



5.0 Human Resources

5.11 Volunteers

5.11.16 Volunteer Recognition and Support

1.0 Preamble

Recognizing and rewarding the contribution of volunteers as valued members of the healthcare team creates a positive, enthusiastic and supportive environment that encourages and motivates volunteers. Recognition is acknowledgement, favourable notice, and acceptance. To recognize is to show appreciation.

2.0 Policies

1. Recognition shall be both formal (planned events or award programs) and informal (day to day, personal appreciation both implied and expressed by staff, patients/residents/clients and other volunteers).
2. Annual recognition will be conducted to highlight the contribution of volunteers. Annual recognition will be site specific and suitable to the culture, traditions and resources available at that site.
3. VIHA Volunteers will be included with staff in VIHA wide recognition programs such as Long Service Awards and Celebration of Excellence.
4. All staff and volunteers responsible for volunteer direction and support are encouraged to undertake methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from simple 'Thank you's' and greetings to a concerted effort to include volunteers as full participants in decision making and implementation for projects which involve the volunteer.
5. Honorariums are not paid for services provided by volunteers. Volunteers shall be reimbursed for reasonable expenses incurred while providing volunteer service within their approved Volunteer Assignment and with prior approval from VIHA Volunteer Resources staff and/or staff whose budget is responsible for the program in which the volunteer is involved. Reimbursable expenses do not usually include mileage unless driving is part of the volunteer service assignment.

6. Volunteers shall have access to VIHA property, information and resources required to perform their Volunteer Assignment effectively, efficiently and safely.
7. Liability and accident insurance is provided within VIHA policies for VIHA volunteers engaged in VIHA business.
8. All volunteers will be provided with written confirmation of volunteer service, at their request. Letters of reference other than basic confirmation of service will be at the discretion of the Administrator of Volunteer Resources and will include input from staff contact.
9. Parking – where pay parking is in effect at VIHA sites, there will be no charge for Volunteers. Parking for staff and volunteers is on a first come first serve basis.
10. Other benefits such as refreshments during service periods, shall be site specific i.e. provided based on available resources.

References: Management of Volunteer Services in Canada: The Text 2nd Edition.