



Vaughan Community Health Centre

Volunteer Manual



Vaughan Community Health Centre
Member of Vaughan Health Campus of Care

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VCHC's Philosophy Regarding Volunteers

VCHC believes that volunteers are valued contributors to the CHC. They help the agency meet the needs of its clients and fulfill its mandate. They bring their unique perspectives, skills and experiences, which enhance and expand the agency's capacity. For these reasons, the VCHC is committed to recruiting the highest quality volunteers possible, managing them in a respectful and effective manner, and celebrating their contributions to the agency.

As representatives of both the community-at-large and the VCHC, volunteers actively participate at all levels of the agency—from the Board of Directors to agency committees, administrative support and programs—thus ensuring that the agency's services are responsive to the needs of the clients.

VCHC provides its volunteers with training and supervision to ensure that all volunteers understand their roles, responsibilities and limitations, and are able to undertake them in a safe, effective and appropriate manner.

Key Definitions

Volunteer: A volunteer is a person who, by free choice and without financial compensation, contributes time and service to assist in fulfilling the mission of the agency.

Volunteer Candidate: A person who is under consideration by VCHC to become placed at the agency as a volunteer.

Volunteer Coordinator: The VCHC staff member who is responsible for volunteer management at the agency.

Volunteer Liaison: The VCHC staff member who has requested, works with, and supervises a volunteer or group of volunteers at VCHC.

Section 1

Volunteer Management

Subject: Designated Staff Member to Manage Volunteers	Manual: Volunteer
Policy Number: 1.01	Pages: 2
Implementation: February 2009	Reviewed: December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: VCHC will benefit from having a qualified person designated to support the staff who supervise volunteers.

Purpose: To recognize and use the unique skills needed to manage volunteer resources.

Procedures:

<i>Responsibility</i>	<i>Action</i>
Executive Director	Designates a staff person as Volunteer Coordinator. Ensures development of a comprehensive job description for the Volunteer Coordinator. Ensures the agency has an adequate budget to recruit, support, train and recognize the contribution of its volunteers.
Volunteer Coordinator	Assumes responsibility for the recruitment, registration, placement and initial orientation of new volunteers. The Volunteer Coordinator will also seek formal and informal feedback from volunteers regarding their t satisfaction at VCHC and in collaboration with the Health Promotion Team Lead will organize volunteer recognition events. Ensures that the responsibility for volunteer supervision, support and training is assigned to staff (Volunteer Liaison) with relevant educational qualifications and experience Prepares an annual report on the activities of the VCHC volunteer program for the Management Team and the Executive Director
Volunteer Liaison	Assumes the responsible for volunteer's day to day supervision. Offers support, encouragement, direction, consultation and



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constructive feedback to the volunteer. Conducts performance evaluation.

Subject: Recruitment and Selection	Manual: Volunteer
Policy Number: 1.02	Pages: 2
Implementation: February 2009	Reviewed: February 2013, December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: VCHC’s recruitment of volunteers is designed to match the needs of VCHC and the communities it serves with the volunteers who have the skills, experience and interests necessary to succeed in the available positions. Current and former staff will be welcome to volunteer at VCHC after 2 years following the end of their employment.

Purpose: To recruit volunteers who will be the best match for specific positions.

Responsibility

Volunteer Coordinator

Action

Develops an overall recruitment strategy that includes:

- Determining the volunteer requirements of VCHC with input from relevant sources, such as staff, volunteers and clients.
- Ensuring all recruitment strategies define the expectations of the positions.
- Encouraging the staff and volunteers to assist in recruitment through their social networks.
- Using a variety of recruitment methods (e.g., staff referrals, intra-agency and inter-agency communications, community outreach) that recognize and respond to the changing social and economic trends in the community.

Volunteer Coordinator and Liaison

Developing volunteer opportunity descriptions prior to recruitment (including responsibilities; qualifications, if applicable; hours required; orientation; limitations of the position; training and supervision required).

Anyone interested in becoming a VCHC volunteer will be given a *Volunteer Application* (see Appendix 1). Potential candidates’ application packages will be reviewed by the Volunteer Coordinator with the appropriate Liaison. Volunteer candidates are selected for interviews based upon a careful match of agency needs and volunteers’ skills, experiences, and interests. Potential candidates’ application packages will be reviewed by the Volunteer Coordinator with the appropriate Volunteer Liaison, and



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if selected, an interview will be granted. The interview will consist of the candidate discussing their skills, experience, abilities, and availability, in relation to the job description. All items will be kept on file if no placement is available or provided.

Subject: VCHC Clients as Volunteers	Volunteer
Policy Number: 1.03	Pages: 1
Implementation: February 2009	Reviewed: December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: VCHC recognizes the potential benefits of having current clients involved as volunteers. It also recognizes that a therapeutic relationship may be damaged when there is a negative volunteer experience. Clients may therefore become volunteers as long as their volunteer role is outside the scope of the services provided to them.

Purpose: To clearly delineate when a client can become a volunteer for a specific position and when it would be inappropriate or unadvised.

Responsibility

Volunteer Coordinator
and Volunteer Liaisons

Action

Determine whether the client's role as a volunteer would pose a risk to the VCHC or to the volunteer in terms of a conflict in the services provided, privacy or confidentiality. If this is the case, every effort will be made to provide the client with a volunteer position that will not create issues outlined above

Provided the above criterion have been met:

Clients will be treated the same as non-client volunteers, and as such they will be screened and placed in volunteer positions according to the factors necessary to succeed in the volunteer position, including but not limited to qualifications and skills, the ability to complete assigned tasks effectively, and the needs of the agency.

Subject: Screening Potential Volunteers	Manual: Volunteer
Policy Number: 1.04	Pages: 4
Implementation: February 2009	Reviewed: February 2013, December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: Given the risk associated with working with vulnerable members of the community, all VCHC volunteers will be subject to screening, which will include: registration, interview, reference check and Vulnerable Sector Screening Check

Purpose: To ensure the safety of VCHC's services to clients and determine the volunteer's ability to succeed by assessing her or his skills, attributes, and past work/volunteer experience, as it relates to a specific volunteer position.

Responsibility

Action

Executive Director

Actively supports screening as an on-going process and the underlying principle of protecting the safety and security of clients, staff, volunteers and the community served.

Delegates the review of the volunteer Vulnerable Sectors Screening checks (VSSC) on behalf of VCHC to the Programs and Services Director.

Volunteer Coordinator and Volunteer Liaisons

Reviews volunteer applications and interviews prospective candidates with Liaison.

The reference check forms will be given to the volunteer at the interview by the Student Coordinator. VCHC will accept completed reference check forms or letters from referees.

Volunteer Candidate

Interested volunteer to provide names, relation to the volunteer and contact information for two referees on the Volunteer Application (see Appendix 1).

It is the volunteer's responsibility to provide the Referee with the

forms and ensure references (in the format of a completed Reference Check form or Reference letter) are submitted directly to the Volunteer Coordinator by the Referee prior to orientation date.

- At least one of these referees must be able to provide a professional reference (e.g., referee is or was a direct supervisor, teacher or professor or the volunteer candidate).
- If the volunteer candidate is a newcomer to Canada and is unable to provide a professional reference, two personal referees may be accepted.
- The assigned Volunteer Liaison will have the discretion to decide the appropriateness of a volunteer's references, especially under unusual circumstances (e.g., only non-Canadian professional references are available; volunteer has not worked or volunteered before).

Volunteer Liaison

The Liaison will have the discretion to decide the appropriateness of a volunteer's references.

Volunteer Coordinator

Provides the necessary Vulnerable Sector Screening¹ forms to the volunteer candidate and ensures that such a Check is conducted within 2 weeks of orientation and returned for all candidates.

- If a candidate chooses not to complete a Vulnerable Sector Screening, the candidate forfeits his or her eligibility to be considered for the position in question.
- No volunteer starts his or her placement until the Vulnerable Sector Screening has been completed.

Ensures that the volunteer candidate brings the results of the Vulnerable Sector Screening to the VCHC, where it will be reviewed by the Executive Director and filed in the Executive

¹ A Vulnerable Sector Screening was established to provide screening of individuals who intend on working or volunteering with the vulnerable sector. A vulnerable person is defined as a person who, because of their age, a disability, or other circumstances, whether temporary or permanent are (a) in a position of dependence on others or (b) are otherwise at a greater risk than the general population of being harmed by a person in a position or authority or trust relative to them. This type of screening is required for the following types of positions: teacher, social worker, taxi driver, day-care worker, adoptive parents, sport coaches, etc.

Director's office.

- All documentation obtained through a Vulnerable Sector Screening is strictly confidential.
- If the Check is negative (i.e., no criminal record was found), the volunteer candidate may be offered a volunteer placement.
- If the Check is positive, the steps in the section below must be followed.

Documents steps taken in the screening process in a volunteer file and maintains the confidentiality and security of this information.

Procedure for a Positive Vulnerable Sector Screening

Purpose: To provide volunteer candidates with fair consideration with regard to his or her criminal record, while ensuring the success and safety of VCHC's services to clients and the community.

Responsibility
Executive Director

Action
In the case of a positive reference check (i.e., the volunteer candidate has a criminal record), the candidate will be asked to provide VCHC with the particulars surrounding the charges and/or convictions listed. The information provided by the candidate (and any other relevant information that can be provided) will be reviewed by the Executive Director, taking into consideration the following:

- The nature of the offence;
- Sentence received;
- The length of time since the offence was committed;
- The volunteer's qualifications and references;
- The specified duties and responsibilities associated with the position applied for and the relevance of the particular conviction to the position; and
- The risk posed to VCHC, its programs, staff and clients if the volunteer candidate were to be placed at VCHC.

The Executive Director decides whether the volunteer placement will be offered to the candidate or not, based on the information

provided by and about the candidate and an assessment of the agency's best interests.

The Executive Director documents the discussion and the rationale for the decision reached. The applicant will be advised in writing of the VCHC's decision.

If a candidate is deemed unsuitable for a volunteer placement, all information regarding the Vulnerable Sector Screening will be kept for no more than five (7) years. Notation will be made on the candidate's application that a volunteer placement was denied due to a positive Vulnerable Sector Screening.

Retains a copy of the completed Vulnerable Sector Screening in the volunteer's file, along with all other relevant information, including documentation of staff, management or Board discussions relating to a positive Vulnerable Sector Screening

Volunteer Coordinator

Ensure that all volunteer submit their VSS within the 2 week timeframe established by the VCHC.

Subject: Volunteer Opportunity Description	Volunteer
Policy Number: 1.05	Pages: 1
Implementation: February 2009	Reviewed: December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: Volunteer opportunity descriptions will be developed for each volunteer position in order to help VCHC staff effectively recruit, interview and match volunteers with the agency's volunteer placements.

Purpose: To provide a clear understanding to the staff and volunteers of the roles, responsibilities, and accountability associated with all of VCHC's volunteer positions.

