

Hospice King-Aurora-Richmond Hill

2017 Client Volunteer Policies & Procedures

Volunteer Rights - (VOL-10)

Hospice King-Aurora-Richmond Hill respects the dignity, contribution and rights of all HKA volunteers for the valued part they play in bringing care and comfort to those living with a life threatening illness (and/or to families) and to those who are bereaved.

Rights:

Each person who is approved to be an HKA volunteer shall have the right to:

- Be treated with dignity and respect
- Appropriate training for their chosen job description
- Meaningful assignments
- Refuse an assignment if he/she deems inappropriate
- Request a change in assignment
- Effective and timely support and supervision
- Be actively involved in determining their educational needs
- Ongoing, level appropriate educational opportunities and learning resources
- Annual self-reflection
- Recognition for work well done

Age Requirement - (VOL-40)

Client Volunteers must have reached the age of majority (19 years in Ontario) to volunteer in any Hospice King-Aurora-Richmond Hill program.

The following exceptions to this policy must be approved by the Executive Director:

- One-time special events
- Project preparation
- Teen buddies

Screening - (VOL-50)

All Hospice King-Aurora-Richmond Hill volunteers shall undergo a screening process which is in accordance with Hospice Palliative Care Ontario (HPCO) standards.

The determining factors in the selection of all Hospice King-Aurora-Richmond Hill volunteers shall be:

Application

To include information related to personal goals, interests, availability and cultural familiarity of volunteer. Also includes a signed consent for release of information.

Interview

To determine qualifications, ability, suitability and to assist in best match between volunteer and client

2 Reference Checks - All volunteers will be required to submit two personal and/or professional references

Police Vulnerable Sector Check/ Police Information Check

Each volunteer shall submit a police records check from the jurisdiction of their residence (dated no earlier than the date of the volunteer's interview with the qualified Coordinator). Hereafter, the volunteer will complete a Reaffirmation form annually.

Record of Conviction - (VOL-60)

Hospice King-Aurora-Richmond Hill will review volunteers whose Vulnerable Sector Screening indicates outstanding charges or a conviction before accepting their application.

In the event that outstanding charges or convictions appear on a volunteer's Police Records Check Report, the charges/convictions shall be reviewed and assessed on a case by case basis by the Executive Director and the Executive Committee of the Board of Directors.

Orientation - (VOL-70)

Hospice King-Aurora-Richmond Hill provides a complete orientation including a manual to all volunteers, and a further specific orientation to all volunteers interacting with clients.

Orientation to Hospice King-Aurora-Richmond Hill will be provided to all new volunteers after they have completed their required training and before commencing volunteering.

The orientation and/or manual will include at a minimum:

- Mission, History and Vision of the organization
- Overview of Programs and Services
- Safety procedures related to their specific volunteer job description
- Volunteer Rights and Responsibilities
- Procedure for recording monthly hours
- Summary of all Volunteer Policies
- Volunteer Boundaries
- Awareness of HPCO membership and accreditation

Contract - (VOL-80)

Service as a Hospice King-Aurora-Richmond Hill volunteer shall begin with an official notice of acceptance of a position and the signing of the Volunteer Agreement with Hospice King-Aurora.

Upon completion of screening; training and orientation each volunteer shall complete and sign a Hospice King-Aurora-Richmond Hill Volunteer Agreement.

Training - (VOL-90)

All Hospice King-Aurora-Richmond Hill Volunteers will be fully prepared to perform their volunteer duties and therefore must complete appropriate training for their job description prior to beginning their volunteer position.

Visiting Volunteers:

- Must complete the HPCO approved 30-hour training
- Must complete the HKA Physical Skills training session upon completion of Core Concepts training
- Must attend HKA Orientation
- Are encouraged to obtain continuing education related to their volunteer role.

Bereavement Volunteers:

- Bereavement volunteers must complete all sessions of bereavement training
- Must complete one closed 8-week group as co-facilitator with a member of staff and/or experienced volunteer prior to co-facilitating a group on their own
- Must be evaluated by staff facilitator
- Must attend HKA Orientation

Board Volunteers and Administrative Volunteers:

- Must attend HKA Orientation

Event or Friends of Hospice (FOH) Volunteers

- Events or FOH volunteers are exempt from the training required for client interaction due to the nature of their work for HKA. These volunteers will receive information regarding the organization (mission, history, information re: programs and services).

