



HOMES AND SENIORS SERVICES

POLICY & PROCEDURE NUMBER: 6.1

DEPARTMENT: *Volunteer Services*

SUBJECT: *Volunteer Orientation*

APPROVAL DATE: March 2015

REVIEW DATE: March 2016; May 2017

REVISION DATE: November 2019; November 2022

REVIEW DATE: March 2015

REVIEW DATE: October 2018

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PURPOSE:

To ensure all County of Elgin Homes and Seniors Services registered volunteers receive a comprehensive orientation which meets current governmental legislation. The orientation process ensures that registered volunteers receive the necessary information and training required to perform the volunteer duties in a safe and effective manner.

PROCEDURE:

The Manager of Program and Therapy will:

- Ensure that the Volunteer Orientation Handbook is inclusive of all current required regulatory requirements as outlined in the Fixing Long-Term Care Act (2021), Ministry of Labour legislation and relevant infection and control guidance, training and prevention.
- Ensure all new County of Elgin Homes and Seniors Services registered volunteers receive an orientation to the Home via Surge Learning, Volunteer Impact, in person, or a combination of the aforementioned. Prior to starting their volunteer placement.
- Provide each new County of Elgin Homes and Seniors Services registered volunteer with a tour of the Home.
- Provide follow up for all new and longstanding registered volunteers to ensure a thorough ongoing understanding of volunteer position requirements, current governmental legislation and applicable County of Elgin Homes policies and procedures as required.
- Ensure access to information including relevant in-services containing information related to registered volunteer duties, where doing so will improve interdisciplinary team work and the provision of quality, person centred care.
- Provide each registered volunteer access to the County Accessibility Policy 2.130 and ensure that the volunteer handbook meets current accessibility guidelines.
- Ensure registered volunteers have an opportunity to provide feedback in relation to the County of Elgin Homes orientation process and through a process of continuous quality



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improvement provide the necessary changes while meeting all required governmental legislation and Southwestern Public Health requirements.

- Keep a record of registered volunteers who have completed the County of Elgin Homes and Seniors Services registered volunteer orientation.