



WRHA VOLUNTEER SERVICES GOOD PRACTICE GUIDELINE MANUAL

Good Practice Guideline: Role of Volunteers and their Relationship to Employees – Direct Service and Collaborative Volunteers	Reference # 3.1	Page 1 of 2
	Approved: J.Edwards	Date: 15/09/04 Reviewed/ Revised: November 2011

GOOD PRACTICE DESIRED OUTCOME:

While employees and volunteers are integral to the human resource base they are not interchangeable. The purpose of this good practice is:

- To foster harmonious relations between employees and volunteers;
- To clarify that this good practice is not intended to modify or amend any portion of any Collective Agreement between the WRHA and a certified bargaining unit representing employees of the WRHA.

This good practice applies to all volunteers regardless of whether they are directly volunteering with WRHA or through a collaborative/sponsored agency.

Volunteers will be engaged to perform a wide variety of services and functions to enhance services provided to clients and families and to provide assistance and support to employees.

Volunteers may perform functions in support of employees but will not be utilized in such a way as to displace employees or to reduce the current WRHA staff complement.



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GOOD PRACTICE GUIDELINES:

It is the responsibility of volunteers to perform the functions described in their assignment descriptions. Volunteers are to advise their volunteer placement supervisor if they are asked to work in a manner outside of, or inconsistent with, their approved functions.

It is the responsibility of the WRHA program utilizing volunteers to:

- Ensure that volunteers are utilized in a manner consistent with this good practice;
- Ensure that volunteers are adequately supervised and trained;
- Explain the intended role and function of the volunteers to employees;
- Address concerns or questions regarding functions volunteers perform emanating from volunteers and employees;
- Communicate unresolved concerns or questions to the WRHA Manager of Volunteer Services.

In recognition of the common goal of meeting the needs of clients, it is the responsibility of employees to respect and co-operate with volunteers and vice-versa. An employee having a concern regarding the work being performed of a volunteer shall not approach the volunteer directly. Concerns will first be directed to volunteer’s placement supervisor. If the matter is unresolved, the concern is to be directed to the WRHA Manager of Volunteer Services.

Source: New

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Reviewed/Revised Suzie Matenchuk, Manager Volunteer Services and Jeanette Edwards, Regional Director Primary Health Care and Chronic Disease