



## **5.0 Human Resources**

### **5.11 Volunteer Resources**

#### **5.11.8PR Volunteer Assignments with Client Interaction**

### **1.0 Procedure**

- 1.1 The Manager/Coordinator of Volunteer Resources develops an Assignment Description using the standard VIHA Volunteer Resources Department format. The development process includes:
  - input from staff who will be involved or impacted by this Volunteer Assignment.
  - a risk assessment including the vulnerability of the client, the setting in which the assignment takes place, the level of supervision needed and provided, and the nature of the tasks/services to be performed by the volunteers.
  - a review of the proposed Assignment Description by Human Resources (to identify potential labour relations issues), Risk Management or other VIHA departments as may be considered appropriate by the Manager/Coordinator of Volunteer Resources.
- 1.2 A copy of the Volunteer Assignment Description is given to the Volunteer prior to beginning the assignment.
- 1.3 Staff who will be involved with, or impacted by, the Volunteer Assignment, will be familiarized with the Volunteer Assignment Description and it will be available for reference by staff.
- 1.4 Exceptions referred to in policy statement #2 are developed by agreement between the Manager/Coordinator of Volunteer Resources and primary care staff for the client, and only after a bond of trust has developed between the client and volunteer.