



## **5.0 Human Resources**

### **5.11 Volunteer Resources**

#### **5.11.9 Scope of Volunteer Involvement**

##### **1.0 Purpose**

To define expectations, assist in resolving differences of opinion and manage risk for clients, volunteers and the organization, it is necessary to ensure a clear understanding by both volunteers and staff, of the role of volunteers within VIHA.

To promote consistency in volunteer management practices throughout VIHA.

##### **2.0 Policy**

- 2.1 Volunteers, as an integral part of the team providing services within VIHA, are essential to achieving the goals of the organization.
- 2.2 The role of the volunteer is to complement the role of staff by enhancing services to patients, clients, residents and their families.
- 2.3 The involvement of volunteers:
  - shall be supernumerary to established staff positions
  - shall not result in the layoff of any employee
  - shall not be utilized to fill established positions that are filled by paid staff on either a regular, part-time or casual basis.
- 2.4 Services provided by volunteers support the personal dignity, cultural, religious and spiritual diversity, safety, security and quality care of patients, residents and clients.
- 2.5 Services provided by volunteers are with, and only with, the approval and support of the Board and Administration of the VIHA.
- 2.6 The activities of all Volunteers shall be guided by an Assignment Description specific to that service and approved by the Volunteer Resources Department.
- 2.7 All Assignment Descriptions will be available for reference by all staff members and volunteers.
- 2.8 All VIHA Volunteers, Staff and Board Members will be advised of this policy during orientation.

##### **3.0 Application**

Applies to all volunteers providing service to VIHA clients or within VIHA programs.

#### **4.0 Definition**

*VIHA Volunteer:* Any individual who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of the Vancouver Island Health Authority.

#### **5.0 Additional References**

VIHA Policy 5.11.2 – Initial Screening and Registration of Volunteers