Any exceptions to these requirements, due to equivalent or greater training and/or experience requires the approval of the Executive Director and the Program Coordinator.

Continuing Education - (VOL-100)

Hospice King-Aurora-Richmond Hill volunteers will be supported in their work through opportunities for a variety of level-appropriate educational/training programs and techniques.

Training may be delivered by the organization or the volunteer may be (partially) reimbursed for the cost of receiving organization-approved, position-related training from other sources.

In-house training sessions are conducted by qualified persons and may offer: small group; large group; directed annual refresher courses, workshops/ seminars related to client service, and networking with other volunteers to share experiences/skills with specific clients

Volunteers are informed about and encouraged to use the HKA library which has a wide variety of up to date resources and other materials that would be of interest to visiting and bereavement volunteers.

Volunteers are informed of continuing educational opportunities within the community as they relate to their volunteer position. Supportive meetings where volunteers may network and share experience and skills are also be offered.

Evaluation & Input - (VOL-110)

Hospice King-Aurora-Richmond Hill offers its volunteers the opportunity to select and evaluate all training/education provided.

All volunteers participating in any training provided by Hospice King-Aurora-Richmond Hill shall be asked to complete a training evaluation form.

Volunteers will be solicited to assist in determining the most relevant topics for training sessions.

Record of Service - (VOL-120)

A volunteer record shall be maintained for each Hospice King-Aurora-Richmond Hill volunteer and shall remain strictly confidential.

Each volunteer record will include:

- Completed/signed application form or updated profile
- Record of interview
- 2 references
- Verified copy of Police Vulnerable Sector Check or Police Information Check
- Signed agreement of confidentiality
- Signed conflict of Interest form
- Volunteer agreement
- Training record/certification (if applicable)
- Annual evaluation

Volunteer records will be kept in a secure location and accessible only to Hospice King-Aurora-Richmond Hill staff.

All requests for information about volunteers must be made through the Volunteer Coordinator and approved by the Executive Director. Inactive files will be maintained for a minimum of 10 years, after which time they will be destroyed in a responsible manner.

Privacy of Information - (VOL-130)

Volunteer's personal information shall be safeguarded. To protect the privacy of personal information of Hospice King-Aurora-Richmond Hill volunteers, clients are not given the last name or personal contact information of volunteers.

All Volunteers are asked to:

- Not invite a client into their home
- Not give their personal contact information (phone number, email) to their clients
- Volunteers should not be in client's home unless client is present.

When contacting a client to confirm an arranged visit, volunteers are to press * 67 on the phone, then proceed to dial the client's phone number. This ensures that the volunteer's phone number will not be displayed. There is no charge for dialing *67. If calling from you mobile phone, contact your individual service provider to obtain your call blocking code.

Letter of Reference - (VOL-140)

Hospice King-Aurora-Richmond Hill will provide a reference on request for a volunteer provided the volunteer has been with Hospice King-Aurora-Richmond Hill for a period of more than 2 years.

Volunteers may give written or verbal request for a letter of reference from Hospice King-Aurora-Richmond Hill to the appropriate Program Coordinator or Executive Director, provided that the volunteer has been with Hospice King-Aurora-Richmond Hill for a period greater than 2 years.

A written letter of reference shall be provided to the volunteer in a timely manner and a copy placed in their file.

Leave of Absence - (VOL-250)

Volunteers may take a leave of absence.

Volunteers may give written or verbal notice for a leave of absence to the appropriate Program Coordinator or Executive Director giving as much advance notice as possible.

Volunteers who have been on a leave of absence for over one year will be contacted and asked whether they wish to resign from their volunteer position.

Withdrawal of Service - (VOL-260)

The Volunteer must notify the appropriate Program Coordinator promptly of his/her intention to withdraw service from a client or other service.

The Program Coordinator ensures that all clients will be advised of any change in their service.

Resignation/Exit Interview - (VOL-280)

Volunteers who resign or who exit Hospice King-Aurora-Richmond Hill are offered the opportunity of an 'exit interview' by the appropriate Program Coordinator or the Executive Director.

The volunteer is encouraged to attend an exit interview with the appropriate Program Coordinator. This interview may include a volunteer evaluation of the Hospice Program.

If applicable, clients will be advised if there is a change in their service.

