

 <p>Winnipeg Regional Health Authority Office régional de la santé de Winnipeg Caring for Health À l'écoute de notre santé</p> <p style="text-align: center;">POLICY</p>	REGIONAL		Level: 2A
	Applicable to programs, departments and services of the WRHA governed sites only and WRHA integrated sites, unless specifically exempt as stated within a given policy		
	Policy Name: Volunteer Screening	Policy Number: 100.20.030	Page: 1 of 4
	Approval Signature: <i>Original signed by J. MacKay.</i>	Section: VOLUNTEER SERVICES	
Date: June, 2022	Supercedes: March 2015		

1.0 **PURPOSE:**

- 1.1 To create and maintain a safe environment for patients/clients/residents, visitors, staff and Volunteers.
- 1.2 To ensure an appropriate match between Volunteer and volunteer assignment.

2.0 **DEFINITIONS:**

- 2.1 **Screening:** A practice that defines the appropriateness of an individual to volunteer at an organization, site or facility, taking into account the health and safety of patients/clients/residents, families, visitors, Volunteers and staff. It considers the skills, experiences and qualifications required for an assignment and establishes an ongoing process to engage individuals best suited for the role.

Screening includes the following ten steps:

- (1) Assessment;
- (2) Position Assignment;
- (3) Recruitment;
- (4) Application;
- (5) Interview;
- (6) References;
- (7) Police Records/Security Checks;
- (8) Orientation and Training;
- (9) Support and Supervision; and
- (10) Follow-up and Feedback. (*The Screening Handbook, 2012*)

- 2.2 **Volunteer:** An individual who, beyond the confines of paid employment and normal responsibilities, contributes time and service to assist sites/facilities in the accomplishment of their mission in an activity that is beneficial to others as well as satisfying and meaningful to themselves.

DISCLAIMER: Please be advised that printed versions of any policy, or policies posted on external web pages, may not be the most current version of the policy. Although we make every effort to ensure that all information is accurate and complete, policies are regularly under review and in the process of being amended and we cannot guarantee the accuracy of printed policies or policies on external web pages. At any given time the most current version of any WRHA policy will be deemed to apply. Users should verify that any policy is the most current policy before acting on it. For the most up to date version of any policy please call 204-926-7000 and ask for the Regional Policy Chair's office.

WRHA Policy Name: Volunteer Screening	Policy Number: 100.20.030	Page 2 of 4
---	------------------------------	----------------

- 2.3 Volunteer Services: A department that coordinates and manages the Screening and placement of Volunteers at the site/facility.
- 2.4 Sponsored Volunteers: Volunteers who have been recruited, interviewed and have had reference checks performed by a department area supervisor to perform a volunteer role within their specific area.
- 2.5 Supported Volunteers: Individuals that require a Support Worker to assist them in a volunteer assignment.
- 2.6 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.
- 2.7 Groups of Volunteers: A group of Volunteers who agree to provide a regularly scheduled volunteer service as a group.
- 2.8 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/facility staff or Volunteers.
- 2.9 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.

3.0 **POLICY:**

- 3.1 All volunteer recruitment materials shall indicate that Screening is part of the volunteer application process.
- 3.2 All prospective Volunteers shall fully complete an application form and provide two or three recent references (*refer to WRHA Definition, Eligibility and Registration of Volunteers policy #100.10.010*). As part of the Screening, prospective Volunteers may be required to complete a Criminal Record check (CRC) including the Vulnerable Sector Search, a Child Abuse Registry (CARC) and/or Adult Abuse Registry check (AARC) depending on the site/facility and the volunteer assignment.
- 3.3 Applicants shall be interviewed by Volunteer Services or program/service area staff to assess suitability, skills, interests, experience and motivation.
- 3.4 A minimum of two references shall be contacted, except with respect to the following types of volunteers: Supported Volunteers, Sponsored Volunteers, Collaborative Volunteers, Groups of Volunteers and Therapy Animal Volunteers (refer to section 3.8 below for Screening variations).
- 3.5 Prospective Volunteers' applications may be rejected based on information received as part of Screening.

3.6 Information learned during Screening will be considered in determining volunteer assignments.

3.7 If a Volunteer changes their volunteer assignments the Volunteer may need to undergo additional Screening required by the new assignment.

3.8 There are variations in Screening for the following types of Volunteers:

a) Supported Volunteers:

- I. All Supported Volunteers shall have a connection with a support agency and shall at all times during any volunteer assignment be accompanied by a Support Worker from the support agency;
- II. Supported Volunteers shall meet Screening standards for the volunteer assignment which may include Criminal Record checks (CRC) including the Vulnerable Sector Search, Child Abuse Registry (CARC) and Adult Abuse Registry checks (AARC);
- III. Supported Volunteers may satisfy the Screening reference requirement with only their support agency as a reference; and
- IV. A support agency shall sign the Volunteer Services Partnership Agreement.

b) Sponsored Volunteers:

- I. The Volunteer and department area supervisor shall complete the Sponsored Placement volunteer application form;
- II. Department area supervisor shall be responsible for interviewing and checking references for the Sponsored Volunteer. If additional screening checks such as Criminal Record check (CRC) including the Vulnerable Sector Search, Child Abuse Registry (CARC) and Adult Abuse Registry check (AARC) are required by the site/facility or the volunteer assignment, Volunteer Services will assist in the completion if required;
- III. Volunteer Services shall be available to support or assist the department area supervisor should they request assistance.

c) Groups of Volunteers:

- I. The group leader undergoes the Screening process and is responsible for the group while on site/facility including supervision and communication of expectations.

d) Collaborative Volunteers:

- I. The site/facility and third party organization shall complete a Collaborative Volunteer Services Accountability Agreement;
- II. The third party organization has screened their Volunteers. If additional Screening is required by the site/facility (i.e., additional reference checks or any security checks) as per the volunteer assignment, then these must be completed before the Collaborative Volunteer can start.

e) Therapy Animal Volunteers:

- I. If the Therapy Animal Volunteer comes from a third party organization then the Screening process for the Collaborative Volunteers as per above, shall be followed;

WRHA Policy Name: Volunteer Screening	Policy Number: 100.20.030	Page 4 of 4
---	------------------------------	----------------

II. If the Therapy Animal Volunteer comes from the community then they would follow the site/facility regular Screening process.

- 3.9 All volunteer assignments shall be assessed for risk. Duties and responsibilities are clearly defined in the volunteer assignment description provided to each Volunteer.
- 3.10 Throughout their tenure as Volunteers with any site/facility, all Volunteers are required to immediately notify their volunteer placement supervisor if:
- (a) they are the subject of any investigation, proceeding, or charge under any municipal bylaw, provincial, or federal law or statute; or
 - (b) any issue or matter arises which might put them in a conflict of interest with their volunteer assignment or with the site/facility. Refer to *WRHA Conflict of Interest policy # 20.10.010*.

4.0 **PROCEDURE:**

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

5.0 **REFERENCES:**

5.1 *The Screening Handbook*, 2012; Public Safety of Canada, Community Safety and Partnership Branch

5.2 WRHA Conflict of Interest Policy # 20.10.010 - INSITE link - <http://home.wrha.mb.ca/corp/policy/policy.php>

5.3 WRHA Security Checks for Employment Policy # 20.30.040 - INSITE link - <http://home.wrha.mb.ca/corp/policy/policy.php>

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

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

Policy Contact: Sandra Milotte, WRHA, Manager Volunteer Services