



5.0 Human Resources

5.11 Volunteer Resources

5.11.1 Volunteer Management Policy Development

1.0 Preamble

Policies guide our coordination of volunteers, by outlining the standards of performance expected of volunteers, defining lines of communication and accountability and guiding program development in a consistent manner across the region. These policies establish the values, beliefs and directions for volunteer involvement. They connect the volunteer program to VIHA and its mission.

2.0 Policy

- 2.1 All Volunteer Resources policies are consistent with the vision, mission and values of the Vancouver Island Health Authority and contribute to the ethical and safe involvement of volunteers.
- 2.2 Policies must comply with the Administrators of Volunteer Resources - BC Standards of Practice, Canadian and British Columbia Human Rights Codes, the Freedom of Information and Protection of Privacy Act, the British Columbia Employment Standards Act, and all other federal, provincial, and other legislation and regulations as well as other stipulations such as might apply under collective agreements.
- 2.3 Unless specifically stated, these policies apply to all non-elected volunteers in all programs and projects undertaken on behalf of the organization, and to all departments and sites of operation of the organization.
- 2.4 Policies are written with clarity, innovation, and decency. As a result of these policies, volunteers and staff receive a clear message on their roles and responsibilities.
- 2.5 Policies are written to provide a structure for sound management. Policies provide readers with ready access to "what" to do. Procedures, where relevant describe "how" to do it. Quality improvement becomes possible because what is happening can be evaluated in reference to the standards set out in the policies.
- 2.6 Policies and procedures set common standards of practice while respecting the individual needs of specific sites.
- 2.7 Current corporate policies are required to include volunteers where appropriate.

- 2.8 Volunteer Resources policies will be reviewed and revisions recommended for approval to the Director bi-annually or more frequently on an as needed basis, through the VIHA Administrators of Volunteer Resources Professional Practice Council.