

	<p>POLICY</p> <p>Number: ADM-20-004 Title: Volunteer Policy</p>
<p>Authorization</p> <p>[X] President and CEO</p>	<p>Source: Chief Finance/Operating Officer Cross Index: Date Approved: October 2011 Date Revised: January 2017 Date Effective: October 2011 Date Reaffirmed: April 2018 Scope: JPCHF</p>

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1. PURPOSE

The purpose of this policy is to establish Jim Pattison Children's Hospital Foundation's (JPCHF's) requirements for engaging volunteers and to establish what volunteers can expect when considering volunteering with JPCHF.

2. PRINCIPLE

Volunteers are valued by JPCHF and are critical to the success of JPCHF initiatives.

3. POLICY

3.1 JPCHF is committed to providing a meaningful volunteer experience. All volunteer projects must be meaningful for both the individual(s) and JPCHF.

3.2 JPCHF accepts volunteers for various projects/events/tasks, including but not limited to:

- **Direct Staff Assistance:** Clerical projects, research, special event preparation, etc.
- **Office Administrative Help:** Answering phones, filing, data entry, mail-outs, copying and/or other clerical projects.
- **Outreach:** Speaker's bureau, participation at outreach events, fundraising activities, etc.

3.3 All volunteer opportunities must be approved and coordinated by the Office Administrator prior to engaging a volunteer in JPCHF activities.

3.4 Volunteer positions can be advertised/posted using a variety of methods including, but not limited to: contacting corporate stakeholders, posting requests for volunteers via email and/or phone, on Facebook, JPCHF public website and/or the Saskatoon Volunteers Website.

- 3.5 All volunteers must complete the *Volunteer Information Sheet* (Appendix A) and *JPCHF Confidentiality Agreement*.
- 3.6 All volunteer applications shall undergo a screening process by either the Office Administrator and/or the Project Lead. Depending on the level of involvement, a criminal record check may be required.
- 3.6.1 Criminal record checks and vulnerable sector searches are required in volunteer situations where the individual will have direct contact with children.
- 3.7 All volunteers shall be provided with a *volunteer job description (either verbal or written – see procedure)* outlining the volunteer's specific roles and responsibilities.
- 3.8 All JPCHF volunteers are required to be reliable, flexible and work independently.
- 3.9 JPCHF shall recognize all volunteers, in recognition of JPCHF's appreciation for volunteer commitment and support.

4. ROLES AND RESPONSIBILITIES

4.1 Volunteers

- Commitment – please *take your role seriously; do not commit to a task/project you cannot fulfill your commitment*
- Punctual – *please be on time*
- Available –make every effort to be available on reasonable notice

4.2 JPCHF Office Administrator/Project Lead (JPCHF staff member)

- Provide information about the purpose of the required work/task and how it benefits the overall mission of JPCHF.
- Communicate with volunteers via the volunteer's preferred method of communication.
- Ensure the volunteer feels comfortable about JPCHF's expectations of their efforts.
- Explain tasks to the volunteer and allow ample time for the volunteer to ask questions, seek clarification and offer suggestions about the work.
- Ensure a positive volunteer experience by being available to answer questions.

5. POLICY MANAGEMENT

The management of this policy including policy education, monitoring, and implementation is the responsibility of the CFO/COO.

Policy amendment is the responsibility of the CFO/COO.

6. NON-COMPLIANCE/BREACH

Non-compliance with this policy will result in a review of the situation.

7. REFERENCES

Imagine Canada Standards Program

PROCEDURE

1. PURPOSE

The purpose of this procedure is to establish the process for obtaining volunteers (weekly office volunteers and casual volunteers).

The Office Administrator coordinates recurring weekly office volunteers. Project Leads are responsible to work in conjunction with the Office Administrator for any casual/periodic volunteers.

2. PROCEDURE

2.1 The volunteer position is advertised (see Policy section 3.4).

2.2 The Office Administrator provides the *Volunteer Information Sheet (see Appendix A)* to all applicants for completion. All completed applications are forward to the Office Administrator.

2.1.1 Office Administrator enters information into Raiser's Edge and generates a monthly availability schedule.

Casual/Periodic Volunteers

2.1.2 Project Lead contacts the Office Administrator for any casual/periodic volunteer requirements (in addition to what can be completed by the weekly office volunteer).

