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	<p>Policy Name: Definition, Eligibility and Registration of Volunteers</p>	<p>Policy Number: 100.10.010</p>	<p>Page: 1 of 4</p>
	<p>Approval Signature: <i>Original signed by A. Wilgosh</i></p>	<p>Section: VOLUNTEER SERVICES</p>	
	<p>Date: March 2014</p>	<p>Supercedes: February 2011</p>	

1.0 **PURPOSE:**

- 1.1 To determine eligibility as a volunteer.
- 1.2 To identify and register all individuals who are volunteering at any site.
- 1.3 To ensure all volunteers:
 - Comply with WRHA Policies and Procedures;
 - Receive orientation, training, supervision, and recognition;
 - Receive Volunteer benefits; and
 - Receive liability insurance coverage.

2.0 **DEFINITIONS:**

- 2.1 **Volunteer** - an individual who, beyond the confines of paid employment and normal responsibilities, contributes time and service to assist sites in the accomplishment of its mission in an activity that is beneficial to others as well as satisfying to themselves.
- 2.2 **Volunteer Services** - a department that coordinates and manages volunteers at the site which includes screening and placement.
- 2.3 **Support Worker** – an individual who works for and has been screened by a third party organization to accompany their clients who are registered as a Supported Volunteer with the site.
- 2.4 **Types of Volunteers:**
 - 2.4.1 **Site Volunteers** - volunteers who are registered for approved volunteer position(s) with a site.

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- 2.4.2. Advisory Volunteers - volunteers who agree to participate as active members of an Advisory Committee. These are committees established to provide advice to boards, staff or programs.
- 2.4.3 Collaborative Volunteers - volunteers who are registered with, and provide volunteer services on behalf of a third party organization. These volunteers:
- may assist with special projects or ongoing programs;
 - shall only be used on a short term basis;
 - Are supervised by the site staff or volunteers.
- 2.4.4 Sponsored Volunteers - volunteers who have been recruited, interviewed and have had their reference checks performed by a department area supervisor, to perform a volunteer role within their specific area.
- 2.4.5 Student-Credit Volunteers - volunteers that are students of all ages in school co-op programs, leadership courses, student initiative project, employment training programs and work experience that are looking for experience in a health related field. These students receive course credit and may have specific requirements for verifying hours and evaluations.
- 2.4.6 Mandatory Community Service Volunteers – Alternative Sentencing - volunteers who are referred by the criminal justice system (community service orders) and are mandated to serve a specific number of hours as part of restitution.
- 2.4.7 Supported Volunteers - volunteers that require a support worker to assist them in a volunteer assignment.
- 2.4.8 Offsite Volunteers - volunteers whose volunteer assignment includes completing tasks in whole or in part offsite
- 2.4.9 Groups of Volunteers - a group of volunteers who agree to provide a regularly scheduled volunteer service as a group..
- 2.4.10 Corporate Volunteers - volunteers who are employed outside of the site by a third party corporation that allows their employees to volunteer at a site as part of their employment with the third party corporation.
- 2.4.11 Therapy Animal Volunteers - volunteers who accompany and are responsible for animals that are trained, well groomed, medically screened, and appropriately vaccinated to achieve specific physical, social, cognitive, and emotional goals with patients/clients/residents; also called pet therapy.

2.5 **The following are not considered volunteers:**

These individuals are **not** considered volunteers and therefore do not have to be screened or registered with Volunteer Services at any of the sites.

- “Student Internships/practicums” are formalized agreements between the WRHA (specific departments) and education institutions as part of degree or diploma programs (College or University). This includes both clinical and non clinical programs. For example, medicine, physiotherapy, dietetics, nursing, pharmacy, etc. (refer to WRHA Policy – “Student Placements” #20.40.005
- “Job Shadowing” are individuals who do not perform a service for the site but follow a staff person in a specific job for a short period of time. (refer to Job Shadowing policy #10.40.160 and Take our Kids to Work policy #10.40.150

3.0 **POLICY:**

3.1 To be eligible to volunteer, individuals shall:

- be available to volunteer for a reasonable timeframe by the site in relation to the volunteer assignment;
- comply with Canada Immigration Laws and Regulations.
- meet minimum age requirements as determined by the site. In certain circumstances volunteers under the minimum age requirement of a site may be considered if accompanied during their volunteer assignments by a responsible adult volunteer registered with the site. There is no maximum age.
- meet any health requirements for the volunteer assignment.
- meet screening standards for the volunteer assignment which may include Criminal Record checks, Child Abuse Registry and Adult Abuse Registry checks;
- complete and sign a parental/guardian consent form if they are under the age of 18 years old;
- be able to provide two to three recent references with the exception of supported volunteers who may only have their support agency as a reference.
- be willing to abide by the policies of the site.

3.2 Volunteers shall be registered with Volunteer Services at the site of their volunteer assignment. All registered volunteers shall:

- have completed an application form
- have cleared the screening procedures based on the type of volunteer and specific volunteer assignment being performed as determined by the site (refer to Volunteer Screening Policy #100.20.030);
- be placed in approved volunteer assignments;
- receive orientation and training to the site and to their volunteer assignment;
- be entitled to benefits of a volunteer which may vary by the site
- receive liability coverage as a volunteer

3.3 Registration for the following types of volunteers varies from the above noted process as indicated below:

- a) Sponsored Volunteers - the volunteer and department area supervisor shall complete the Sponsored Placement volunteer application form;
- b) Groups of Volunteers - the leader of the group shall be registered with Volunteer Services at the site and provide the names and addresses of all members of the group.
- c) Collaborative Volunteers – a Collaborative Volunteer Services Accountability Agreement is signed between the site and the third party organization. The Collaborative volunteer completes a Collaborative Volunteer Application form. Depending on the nature and duration of the volunteer assignment, the leader of the group may be registered with Volunteer Services at the site and provide the names and addresses of all members that are part of the third party organization or each individual volunteer through the third party organization may be registered individually.
- d) Therapy Animal Volunteers – The animal’s handler is registered as a volunteer with the site, not the animal.
- e) Supported Volunteers – a Supported Volunteer Partnership Agreement is signed between the site and the support agency. The supported volunteer is registered as a volunteer with the site, not the support worker.

4.0 **PROCEDURE:**

Sites/ Facilities are responsible for the development of site specific procedures.

5.0 **REFERENCES:**

2006, Volunteer Canada, *Volunteering and Mandatory Community Service: Choice-Incentive-Coercion-Obligation.*

WRHA Policies available on INSITE - <http://home.wrha.mb.ca/corp/policy/policy.php>

- WRHA Student Placements Policy #20.40.005
- WRHA Job Shadowing Policy #10.40.160
- WRHA Take our Kids to Work Policy #10.40.150

WRHA Infection Prevention and Control Operational Directive – Pets, Pet Therapy and Pet Visitation in Community Health Services

WRHA Infection Prevention and Control Operational Directive – Pets, Pet Therapy and Pet Visitation in Community Health Services Acute Care Facility

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