Responsibility

Action

Volunteer Liaisons

Develop volunteer opportunity description (see Appendix 3 for sample) for the volunteer position they will be supervising at VCHC. This description will include the following information:

- Volunteer position title
- Specific tasks/responsibilities to be completed
- Qualities that a successful candidate should possess, such as relevant skills, knowledge and experiences
- Identification of potential risks specific to the volunteer position
- Boundaries (what he/she can and cannot do), if relevant
- Supervision
- Reporting requirements

Volunteer Coordinator

Periodically review volunteers' opportunity descriptions to ensure that the current duties and demands are being met within the specific volunteer placement. Where possible, include in the review process the feedback of volunteers with regard to their placements.

Subject: Orientation and Ongoing Training	Volunteer
Policy Number: 1.06	Pages: 2
Implementation: February 2009	Reviewed: February 2013, August 2014 Next Review: August 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: All volunteers must have an orientation to the agency, as well as ongoing education and training related to the agency, applicable legislation and the position they will hold.

Purpose: To ensure that volunteers have the required knowledge and skills to succeed in their positions, and to ensure that all volunteers are knowledgeable representatives of the agency.

Responsibility

Volunteer Coordinator

Action

Ensures all volunteers receive a welcome package and an orientation to VCHC as soon as they start volunteering at the agency.

The welcome package and orientation includes:

- Mission, vision and values
- Agency history
- VCHC programs and services
- Monthly calendar
- Staff list and extensions
- Review of policies and procedures in volunteer manual and where volunteers can access the manual
- Review of health and safety hazards with regards to volunteer's duties and preventive measures
- Accessibility for Ontarians for Disabilities Act (AODA) trainings
- Privacy training
- Provision of volunteer nametag
- Statement of Volunteer Rights and Responsibilities (see Appendix 4)
- Completion of Volunteer Information Form (Appendix 6)
- Volunteer Opportunity description (Appendix 3)
- Signing of VCHC's Confidentiality and Security of Corporate and Personal Information (Appendix 7)
- Signing of VCHC's Confidentiality of client records policy (Appendix 8)
- Signing of Volunteer Agreement (see Appendix 12), which will be signed by the volunteer and either the Volunteer Liaison or the Volunteer Coordinator

Afterwards, use Volunteer Orientation Checklist (see Appendix 9) to



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document in each volunteer's file that the orientation and training was completed.

Provides a copy of the Volunteer Manual in an accessible location at the agency, and regularly communicates its location to volunteers.

Volunteer Liaisons

Upon joining VCHC and on ongoing basis, ensure volunteers receive any education or training necessary to successfully fulfill their positions, including occupational health and safety training relevant to the volunteer position as well as AODA and Canadian Anti-Spam legislation.

Volunteer Coordinator

Evaluates the effectiveness of the orientation and training sessions to identify areas of strengths and improvement. The volunteer coordinator may also ask the student to evaluate the orientation in order to help VCHC improve its orientation process.

Subject: Roles and Responsibilities	Volunteer
Policy Number: 1.07	Pages: 1
Implementation: February 2015	Next Review: February 2019
Cross Reference:	Approved By: Executive Director

Policy Statement: Roles and responsibilities for the volunteer will be determined by the liaison in order to make the experience at VCHC a fulfilling one.

Purpose: To provide a clear understanding of the Liaison’s and volunteer roles, responsibilities and accountability during volunteer placement.

Responsibility

Action

Liaison

Develop volunteer opportunity descriptions (see Appendix #3 for sample). This project description will include the following information:

1. Volunteer position title
2. Liaison title
3. Position summary
4. Supervision – who is the supervisor
5. Identification of potential risks specific to the volunteer position
6. Specific tasks/responsibilities to be completed
7. Boundaries (what he/she can and cannot do), if relevant
8. Reporting requirements
9. Relevant skills, knowledge and experiences

Periodically review volunteers’ placement descriptions with the volunteers to ensure that the current duties and demands are being met within the specific volunteer placement. Where possible, include in the review process the feedback of volunteer with regard to their placement (see policy 1.08 – Support, Supervision and Performance Reviews).

Volunteer

Fulfills responsibilities described in the volunteer opportunity description, his/her goals and expectations of the experience.

Volunteer Coordinator

Ensures that volunteer opportunity descriptions are reviewed periodically.

Subject: Support, Supervision and Performance Reviews	Volunteer
Policy Number: 1.08	Pages: 1
Implementation: February 2009	Reviewed: Feb. 2013, Dec. 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: All VCHC volunteers must receive ongoing supervision, as well as a performance review.

Purpose: To monitor the safety and quality of the service provided and to provide feedback for continuous improvement.

<i>Responsibility</i>	<i>Action</i>
Volunteer Liaisons	Offers support, encouragement, direction, consultation and constructive feedback to volunteers on a regular basis. Identifies and recommends appropriate educational opportunities.
Volunteer Coordinator	Ensures a performance review using the <i>Volunteer Evaluation Form</i> (see Appendix 10) is completed for each volunteer by his or her Volunteer Liaison, and the results shared with the volunteer. Ensures an annual <i>Volunteer Satisfaction Survey</i> (see Appendix 11) is provided to all volunteers, and the feedback generated by it is shared within the agency and used to improve VCHC, its services and its volunteer placements. Ensures that all regular volunteers are evaluated and are provided with the opportunity to voice feedback and suggestions at 3, 6, and 12 months of their commitment. Casual/occasional volunteers will be evaluated after 10 hours of service.
Volunteer Coordinator and Volunteer Liaisons	Ensures all volunteers know that they may discuss any concerns they have regarding their volunteer placements with either the Volunteer Liaison or Volunteer Coordinator.

Subject: Probation	Volunteer
Policy Number: 1.09	Pages: 1
Implementation: February 2009	Reviewed: February 2013, December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: VCHC has a probation period of three months for volunteers.

Purpose: To evaluate whether the volunteer has the personal and professional skills and commitment required for the position.

Responsibility

Action

Volunteer Liaison

Deals immediately with any performance issues and discusses with the individual suggestions for improvement.

Encourages each volunteer to discuss any issues that affect his or her performance.

Complete a performance review using the Volunteer Evaluation Form (see Appendix 10) at the end of the probation period and discusses the results with the volunteer.

Documents in the volunteer's file the results of the probation period.

Subject: Recognition	Volunteer
Policy Number: 1.10	Pages: 1
Implementation: February 2009	Reviewed: December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: VCHC recognizes volunteers in ways that are appropriate and meaningful.

Purpose: To promote volunteer appreciation and to recognize the importance of volunteers at VCHC.

Responsibility

Action

Volunteer Coordinator

Plans and conducts ongoing recognition activities, such as:

- Special events (e.g., luncheon)
- Certificates and plaques
- Training and supervision.

Executive Director
and Management Team

Attends volunteer recognition events to express appreciation for the contribution made by VCHC's volunteers.

Subject: Vacation/Leave of Absence	Volunteer
Policy Number: 1.11	Pages: 1
Implementation: February 2009	Reviewed: December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: All volunteers are expected to give VCHC as much notice as possible of their planned absences, ideally at least two weeks.

Purpose: To ensure smooth day-to-day volunteer operations at VCHC.

<i>Responsibility</i>	<i>Action</i>
Volunteers	Inform the Volunteer Liaison of his or her vacation plans or planned leaves of absence.
Volunteer Liaisons	Inform the Volunteer Coordinator of the volunteer's vacation plans or planned leaves of absence, and whether the Volunteer Liaison requires a replacement volunteer to ensure adequate service delivery.
Volunteer Coordinator	Attempts to fill the vacant volunteer position. Notifies all Volunteer Liaisons of any gaps or service disruptions that may result from the volunteer's absence.

Subject: Volunteer Discipline and Termination	Volunteer
Policy Number: 1.12	Pages: 3
Implementation: February 2009	Reviewed: December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: All VCHC volunteers are expected to perform their duties as outlined in their job descriptions and the agency's policies and procedures in a safe and effective manner. Failure to do so will result in discipline, up to and including dismissal.

All VCHC volunteers are expected to inform the agency when they can no longer keep their commitment to volunteer with the agency, ideally with at least two weeks' notice.

Purpose: To provide a continuity of service and a clear, understandable procedure for VCHC staff members to communicate and provide progressive discipline in circumstances when VCHC volunteers are not providing the level of service required by their position, the agency and its clients, staff and volunteers.

Responsibility

Action

Volunteer Liaisons

Ensures each volunteer receives:

- Volunteer opportunity description;
- Orientation and ongoing training on the policies and procedures of VCHC, including the agency's procedures for discipline and dismissal (see *Stages in the Discipline Process* below);
- Probation period with appropriate feedback;
- Supervision appropriate to the volunteer's position and his or her specific needs.

Provides documentation to Volunteer Coordinator to place in the volunteer's files (e.g., screening results, orientation and training received, results of probation period, results of supervision, specific problems and action taken).

Discusses with the volunteer any issues regarding performance and/or behaviour.

Documents the reasons for discipline or dismissal in the volunteer's file.

Volunteer
 Coordinator

Ensures all documentation received from Volunteer Liaisons is placed in volunteers' files.

Informs volunteers of the requirement that they are to provide two weeks' notice of resignation.

When a volunteer resigns the Volunteer Coordinator must:

- Ensure an exit interview is conducted (Appendix #13)
- Document exit reasons
- Provide a card of thanks
- Follow up with any issues or concerns with the agency that were highlighted in the exit interview.

Volunteer

Informs Volunteer Liaison and Volunteer Coordinator of resignation with as much notice as possible

Stages in the Discipline Process

STAGE	ACTION
Discussion:	<p>When a concern first arises, the volunteer and Volunteer Liaison will meet to discuss the concern. The concern will be explained in terms of the actual behaviour that is deficient. This provides an opportunity to discuss solutions in a supportive, non-threatening manner. The Volunteer Liaison must inform the Volunteer Coordinator and the respective Team Supervisor of this discussion.</p> <p>The following steps will not be undertaken by the Volunteer Liaison without consulting the Volunteer Coordinator and the respective Management Team Member or Executive Director.</p>
Verbal Warning:	<p>Should the problematic behaviour or concern not be rectified through discussion, the Volunteer Liaison will advise the volunteer of the concern and expected behaviour. This discussion will be documented and a record placed in the personnel file.</p>
Written Warning:	<p>If the problematic behaviour persists, the Volunteer Liaison will meet with the volunteer again to review the inappropriate behaviour and determine a method to change the behaviour. The consequence of not changing will be discussed. This conversation will be documented in a letter signed by both parties and placed in the volunteer's file.</p>

**Disciplinary
Suspension:**

The volunteer will be advised --at a meeting with the Volunteer Liaison and the Volunteer Coordinator --that he or she will be placed on temporary suspension from regular duties for a specified period of time to reinforce the serious nature of failure to comply with the required actions. A letter capturing this information will be issued to the volunteer and a copy will be kept in the Volunteer's file.

Termination/Dismissal:

If there are no other alternative solutions and the problematic behaviour has not been corrected, the volunteer's placement will be terminated. All the steps of the disciplinary process will be documented and file in the Volunteer's file.

Please note that there may be circumstances where it would be appropriate to immediately dismiss a volunteer such as in the case of a serious breach of policy or of totally unacceptable behavior. Before this step is taken, the Volunteer Liaison and Volunteer Coordinator will consult with the Executive Director.

