

**DEEP RIVER AND DISTRICT HOSPITAL
FOUR SEASONS LODGE
NORTH RENFREW FAMILY HEALTH TEAM**

Policy: Volunteer Program		
Original Date: 2019-02-19	Policy Manual: Administration	
Approved by:		
<input type="checkbox"/> Board of Directors	<input type="checkbox"/> Chief Financial Officer	<input type="checkbox"/> ED, Family Health Team
<input type="checkbox"/> Chief Executive Officer	<input checked="" type="checkbox"/> Chief Nursing Executive	<input type="checkbox"/> Human Resources Officer

Policy

The North Renfrew Health Campus (NRHC) maintains an organized Volunteer Program that is designed to provide interested persons with the opportunity to provide community service and/or explore career options in health care. The North Renfrew Health Campus includes: Deep River and District Hospital, Four Seasons Lodge and North Renfrew Family Health Team.

The Volunteer Program supports volunteers with the necessary tools to help enhance the well-being of our patients, residents and the NRHC community. Volunteers are supported with onboarding through a formal application process, and matching of assignments in keeping with their wishes, skills, and special training. All potential volunteers who are working on the organization’s property and who are in contact with patients or residents must go through an application, reference, health screening and orientation process prior to commencing responsibilities.

The Volunteer program recognizes the contribution of volunteers to the quality of life of residents, patients and staff of the NRHC. The Volunteer program provides encouragement, support and seeks to facilitate rewarding experiences to motivate volunteers in their service. Volunteers do not replace staff, but rather support staff in giving the best service to our residents, patients, families and the community.

Procedure

Application and Onboarding:

All volunteers go through a formal process prior to becoming a volunteer, including an application form, references, health and immunization screening, police record check and orientation.

Application

- The Volunteer Application Form – (Appendix A) must be completed and submitted to Chief Nursing Executive (CNE) for review.
- Chief Nursing Executive or designate will contact the potential volunteer to explore suitable and available placements opportunities. Volunteers have a right to be given assignments they are interested in, have related skills/knowledge and find rewarding. Volunteers additionally have the right to change assignments.
- Volunteers must provide an original Criminal Records Check with Vulnerable Sector Screening, current within six months and in accordance with the organizations Criminal Records Check policy.

- Volunteers will provide two character references.

Health Assessment

- All volunteers, prior to commencing their duties, must undergo a health assessment to comply legislation and ensure that the volunteer will not impose risk to themselves, other personnel, patients and visitors.
- No volunteer shall commence duties prior to the assessment, which includes an immunization status review, TB screening and communicable disease history being completed.

Application documents, including applications, references, interview or placement notes and criminal record checks will be maintained in Volunteer Program files.

Orientation and Training:

All volunteers will receive orientation to the organization to ensure they are familiar with the organization's programs and services, have the knowledge to serve effectively and safely within the organization. Orientation will include:

- The Residents' Bill of Rights.
- The organization's mission, vision and values.
- The NRHC policy to promote zero tolerance of abuse and neglect of residents.
- Mandatory reporting requirements under the Long Term Care Homes Act
- Whistle-blowing protection for residents, family members, staff and volunteers.
- Patient and Resident safety, including information on reporting incidents, accidents and missing
 - Patients/residents, and information on wheelchair safety.
- Fire safety
- Emergency codes and evacuation procedures.
- Routine infection control practices
- Escorting Residents/Patients
- Mealtime assistance, if the volunteer is to provide such assistance.
- Communication techniques to meet the needs of the patients/residents.
- Techniques and approaches to respond to the needs of patients/residents with responsive behaviours.

The Administrative Assistant to the CNE will provide volunteers with a tour of the organization, review security protocol and fire safety, hand hygiene and orientation information as above. Volunteers will be introduced to staff, residents, and other volunteers. The Administrative Assistant will coordinate on site volunteer scheduling, and will provide resources as required to volunteers to ensure safety and efficient use of volunteer time.

All volunteers will receive a printed Volunteer Information Booklet (*to be developed*), which includes the orientation information above.

Volunteer Service and Responsibilities:

Volunteers are required to act safely, follow organizational policies and procedures and communicate with staff if unable to fulfill duties or if assistance is needed during their service time.

During volunteer time, all volunteers will:

- Sign in the volunteer log book upon beginning and end of volunteer time
- Wear organizationally provided Volunteer Identification
- Report to designated staff member/unit at beginning and end of duties

Organizational volunteer duties and opportunities may include patient or resident interactions, environmental or special event activities and include but are not limited to:

- Recreation Program Support

- Computer Assistant/Teacher
- Friendly Visitors
- Gardening
- Mealtime Assistant
- Musical Entertainer
- Outing Assistant
- Pastoral Care
- Pet Visitor
- Program/Group Leader
- Reading Program
- Special Event Assistant
- Palliative Care Volunteer
- Ontario Breast Screening Volunteer

Materials and Supplies

- Volunteer Application Form – Appendix A
- Volunteer Information Booklet – Appendix B (under development)

Quality Assurance

The designated lead for the Volunteer Program will have sufficient knowledge and experience to coordinate volunteer services. The lead will coordinate an annual evaluation of the program in meeting resident needs, and maintain a written record of the program evaluation including a summary of changes made, the date changes were implemented and a review of the program goals and outcome.

Definitions

Volunteer: A person who is part of the organized volunteer program of the organization and who does not receive a wage or salary for the services or work provided for that program. s. 2 (1) LTCHA

Reference Documents	<ul style="list-style-type: none"> • Long Term Care Homes Act, 2007 & Ontario Regulation 79/10
Acknowledgements	<ul style="list-style-type: none"> • Volunteer Information, Advantage Ontario Policy Exchange • Volunteer Application, Advantage Ontario Policy Exchange • Volunteer Supervision, Advantage Ontario Policy Exchange
Review Process	<ul style="list-style-type: none"> • Executive Leadership Team – January 15, 2019