



WRHA VOLUNTEER SERVICES GOOD PRACTICE GUIDELINE MANUAL

Good Practice Guideline: Quality Improvement Processes – Direct Service and Collaborative Volunteers	Reference # 7.7	Page 1 of 2
	Approved: J. Edwards	Date: 15/09/04 Reviewed/ Revised: November 2011

GOOD PRACTICE DESIRED OUTCOME:

WRHA Volunteer Services will improve on an ongoing basis and keep responsive to the needs of clients, visitors, WRHA service areas, and volunteers.

GOOD PRACTICE GUIDELINES:

1. All Volunteer Services staff and volunteer's placement supervisors will ensure quality of service in their areas of responsibility and identify opportunities for quality improvement in all areas of volunteer services.
2. Volunteer management staff and volunteer's placement supervisors will ensure that staff have the tools, are trained and utilize them to monitor their programs.
3. All volunteer management staff will base decisions and volunteer management practices on the:
 - data provided by the reports from the volunteer management database system;
 - feedback both (formal and informal) from clients and service areas; and
 - best practices and current trends affecting the voluntary sector.
4. Using Accreditation Canada's standards and WRHA priorities as guidelines, the Manager of Volunteer Services will select and prioritize the processes for quality monitoring and improvement.
5. The WRHA Manager of Volunteer Services is responsible for providing regular reports on the volunteer program as requested. These will include intake and attrition of volunteers, hours of volunteer service by program, sources of referrals,



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reason for volunteering, and current volunteer demographics. The WRHA Manager of Volunteer Services will utilize the monthly statistics provided from the volunteer management database system to identify trends, identify problem areas and target recruitment in order to improve volunteer processes and initiatives.

6. Quality monitoring will include the following indicators:
 - Monthly statistics and special reports from the data base;
 - File audits;
 - Quality reports;
 - Exit Questionnaires;
 - Satisfaction surveys (program area staff and volunteer);
 - Complaint and Incident reports;
 - Anecdotal feedback; and
 - Observation.

7. WRHA Volunteer management staff will identify the processes to be monitored, performance indicators, and method of monitoring for the quality improvement report.

8. Annually, quality improvement reports will be submitted to the Regional Director of Primary Health Care/Community Development. These reports will note selected indicators, analysis of these indicator data, opportunities for improvement and planned improvement actions.

Source: New

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