Communication – (VOL-300)

Hospice King-Aurora-Richmond Hill maintains ongoing regular communication and support to all volunteers.

During orientation all volunteers are made aware of the importance of maintaining regular communication with Hospice King-Aurora-Richmond Hill staff.

Volunteers are aware of the lines of communication: who to call, when to call and what needs to be reported.

Volunteers are required to report monthly, the number of volunteer hours spent representing Hospice King-Aurora. These hours should be forwarded to the appropriate Program Coordinator on a monthly basis.

In addition, visiting, wellness and bereavement volunteers shall provide verbal or written reports related to ongoing visits as needed in order to keep the Visiting Coordinator and/or Bereavement Coordinator advised of changing conditions.

All communication and records will remain strictly confidential.

Program and administrative staff will send, via e-mail or post, a monthly bulletin to all volunteers, providing updates on Hospice King-Aurora-Richmond Hill activities, training opportunities and other items of interest.

Recognition - (VOL-310)

Hospice King-Aurora-Richmond Hill recognizes volunteers from all branches of the organization in ways that are appropriate and meaningful.

Volunteers' fulfillment of their commitment and appreciation of the quality of work they provide to clients and the organization is genuinely recognized in a variety of ways:

- Volunteer appreciation events
- Tokens of thanks
- Special educational opportunities
- Updates and recognition in bulletins and newsletters

Comfort Level - (VOL-350)

Hospice King-Aurora-Richmond Hill volunteers are instructed to only provide support and/or care to clients "within the bounds of their own safety and comfort level" and are to refuse to

perform any task asked of them which would make them feel emotionally or physically uncomfortable.

If a situation should occur that the volunteer is asked to perform a task that they do not feel emotionally or physically trained for or comfortable with, the volunteer is encouraged to say:

- “I’m not comfortable doing.....”
- “I don’t feel it’s safe for me to.....”
- “I will have to check with my Program Coordinator”

Examples:

- Client who is very unstable walking asks the volunteer to help them down a long flight of steep stairs
- Client asks the volunteer to put in their eye drops
- Caregiver asks the volunteer to assist him/her giving the client a bed bath
- The client asks the volunteer to discuss your own private personal spiritual beliefs

Volunteers are instructed that if such a situation should occur they contact their Program Coordinator immediately following their client visit.

Medical Emergency/Incident Report - (VOL-390, CS220)

Hospice King-Aurora-Richmond Hill seeks both to comply with the client’s wishes and protect its own volunteers in the event of an emergency.

Visiting Volunteers are not expected to intervene personally in the event of an occurrence of a medical emergency during their visit with the client.

All Hospice King-Aurora-Richmond Hill clients have consented to the procedure to follow in the event of an emergency and all Visiting Volunteers have been informed of the client’s wishes in the event of an emergency.

Any unusual incident (falls, theft, accident) occurring at either HKA office or client’s home, will be reported to the Program Coordinator.

1. Volunteer or staff informs program Coordinator of incident immediately (at office of after-hours phone).
2. The Program Coordinator, in collaboration with the volunteer or staff, will complete an incident report form.
3. The Executive Director will review the incident report to ensure the safety of those involved in the incident and to determine if further action is required.
4. The Executive Director will report the unusual incident to the Board.

Lines of Communication/ Additional Support – (VOL-300, V420)

Hospice King-Aurora-Richmond Hill maintains ongoing regular communication and support to all volunteers.

During orientation all volunteers are made aware of the importance of maintaining regular communication with Hospice King-Aurora-Richmond Hill staff.

Volunteers are aware of the lines of communication: who to call, when to call and what needs to be reported.

Volunteers are required to report monthly, the number of volunteer hours spent representing Hospice King-Aurora. These hours should be forwarded to the appropriate Program Coordinator on a monthly basis.

In addition, visiting, wellness and bereavement volunteers shall provide verbal or written reports related to ongoing visits as needed in order to keep the Visiting Coordinator and/or Bereavement Coordinator advised of changing conditions.

All communication and records will remain strictly confidential.

Program and administrative staff will send, via e-mail or post, a monthly bulletin to all volunteers, providing updates on Hospice King-Aurora-Richmond Hill activities, training opportunities and other items of interest.

Hospice King-Aurora-Richmond Hill provides continuing support to all Visiting Volunteers.

