



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