



WRHA VOLUNTEER SERVICES GOOD PRACTICE GUIDELINE MANUAL

Good Practice Guideline: Reporting of Occurrences – Direct Service and Collaborative Volunteers	Reference # 7.8	Page 1 of 2
	Approved: J.Edwards	Date: 15/09/04 Reviewed/Revised: November 2011

GOOD PRACTICE DESIRED OUTCOME:

Volunteer responsibilities for reporting of occurrences will be clear.

DEFINITIONS:

Occurrence is an event, accident or circumstance that resulted in or could have resulted in an unintended, undesired outcome. These occurrences may result in an injury to an individual and/or damage or loss of equipment or property.

Critical Occurrence, not involving a client, is an Occurrence involving substantial risk or harm to employees, WRHA Medical Staff, volunteers, students and agency workers provided through contracts and to property, reputation, or security. If the substantial risk/ harm involves a client, refer to WRHA Policy # 10.50.040 - “*Critical Clinical Occurrence, Reporting and Management*”.

GOOD PRACTICE GUIDELINES:

Volunteers are required to report all occurrences in accordance with WRHA Occurrence Reporting policy.

The volunteer’s placement supervisor will provide all volunteers with orientation to the WRHA Occurrence Reporting policy. Volunteers will receive information about occurrence reporting in their Volunteer Handbook.



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Volunteers complete occurrence reports and submit them to their volunteer placement supervisor prior to the end of the shift in which the incident occurred.

In cases of suspected Child Abuse, the volunteer must report the information to their volunteer placement supervisor and the WRHA Manager of Volunteer Services at the end of their shift, or if their shift occurs after office hours, by telephone the next working day.

The volunteer's placement supervisor will follow up each occurrence and note if there could have been serious consequences for the volunteer or Volunteer Services.

All occurrences will be reported to the WRHA Manager of Volunteer Services. Occurrences will be monitored by the WRHA Manager of Volunteer Services, reported to the Regional Director of Primary Health Care and Chronic Disease and be included in quality monitoring and reporting.

Source: New

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Reviewed/Revised: Suzie Matenchuk, Manager Volunteer Services and Jeanette Edwards, Regional Director Primary Health Care and Chronic Disease