

# WRHA VOLUNTEER SERVICES GOOD PRACTICE GUIDELINE MANUAL

<b>Good Practice Guideline:</b> Volunteer Orientation and Training –	Reference # 5.1	Page 1 of 2
Direct Service and Collaborative Volunteers	Approved: J.Edwards	Date: 15/09/04 Reviewed/Revised: November 2011

### GOOD PRACTICE DESIRED OUTCOME:

All WRHA volunteers will be appropriately prepared for their assignments.

### **DEFINITIONS:**

*Orientation* - involves providing information about the organization, the mission, the relevant policies and procedures and helpful information that assists people while volunteering.

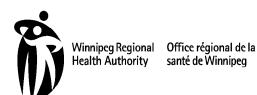
*Training* - involves imparting knowledge and skills specific to the volunteer's assignment.

#### **GOOD PRACTICE GUIDELINES:**

Before commencing their placement, all volunteers will receive an orientation.

The WRHA Manager of Volunteer Services will provide an overall orientation to the WRHA and to the WRHA Volunteer Services.

The WRHA Manager of Volunteer Services will review the WRHA Volunteer Handbook with each volunteer emphasizing key policies and procedures including the Personal Health Information Act (PHIA). The volunteer will be asked to review the handbook prior to commencing their placement.



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The volunteer's placement supervisor or WRHA Manager of Volunteer Services will orient the volunteer to such things as:

- Review of volunteer activity description
- Roles and responsibilities of volunteers
- Expectations of volunteers/guidelines for professional conduct
- Dress code
- Record keeping-hours of volunteer service
- Security/identification
- Health and safety issues
- Parking and bus fare
- Pertinent WRHA services and locations

It is the responsibility of the WRHA Manager of Volunteer Services to ensure that volunteers sign the required privacy and confidentiality documentation as per the WRHA Personal Health Information Act policy. During orientation volunteers must sign a Pledge of Confidentiality form under the PHIA legislation as well as a corporate pledge of confidentiality form.

When additional training requirements are deemed necessary, the volunteer's placement supervisor will follow up with the volunteer(s) to ensure they receive the necessary training. The WRHA Manager of Volunteer Services will document the completion of the training in the volunteer's file.

Volunteers may request or WRHA Volunteer Services staff may suggest attending specific training opportunities. Where possible, the WRHA Manager of Volunteer Services will make the necessary arrangements and document attendance at these optional training opportunities in the volunteer's file. Should the training be required by the WRHA, the WRHA will pay the costs of such training. Any optional training costs will be at the expense of the volunteer.

Source:	New
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