

WRHA VOLUNTEER SERVICES GOOD PRACTICE GUIDELINE MANUAL

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Feedback and Evaluation of Volunteers –		1 of 2
Direct Service and Collaborative Volunteers	Approved:	Date:
	J.Edwards	15/09/04
		Reviewed/Revised:
		November 2011

GOOD PRACTICE DESIRED OUTCOME:

Volunteers will receive timely feedback on their performance as well as have an opportunity to provide feedback regarding their placement.

DEFINITIONS:

Evaluation--refers to the process of providing the volunteer with specific feedback on their performance within their placement as well as receiving feedback from the volunteer about their comfort with the placement

GOOD PRACTICE GUIDELINES:

- 1. The WRHA staff are committed to giving volunteers timely feedback on their performance.
- At the commencement of volunteering, preferably at the end of the volunteer's first shift, the volunteer's placement supervisor checks with the volunteer on how the first experience went. Depending upon the placement, the volunteer's placement supervisor may also check with other staff.
- 3. Positive feedback is provided regularly on an informal basis and formally at 2-3 months after start and annually thereafter.
- 4. Where performance concerns are noted, it is discussed in person in a timely manner.



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5. Performance concerns such as absenteeism, tardiness, following instructions, accepting guidance and instructions, or ability to learn the job are discussed by the volunteer placement supervisor and/or the Manager of Volunteer Services with the volunteer as soon as possible. Every effort will be made by the volunteer's placement supervisor to work with the volunteer to rectify any concerns and assist the volunteer to achieve the capacity to fulfill the placement's requirements. Should performance concerns continue, the volunteer's placement supervisor and/or the Manager of Volunteer Services may proceed with progressive discipline action under the Volunteer Performance and Conduct Policy.

Two to three months from the commencement of the placement, (given no apparent performance concerns have not become evident), the volunteer's placement supervisor will provide the volunteer with specific feedback on their performance within their placement as well as solicit feedback from the volunteer about their comfort with the placement. This process is then completed annually after the initial review.

If a volunteer is from a collaborative/sponsoring organization, then a representative from the agency will be included when discussing the performance concerns.

6. The volunteer's placement supervisor will document the feedback given and received and forward it to the Manager of Volunteer Services which is then documented in the volunteer management database and stored in the volunteer's personnel file. A copy will be provided to the volunteer.

Source: New

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Development

Reviewed/Revised: Suzie Matenchuk, Manager Volunteer Services and Jeanette Edwards, Regional Director

Primary Health Care and Chronic Disease