



WRHA VOLUNTEER SERVICES GOOD PRACTICE GUIDELINE MANUAL

Good Practice Guideline: Providing References – Direct Service and Collaborative Volunteers	Reference # 5.9	Page 1 of 2
	Approved: J. Edwards	Date: 2005-08-04 Reviewed/ Revised: November 2011

GOOD PRACTICE DESIRED OUTCOME:

Conditions under which volunteer verbal and/or written references provided by the WRHA Volunteer Services department will be clear.

WRHA volunteers will be supported through the provision of providing references for their WRHA volunteer service.

DEFINITIONS:

References - providing information about the record of volunteer service, qualifications, skills and abilities of a former or current WRHA volunteer seeking employment, volunteer positions or acceptance into an educational program.

GOOD PRACTICE GUIDELINES:

1. Volunteers wishing a reference must request permission from their volunteer placement supervisor or the Manager of Volunteer Services to list them as a reference on applications. This request will be documented on the volunteer's file.
2. When external organizations request a reference check, the volunteer's placement supervisor or Manager of Volunteer Services will verify that the volunteer has provided them as reference consent before providing the reference.
3. The Manager of Volunteer Services will document verbal and written references in the volunteer's file. The documentation should include the date and name of the individual and agency that the reference has been provided to.



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4. The volunteer's placement supervisor or the Manager of Volunteer Services may decline a request for a reference if the volunteer has had very limited service hours or if they believe the reference would not be of benefit to the volunteer.
5. If the volunteer's placement supervisor has limited personal knowledge of the volunteer, the reference will be limited to the placements, dates and hours of service.
6. Any requests for references for collaborative/supported volunteers must be directed to the volunteer's sponsoring agency. Should that organization wish to seek WRHA input, the volunteer's placement supervisor may contribute to the reference, with the collaborative/supported volunteer's consent.

Source: New

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