

WRHA Volunteer Services Good Practice Guidelines

-Table of Contents-

LEGEND

Volunteer Services Good Practice for Direct Service and Collaborative Volunteers

[WRHA Corporate Policy](#)

[To be developed/sourced](#)

GOOD PRACTICE **/POLICY NO.**

1. Introduction

[WRHA Mission, Vision and Values](#)

[WRHA Volunteer Services Role Statement and Guiding Principles](#)

2. Volunteer Services

[Organizational Structure](#)

[Working Relationships](#)

3. Roles and Responsibilities of Volunteers

[Definition, Eligibility and Registration of Volunteers](#)

100.10.010

[Role of Volunteers and their Relationship to Employees](#)

3.1

[Employees and Employee's Family Members as Volunteers](#)

3.2

[Conflict of Interest](#)

3.4

[Volunteer Client/Patient Relationship and Boundaries](#)

3.5

[Role of Volunteers during Labor Disputes](#)

3.6

4. Expectations of Volunteers/Professional Conduct Guide

[Alcohol and Drugs in the Workplace](#)

4.1

[Dress Code](#)

4.2

[Confidentiality \(PHIA\)](#)

4.3

[Volunteer Identification](#)

4.4

[Volunteer Performance and Conduct and Progressive Discipline](#)

4.5

5. Management of Volunteer Resources

GOOD PRACTICE

/POLICY NO.

Volunteer Screening	100.20.030
Volunteer Orientation and Training	5.1
Placement of Volunteers	5.3
Supervision of Volunteers	5.5
Tracking of Volunteers	5.7
Providing References	5.9
Volunteer Recognition	5.10
Bus fare, Parking and Mileage Expenses	5.11
Volunteer Opportunities – Development and Approval	5.12
Volunteer Recruitment	5.13
Completion of Volunteer Service	5.14

6. Health and Safety

Volunteer Accidents, Injuries and Illness while on Duty	6.1
Infection, Prevention and Control	6.2
Fire Safety	6.3
Sharps, Spills and Body Fluids	6.4
Wheelchair Safety	6.5
Workplace Safety	6.6
Volunteers Use of Motor Vehicles	6.7

7. Evaluation and Quality Monitoring

Exit Questionnaires	7.1
Feedback and Evaluation of Volunteers	7.2
Handling Complaints	7.5
Quality Monitoring and Improvements – Satisfaction Surveys	7.6
Quality Improvement Processes	7.7
Reporting of Occurrences	7.8

8. Information Systems Management

Records Management	8.1
Reporting Process of Volunteer Hours	8.2
Volunteer Assignments	
Quality Assurance Audits	
Reports/Filters	