Subject: Volunteers' Evaluation of their Experience	Volunteer
Policy Number: 1.13	Pages: 1
Implementation: April 2015	Next Review: August 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: Volunteers will be requested to complete an evaluation of their experience with the VCHC.

Purpose: To capture volunteer' feedback on their placement experience at VCHC.

<i>Responsibility</i>	<i>Action</i>
Volunteer	<p>At the 3, 6, and 12 months of their commitment, the volunteer completes a Volunteer Satisfaction Survey (see Appendix #11).</p> <p>At the end of their commitment, the volunteer completes an Exit Interview Form with the Volunteer Coordinator (see Appendix #13).</p> <p>The VCHC uses the volunteer's feedback to improve our health centre's practices and processes.</p>
Volunteer Coordinator	<p>Ensures that Volunteers have completed the satisfaction survey and exit interview form accordingly</p> <p>Summarizes the feedback and share it with the VCHC Management and within the agency</p> <p>Reviews the feedback and recommends changes to the Centre's Volunteer Management Policies and Procedures as required, to improve the quality of the volunteers' experience at the VCHC.</p>

Subject: Reference Letters by Liaison	Volunteer
Policy Number: 1.14	Pages: 1
Implementation: November 2009	Reviewed: November 2013, August 2014 Next Review: August 2018
Cross Reference: VCHC Reference policy	Approved By: Executive Director

Policy Statement: Reference letters will be provided, on request, to volunteers who have contributed to the VCHC.

Purpose: To provide reference letters to volunteers.

Responsibility

Action

Preceptor

If requested, the Liaison will provide a reference letter after the 1st volunteer evaluation (i.e. 3 months).

The volunteer will be given a copy of the letter

A copy of the letter will be kept in the volunteer's file

Student

Volunteers must make the request for a reference while volunteering at the VCHC, or within 3 years after completing their experience with the VCHC.

Volunteers should advise the Liaison if they have given the VCHC as a reference and provide the name of the person or organization that will be contacting the Liaison for a verbal reference.

Subject: Complaints	Volunteer
Policy Number: 1.15	Pages: 1
Implementation: November 2009	Reviewed: November 2013, August 2014 Next Review: August 2018
Cross Reference: Complaints policy	Approved By: Executive Director

Policy Statement: VCHC recognizes the rights of all our clients, volunteers, staff and students and will make every effort to uphold those rights and assist in pursuing those rights.

Purpose: To provide a clear process for dealing with complaints.

<i>Responsibility</i>	<i>Action</i>
Staff/Volunteer /Client	Where a client, volunteer, or staff member has a complaint about a volunteer, he or she will be encouraged to talk to the volunteer. The same procedure applies where a volunteer has a complaint about a staff member, volunteer or client.
Volunteer	If the volunteer cannot speak directly with the person, for whatever reason, then that complaint should be brought to the attention of the Liason. A complaint can also be brought to the Volunteer Coordinator, respective Team Supervisor or Executive Director. Volunteers are encouraged when appropriate, to address complaints directly to the person.
Executive Director	The Executive Director or delegate will investigate the complaint as quickly as possible and every effort will be made to resolve the situation. Where the complaint involves a racist act, or human rights violation or a breach of client confidentiality, the procedures under the VCHC policies will be followed.

Section 2

Code of Conduct

Subject: Statement of Volunteer Rights and Responsibilities	Volunteer
Policy Number: 2.01	Pages: 2
Implementation: February 2009	Reviewed: December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: With volunteering at VCHC comes certain and rights and responsibilities.

Purpose: To state what rights and responsibilities VCHC volunteers can expect while volunteering at the agency.

<i>Responsibility</i>	<i>Action</i>
Volunteer Coordinator	Ensure all volunteers receive the statement of their rights and responsibilities at VCHC (See Appendix 4).
Volunteer Liaison and Volunteer Coordinator	Respond if volunteer rights and responsibilities are not being upheld by either the agency or a volunteer.

Volunteer Rights and Responsibilities (See Appendix 4):

Our volunteers have the right to:

- a clear job description
- orientation and training relevant to their volunteer placement
- appropriate supervision
- a safe working environment
- the provision of references
- respect, trust and recognition

Our volunteers have a responsibility to:

- follow the mission and reflect the values of the Vaughan Community Health Centre when performing their volunteer work
- complete the responsibilities of their volunteer placements to the best of their abilities
- honour confidentiality of the agency and its clients
- follow through on commitments
- endeavour to resolve all conflicts in good faith
- accept supervision from their supervisor



- return any materials belonging to the agency upon ending their placement

Subject: Confidentiality	Volunteer
Policy Number: 2.02	Pages: 2
Implementation: November, 2010	Reviewed: December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: Volunteers must maintain the confidentiality of any information designated as confidential by the agency.

Purpose: To recognize and protect every client's right to privacy and the VCHC's need for confidentiality.

Definition:

Confidential Information: Any information, whether verbal, written, or electronic, shall be considered confidential if it was acquired in circumstances where there was a reasonable confidence and trust that the information would remain private. A client's personal information can be shared only with individuals who are involved in the care of a client's health and they need to know the information.

Personal Health Information: Personal health information can be both oral and recorded, and it contains identifying information as opposed to anonymous data which is not identifiable. Personal information includes such things as:

- an individual's name; home, business and email addresses; phone and fax numbers and health card number;
- information about an individual's substitute decision maker, should that person have one; and,
- information, including both facts and opinions, regarding an individual's physical, mental and social health history (including service plans and the names of service providers) as well as his or her current health status and the health history of his or her family. This information could have been collected before, during or after receiving service from the Vaughan Community Health Centre.
- Volunteers are not permitted access to personal health information, unless they receive proper training, sign a confidentiality agreement and are working on a supervised project.

Client Confidentiality:

- Everyone who registers for one or more service or program at VCHC is a VCHC client. The protection of client confidentiality is of paramount importance at VCHC. All staff, volunteers and students are required to respect the privacy of clients, and to

keep personal information gained about clients in strict confidence. This rule extends as well to keeping confidential the fact that a person is receiving service or participating in a program at VCHC. When necessary, information may be shared with a relevant staff member, or with the volunteer or student's supervisor. However, no more information than required to adequately serve the client will be shared.

Corporate and Personnel Confidentiality:

- Volunteers are expected to keep confidential any information concerning VCHC personnel and its corporate affairs, as described in Appendix 7.
- Confidentiality applies not only for the duration of a volunteer's relationship with VCHC, but continues indefinitely.

Responsibility

Action

Volunteer Coordinator

Ensure all volunteers read, understand and sign VCHC's Confidentiality Agreements (See Appendix 7, 8),¹ and the volunteer Agreement, (See Appendix 12).

Volunteer Liaisons

Ensure all volunteers adhere to the following:

- Limit discussion of clients' to situations where it is absolutely necessary.
- Avoid discussion of clients in situations where others may overhear the discussion.
- Make all reasonable efforts to avoid overhearing clients' private conversations.
- Raise any observed violations in confidentiality directly with the person making the violation and/or with her or his supervisor.
- Refrain from using a client's name or other identifying information in any discussion that occurs in public areas, both within and outside the agency.

¹ VCHC Board Members, although volunteers, have their own confidentiality policy.

Subject: Conflict of Interest	Volunteer
Policy Number: 2.03	Pages: 1
Implementation: February 2009	Reviewed: December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: Volunteers must inform VCHC of any and all conflicts of interest that occur during their placements.

Purpose: To prevent actual, potential or perceived conflict of interest.

Definition:

A **conflict of interest** is a situation in which someone has competing professional or personal interests. Such competing interests can make it difficult to fulfill his or her duties impartially. A conflict of interest exists even if no unethical or improper act results from it. A conflict of interest can create an appearance of impropriety that can undermine the confidence of others in the agency, its staff and volunteers.

Responsibility

Volunteer Liaisons

Action

Ensure all volunteers can recognize conflicts of interest and that they know they are required to disclose such conflicts when they arise.

Encourage volunteers to inform the liaison whenever a conflict of interest occurs, in particular by asking them if a conflict exists whenever a volunteer is involved in situations where such conflicts are likely to occur.

Discipline any volunteer, according to the Volunteer Discipline and Termination Policy (see policy 1.12), who knowingly hides a conflict of interest.

Subject: Conflict Resolution	Volunteer
Policy Number: 2.04	Pages: 2
Implementation: February 2009	Reviewed: December 2014 Next Review: December 2018
Cross Reference: Staff Conflict Resolution Policy 7.02.5	Approved By: Executive Director

Policy Statement: Unresolved conflicts between colleagues have the potential to affect morale and day-to-day functioning of the individuals involved, and may interfere with the work of the team as a whole. Ultimately, unresolved conflicts may hamper the quality and effectiveness of our work with clients and community. Volunteers who have complaints or concerns about the behaviour, actions or judgment of a co-worker have an obligation to raise these concerns – particularly where client well-being may be or may have been compromised. Conversely, when a colleague has a concern or complaint about a volunteer, the VCHC Conflict Resolution Policy will be followed.

Purpose: To provide VCHC volunteers with a procedure for equitably resolving any conflicts that may occur at the agency.

Responsibility

Action

Volunteers

Volunteers who have a complaint or concern about the behavior, actions or judgment of a co-worker are expected to take steps to deal with all conflicts or miscommunications with that co-worker directly, and where possible, face-to-face.

In cases where the concern has not been resolved positively, volunteers are expected to raise the concern directly with their Liaison and seek advice as to the next steps.

Volunteers are expected to engage in problem solving when the complaint or concern is about the volunteer.

Volunteer Coordinator

Ensures all volunteers are aware of the agency's conflict resolution policy.

Volunteer Liaison and Volunteer Coordinator

Ensure that conflicts involving a volunteer are resolved using the agency's conflict resolution policy.

Volunteer Liaison

Provides support to the volunteer in the conflict resolution process and advises the volunteer as to the next steps. VCHC has a staff conflict resolution policy in place which may guide the Liaison in helping the volunteer address conflicts.

Ensures that the volunteer will maintain a climate of understanding, mutual respect and open communication at VCHC in which the dignity and worth of each individual is recognized when working through conflicts.

Must inform the Volunteer Coordinator and respective Team Supervisor of the issue of concern and the conflict resolution process.

Documents the volunteer's concern and steps taken to resolve the issue and places this document in the volunteer's files.

VCHC Management

Ensures that appropriate liability protection, mediation services and quality improvement mechanisms are in place so that issues are dealt with in a timely and positive way.

Subject: Boundaries between Volunteers and Clients	Volunteer
Policy Number: 2.05	Pages: 3
Implementation: February 2009	Reviewed: December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: Appropriate boundaries between VCHC volunteers and clients will be continuously established and maintained.

Purpose: To provide VCHC volunteers with guidelines for acceptable interactions with clients, and to establish the boundaries for unacceptable behaviour.

Responsibility

Action

Volunteer Liaisons and
 Volunteer Coordinator

Ensure all volunteers know the guidelines for appropriate volunteer-client interactions listed below.

