

## CVS POLICY & PROCEDURE MANUAL

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**Policy Area:** Human Resources

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**Policy # &**

**Policy Name:** 6.14 Volunteers / Practicum Students

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**Group:** Volunteers, Practicum Students

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**Purpose:**

To ensure that volunteers and practicum students are not taking work away from employees of the Society. To ensure that volunteers and practicum students are adequately orientated ensuring the health and safety of the individuals we serve as well as their own health and safety. They will be orientated to best practices in order to make certain that interactions with the individuals we serve maintain the standards of the CVS mission, values and vision. Confidentiality and privacy will be emphasized during the orientation.

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**Policy Statement:**

Volunteers and Practicum students do not displace current paid positions but rather enhance the services offered by our agency. CVS volunteers and practicum students are orientated and trained to the Program(s) for which they volunteer. They maintain privileged information with strict confidence.

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**Practice Standards:**

Volunteers / practicum students under the age of nineteen must have the written consent of parent / guardian prior to commencing service.

All volunteers / practicum students will be required to comply with Criminal Record Search procedures. Placement commences only after CRS is complete.

All volunteers / practicum students are required to sign the Code of Ethics.

Orientation is given to the volunteer / practicum student by the Program Coordinator or his/her designate at the designated program site.

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**Policy Audit:** March Annually

**Date Issued:** March 23, 2004

**Date Revised:**

**Position Responsible:** Executive Director or designate

**References:**

- ✍ HR 6.14.A - Volunteer Application Package
  - ✍ HR 6.14.C – Volunteer/Practicum Student Sign-In & Out Sheet
  - ✍ HR 6.14.D - Volunteer / Practicum Student Orientation Checklist
  - ✍ HR 6.11.C - Code of Ethics – CVS Volunteer
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## **Volunteer / Practicum Student Procedures**

The work of volunteers in CVS programs is highly valued. To ensure the best use of volunteer time and energy for the greatest benefit to program participants, the following procedures will apply:

### **Definition of 'Program Volunteer'**

A program volunteer is anyone who without compensation or expectation of compensation performs a task within an agency program **at the direction of or on behalf of CVS**. Volunteers may be utilized in all programs and activities of the agency as are deemed appropriate and placements are structured to meet the needs of these programs/activities. Volunteer activities are designed to enhance the services offered by our agency.

There are 4 classifications of volunteers:

- A// **Volunteers visiting or observing within a program.** Typically these volunteers are in the beginning stages of their volunteerism and are exploring possible volunteer venues. They would have direct on-site supervision from program staff.
- B// **Volunteers providing direct support in program activities.** The degree and level of support may vary and will be outlined in the volunteer agreement with each volunteer.
- C// **Volunteers assigned to work 1:1 with an individual to support relationship development.** The degree and level of support may vary and will be outlined in the volunteer agreement with each volunteer.
- D// **Volunteers assisting in CVS events.** Typically these volunteers are recruited on an event by event basis and the level of orientation and supervision provided will vary according to the responsibilities involved.

### **Clarification of "Friend" vs "Volunteer"**

As part of our vision of service at CVS, we actively promote community connections. It is hoped that these connections will provide opportunities for friendships in the community. A friendship falls outside the bounds of program volunteerism as it is not overseen or directed by CVS and is therefore not covered by these policies. Friends may arrange to take someone to a movie, offer a ride to attend an event or go on an outing etc. A friendship is a natural give and take relationship which typically does not follow a structured routine. The staff play a key role in nurturing these relationships with both parties whenever possible.

### **Formalizing the Volunteer Process**

With the exception of those volunteers who are recruited for CVS special events and those assuming volunteer positions as part of CVS's board of directors (see Section 2 -Leadership & Governance for more details regarding the board of directors), all program volunteers will be formally screened and placed within the agency as follows:

1. The prospective volunteer will be invited to participate in a personal interview with a program manager or designate. During this meeting an

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application form will be completed with details about his / her educational background, volunteer and/or work experience, personal skills, times available and relevant personal information (address, telephone, contact in case of emergency, etc.).

2. During the meeting, the volunteer will be advised of possible areas of placement, skills needed, time involvement. He / she may be directed to the Executive Director for more information regarding the CVS and its services.
3. All volunteers under the age of nineteen must have the written consent of parent / guardian prior to commencing service.
4. All volunteers will be required to comply with Criminal Record Search procedures. Placement commences only after CRS is complete.
5. All volunteers are required to sign the Code of Ethics.
6. Once an appropriate placement has been determined, the volunteer and program manager or designate will complete an agreement form outlining the location of the placement, days and times of placement, the activities involved, the name of the direct supervisor for the placement, and the scope of responsibility assigned to the volunteer. This agreement may be changed from time to time as the volunteer assumes more responsibility and/or the program activities change. Any changes in the nature of the placement should be signed off on the agreement form and a copy forwarded to CVS's central files.
7. Levels of support and supervision for volunteers will be determined on a case by case basis according to the degree of experience, the qualifications and the interests of each individual. The level of support required in each placement will be outlined on the volunteer agreement and can be adjusted as needed. Any adjustments should be noted on the volunteer agreement. Where changes will result in increased responsibility on the part of the volunteer, coordinators/supervisors should consult with their program manager prior to adjusting the agreement and must ensure that all additional paperwork is in place prior to these new responsibilities (see volunteer checklist attached).
8. All information about the volunteer including the initial application form, code of ethics and agreement as well as all required paperwork will be kept in the Active Volunteer File (Binder) at the in CVS's central files for the duration of the volunteer placement.
9. A formal orientation is conducted with each volunteer at the designated program site. This orientation will be completed by the Program Coordinator/Home Supervisor or a designate. See Volunteer Orientation section at the end of this policy for more details.

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10. Once orientation is complete, the volunteer will report directly to the program at the agreed upon days and times. He or she will be responsible for completing a daily *sign in and sign out sheet* to track his/her volunteer hours. The Program Coordinator / Home Supervisor will ensure that these sheets are available to the volunteer and that completed forms are forwarded to the personnel department to be stored in CVS central files.
11. If a problem arises with the volunteer or the volunteer is not happy with the placement, the Program Manager should be notified at once. The Program Manager will seek resolution such as changing the location or nature of the placement, adjusting the level of support, providing more training/orientation or in the event that no resolution can be found, ending the placement.

### **Volunteer Orientations**

The level of orientation for each volunteer will vary according to the degree of responsibility and level of independence assigned. These levels are outlined on the *CVS Volunteer-Practicum Student Orientation Checklist* and should match the volunteer agreement.

**All program volunteers are required to complete a basic orientation to the program using the standardized *CVS Volunteer-Practicum Student Orientation Checklist*. This form is divided into sections with the first section being mandatory for all volunteers.** Additional sections should be completed according to the specific assignment. Coordinators/Supervisors should use the Volunteer agreement as a guide for determining which sections to complete with the volunteer as part of the initial orientation.

In the event that the scope of responsibilities outlined in his/her volunteer agreement are expanded, additional orientation may be required. Coordinators/Supervisors should ensure that the agreement is updated to make note of the change in responsibilities and that the subsequent orientation required is completed and all additional documents that are required (see volunteer checklist) are completed and forwarded to CVS central files prior to having the volunteer assume these new responsibilities. All additional orientation should be signed off by the volunteer on the *CVS Volunteer-Practicum Student Orientation Checklist* and this updated form should be forwarded to CVS central files along with the updated volunteer agreement.