

COMMUNITY LIVING DURHAM NORTH

VOLUNTEERS

Policy No: C-27 (Human Resources)

Effective Date: May 1, 2007

Last Revision/Review:

Rationale:

To promote the social integration of supported persons while ensuring their safety and well being.

Policy Statement:

One of the central purposes of this Association is to help the people it serves become fully integrated and participating members of their community. Therefore, it encourages the development of social networks involving people who are neither labelled nor paid staff members.

It will be made clear that the Association appreciates the contribution that is made by volunteers. A designated staff person will act as a single point of entry and key contact for volunteers and will be responsible for developing a formal recognition program.

Because the people it serves are often vulnerable, the Association must apply professional standards and expectations to people that it recruits as volunteers, in keeping with provincial regulations.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_  
for the Board of Directors

## COMMUNITY LIVING DURHAM NORTH

### VOLUNTEERS

Procedure No: C-27-1  
**General Procedures**

Effective Date: May 1, 2007  
Last Revision/Review: June 15, 2017

- This policy concerns volunteers who have direct unsupervised contact with supported people through the auspices of CLDN. Such persons must provide a personal reference check and a police records check, including a vulnerable sector check. Volunteers cannot assume their role or be left unsupervised with a supported person until such documents have been received.
- The Association does not wish to intrude upon or professionalize the natural relationships that supported persons may enter into. Therefore, it defines a volunteer as someone it recruits, or as someone consciously matched to a person who is not typically able to reach out and form social relationships on his or her own behalf.
- Volunteers who are not yet 18 years of age will typically be recruited to contribute to the Respite Program or the Youth Recreation Group where their involvement will be with people of comparable age. Volunteers not yet 18 can only contribute in supervised settings and will not be required to produce a Criminal Reference Check. However, their file will be flagged and the request will be made upon their eighteenth birthday.
- Only people aged 18 and over will be recruited for the purpose of entering into relationships with supported adults. However, and notwithstanding considerations of “age-appropriateness,” the Association will not typically intervene if such a relationship were to develop naturally outside the realm of official voluntarism.
- The Region of Durham funds the *Supported Independent Living* supports that are delivered to eight identified people. In order to comply with the Region’s Housing Outreach Service Standards, none of these eight people can be left alone, unsupervised, with a volunteer or student.

Procedure No: C-27-2  
**Screening Process**

Effective Date: May 1, 2007  
Last Revision/Review: Sep. 27, 2012

- A director or designated manager will act as the single entry point for all volunteers. This will involve:
  - Receiving input from Program Managers regarding needs and specific objectives that would best be met through the involvement of volunteers;

- Co-ordinating all recruitment efforts and acting as the initial contact point for all volunteer applicants;
- Ensuring that the volunteer candidate completes the necessary intake forms and submits a Criminal Reference Check, including the Vulnerable Sector search (the agency will only accept checks that are not older than six (6) months). A police record will not necessarily disqualify a potential volunteer. In responding to a positive criminal record check, the CEO or designate will consider the nature of, and the circumstances surrounding, the charges and conviction in order to determine eligibility for placement.
- Volunteers that will likely have supported people in their vehicle will be required to provide proof of a valid driver's license and of vehicle insurance indicating a minimum coverage of \$1,000,000.
- Interviewing/screening prospective volunteers by completing, minimally, one (1) character reference check.
- Matching, in consultation with Program Managers, the incoming volunteer to a specific person(s) or program(s) and reviewing with him/her our expectations regarding frequency of contact, specific activities, etc.
- All personal documentation collected from an incoming volunteer or co-op student will be shredded upon the departure of that individual.

Procedure No: C-27-3  
**Support to Volunteers**

Effective Date: May 1, 2007  
 Last Revision/Review: June 15, 2017

- New volunteers or co-op students will be provided with a letter containing:
  - Offer of volunteer position or placement
  - Location of placement
  - Managers name and contact information
  - Duration of placement, shift times, etc. (if co-op student)
- The director or designated manager will represent the Association vis a vis its volunteers and provide them with the required support and feedback.
- This staff will provide each volunteer or co-op student with an orientation to the agency as part of the intake process and will monitor ongoing training needs annually thereafter.
- The intake process will include the following (if applicable):
  - An agency tour
  - Introduction to people to match similar likes and interests

- Pledge of Confidentiality form (review expectations and sign form)
  - Statement of Rights
  - CLDN Vision and Mission Statement
  - Provide Quality Assurance Measures Training (and subsequent annual reviews)
  - Review Behaviour Support Plan
  - Review of relevant agency policies
  - Training on the individual needs of people
- An annual review of the agency's Mission Statement and Service Principles, its Statement of Rights and *Policy B-19 Prevention of Assault and Abuse Policy* will occur with all volunteers on an annual basis.
  - The matching of volunteers to people with challenging behaviours will be assessed on a case by case basis, and a person will only be matched to a volunteer if he/she can be easily and successfully re-directed. In this circumstance, the volunteer will not be expected or allowed to intervene in an intrusive manner; e.g. by administering PRN medications or by applying a physical restraint. In the event that a crisis situation does arise, the volunteer will be instructed to ensure her own safety, and the safety of others, by evacuating the immediate area and by calling 911.
  - The Association will promote a sense of accomplishment and community among volunteers by providing recognition via its Newsletter, generic media and nomination for community awards.
  - Volunteers will be recognized for years of service through presentations at our Annual General Meetings.
  - The Association recognizes that volunteers can be extremely important influences in the lives of the people we support. However, it also recognizes that the people we serve are vulnerable. Therefore, a volunteer relationship will be terminated if a director or designated manager concludes that it jeopardizes the health, safety or well being of a supported person.

Procedure No: C-27-4  
**Performance**

Effective Date: Sep. 27, 2012  
 Last Revision/Review: May 1, 2013

- Co-op students will meet with the HR Manager in accordance with a schedule mutually determined by CLDN and the high school.
- Volunteers and co-op students are expected to demonstrate a positive and professional relationship with work teams, people receiving service, families, other providers and the community.
- Volunteers and co-op students are expected to comply with agency policies. Policy infractions will not be condoned. Offences will result in counselling and may result in disciplinary action or the ceasing of the placement or volunteer activity.

- At the conclusion of the volunteer placement, and upon the volunteer's departure, all documents that were collected from or about the person will be shredded. Only brief notations concerning their employability at CLDN will be retained on the agency's electronic database.
- The HR Department will obtain approval from a Director to shred appropriate documents using H-39 Destruction Form.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_  
CEO