Monitor that volunteers are acting within the boundaries of acceptable behaviour with clients.

Correct and discipline volunteers if behaviour falls outside of the boundaries of appropriate volunteer-client interactions (see Policy 1.12 Volunteer Termination).

Volunteers

Strive to follow the guidelines for appropriate volunteer-client interactions (below).

Wear your VCHC nametag that identifies you as an agency volunteer.

Guidelines for Appropriate Volunteer-Client Interactions

- Let the client know that you are a volunteer. Do not misrepresent yourself.
- Be consistent.
- Be interested, understanding, honest and supportive with clients.
- Be a good listener.
- Suspend judgments and accept people as individuals.
- Keep your supervisor informed at all times. Seek and accept supervision.
- Do not make promises you cannot keep.
- Do not impose your personal values on a client.
- Do not, under any circumstance, become involved in a romantic relationship with a client.

- Do not exchange home phone numbers with a client without prior approval from your supervisor.
- Volunteers are not permitted in clients' homes and clients are not permitted in volunteers' homes. Volunteers and clients are only permitted to meet in public places.
- Do not try to intercede between clients and the VCHC staff members working with them.

Unacceptable Behaviours

Volunteers shall not engage in any abusive behaviour towards clients. For the purpose of this policy, abuse is defined as a comment or conduct that is harmful or ought to be known to be harmful. It includes the wrongful act as well as the threat of any such act. Abuse occurs in many forms—subtle as well as obvious—and includes, but is not limited to, the following:

- **Emotional Abuse:** This is verbal and non-verbal misbehaviour that demonstrates disrespect, including, but not limited to, sarcasm, retaliation, bullying, intimidation, threatening gestures and actions, stalking, manipulation, teasing and taunting, insensitivity to personal preferences with regard to sex or family dynamics, swearing, inappropriate tone of voice (e.g., impatience), humiliation and such forms of discrimination as racism, sexism, classism, ageism and homophobia.
- **Physical Abuse:** This is behaviour that is violent, threatening or harmful, including but not limited to hitting, pushing, slapping, shaking, kicking, rough handling, throwing objects, physical restraint, arson, vandalism, and the sabotage of work or property.
- **Financial Abuse:** This is the misuse of another person's money, belongings or assets by a relative or a person in a position of trust or power, including a volunteer. Such a person uses information, influence or resources for their own personal benefit (or for the benefit of others with whom they have personal relationships) in such a way that the assets of another person are harmed. Examples of financial abuse include, but are not limited to, forcing or tricking someone into selling his or her house, stealing money or personal belongings, forging a signature on a cheque or legal papers (e.g., a will), misusing a power of attorney, not allowing someone to buy needed items of any kind, forcing someone to perform actions (e.g., baby-sit; share his or her house) without payment, borrowing money from clients, and soliciting gifts.
Volunteer-client gift-giving is only acceptable when:
 - it is given from the agency to a client; the volunteer shall not personally give a client a gift.
 - the client understands that the gift is from the agency, not the volunteer, and that nobody expects a gift in return.
- **Religious and Cultural Abuse:** This is behaviour that demonstrates, or generates a perception of, insensitivity or disrespect to the religious or cultural beliefs of a person or group of people.



- **Sexual Abuse:** This is misbehaviour of a sexual nature that includes, but is not limited to, comments that are sexually charged or otherwise demeaning, seductive, suggestive, exploitative, derogatory or humiliating; and physical contact such as sexual touching, or the initiation, encouragement or engagement of sexual intercourse.

Subject: Representing VCHC	Volunteer
Policy Number: 2.06	Pages: 1
Implementation: February 2009	Reviewed: December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: All VCHC volunteers must act as ambassadors and representatives of the agency in the performance of their duties, in accordance with their job descriptions and the agency's policies and procedures.

Purpose: To provide a consistent approach when volunteers are representing the agency.

Responsibility

Action

Volunteer Liaison

Ensures volunteers recognize that they are one of the public faces of VCHC and that they must conduct themselves according to the agency's policies and procedures and in ways that would not bring the agency into disrepute amongst the public, clients or other volunteers.

Volunteers

Seek guidance from their supervisor prior to making any public statement, representing the agency at any event or meeting, or taking any action that could affect the organization.

Inform their supervisor when they learn of any issue that could negatively affect the image and good standing of the agency.

Subject: Alcohol/Drug Use by Volunteers on VCHC Property	Volunteer
Policy Number: 2.07	Pages: 1
Implementation: February 2009	Reviewed: December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: While on VCHC property, volunteers are not permitted to consume alcohol or illegal substances.

Purpose: To ensure the safety of clients, staff and volunteers and to prevent illegal activity.

Responsibility

Action

Volunteers

Refrain from consuming or being under the influence of alcohol or illegal drugs while volunteering at VCHC or while on VCHC property.

Volunteer Liaison

Disciplines volunteers if infringements occur.

Subject: Fraud and Theft	Volunteer
Policy Number: 2.08	Pages: 1
Implementation: February 2009	Reviewed: December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: All volunteers must report cases of suspected or actual fraud or theft to their supervisor.

Purpose: To respond to suspected or actual fraud in a consistent and professional manner.

Responsibility

Action

Volunteer Liaison and
 Volunteer Coordinator

When a fraud or theft has been reported, speaks with all volunteer involved to:

- Clarify/verify information.
- Obtain a signed statement of events.

Informs the Executive Director of the incident and evidence.

Executive Director

If fraud or theft appears to have been committed or planned:

- Discusses with the agency's lawyer the type and extent of information that can be released to the police
- Notifies the police
- May suspend the volunteer who is under investigation
- Notifies the agency's insurer.
- If a volunteer is found guilty of fraud or theft in a court of law
- Dismisses volunteer from the VCHC.

Subject: Discrimination and Harassment-free Workplace	Volunteer
Policy Number: 2.09	Pages: 6
Implementation: February 2011	Reviewed: December 2014 Next Review: December 2018
Cross Reference: Clients' Rights and Responsibilities Policy	Approved By: Executive Director

POLICY:

The Centre will make every reasonable effort to protect employees, volunteers, Board members, students, clients and visitors from discrimination or harassment at Vaughan Community Health Centre. To this end, the Centre will attempt to create a climate of understanding and mutual respect so that the dignity and worth of each individual or group is recognized. As such, the Centre does not tolerate an atmosphere in which any person is subjected to offensive remarks, behaviour or surroundings that create intimidating, discriminatory, hostile or humiliating conditions.

All staff, Board members, volunteers, students, partners, clients and visitors are expected to conduct themselves with respect and consideration for others, both at the Centre and in any other location that can reasonably be regarded as an extension of the Centre's work environment. VCHC management and Board members will be made aware of their legal and moral responsibilities to create and maintain a work environment that is free from discrimination and harassment. In addition, all employees, Board members, volunteers, students, and clients will be made aware and sensitized to issues relating to discrimination and harassment, including their rights and the complaint procedures available to them should they be the victim of harassment and/or discrimination.

This policy is part of the Centre's workplace health and safety program, and applies to all activities including, but not limited to:

- Recruitment and Hiring
- Conditions of Employment
- Provision of Services
- Board Representation

Prohibited Conduct:

Every employee, Board member, volunteer, student, and client has a right to equal treatment without discrimination and to be free from harassment in the workplace based on various prohibited grounds outlined in the Ontario *Human Rights Code*. 'Prohibited Grounds' include race, colour, ancestry, place of origin, ethnic origin, citizenship, sex (including pregnancy, sexual orientation), creed (religion or religious belief), age, marital

status, family status, receipt of public assistance, physical or mental disability, record of offences (criminal charges or record), and any other ground prohibited by law.

Discrimination does not have to be intentional to be unlawful. Unlawful discrimination can also result from practices or policies that appear to be neutral, but, in reality, have a negative effect on groups or individuals.

“Harassment” is defined in the Ontario Human Rights Code and in the Occupational Health and Safety Act. It is “engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome”. It is any comment or conduct that is based on one or more prohibited grounds and that is unwelcome. Harassment is behaviour that is, or ought to be known to be, offensive. It is also any behaviour that creates an environment that causes undue stress to an individual which then affects that person’s ability to do an effective job. Harassment can take many forms. It can be overt or subtle, direct or indirect (e.g. where a hostile feeling/environment is created without any direct attacks being made on a person). Harassment can be verbal, non-verbal, and/or physical.

Harassment may result from one incident or a series of incidents. It may be directed at specific individuals or groups, but may also include any comments or conduct which creates an overall environment which is hostile, intimidating or offensive.

“Sexual harassment” is defined as unwelcome behaviour that is directed toward an individual on the basis of that individual’s sex. The following is an example of sexual harassment: an employee receives unwelcome sexual attention and is threatened or penalized by loss of a job, or denial of advancement, as a result of non-compliance with the sexual demands of a person who is in a position of authority over the employee, and who knows or ought to know that the sexual attention is unwelcome.

Examples of behaviours that may be considered discrimination or harassment include, but are not restricted to such behaviours as:

- Name calling based on any of the ‘Prohibited Grounds’ set out above.
- Jokes based on any of the ‘Prohibited Grounds’.
- Negative stereotyping.
- Negative or demeaning comments about a language/dialect being spoken by an individual, or their financial status, level of literacy, or political affiliation.
- Any comment that is intended to demean an individual or any of the defined groups.
- Any display of materials that is offensive or ought to be known to be offensive.
- Unwelcome physical conduct

- Sexual solicitation

Workplace harassment does not include reasonable action or conduct by employer, manager or supervisor that is part of normal job function even if there are unpleasant consequences for the worker, e.g., changes in the work assignments, scheduling, job assessment and evaluation, workplace inspections, implementation of dress codes, disciplinary action. Furthermore, workplace harassment does not include differences of opinion or minor disagreements between co-workers.

Responsibilities of the Complainant:

The Centre is committed to investigating and eradicating any form of discrimination, harassment or other behaviour prohibited by this policy.

It is the responsibility of all employees to assist in the creation and maintenance of an environment that is free of discrimination and harassment, whether it is subtle or overt.

Actions which are not intended to be offensive may be taken as such. Therefore, each individual who is offended by the action of another is encouraged to make

the offending party aware that such action is offensive and seek a commitment from the offending party not to repeat such action in the future.

If the behaviour continues, the complainant should advise the Executive Director that s/he believes that s/he is being discriminated against or harassed.

Responsibilities of Management:

Managers and other supervisory employees who have received a complaint or witnessed prohibited conduct or who have knowledge of such conduct must take action to stop the prohibited conduct and prevent its recurrence.

All harassment complaints will be treated confidentially, seriously, empathetically, and quickly, and investigated fairly and impartially.

An employee found to have discriminated against or harassed a co-worker, client, or other person will be subject to appropriate disciplinary action, up to and including termination of employment. Employees should be aware that in addition to possible termination of employment, they may face personal liability under applicable human rights and discrimination legislation if they engage in conduct which is contrary to this policy.

