

Volunteer Services Risk Management Protocol

Level 1 (Limited Risk)

Minimum Screening Standards:

- ✓ In-person interview
- ✓ 3 reference checks

A level 1-limited risk level rating would apply to volunteer activities that include:

- ❑ adult client/patient support activities that take place in a supervised setting;
 - ❑ program/clinic staff assistance activities that take place in a supervised setting.
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Level 2 (Moderate Risk)

Minimum Screening Standards:

- ✓ In-person interview
- ✓ 3 reference checks
- ✓ Criminal Record Check

A level 2-moderate risk level rating would apply to volunteer activities that include:

- ❑ handling money in either supervised or unsupervised settings;
 - ❑ use and/or responsibility for WRHA property in an unsupervised setting;
 - ❑ use or exposure to information of a sensitive nature in an unsupervised setting.
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Level 3 (High Risk)

Minimum Screening Standards:

- ✓ In-person interview
- ✓ Second interview/meeting that includes the placement supervisor, the patient/client receiving service and the potential volunteer (when volunteer is assigned to work one-on-one with a client/patient)
- ✓ 3 reference checks
- ✓ Criminal Record Check
- ✓ Child Abuse Registry Check (if assisting children)
- ✓ Adult Abuse Registry Check (if assisting vulnerable adults)

A level 3-high risk level rating would apply to volunteer activities that include:

- ❑ assisting a client/patient in an unsupervised setting such as the client's home or in community;
- ❑ assisting children in either unsupervised or supervised settings.