signed by the Supervisor.
6. When a Volunteer has been chosen, the Helper will be asked to meet with the Volunteer and the Coordinator of Volunteer Services for an overview of the case and a discussion of the goals and objectives for the Volunteer. At this meeting, the Helper will share with the Volunteer background information on the Client and the Client’s circumstances.
7. The Volunteer Agreement Form will be drawn up at this meeting and arrangements will be made for a convenient time for the Helper to introduce the Volunteer to the Client. The Volunteer Agreement Form will state how to report and how often to keep in touch with the Helper. Both Parties will receive a copy of this form.
8. At this same meeting, a review meeting date will be set for the Coordinator of Volunteer Services, the Helper, and the Volunteer to assess how the placement is progressing.
9. A supply of monthly report forms will be sent to the Volunteer to be completed and returned to the Coordinator of Volunteer Services that will show the Volunteer’s activities for the month. The Helper will receive the original form and a copy will be placed in the Volunteer’s File as well as in the Volunteer Statistics Binder.
10. When requesting a Volunteer for a clerical job—such as typing, collating, preparing mail outs, and searching out addresses, postal codes, and so on—the Staff person will complete a “Request for Clerical, Typing, Community Engagement” Form and forward it to the Coordinator of Volunteer Services.
11. Mnaasged will attempt to ensure that the needs and skills of a Volunteer meet the needs of the Client. The Coordinator of Volunteer Services will assign appropriate Volunteers to complete the tasks and supervise the placements.
12. All appropriate information will be shared with the Volunteers regarding the Child/Youth or the family they are assisting.
13. Mnaasged will provide the Volunteer with a clear description of the tasks to be performed.
14. Mnaasged will advise Volunteers of situations that are known to be potentially dangerous.

## REQUESTING A VOLUNTEER DRIVER

1. A “Request for Volunteer Driver” Form will be completed to ensure the following necessary information is included:
  - a) Names, addresses, and phone numbers
  - b) Number of passengers and their ages
  - c) Appointment times
2. Requests will be forwarded to the Volunteer Department by 4:30 p.m. Friday for the coming week of Wednesday through Tuesday, inclusively. The Coordinator of Volunteer Services will confirm that the request has been filled by returning the Request Form to the Helper showing the Volunteer Driver assigned along with the Volunteer Driver’s phone number.
3. The Helper will inform the Client or the Alternative Care Provider that the Volunteer Driver has been arranged and will confirm that the Client or the Alternative Care Provider will be at the designated pickup point and time.
4. The Coordinator of Volunteer Services will endeavor to provide transportation for those Clients who are unable to arrange their own transportation for medical, dental, or other appointments.
5. Before making a request for a Volunteer Driver, the Helper will consider all other modes of transportation. This will be particularly important because the supply of Volunteer Drivers may be limited.
6. Requests for a one-time need for transportation will not require a Supervisor’s signature. However, if the need for transportation will be ongoing (e.g., same day, same time each week), the Supervisor’s signature will be required on the Request for Volunteer Driver Form.

## POLICY REFERENCE

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Department: Volunteer Services	POLICY #:
Section: Volunteer Management	
Subject: Volunteer Driving	
Date Approved:	Date Revised:
Board Resolution #:	
Source Reference:	

## VOLUNTEER DRIVING

### POLICY

*Mnaasged Child and Family Services will ensure that its Volunteer Drivers will obey the Ontario Highway Traffic Act when transporting Children or Clients and will follow all safety guidelines established for all Volunteers and Staff.*

*Mnaasged Child and Family Services will also ensure on a yearly basis that the mileage paid to Volunteers will be adequate.*

### PROCEDURE

1. All Volunteers will obey the *Ontario Highway Traffic Act* to ensure the following usage of car seats:
  - a) Rear-facing car seat for a Child weighing at least 9 kg (20 lb.) until they reach the maximum height and weight limits
  - b) Forward-facing car seat for Children weighing 9 kg to 18 kg (20–40 lb.) until they reach the maximum height and weight limits. A forward-facing car seat has a tether strap that must be used exactly as the manufacturer recommends
  - c) Booster seats will be used for Children weighing 18 kg to 36 kg (40–80 lb.) standing less than 4' 9" tall and younger than 8 years of age (until they reach the maximum height and weight limits)
  - d) Regardless of a Child's birthdate, a child restraint device must be used by all Staff, Parents, and Volunteers when transporting Children in the care of Mnaasged
  - e) All drivers will be responsible for ensuring that passengers younger than 16 years of age are secured properly