Reprisals:

It is against the law to retaliate in any way against anyone who in good faith has lodged a discrimination, harassment or sexual harassment complaint; has expressed a concern or provided information about the foregoing; or has co-operated in a discrimination or harassment investigation. It is a violation of the Centre's policy and law for an individual to be disciplined or otherwise disadvantaged as a result of reporting discrimination or an incident of harassment. No record of the complaint will be maintained in the personnel file of the complainant.

Alleged reprisals are subject to the same complaints procedures and penalties as complaints of discrimination or harassment.

Responsibilities of the Executive Director:

1. Once the Executive Director is made aware of an alleged discrimination or harassment, it is his/her responsibility to investigate the matter at the earliest possible opportunity. The investigation will involve:
 - a. Interviewing the complainant
 - b. Interviewing the alleged harasser
 - c. Interviewing any witnesses or anyone else
2. Following completion of the investigation, the Executive Director will then attempt to resolve the matter. Both the complainant and the alleged harasser will be notified of the resolution.
3. If either party wishes to appeal the resolution of the dispute, they can appeal to the Executive Committee. The appeal must be made within 30 days, and the Committee must hear the appeal within 30 days of it being initiated.
4. If either party is unsatisfied with the decision of the Executive Committee, it can then be appealed to the Board. The appeal procedure is similar to that described in item 3.
5. During the appeal process all parties have the right to representation.

Procedures:

1. Any individual may seek confidential advice or assistance from the Executive Director or delegate on how to deal with a situation of discrimination or harassment and how to make a complaint if necessary.
2. Complaints should be registered as soon as possible.
3. Any individual who feels they are being discriminated against or harassed should:

- Make it known to the person who is discriminating or harassing, that the behaviour is offensive and must stop.
 - Keep a record of date(s) and time(s) of the behaviour and any witness to the incident.
4. If informal attempts at resolving the problem are not appropriate or prove ineffective, a formal complaint and investigation may be required.
 5. Formal complaints must be registered in writing as soon as possible. In recognition that it is often difficult for victims of harassment to come forth to make such a claim, there is no specified time period for making such a claim. In order to ensure that this does not reoccur or that others do not become the victim of harassment, it is hoped that the complaint can be made as soon after the event as possible.
 6. A letter of complaint should contain a brief account of the offensive incident(s), when it occurred, the person(s) involved and the names of witnesses, if any. The letter should be signed and dated by the complainant.
 7. The complainant and the alleged offender have the right to request involvement of legal or other representation at any stage of the formal complaint process.
 8. While it is hoped that such matters may be resolved internally, all individuals have the right to take complaints to the Ontario Human Rights Tribunal at any time during this process.
 9. The Executive Director will deal with all complaints except those from Board members. Where appropriate, the Executive Director will consult with the Chair of the Board of Directors. All situations in which the Executive Director has been named in complaints will be dealt with directly by the Chair of the Board of Directors in consultation with the Executive Committee of the Board. Complaints from Board members will be addressed by the Executive Committee or the chair of the Board.

Note: An unproven allegation does not mean that harassment did not occur or that there was a deliberate false accusation. It simply means that there is insufficient evidence to proceed or, that while the complainant may have had reason to believe that there was harassment, investigation has not borne out the complaint.

Confidentiality:

Every effort to maintain confidentiality will be observed to protect any party against unsubstantiated claims that might result in harmful or malicious gossip. However, to ensure due process there may be a need to disclose factual information. Confidentiality must also be distinguished from anonymity. In any complaint involving a written statement, the individual seeking a remedy through this policy must be prepared to be identified to the alleged party. The identity of witnesses will be protected at their request where possible.

The investigator will only release information on a need to know basis. Whenever possible, investigation reports will be presented in a summary without the names of witnesses.

Abuse of Policy:

A person who is found to have made an unsubstantiated, false or malicious complaint will be subjected to disciplinary action, up to and including termination.

Records:

If there is no evidence of discrimination or harassment, and the complaint was made in good faith, the documentation of the complaint will be kept for two years.

Records of informal complaint resolution will be kept by the Executive Director.

Records of formal complaint resolution will be placed in a confidential file located in the Executive Director's office. Should the respondent be found guilty it will be noted in his/her file.

Where applicable, professional associations (or educational institutions in the case of students) will be informed in writing of significant disciplinary action arising from the application of this policy.

Training:

Employees will be oriented to this policy and procedures by their supervisor within a few weeks of employment.

Further, training on the right to a harassment free workplace, recognizing harassment, appropriate responses to incidents of harassment, and the procedures for reporting and investigating a complaint will be provided to all staff and supervisors.

Review:

This policy will be reviewed by the management team and amendments will be recommended to the Board of Directors when necessary.

Subject: MEDICAL EMERGENCIES	Volunteer
Policy Number: 2.10	Pages: 2
Implementation: February, 2010	Reviewed: November 2012, December 2014 Next Review: December 2018
Cross Reference: Informed Consent	Approved By: Executive Director

POLICY:

Vaughan Community Health Centre (VCHC) is located in the centre of the community to provide clinical and social services. For staff to provide timely, appropriate assistance in those emergencies it is necessary that all staff understand their roles and are able to access necessary resources quickly.

Staff, students and volunteers who are providing service outside the Centre are required to know when it is appropriate to call 911.

Definition:

An emergency medical problem is a perilous situation that arises suddenly and threatens the life of a person(s) as a result of a natural disaster, medical crisis or trauma situation.

PROCEDURE:

In the event of medical emergencies involving Clinical, Diabetes and Health Promotion programs and services onsite or offsite the following will act as a guide to action:

1. Any staff member who recognizes an actual potential emergency is responsible to administer first aid as per their training or call 911 immediately from the location where the emergency has occurred.
2. Once the 911 call has been placed the staff involved must alert the reception of the emergency and provide them with details of the location.
3. The staff involved must also ask reception to connect with a practitioner who is easily available and provide them with the location of the emergency. The

provider will be of assistance until the ambulance arrives.

The policy on **Informed Consent** will guide the practitioner in both the situations regarding consent under emergency situations.

4. In case the client is a VCHC client, the medical secretaries will print off the medical history for EMS to the emergency department.

STUDENTS AND VOLUNTEERS

A student/ volunteer who recognizes an actual or potential medical emergency will call 911 immediately if no staff is in the vicinity. They will then alert their supervisor or any staff member who is in the vicinity who then follows the steps as outlined above.

For people in the community who come to the VCHC with an emergency, clerical staff will call 911 for them so that they can be transferred to the nearest Emergency Department.

Section 3

Administrative

Subject: Volunteer Safety and Abuse-free Workplace	Volunteer
Policy Number: 3.01	Pages: 1
Implementation: February 2009	Reviewed: December 2014 Next Review: December 20187
Cross Reference: Discrimination Free and Harassment Free Workplace Policy	Approved By: Executive Director

Policy Statement: The VCHC is committed to providing a work environment that is safe and free from abuse, and as such, acts or threatened acts of abuse will not be tolerated.

Purpose: To provide a safe working environment for volunteers at VCHC.

Responsibility

Action

Volunteer Liaisons and
 Volunteer Coordinator

Ensure all reasonable steps are taken to maintain a safe and abuse-free environment for volunteers at VCHC.

Ensure all students are aware of the agency's Discrimination Free and Harassment Free Workplace Policy (2.10)

Encourage volunteers to inform VCHC staff members about any issues regarding abuse or safety that they have.

Use the resources available to VCHC to resolve unsafe or abusive situations.

Volunteers

If you feel that you or another person at VCHC is at risk or you have a safety concern, inform your supervisor or another VCHC staff member immediately.

Subject: Reimbursement of Out-of-Pocket Expenses	Volunteer
Policy Number: 3.02	Pages: 1
Implementation: February 2009	Reviewed: December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: All volunteers are eligible for reimbursement of allowable expenses incurred while fulfilling assigned duties at VCHC.

Purpose: To ensure volunteers are reimbursed for pre-authorized allowable expenses.

Responsibility

Volunteer
Coordinator

Action

Establish and communicate the process for volunteers to receive reimbursement.

Inform Volunteer Liaisons and volunteers which items are reimbursable and under what circumstances (e.g., training expenses; meals and mileage for special assignments).

Subject: Storage of Volunteer Files	Manual: Volunteer
Policy Number: 3.03	Pages: 2
Implementation: February 2009	Revised: February 2013, December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Policy Statement: VCHC keeps a confidential record about each volunteer in the office of Manager of Finance and Operations. The information in this file is current and treated as confidential. Volunteers may examine the contents of their own file.

Purpose: To ensure the safety and confidentiality of volunteer files at VCHC.

Responsibility

Action

Volunteer
Coordinator

Establish and maintain a file for each volunteer, containing the following information:

- Application form (Appendix #1)
- Resume
- Response to interview questions
- Volunteer Reference Check Forms (Appendix #2), etc.
- Volunteer opportunity description (Appendix #3)
- Record of completed volunteer hours (Appendix #5)
- Volunteer Information Form (which includes personal contact information) (Appendix #6)
- Confidentiality and Security of Corporate and Personnel Information (Appendix #7)
- Signed Confidentiality of Client Records (Appendix #8)
- Signed Volunteer Orientation Checklist (Appendix #9)
- Volunteer satisfaction survey (Appendix #11)
- Signed Volunteer Agreement (Appendix #12)
- Volunteer Exit Interview form (Appendix 13)
- Volunteer Immunization check list (Appendix 14)
- Liaison's evaluation of student performance (Appendix 15)
- Document training provided
- Copy of Vulnerable Sector Screening
- Any documents relating to disciplinary action
- Copies of reference letters by Preceptors

Treat all volunteer files confidentially, including storing them in a locked file cabinet when not in use.



Vaughan Community Health Centre
Member of Vaughan Health Campus of Care

Volunteer

Upon reasonable notice to the Volunteer Coordinator, and while accompanied by the liaison, volunteers may examine the contents of their own file. These files are stored with staff personnel files in the Office of the Operations and Finance Manager

Subject: Volunteer Placement Hours	Volunteer
Policy Number: 3.04	Pages: 1
Implementation: November 2009	Reviewed: December 2014 Next Review: December 2018
Cross Reference:	Approved By: Executive Director

Purpose: Volunteerism hours will be recorded, both for the benefit of the volunteer and for the use of VCHC .

Responsibility

Action

Liaison

Liaisons and volunteers will determine the number of hours contributed by the volunteer. The agency and the Liaison are expected to certify a specific number of student practice hours for each student at the close of the placement period. The Liaison is responsible for keeping an accurate record of volunteer hours and the form is submitted to the Volunteer Coordinator at the end of each month (see Appendix #5 for Record of Volunteer Hours form).

Volunteer

Record hours on the Record of Volunteer Hours form and submit a signed form to the Liaison at the end of each month.

Volunteer
Coordinator

Volunteer contributions of time to VCHC are identified to the VCHC Board of Directors, funders and community at large.

Subject: Occupational Health and Safety	Volunteer
Policy Number: 3.05	Pages: 1
Implementation: February 2009	Reviewed: December 2014 Next Review: December 2018
Cross Reference: Occupational Health and Safety Policy, Volunteer Job Description	Approved By: Executive Director

Policy Statement: VCHC volunteers have a responsibility for Health and Safety and must therefore work in compliance with the Occupational Health and Safety Regulations.

