



5.0 – Human Resources

5.11 Volunteer Resources

5.11.4 Orientation of Volunteers

1.0 Preamble

Vancouver Island Health Authority has legal, moral and ethical obligations to do everything it reasonably can to deliver its programs and conduct its affairs in a safe and well-managed manner. Volunteers have the right to be fully prepared to perform their volunteer assignments.

Volunteers need to be welcomed as team members. A comprehensive orientation program connects the volunteer to their team players. It also helps to set the tone of the work area, allowing volunteers to adapt more easily to their environment, and to see their service within the context of the organization while providing the necessary training to ensure a high quality of service.

2.0 Policy

1. It is mandatory that all volunteers complete an orientation to the organization, the site, and the policies for volunteers before beginning their assignment. If a volunteer is returning with less than a year's absence, attendance is at the discretion of the Volunteer Resources Department.
2. Orientation is designed, organized and facilitated by the Department of Volunteer Resources. Volunteer Resources may designate site personnel to carry out the orientation based on who can best provide volunteers with the basic information required to understand their role in the organization and to ensure understanding of and compliance with program policies and procedures as determined by Volunteer Resources
3. To meet this standard, Orientation may include information about:
General Information: History, Geographic Area, Facilities/Organizations (Sites and Map), Organizational Structure, What we are trying to achieve [Vision and Mission, Guiding Principles, Regional Priorities, Philosophy of Care, Workplace Values]

Workplace Expectations:

Dispute Resolution, Confidentiality, Human Rights, Conflict of Interest, Theft, Client Abuse, Substance Use, Attendance, Smoking, Professional Appearance, Uniform and Dress Code Requirements, Photo Identification, Dealing with the Media, Review of Volunteer Program Policies and Procedures: i.e. Conduct with Patients, Absence Reporting, Check-in procedures, Record keeping, Reference policy, Continuation/termination policies including an explanation of: Probationary period, Right of Refusal of Assignment, Substitution, Reasons for Reassignment and/or Dismissal, Process for Termination – Exit Interview and Evaluation Procedures

Health and Safety:

Immunization, TB Testing, Flu Vaccines, Standard (Universal) Precautions, Needle stick Injury, Hand Washing, Violence in the Workplace, Workplace Injury, and Accident Investigations.

Fire and Security Issues:

Emergency Security Codes and Procedures, What to do if you discover a fire, Security is everyone's job, Personal Safety tips, Disaster and Emergency Preparedness, Emergency Disaster Plans.

Organizational Resources:

Information about Insurance Coverage, Manuals, Training, Parking, Training Opportunities, Location of Restrooms, Supplies, Keys, and Equipment, Storage of Personal Belongings, Arrangements for Breaks, Meals, and Identification and/or Uniforms.

Agreement Review:

Agreement to abide by Policies and Procedures, Declaration of Confidentiality, Volunteer Resources Agreement, and Permission before photographing, quoting or publishing names of volunteers in any public materials.

Facility Tour

4. An orientation package designed to reinforce the information presented and address questions that may arise during the volunteer's service is provided for each volunteer. It also serves as a supervisory tool in dealing with performance issues.
5. Volunteers will be given formal opportunities to provide feedback on the effectiveness of the orientation program.
6. Confidential records are kept of attendance at orientation and documents signed.

3.0 References

- “Managers’ Guide to Staff Orientation” - Capital Health Region Intranet.
- “Standards of Practice” – Administrators of Volunteer Resources of British Columbia – 2001
- “By Definition: Policies for Volunteer Programs, A Manual for Executive Directors, Board Members, and Managers of Volunteers”
 - Linda L. Graff, 1996