- Project Leads advise the Office Administrator weekly (Monday) of any projects that would benefit from the use of a volunteer to attain completion, by the following Wednesday.
- Ensure appropriate notice is given so that there is enough time for the Office Administrator to make arrangements
- Cancellation notice should be respected as follows:
 - Regularly scheduled office volunteers - Cancel - minimum 48 hours
 - Large Project Volunteers: Book - minimum two - three weeks before project Cancel - minimum one week before project

2.3 The Office Administrator/Project Lead reviews the Volunteer Information Sheets, and chooses the volunteer(s).

2.3.1 Provide a full description of duties (written description required for weekly recurring office volunteers, verbal description is acceptable for casual volunteers). The job description must include:

- estimated amount of time required to do the work
- if time required is considered to be flexible or fixed
- If the work be done on the evenings or weekends

- if the work to be done must be done onsite and/or from their home/office. **Note:** All volunteer work considered to be done at home requires the approval of the CFO/COO.

NOTE: Stuffing envelopes can be really tedious. However, if you give an explanation of the fundraising campaign, have the volunteer take a few moments to read the fundraising appeal and ask questions and talk about what exciting things will be done with the money raised...your volunteer will feel part of something important. Explain that without their effort, the entire project couldn't be completed. The volunteer will likely feel some type of ownership over the project or task.

- 2.3.2 Obtain a signed Confidentiality Agreement from the volunteer; forward to Office Administrator.
- 2.3.2 If a volunteer will have direct contact with children, advise the volunteer that a *criminal record check and vulnerable sector search* is required prior to engaging in the volunteer activity.
- Provide volunteer with Appendix B to bring with them to the local police station (this letter waives the fee that would otherwise be required).
 - It can take 2-5 business days to obtain a criminal record check and vulnerable sector search, consider these timelines when obtain these type of volunteer activities.
- 2.3.4 If volunteer is a regular recurring weekly office volunteer, provide him/her with the following: Privacy and Confidentiality Policy, JPCHF Office Procedures Handbook, Dress Code Policy, Social Media Policy and Code of Conduct.
- 2.3.5 Provide all office volunteers with a tour of the office (event/facility) and an introduction to JPCHF staff.
- The Office Administrator ensures there is coffee, cream, sugar, water available for the weekly/casual ; sets up the volunteer area and clean up the area once the volunteer have left.
 - Project Leads ensure all supplies (incl. pens, staplers, computer, phonebooks, sufficient letters or envelopes etc.) and instructions are in the boardroom on Tuesday with an example of the finished product included.
- 2.3.6 Check in regularly on the volunteer to see how they are making out, answer any questions or perhaps see if they need some water/coffee etc.
- 2.3.7 Invite the volunteer to share any feedback regarding improving the process around their task. Truly value their feedback. (They may give you an idea that you've never thought of before!)
- 2.3.8

4. PROCEDURE MANAGEMENT

The management of this procedure including procedures education, monitoring, implementation and amendment is the responsibility of the Office Administrator.

5. NON-COMPLIANCE/BREACH

Non-compliance with this procedure will result in a review of the situation.

6. REFERENCES

Imagine Canada Standards Program



VOLUNTEER INFORMATION SHEET

Date:

Name:

Address:

Postal Code: Home Phone Number:

Work Phone Number: Fax Number:

Alternate/Cell Number

Email:

Preferred Method of Communication

Home Phone Work Phone Alternate/Cell Email

Age: 14-19 20-34 35-50 50+

Area's of Interest: Events Clerical/Admin Other _____

Availability: Daytime Evening Weekends

Previous Volunteer Experience &/or Information you would like to provide us with:

*Thank you for your interest in the Jim Pattison Children's Hospital Foundation.
We will keep your information on hand and contact you when volunteer opportunities arise.*

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To whom it may concern:

RE: Criminal Record Check and Vulnerable Sector Search Request

Jim Pattison Children's Hospital Foundation requires all volunteers who will be interacting with children to complete and return a criminal record check prior to being offered a volunteer position with the Jim Pattison Children's Hospital Foundation.

This letter is to request a "Criminal Record Check" for the applicant for a volunteer position.

The criminal record check should also include a "Vulnerable Sector Search" as this position may be responsible for the well being of one or more children and in a position of trust in relation to children and will or may have contact, directly or indirectly, in relation to the volunteer position.

If you have any questions, please do not hesitate to contact us.