Purpose: To ensure a safe working environment for all at VCHC.

<i>Responsibility</i>	<i>Action</i>
Executive Director	Ensure that all VCHC volunteers are insured while working at the agency.
Volunteers	<ul style="list-style-type: none"> • Wear/use protective equipment where required • Use/operate equipment in a safe manner. • Report hazardous situations to the Volunteer Liaison or the most immediately accessible VCHC staff member. • Report immediately any accidents or safety incidents involving yourself or others to the Volunteer Liaison.
Volunteer Liaison	<p>Regularly ensure the safety of the work area used by yourself and your volunteers.</p> <p>Immediately address any workplace hazards.</p> <p>Complete an Incident Report Form (see Joint Occupational Health and Safety Manual) for any workplace accidents or incidents that occur involving your volunteers.</p>
Volunteer Coordinator	File Incident Report in volunteer's file.

Subject: Reporting Safety Incidents	Manual: Volunteer
Policy Number: 3.06	Pages: 2
Implementation: April, 2010	Reviewed: December 2014 Next Review: December 2018
Cross Reference: Client Complaints: General; Complaints: About Staff or Clients	Approved By: Executive Director

POLICY:

All staff are responsible for ensuring that safety incidents are dealt with in a safe manner and documented appropriately.

Safety incidents involving staff or facilities, students, volunteers, clients or visitors to the Vaughan Community Health Centre (VCHC) are to be reported using one of two standard Incident Report forms:

- The **10.01.1 - “Client or Visitor Safety Incident/Near Miss Report”** or
- The **10.05.1 - “Staff Health and Safety Incident/Near Miss Report”**

NOTE: for client safety incidents related to medication or treatment errors please refer to Policy 4.21 and incident reporting template 10.01.7.

PROCEDURES:

1. For safety incidents related to clients and visitors, the staff person completing the form will be the one who has observed the client’s accident/near miss or behaviour, or received the information from or about the client/visitor. The staff person will inform their direct supervisor about the incident and submit the incident report.

The completed **Client or Visitor Safety Incident/Near Miss Report** is given to the Programs and Services Director (PSD) and cc’d to the Executive Director within one working day of the incident. The PSD will review the incident report with the Executive Director and conduct further investigation. If needed, the PSD will follow-up with the Joint Health and Safety Committee (JHSC) and appropriate staff.

2. For safety incidents related to staff, security or facility (injury, near miss, violence or threat of violence, the staff person completing the form will be the one who has suffered an injury/near miss, witnessed or experienced a threat or violence; or noticed or received information about a hazard or security problem. When the incident involves a student or volunteer, the student or volunteer must report the incident to his/her direct supervisor who is either the student's preceptor or the volunteer liaison. The student/volunteer will complete and submit the incident report in collaboration with his/her direct supervisor.

The completed **Staff Health and Safety Incident/Near Miss Report** is given to the Finance and Operations Manager and cc'd to the Executive Director within one working day of the incident. In addition, the direct supervisor should call the Finance and Operations Manager to ensure that s/he is aware of the incident as some follow-up actions may require immediate attention; alternatively, the Administrative Assistant should be contacted. The Finance and Operations Manager will follow up all reports immediately and confer with the Executive Director for further investigation.

3. Reports to the Board and to the JHSC

1. A summary of all Staff Health and Safety incidents or near misses (using non-identifying information) will be prepared by the Administrative Assistant who is the Co-chair of the JHSC and given to the JHSC for review and possible further action at its regular meeting. Any feedback or recommendations made by the Committee for policy or procedure changes will be forwarded to the Management Team. When reviewing incidents, the Committee will be vigilant of emerging trends in the types of problems that have occurred. This discussion will be documented in the minutes.
2. The summary of all Staff Health and Safety incidents or near misses will also be submitted to the Executive Director who will then report to the Board of Directors annually.
3. The Administrative Assistant will prepare a summary report of the of the Client or Visitor Safety Incident/Near Miss Reports for the Executive Director who will report to the Board of Directors annually.

Section 4

Appendices



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APPENDIX #1 - VOLUNTEER APPLICATION FORM



PERSONAL INFORMATION	
Last Name:	First Name:
Address:	Home Phone Number:
Occupation:	Employer:
Work Phone Number:	Email Address:
EDUCATION/TRAINING	
High School Grade:	College/University:
	Other (specify):
SKILLS	
If you speak any languages other than English, please list them:	
Do you hold a valid driver's license? Yes [] No []	
What skills do you have that would benefit the Vaughan Community Health Centre?	
VOLUNTEER EXPERIENCE	
Are you currently volunteering anywhere? Yes [] No []	
Have you had previous experience as a volunteer? Yes [] No [] If yes , list organizations and type of work (or provide a separate resume):	



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AVAILABILITY

How many hours are you willing to volunteer in a typical week? _____ hours

Frequency (please circle your availability):

MONDAY	TUESDAY	WENESDAY	THURSDAY	FRIDAY	SATURDAY
MORNING	MORNING	MORNING	MORNING	MORNING	MORNING
AFTERNOON	AFTERNOON	AFTERNOON	AFTERNOON	AFTERNOON	AFTERNOON
EVENING	EVENING	EVENING	EVENING	EVENING	EVENING

COMMITMENT

Will you make a one-year volunteer commitment with us? Yes [] No []

Will you complete the required training? Yes [] No []

Will you attend volunteer training and update sessions? Yes [] No []

Successful candidates must:

- Provide a negative Vulnerable Sector Screening through York Regional Police.
- Provide a record of Tuberculosis status and immunity to vaccine preventable diseases (tetanus, diphtheria, measles, rubella, poliomyelitis, peruses)

Do you expect any changes to your personal circumstances over the coming year that would affect your commitment to this program? If yes, please explain.

Why have you chosen to volunteer with us at the Vaughan Community Health Centre and what would you like to gain from this experience?

Do you have any other expectations regarding volunteering with us at the Vaughan Community Health Centre?

Is there any other information you would like to provide?

All volunteers must provide the following documents prior or within the 2 weeks of starting their student placement at the VCHC. Please see the requirements below:

Document	Submission Process and Timelines
Vulnerable Sector Screening Check (less than 6 months old)	Students must apply for the Vulnerable Sector Screening Check (VSSC) within 2 weeks of orientation.



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	The VSSC to be submitted to Student Coordinator in a sealed envelope upon receipt by the student
Proof of Negative Tuberculosis Status and proof of immunity to preventable diseases	To be submitted within the first 2 weeks of placement or earlier if available (see Appendix 14)
2 completed professional reference forms and/or reference letters	<p>Student to provide references names, relation to the student and contact information on the Student Application form.</p> <p>The reference check forms will be given to the student at the interview.</p> <p>It is the student's responsibility to provide the Referee with the forms and ensure references (in the format of a completed Reference Check form or Reference letter) are submitted directly to the Student Coordinator by the Referee prior to orientation date.</p>
<p>We would like to contact two professional references—your direct supervisor, teacher or professor. Please provide two references below</p>	
Name: _____	Phone: _____
Email: _____	
Relationship to you: _____	

Name: _____	Phone: _____
Email: _____	
Relationship to you: _____	
Signature of Applicant: _____	Date: _____

Please send the required documents to the Volunteer Coordinator:

Vaughan Community Health Centre
9401 Jane Street, Suite 206
Vaughan, Ontario • L6A 4H7 Phone: (905) 303-8490 • Fax (905) 303-4227
Website: www.vaughanhealthcarechc.com
E: info@vaughanhealthcarechc.com

While applications are preferred via email, you are welcome to apply by fax, mail or in person. Accommodation will be provided in accordance with the Ontario Human Rights Code. If you need accommodation during the acceptance process, please contact us at 905 303 8490 Ext 153 to provide your contact information. We thank all candidates in advance for their interest, however, only those selected for an interview will be contacted.

Thank you for your interest in VCHC!



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APPENDIX #2 - VOLUNTEER REFERENCE CHECK FORM

Please return to Placement Office at info@vaughanhealthcarehc.com.

Name of Volunteer Candidate: _____
Volunteer Position: _____
Name of Referee: _____
Referee's Phone Number: _____
Referee's E-mail: _____ Date: _____

- How long have you known {volunteer's name}? _____
- In what capacity do you know him or her? _____

Please comment on the following skills and abilities with regard to {volunteer's name}

- Time Management _____

- Work as a member of a team _____

- Interpersonal skills _____

- Meet job demands _____

- Strengths _____

- Weaknesses _____



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9. If given the opportunity, would you recruit him or her as a volunteer? _____

10. Comments on any other qualities of {volunteer's name} that I did not explore? _____



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APPENDIX #3 – VOLUNTEER OPPORTUNITY DESCRIPTION



POSITION TITLE:

Insert name of position here

REPORTING TO:

Insert title of Liaison here.

POSITION SUMMARY:

- Insert description here (include the opportunities this position could provide to a volunteer).

RESPONSIBILITIES:

- Insert description here...
- If relevant, insert statement here about the job's boundaries (what a volunteer can and cannot do)...
- Participate in supervision and training
- Work in compliance with the Occupational Health and Safety Regulations, including using protective equipment (where required), operating equipment in a safe manner, and immediately reporting hazardous situations, as well as all accidents and incidents, to your Liaison or nearest VCHC staff member.
- Report placement hours to the Liaison at the end of the month.
- Inform the Liaison as soon as possible if unable to come in for the assigned hours.

QUALIFICATIONS:

- Relevant skills, knowledge and experiences include description of ideal attitude

BENEFITS AND RISKS OF THE POSITION:

- Describe the benefits the volunteer will gain in the position.....
- If there are risks specific to the position (e. g. verbal abuse, risks of cuts or burns when cooking, etc.), describe them here...



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APPENDIX #4 –STATEMENT OF VOLUNTEER RIGHTS AND RESPONSIBILITIES



Our volunteers have a right to:

- a clear job description
- orientation and training relevant to their volunteer placement
- appropriate supervision
- a safe working environment
- the provision of references upon request
- respect, trust and recognition

Our volunteers have a responsibility to:

- follow the mission and reflect the values of the Vaughan Community Health Centre when performing their volunteer work
- complete the responsibilities of their volunteer placements to the best of their abilities
- honour confidentiality of the agency and its clients
- follow through on commitments
- endeavour to resolve all conflicts in good faith
- accept supervision from their supervisor
- return any materials belonging to the agency upon ending their placement

Volunteers' Ethical Responsibilities

General Ethical Responsibilities:

- Always provide the highest quality of care or service you are capable of.
- Conduct yourself in a manner that will be a credit to yourself and to Vaughan CHC.
- Immediately notify your staff volunteer liaison if you suspect or identify a case of domestic, senior or child abuse.
- Follow all VCHC policies and procedures, particularly our confidentiality, anti-discrimination and conflict resolution policies.

