



Policy Name: <p style="text-align: center;">VOLUNTEER MANAGEMENT</p>	Policy Number: <p style="text-align: center;">0802</p>
Approved By: <p style="text-align: center;">Executive Team</p>	Effective Date: <p style="text-align: center;">September 1, 1996</p>
Reason for Revision: Click on item below and select item from list. <p style="text-align: center;">CONTENT- Enter BELOW Reason for change Ex: Combined Policy ## and ##.</p> <p style="text-align: center;">Changed wording in 3.1 from huddle to morning report.</p>	Date Revised: <p style="text-align: center;">August 31, 2021</p> Next Date for Review: <p style="text-align: center;">August 31, 2024</p>
Section: <p style="text-align: center;">Section 08 - Volunteer Services - Administration</p>	Page No: <p style="text-align: center;">Page 1 of 2</p>

Policy

This policy outlines the standards for the recruitment, management and recognition of Hospice Palliative Care Volunteers in adherence to the Volunteer Canada and The Salvation Army Codes. Potential candidates must identify with and support the mission, vision and values of The Salvation Army Agapé Hospice.

POLICY ELEMENTS

1. Recruitment

- 1.1 A recruitment package will be provided to all interested persons, which consist of:
 - a. Volunteer Application Form specific to Agapé Hospice
 - b. An introduction Email describing Agapé Hospice and listing the mandatory criteria
 - c. Listing of Volunteer Roles
 - d. Self-Screening Questionnaire
- 1.2 All volunteers will be required to submit an application form and two references for consideration and successfully pass a Vulnerable Police Check prior to delivery of education and training.
- 1.3 All volunteers will be interviewed by the Volunteer Program Coordinator and at least one Leadership volunteer. Successful candidates will be those who possess the necessary skill set and emotional capacity to support, maintain and enhance the programs and services for residents and families.

2. Education and Training

- 2.1 All resident Care volunteers will be required to fully attend and successfully pass the Inter-Agency Palliative Education Program.
- 2.2 All volunteers will be required to attend a general Orientation session and sign off on all applicable policies and procedures.



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2.3 All Resident Care volunteers will be required to attend a job specific orientation and successfully complete a minimum of three shadow shifts with a Leadership Volunteer.

3. Participation

- 3.1** Volunteer must attend morning report if working the weekday morning shifts.
- 3.2** Select volunteers must be available to report to the Interdisciplinary Team during rounds.
- 3.3** Volunteers must wear their security and name badges at all times while on shift.
- 3.4** When providing care, volunteers must report any concerns to the Charge Nurse immediately.
- 3.5** In collaboration with the primary section/program lead, volunteers will be provided feedback regarding contribution to unit activities.
- 3.6** All volunteers must adhere to the Joint Health and Safety guidelines.
- 3.7** Volunteers are encouraged to provide their views regarding their volunteer experience and the unit.

4. Recognition

- 4.1** Volunteers will be included in the unit recognition strategies.

REQUIRED FORMS AND EQUIPMENT REFERENCES

Electronic forms location – FORMS

Hardcopy forms location – only electronic forms used

- 1.** The Salvation Army Agape Hospice Volunteer Application Form
- 2.** The Salvation Army Agape Hospice Volunteer Application Email
- 3.** The Salvation Army Agapé Hospice Volunteer Roles
- 4.** The Salvation Army Agapé Hospice Self-screening Questionnaire
- 5.** The Salvation Army Agapé Hospice Interview Questionnaire
- 6.** The Salvation Army Agapé Hospice Orientation/Mentor Form

REFERENCES

The Salvation Army, Canada and Bermuda: Volunteer Manual. 2003,

“Volunteer Recruitment”

“Volunteer Screening/Interviewing”

“Volunteer Evaluation”

Volunteer Canada. 2006, “The Canadian Code for Volunteer Involvement”, Page 5 & 6.