



HOMES AND SENIORS SERVICES

POLICY & PROCEDURE NUMBER: 6.3
DEPARTMENT: *Programs and Therapy Services*
SUBJECT: *Volunteer Resource Management*

APPROVAL DATE: May 2017
REVISION DATE: November 2019

REVIEW DATE: October 2018
REVIEW DATE: November 2022

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PURPOSE:

To ensure the County of Elgin Homes and Seniors Services Volunteer Services employs a recognized, standardized process in the management of volunteer resources.

PROCEDURE:

- Volunteer positions will contribute to the mission, vision and values of the County of Elgin as well as the County of Elgin Homes and Seniors Services and involve volunteers in volunteer positions which reflect the skills, interests, needs and background of the individual.
- Volunteers, staff, Resident and Family Council as well as any applicable union membership will be consulted in the development of new volunteer roles.
- Each volunteer position will have written description which includes duties, responsibilities, skills needed, time required, and benefits to the volunteer and the County of Elgin Homes and Seniors Services.
- Volunteer positions are developed to reflect the needs of the County of Elgin Homes as well as the needs of the volunteers and reflect local, national and global trends in volunteer resource development.
- Volunteer positions will be developed and reviewed, as required with staff, volunteers and the Home to ensure relevance and value to the Home.
- The level of risk associated with each volunteer position is assessed a minimum of annually.
- All volunteers will receive support and supervision appropriate to their volunteer position and will be given regular opportunities to offer and receive feedback.
- The performance of each volunteer is reviewed a minimum of annually.



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- Volunteers are provided with opportunities and encouraged to provide feedback to the Homes in relation to their volunteer position and experience within the Home.
 - County of Elgin Homes and Seniors Services volunteer program support, supervisory format, processes, and tools will be accessible, unbiased and inclusive.

References: The Canadian Code for Volunteer Involvement, Values, Guiding Principles and Standards of Practice., Volunteer Canada 2012.