Responsibilities to Clients:

- Treat clients with dignity and understanding, and respect their individual needs and cultural values.
- Provide care or service without regard to the client's religion, race, ethnic or national origin, age, gender, sexual orientation, record of offenses, or political beliefs.
- Keep confidential all information and records regarding a client (including information that the person is a client) and disclose this information only with the client's permission, or, in consultation with your supervisor, as required by law.
- Protect clients from acquiring any disease or infection you may have.

Responsibilities to Co-Workers:

- Recognize and respect the value and expertise of your co-workers.
- Recognize the limits of your knowledge and expertise, and consult with others when appropriate.
- Demonstrate professionalism by treating others with respect and courtesy.
- Protect co-workers from acquiring any disease or infection you may have.

Volunteers' Organizational Responsibilities

Vaughan CHC volunteers represent the organization and what it stands for in all working relationships. They are responsible for supporting and carrying out Vaughan CHC's:

- Philosophy and Values
- Goals and Objectives
- Organizational Policies

Because we are a community-based health and human service organization, volunteers are expected to know or learn about the community, to understand the CHC model of care and the determinants of health, and to contribute to a climate that welcomes diversity.

Volunteers are expected to work in a safe manner and to report any health or safety hazards to their supervisor. They are expected to be proactive in ensuring their own training and development, including engaging in training opportunities offered by the agency during their tenure, and actively participating in regular supervision.



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Appendix #5 – Record of Volunteer Hours

Student:

Liaison:

Month/Year:

Day	# of Hours Worked	Preceptor's Comments
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		
31		
TOTAL		

Signature of Volunteer

Date

Signature of Liaison

Date



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APPENDIX #6 - VOLUNTEER INFORMATION FORM



PERSONAL INFORMATION

Last Name:	First Name:
Address:	Home Phone Number:
Work Phone Number:	Cell Phone Number:
Email Address: _____	
I give consent to receive updates about the VCHC's programs and services via e-mail:	
Signature of volunteer: _____ Date: _____	
Date of Birth:	Ethnocultural background:

EMERGENCY CONTACTS

Name:	Relationship:
Home Phone Number:	Work Phone Number:
Name:	Relationship:
Home Phone Number:	Work Phone Number:

MEDICAL INFORMATION

If you have any medical concerns, medications or medical history that emergency medical personnel should know about, please list them:



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NEED FOR ACCOMODATION

If you have any needs that, if accommodated, would make your time volunteering with VCHC more comfortable and successful, please inform us (e.g., need for snack breaks, large fonts for reading):

ALLERGIES

please list and check (✓) its severity

	Mild	Moderate	Severe

Do you bring an *Epi-Pen* to VCHC? Yes [] No [] If yes, where do you keep it?

Please immediately alert VCHC if anything changes.



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APPENDIX #7:

Confidentiality and Security of Corporate and Personnel Information (For Staff, Students, and Volunteers)

This policy applies to staff, students, and volunteers who may have access to personal and/or sensitive information. Confidentiality extends not only for the duration of the individual's relationship with Vaughan Community Health Centre, but continues indefinitely.

Privacy

Any information acquired through involvement (internal or external) with the Centre which identifies or may (in combination with other information) identify an individual (staff, student, volunteer, program participant, client, member, donor) is confidential. Examples include:

- Health status
- Sexual orientation
- Race
- Religion
- Mailing or email address
- Name
- Telephone number
- Fax numbers
- OHIP, Social Insurance Number or Driver's License

Personnel Confidentiality

The following information regarding an individual staff person's employment is confidential, and should only be discussed by the employee with their direct supervisor and/or with the Executive Director, or with co-workers as necessary. Students, volunteers or co-workers of the employee who may be asked, or who provide information or have awareness of information concerning an employee, are expected to keep that information confidential. Examples include:

- Evaluation
- Discipline
- Salary
- Police check results
- Client complaints
- Staff complaints
- Cause of absence

Employment/Involvement References

Staff, students and volunteers must provide advance verbal or written consent, in order to secure an employment/involvement reference from the appropriate staff at the Centre, as the information is confidential. If advance notice has not been provided, the reference should be postponed briefly until the individual can be contacted.

Any employment reference provided by the staff person managing/supervising the employee, student or volunteer is a reference provided on behalf of the Centre and, as such, may result in liability for the Centre

If no supervisor with personal knowledge and experience of the employee is available to provide a reference, the Executive Director may do so. Information contained in the last performance review of a former employee or volunteer may be used to assist with provision of a reference.

Documentation of the reference given will be placed in the individual's personnel file and should include:

- Date and time of the reference
- Name and title of the caller
- Position applied for
- Nature of the questions asked, and responses given

Note: References provided by co-workers are considered 'personal' or 'professional' references, and the Centre does not endorse these, and will not be held liable for them. When providing such a reference, the co-worker should make clear that they do not represent the position of the Centre.

Corporate Confidentiality

Information related to the business activity of the Centre is generally made available to the public through audited financial statements and Annual Reports.

Specific requests for financial or corporate information should be directed to the Executive Director even if that information can be readily obtained internally, as control and distribution of correct and current corporate information is the responsibility of the Executive Director.

New 'developments' or 'announcements' about changes in staffing, programs & services, budgets, and health alerts may be both time-sensitive and controversial in nature, and will be made by the Executive Director or person(s) delegated by the Executive Director in each separate case.



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Breach of Confidentiality

A first violation of this policy will result in a letter in the individual’s personnel file, as well as a discussion with a supervisor and/or Executive Director regarding the policy and the nature of the violation. A second incident will result in a meeting with the Executive Director, and if verified as a violation, will result in the termination of the employment/relationship. In the case of an employee, this is termination of employment “for cause”.

Confidential Declaration Form:

I, _____, as a

(state: Staff, Board Member, Student, Volunteer)

declare that I have read and received orientation to the “Confidentiality and Security of Corporate and Personnel Information” policy on _____, 20__.

By signing below, I acknowledge that I understand and agree to abide by this policy.

I agree to maintain confidential all matters pertaining to the Vaughan Community Health Centre, its employees, students, volunteers and Board that I know to be confidential/sensitive or that by its very nature is confidential/sensitive, no matter how I become aware of that information (for example, whether that information is available through the performance of my duties or inadvertently obtained).

As well, I will not seek information about individual employees, students and volunteers that I have no specific need to know in the performance of my duties and will not, without proper authority, disclose or make known any matter that comes to my knowledge by reason of my association with Vaughan Community Health Centre.

I accept that my continued employment or association with Vaughan Community Health Centre may be dependent upon my compliance with this policy.

Signed by:

Date:

Witnessed by:

Date:

(Staff person)

APPENDIX #8- Confidentiality of Client Records

All information disclosed by clients in the course of receiving health care, including therapeutic counselling, shall be held in confidence by all staff employed by the Vaughan Community Health Centre except in specific situations where employees are compelled to disclose private information about clients by law. Those specific situations are listed below in Section 5 below.

Staff are responsible for informing clients about the limits of confidentiality, the team approach to health care services at the Centre that may necessitate the disclosure of client health care information during the process of planning and delivering care, and the personnel who will have access to their information.

If confidentiality is breached, e.g. theft, loss or unauthorized access, use or disclosure of client information, an investigation will be conducted by management. The client will be informed, corrective measures implemented, and staff responsible disciplined, as determined by the outcome of the investigation.

1. Release of Information

- i. Client health and/or personal information may be disclosed to others only with the client's prior knowledge and written or verbal permission. The client may withhold or withdraw their consent to the collection, use of or disclosure of their health information. If the client decides to withhold or withdraw their consent, it will be documented in the CPP and progress notes in their chart. If the client requests restrictions on use of and disclosure of their health record, then the primary provider meets with the client to discuss what is restricted and how this can be done. Restricted information can be put in a 'Lock Box' and the Practitioner needs to explain the repercussions of making this choice. Information cannot be put in a Lock Box if the law requires disclosure.
- ii. In the case of verbal permission the employee must document receipt of permission in the client's health care record, dated and signed.
- iii. Written authorization by the client or their guardian is to be documented on the **Release of Information** form and filed in the client's health care record.
- iv. No client care information will be shared with external agencies or practitioners unless an authorized release of information request has been obtained. Upon receipt of such a document employees must ensure that the client (or guardian) has signed and dated the request, and that the signature has been witnessed. Only the specific information requested is to be forwarded.
- v. Written client care information is to be forwarded by surface mail where possible. If time or other constraints require that the information be transferred by facsimile (fax) employees are responsible for ensuring that the information has been forwarded to the

person for whom it was intended. Facsimile transfers of information are to remain confidential and employees of Vaughan Community Health Centre are responsible for ensuring its maintenance. The Facsimile form used indicates that the information transmitted in the fax is intended for the person or organization indicated and all information is confidential and should be sent to that person or returned to the Vaughan Community Health Centre

2. Security of Client Health Care Records

2.1 Paper Records

- i. All paper client health care records (charts, laboratory reports, consult notes, and daily schedules) are to be stored in the File Management Room when they are not required for client care.

Records and reports that contain client information will not be left in areas where unauthorized persons (i.e., the public, persons not employed by the Centre in a health care capacity) have access to them, i.e., staff room, exam rooms, the waiting room, the mailroom.

The File Management Room has a lock, and the code is distributed only to the following staff: executive director, health care practitioners (physicians, nurse practitioners, social workers, dietitians, RNs, registered practical nurse and chiropractors), and clerical personnel.

This policy regarding disclosure of clients care information applies to all employees of Vaughan Community Health Centre. Violation of this policy will be subject to disciplinary action at the discretion of the Executive Director.

- ii. All active client care records (charts) are to be returned to the Chart Room at the end of the day. Active charts may not be stored in any other location in the Centre during non-clinical hours, such as at reception, inside offices or the exam room.
- iii. Client health care records are kept for 10 years after the date of the last entry on the record, or until 10 years after the day on which the client would have reached the age of 18.

2.2 Electronic Client Care Records

- i. Client health care and personal information is stored in a centralized electronic database. Access to this information is restricted to employees of the Vaughan Community Health Centre who provide health care services and therapeutic counselling.

Any violation of this requirement will be subject to disciplinary action at the discretion of the Executive Director.

- ii. All staff who use the electronic database are responsible for ensuring that the computer is not accessible or visible to unauthorized persons. This requires placing the computer screen so that it cannot be viewed by others during use, utilizing screen-obscuring devices, and ensuring that computers are not left unattended in accessible areas when the database is operating.

3. Students

- i. Students who are being supervised or preceptored by employees of the Vaughan Community Health Centre are subject to the same restrictions and prohibitions regarding client information as the employee(s) they are working with. All students using the Vaughan Community Health Centre as part of their academic experience sign this document regarding these restrictions and prohibitions as part of their acceptance for placement. Any violation of this policy will be subject of disciplinary action at the discretion of the Executive Director, the preceptor, and the student's faculty supervisor.
- ii Staff is responsible for informing others of the student's presence in the Centre, the time frame of their placement, and introducing the student(s) to others. Students will wear an identification tag that includes their name and what placement area they are in.

4. Volunteers

- i. Volunteers providing services at the Vaughan Community Health Centre are prohibited from any access to paper or electronic client care records. Unless, under direct supervision.