2. All Staff will be trained in the proper use of car seats, including how to properly install car seats into the vehicles.
3. The correct restraint for a Child will be in accordance with the *Highway Traffic Act* as well as with the best practices outlined by the local Health Units.
4. Mnaasged will provide information if required or appropriate to the Volunteers regarding the use of car seats and seatbelts.
5. The Coordinator of Volunteer Services will ensure that the Volunteer Driver understands the **Car Seat/Seatbelt Guidelines for Assigning Transportation Requests**.
6. The Coordinator of Volunteer Services will endeavour to assign transportation requests to Volunteer Drivers who are living closest to the starting point.
7. It will be important to place transportation requests in order of date (e.g., Wednesday drives first, then Thursday, and so on).
8. The Volunteer Driver will inform the Coordinator of Volunteer Services of any changes pertaining to driving, such as sickness, holidays, or any problems the Driver may be having.
9. Determine whether the Volunteer Driver will require a car seat and inform the Driver where to pick one up where a supply can be found at each Mnaasged office. If a Child is in an Alternative Care Home, the Volunteer Driver will call ahead to confirm the Child's car seat is at the Home.
10. When choosing a Volunteer Driver, begin at the front of the list one week and begin at the back the following week to ensure that all Drivers will be utilized equally.
11. When fulfilling long-term transportation needs, a permanent Volunteer Driver will be assigned. The Driver's name will be highlighted in yellow on the driving schedule and marked as a "regular driver."
12. Volunteer Drivers must always phone the Clients, the Alternative Care Providers, or others ahead of time to ensure the following:
  - a) Announce the time of arrival
  - b) Inquire if car seats will be needed or confirm a car seat is in the home (if the Child is in an Alternative Care Home)
13. The Coordinator of Volunteer Services will write on the Driver's Card the following information:
  - a) Willingness to drive long distances

- b) Preference for local driving
  - c) Health condition, where available
  - d) Car seat available
  - e) Long-term driving
14. The Coordinator of Volunteer Services will strongly urge the Helpers to reschedule any late transportation requests (those received after 4:00 p.m. on Fridays).
  15. The Coordinator of Volunteer Services will remind the Helpers that all transportation requests currently on the Driver Schedules will be fulfilled before consideration is given to any late transportation requests.
  16. Late transportation requests approved for consideration will be faxed to the Coordinator of Volunteer Services for processing.
  17. The Coordinator of Volunteer Services will return any unfulfilled late transportation requests to the Helpers.
  18. From time to time, a person who requested transportation will either cancel or change the request. This person will notify the Coordinator of Volunteer Services as quickly as possible by completing the Volunteer Driver Change Form. The Coordinator of Volunteer Services will inform the Volunteer Driver of the change. It will be the responsibility of the person who requested the transportation to notify the Client of any changes.
  19. Volunteers may request reimbursement for reasonable out-of-pocket expenses incurred while undertaking their Volunteer position for Mnaasged. The Volunteer Services will distribute information to all Volunteers regarding Mnaasged Policy and Guidelines concerning expenses. Prior approval will be needed for any major expenditure.
  20. The Coordinator of Volunteer Services will inform the Volunteer Drivers of the following procedures:
    - a) Volunteer Drivers will be reimbursed monthly at the established rate for driving assignments plus legitimate “out-of-pocket” expenses approved by Mnaasged
    - b) Volunteer Drivers will be provided with personalized Volunteer Driver’s Mileage Forms that they are expected to keep up to date
    - c) Coordinator of Volunteer Services will code the mileage sheets, if required, as well as approval for payment and will forward the mileage forms to the Accounting Department as soon as possible
    - d) Coordinator of Volunteer Services will maintain Volunteer Driving statistics as required

- e) Volunteers who do not wish to be reimbursed can take advantage of an Income Tax Deduction plan by accepting the mileage cheque once a year (generally at the end of Mnaasged's fiscal year) and endorsing it over to Mnaasged, at which time an official receipt is issued to the Volunteer to be used as a contribution towards charitable funds when filing an Income Tax Return

