



WRHA VOLUNTEER SERVICES GOOD PRACTICE GUIDELINE MANUAL

Good Practice Guideline: Feedback and Evaluation of Volunteers – Direct Service and Collaborative Volunteers	Reference # 7.2	Page 1 of 2
	Approved: J.Edwards	Date: 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.
2. 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.

