



WRHA VOLUNTEER SERVICES GOOD PRACTICE GUIDELINE MANUAL

Good Practice Guideline: Tracking of Volunteers – Direct Service and Collaborative Volunteers	Reference # 5.7	Page 1 of 3
	Approved: J. Edwards	Date: 15/09/04 Reviewed/ Revised: November 2011

GOOD PRACTICE DESIRED OUTCOME:

Accurate statistics on the status of WRHA volunteers will be maintained and accessible at any given time in order to support strategic planning and excellence in volunteer management.

WRHA volunteer files will be accurately maintained.

DEFINITIONS:

An *prospect* is an individual who has inquired about volunteering with the WRHA.

An *applicant* is an individual who has submitted an application form.

An *active volunteer* has cleared the screening procedures and has been given a volunteer assignment.

An *inactive volunteer* is no longer volunteering for a variety of reasons:

- They have terminated their placement;
- WRHA Volunteer Services has terminated their placement;
- They have not been active in their placement for 60 days but have not indicated their intention to return; and/or
- They have not been placed.

Leave of absence (LOA) volunteers have requested and granted a leave for a specified period of time. For example, due to illness, extended vacations, short-term seasonal employment.



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A *not placed* volunteer is an applicant who has not become active for a variety of reasons including but not limited to:

- Declined by organization/program;
- Withdrawn by applicant;
- No show for interview;
- No response to calls;
- Not interested;
- Volunteering elsewhere; and/or
- Moved

GOOD PRACTICE GUIDELINES:

1. WRHA Volunteer Services will track all volunteers from applicant status to termination.
2. At point of inquiry, prospects will be offered application mail-out, pick-up or Internet access
3. When an application is received, it will be entered in the volunteer management database as an applicant and then forwarded to the Manager of Volunteer Services.
4. The Manager of Volunteer Services will screen the applicant to determine suitability in relation to available placements. The applicant is accepted (activated) or made inactive and data are submitted accordingly.
5. The volunteer placement supervisor will monitor volunteer activity and will inform Volunteer Services staff if there is a change in status. If applicable, Volunteer Services staff will contact the volunteer to assess their status.



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6. If it is determined that the volunteer is not returning, the Volunteer Services staff will make the volunteer inactive on the volunteer management database and the file will be closed and filed as Inactive. An exit questionnaire will be sent out by e/mail to volunteers who have volunteered for at least 3 months and the nametag will be retrieved.

7. If the Manager of Volunteer Services grants a leave of absence (LOA), the Volunteer Services staff will enter this information on the database.

8. On a yearly basis, Volunteer Services staff will identify those who have not volunteered within the past year. Cross references will be made with the volunteer placement supervisors and if no exceptions have been noted, then these volunteers will be contacted to determine their interest in continuing.

9. Monthly/annual statistics will be compiled on the status of all volunteers.

Source: New

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