## VOLUNTEER DRIVING: IMPORTANCE, PRIORITIES, AND GUIDELINES

1. Volunteer Drivers not only provide skillful driving for Mnaasged Clients but also warm and caring support. The following situations represent the priorities for which Volunteer Drivers will determine the order of the drives:
  - a) Court-ordered Access Visits
  - b) Treatment groups offered by Mnaasged
  - c) Psychological and psychiatric counselling and play therapy appointments
  - d) Medical appointments for Children/Youth in the region where an Alternative Care Provider cannot make the drive and public transportation is not available
  - e) Family meetings
  - f) Out-of-region transportation for Children/Youth in Care for medical and family visits
  - g) Temporary school transportation for Children/Youth coming into Care for a maximum of 20 days
  - h) Adult transportation
2. The following will be used by the Coordinator of Volunteer Services to assist in arranging transportation for the various departments within Mnaasged:
  - a) Attempts will be made to ensure all transportation needs are met; however, if there is a scarcity of drivers, the above priorities will be followed
  - b) Only those passengers listed on the drive request will be transported
  - c) Other stops requested by Clients will generally not be permitted while the drive is in progress
  - d) The safety of the Volunteer Drivers and the Clients will always be the top priority
  - e) Heavy lifting will not be done by any Volunteer
  - f) Drivers will not smoke while Children/Youth are in the vehicle



## INSURANCE

1. Liability and accident insurance will be provided for all Volunteers engaged in Mnaasged business. Specific information regarding such insurance will be available from the Volunteer Services.
2. Volunteer Drivers must notify their insurance company of becoming a Volunteer Driver for Mnaasged. Volunteer Drivers must carry a minimum of \$2 million coverage for third-party liability for their own protection. Volunteers will provide written proof of such coverage of which a copy will be kept in their file.
3. The Coordinator of Volunteer Services will ensure that the Volunteer Driver understands the insurance requirement and that the Volunteer receives a copy of the Insurance Verification Form Letter. When completed, the letter will be placed in the Volunteer Driver's File. A follow-up letter will be sent to the Volunteer if the form letter is not completed within a given period.

## VOLUNTEER DRIVING: GENERAL LIABILITY

1. Mnaasged carries various insurance policies that protect Mnaasged and its Volunteers for claims arising out of Volunteer activities. The actual policy terms and conditions will apply, but what follows are brief descriptions of the coverage.
2. The Volunteer will be protected if a Court of Law decides that Mnaasged or the Volunteer, or both, is liable for the following:
  - a) Bodily injury, including disease, death, sickness, shock, mental anguish, and mental injury
  - b) Property Damage, unintentional or unexpected
  - c) Personal Injury such as false arrest, malicious prosecution, libel, slander, defamation of character, humiliation, invasion of privacy, wrongful eviction, wrongful entry, or discrimination
3. The insurance company will defend and pay the Volunteer even if the suit is based on allegations that are groundless, frivolous, or fraudulent.
4. Liability for a wrongful act by Mnaasged or a Volunteer will be covered. "Wrongful act" means any error, misstatement, misleading statement, unlawful act, omission, neglect, or breach of duty by the Volunteer in the discharge of duties as a Volunteer.
5. If a Volunteer is charged with an offence under the *Criminal Code of Canada* or any Statute of the Province of Ontario, except under the *Highway Traffic Act*, 90 percent of the legal costs (meaning fees and disbursements) of the Volunteer's defense will be paid to a

maximum of \$25,000, and only if the finding is “not guilty” of such a charge. Legal expenses will not include judgments, penalties, or fines.

6. If a Volunteer has an accident with their own car while on Mnaasged business, Mnaasged could be sued as well as the Volunteer. The Mnaasged insurance policy will protect Mnaasged in such a situation.
7. The Mnaasged insurance policy will also cover a Volunteer if liable for a claim while on Mnaasged business for the difference between the judgment and whatever amount of coverage the Volunteer personally carries for their automobile. The Volunteer must have an automobile insurance policy in force with not less than \$2 million liability coverage.
8. If a Volunteer is sued for a “wrongful act” and the Court decides the Volunteer is responsible, the Volunteer will be covered for the damages awarded to the person suing for the following:
  - a) Bodily injury, disease, or death
  - b) Property damage
  - c) Personal injury such as false arrest, malicious prosecution, libel, slander, defamation of character, humiliation, invasion of privacy, wrongful eviction, wrongful entry, or discrimination

## POLICY REFERENCE

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