



5.0 – Human Resources

5.11 Volunteer Resources

5.11.5 Volunteer Training – Assignment Specific

1.0 Preamble

In the provision of health care, Vancouver Island Health Authority has a duty of care to all patients, residents, staff, volunteers and clients. As part of an effective risk management strategy, it is critical that all volunteers receive training specific to their service assignment and are informed of the boundaries and limits of their responsibilities.

2.0 Policy

- 2.1 Beyond a general orientation, volunteers will receive adequate training to provide them with the information and skills necessary to perform their assignment in a safe and effective manner. For some assignments, this may mean specific training prior to the volunteer's first scheduled time, while for other assignments, on the job training with a qualified mentor may be adequate and appropriate.
- 2.2 Volunteers or staff who are responsible for directing individual volunteers will have the primary responsibility for the design and delivery of on the job training for those volunteers assigned to them.
- 2.3 Although it is understood that some volunteers will require more than the average training time to provide adequate service, it may become apparent to the trainer and the Administrator of Volunteer Resources that the volunteer has not been properly matched to the assignment. The organization retains the right to re-assign the volunteer to a more appropriate position or terminate their service.
- 2.4 Records will be kept of the volunteer's attendance at all training sessions.
- 2.5 Although some Volunteer Assignments will have an approved spare list and volunteers may be encouraged to arrange their own replacement if they are going to be absent, only registered volunteers trained on that Assignment may substitute for another volunteer on that Assignment, with the approval of Volunteer Resources.