



## **WRHA VOLUNTEER SERVICES GOOD PRACTICE GUIDELINE MANUAL**

<b>Good Practice Guideline:</b> Volunteer Orientation and Training – Direct Service and Collaborative Volunteers	Reference # 5.1	Page 1 of 2
	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.