5. Legal Limits to Confidentiality

- i. Employees of the Vaughan Community Health Centre are required by law to disclose information about clients in specific situations. That **duty to warn, inform or protect** includes situations where child abuse is suspected **or where the client utters or makes actual threats against the safety and well-being of others including staff, or when the organization is legally compelled to respond to a specific enquiry or to a subpoena.**

Employees are required to be knowledgeable about these legal restrictions or to seek expert advice in situations where they are uncertain. The Clinical and/or Program Coordinators are to be informed of any such situations *prior* to action being taken on the part of the employee. Both Coordinators will consult with the Executive Director on these matters as soon as they are brought to their attention.

Any and all legally required documentation is to be completed and a written record regarding the incident and subsequent action is to be placed in the client's health care record. If the incident involves a client not receiving services from the centre, an incident report is to be submitted to the Programs & Services Director, and once dealt with, the record of the incident will be held by the Executive Director.

- ii. The Public Health Act requires that health care providers report all communicable diseases to the local Public Health office as listed on the City of Vaughan List of Communicable Diseases including telephone number. (See Clinical Policy Reporting Communicable Diseases). Reporting is done by the Health Care Provider or delegate as soon as possible after the diagnosis is made. Information to be disclosed includes: the client name, date of birth, attending physician's name and phone number, treatment received and lab results if done. Disclosure of this information does not require the client's permission; however, clients are to be informed of the nature and form of these disclosures before they are made.

6. Violations

Any violation of this policy will be subject to investigation and action at the discretion of the Executive Director. In the event of a violation of this policy by the Executive Director, the Board of Directors will be responsible for appropriate action.

I hereby acknowledge that I have read this policy and will abide by it.

Staff

Date

Student



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APPENDIX #9 - VOLUNTEER ORIENTATION CHECKLIST



Volunteer's Name: _____ Start Date: _____

Volunteer Liaison: _____ Position: _____

Start Date: _____

Return completed checklist to the Volunteer Coordinator for filing.

Done (✓)	Task
Volunteer Coordinator	
BEFORE ORIENTATION	
	Collect Volunteer's resume
	Collect Volunteer Application form
	Set Interview date
	Set orientation date
	Collect volunteer's references
DURING ORIENTATION	
	Discuss VCHC Mission, Vision and Values
	Student Welcome Package (includes VCHC history, catchment area, current VCHC services and programs, add student to VCHC's communication email list)
	Collect Volunteer Information form
	Collect Negative Vulnerable Sector Screening
	Collect Volunteer Immunization Checklist
	Volunteer completes the AODA and Privacy Trainings
	Review Volunteer Policy Manual
	Proper hand hygiene



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	Explain and Sign Volunteer Agreement
	Explain and Sign Confidentiality & Security of Corporate & Personnel Information
	Explain and Sign Confidentiality of Client Records
	Explain Volunteer Rights & Responsibilities
	Provide nametag to volunteer
	Explain timesheets
	Discuss Vacation/Leave of Absence Policy
	Tour of Centre
Volunteer Liaison	
	Review volunteer opportunity description and duties with volunteer
	Provide orientation and any necessary training to volunteer
	Discuss notification of absences
	Provide any health & safety training as required by the position
	Advise volunteer that feedback regarding volunteer policies and procedures is welcome and may be submitted to the Volunteer Liaison or the Volunteer Coordinator at any time.

Volunteer Signature

Date

Volunteer Liaison Signature

Date

Volunteer Coordinator Signature

Date



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APPENDIX #10 - VOLUNTEER EVALUATION FORM



Name of Volunteer:

Volunteer Position:

Date of Last Evaluation:

Name of Volunteer Liaison:

Signature of Volunteer Liaison:

Date:

Check column (✓) and add comments	Exceeds Expectations ✓	Met Expectations ✓	Did Not Meet Expectations ✓	Comments ✓
Understood assigned tasks				
Competent in performing assigned tasks				
Ability to take direction				
Meet deadlines				
Attendance				
Punctuality				
Dependability				

Takes Initiative

Ideal attitude
for the position

Ability to work
with others

If the volunteer has a **learning contract**, what **progress** has she or he made since the last evaluation?

What other progress has the volunteer shown since the last evaluation?
(e.g., skills acquisition that was not described in the learning contract)

What skills or abilities should the volunteer **focus on** over the next year? Include recommendations on how to successfully make these improvements.



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APPENDIX #11 - VOLUNTEER SATISFACTION SURVEY



How satisfied are you with your volunteer experience at VCHC? Is there anything we can do to improve your volunteer experience? Please let us know by answering the questions below.

Your responses will be anonymous and confidential, so please be honest and open. This is the only way we can improve our volunteers' experience at VCHC.

In which VCHC programs do you volunteer? *Please check (✓) all that apply.*

- Youth Program
- Seniors Program
- Mental Health/Addictions Program
- Administrative Support
- Security Support
- Young Families Program
- Chronic Disease Management and Prevention Program
- Other: _____

Motivation & Interests

1. These are the reasons I volunteer at VCHC:

Please check (✓) all that apply.

- I want to give back to my community
- It looks good on my resume
- I enjoy the volunteer work I'm doing
- I need the hours for school
- It can help me with my English skills
- It gives me Canadian experience
- I can get more social assistance benefits
- I enjoy the people I volunteer with
- I live close by
- Other:

Please use this rating scale to rate the statements below.

5 = Strongly Agree 3=Neutral 1 = Strongly Disagree N/A = Not Applicable

Circle the answer that describes your opinion.

2. I feel my volunteer efforts are valued by VCHC.

1 2 3 4 5 N/A

Please comment:



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3. I would recommend VCHC to a friend who is looking for interesting volunteer work. 1 2 3 4 5 N/A

Please comment:

4. Overall, I am satisfied with my volunteer experience at VCHC. 1 2 3 4 5 N/A

Please comment:

5. I would feel more satisfied with my volunteer experience if:

6. The best thing about volunteering for VCHC is:

Orientation and Training

7. I learned about volunteering at VCHC from:

- Another VCHC volunteer Poster or flyer at: VCHC Staff member
- School A friend, colleague or family member Staff member from
- Other:



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Please use this rating scale to rate the statements below.
5 = Strongly Agree 3=Neutral 1 = Strongly Disagree N/A = Not Applicable
Circle the answer that describes your opinion.

8. The volunteer application process was clear and easy for me to complete. 1 2 3 4 5 N/A

Please comment:

9. The training I received to become a VCHC volunteer was relevant and useful to the job I performed at VCHC. 1 2 3 4 5 N/A

Please comment:

10. What kind of training was provided to help you prepare for your volunteer role?

Please check (✓) all that apply.

- I attended an orientation session.
- I watched an experienced volunteer doing the job.
- I received individual training from a staff person.
- Other: _____
- I was mentored by an experienced volunteer.
- I was provided with resources to study.
- I received no special preparation.

Ongoing Support

Please use this rating scale to rate the statements below.
5 = Strongly Agree 3=Neutral 1 = Strongly Disagree N/A = Not Applicable
Circle the answer that describes your opinion.

11. If I need advice or guidance concerning my volunteer work, I know that someone is available to help. 1 2 3 4 5 N/A

Please comment:



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12. I feel that my talents and skills are being put to good use in the program. 1 2 3 4 5 N/A

Please comment:

13. I have access to everything I need to perform my job effectively. 1 2 3 4 5 N/A

Please comment

14. I am satisfied with the extent to which VCHC keeps me informed about its events, programs, and schedules. 1 2 3 4 5 N/A

Please comment:

15. Did we miss anything in this survey? Your comments and suggestions are appreciated.

THANK YOU FOR SHARING YOUR OPINIONS WITH US



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APPENDIX #12 - VOLUNTEER AGREEMENT



I understand that my volunteer work with the Vaughan Community Health Centre (VCHC) is based on the VCHC’s Vision, Mission and Values; the Volunteer Policies and Procedures; and my Job Description.

By signing this agreement I am stating that I have read, understood and agree to follow VCHC’s

- Vision, Mission and Values;
- Confidentiality Policies and Procedures;
- Volunteer Policies and Procedures, particularly the Code of Conduct; and the
- Job Description for my volunteer position.

Given the importance of confidentiality, I specifically confirm that I will maintain the VCHC’s obligation to keep confidential any personal health information learned about clients, employees or volunteers, during and after my association with the VCHC. I acknowledge that any breach of confidentiality will result in disciplinary action.

I will advise either my Volunteer Liaison or the Volunteer Coordinator of any concerns I may have while volunteering with the VCHC. If I must end my volunteer position, I will give the VCHC as much notice as possible, ideally two weeks.

Volunteer Signature

Date

Volunteer Liaison/Coordinator

Date



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APPENDIX #13 - VOLUNTEERS EXIT INTERVIEW FORM

Volunteer Name: _____

Position (i.e., Health Promotion Asst.): _____

Length of volunteerism with VCHC: _____

Supervisor: _____

Exit interview done by: _____

a) How was your overall experience at VCHC?

b) What do you think about the volunteer position that you had at VCHC?

c) What do you think are VCHC's strengths?

d) What do you think are the areas where VCHC has opportunities for development?



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APPENDIX #14
VOLUNTEER IMMUNIZATION CHECKLIST

(To be submitted within the first 2 weeks of placement or earlier if available)

NAME OF VOLUNTEER:

START DAY OF VOLUNTEERING:

TUBERCULOSIS STATUS:

- NEGATIVE 2 STEP TUBERCULOSIS SKIN TEST (MANTOUX): _____
 - OR
- CHEST XRAY WITH NO SIGNS OF ACTIVE TUBERCULOSIS (within the last 12 months): _____
 - OR
- NOTE FROM HEALTH CARE PROVIDER STATING THAT THE VOLUNTEER HAS A POSITIVE TUBERCULOSIS SKIN TEST AND A NORMAL CHEST XRAY (within the last 12 months): _____

IMMUNITY TO VACCINE PREVENTABLE DISEASES:

- Tetanus/diphtheria vaccine in the last 10 years (from start of employment): _____
- Proof of vaccination or immunity to Measles: _____
- Proof of vaccination or immunity to Rubella: _____
- Proof of vaccination of Poliomyelitis: _____
- Proof of vaccination of Pertussis: _____



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LIASON'S EVALUATION FORM ON VOLUNTEER'S PERFORMANCE

Appendix 15

(to be completed at the end of placement)

Name of Volunteer:

Volunteer Position:

Start and End Date:

Name of Liason:

Today's Date:

Check column (✓)
and add comments

**Exceeds
Expectations** ✓

**Met
Expectations** ✓

**Did Not Meet
Expectations** ✓

Comments

Understood
assigned tasks

Competent in
performing
assigned tasks

Ability to take
direction

Meet deadlines

Attendance

Punctuality

Dependability

Takes Initiative

Ideal attitude
for the position

Ability to work with others

Please describe the volunteer's duties and responsibilities:

Please comment on any accomplishments, strengths, work habits:

Would you provide this volunteer a reference letter upon his/her request?

Yes No, because _____.

Any other comments?

Please submit the completed form to the Students &Volunteers Coordinator