All visiting volunteers are encouraged to communicate frequently with the Visiting Services Coordinator both to give reports and discuss volunteer concerns or questions.

An experienced volunteer or appropriate staff member will be available to accompany a new Visiting Volunteer (if requested) for his/her client visit.

After hours phone number is available to visiting and bereavement volunteers for emergency after office hour's support.

Visiting Volunteer "Buddy/Mentor" program is available if requested or required.

The Program Coordinator will conduct case conferences for volunteer education and support as required.

In-service support/workshop meetings will be offered to volunteers on a regular basis.

Emergency/After Hours Support - (VOL-430)

Hospice King-Aurora-Richmond Hill provides emergency support to visiting and bereavement volunteers outside of regular office hours. All Visiting and Bereavement Volunteers shall be given a contact number for emergency situations that may occur outside of office hours.

Heidi Bonner – Executive Director 647-272-1865 (after-hours emergencies only)

Complaints – (HR-60)

All complaints received will be handled respectfully and in a timely manner. In the event of a verbal complaint, the individual will be asked to put the complaint in writing. Complaints are reviewed by the Executive Director and may be referred to the Chair of the Board and, if necessary, to the Board of Directors of Hospice King-Aurora.

Confidentiality - (V210)

All personal records, personal histories and discussions that pertain to individuals served by, working with or volunteering for Hospice King-Aurora-Richmond Hill are privileged and private and must be kept confidential.

Volunteers are permitted to communicate information about their clients only to other members of the care team who have been authorized by the client to receive this information.

Volunteers are asked to complete an annual reaffirmation of the Oath of Confidentiality and Conflict of Interest.

Conflict of Interest - (V220)

Staff and volunteers of Hospice King-Aurora-Richmond Hill should not place themselves in a position in which they are under obligation to any person who might benefit from special consideration or favour on their part, or seek to gain special treatment from them in any way.

Volunteers are asked to complete an annual reaffirmation of the Oath of Confidentiality and Conflict of Interest.

Harassment/ Discrimination – (VOL-160)

Hospice King-Aurora-Richmond Hill respects the dignity and rights of volunteers and is committed to affording every volunteer a work environment free of harassment.

Harassment, discrimination or abuse as defined under the Ontario Human Rights Code will not be tolerated. Hospice King-Aurora-Richmond Hill is committed to racial equality and elimination of racism. Hospice King-Aurora-Richmond Hill is sensitive to the needs of cultural and racial groups in the community which it serves.

At the time of the incident, the volunteer will attempt to resolve the situation themselves with or without the involvement of the coordinator. If the volunteer is unable to resolve the incident, a Harassment Complaint Form will be filled out and submitted to the Coordinator. The Coordinator will investigate and seek resolution for the client and/or volunteer. The Coordinator will forward the report to the Executive Director who will report to the Board. If

the resolution is not accepted, the Executive Director will seek resolution for the client and/or volunteer and will report to the Board.

Code of Conduct - (V150)

Volunteers will not use, purchase or sell alcohol or illegal drugs while on duty with clients.

Volunteers will not smoke while on Hospice King-Aurora-Richmond Hill property, while performing volunteer duties or representing the organization.

Volunteers must dress and act at all times in the performance of their duties, in a manner that is appropriate to the situation.

ALCOHOL/DRUGS

All volunteers are prohibited from being under the influence of alcohol and/or drugs which impair performance and judgment while carrying out their hospice duties.

SMOKING

Volunteers will not ask for permission to smoke from clients.

DRESS CODE

All volunteers must dress in a manner that is appropriate:

- To their assigned responsibilities
- To safety considerations
- To weather conditions
- In representing the image of the agency. For direct service volunteers, casual clothing is generally appropriate when working with clients.
- For administrative volunteers, business clothing or business casual is considered appropriate for office wear.
- Casual clothing may be worn if appropriate for support groups or at fundraising or community events.

Examples of clothing that should not be worn include:

- T-shirts with inappropriate messages, graphics or pictures
- Sweat pants and cut off shorts
- Clothing that exposes the torso or undergarments

Where a breach of this policy is alleged,

- The Volunteer Coordinator will investigate and seek information.
- The Volunteer Coordinator will ensure disciplinary action is appropriate to the circumstances and severity of any event.

Disciplinary Process - (VOL-155)

Hospice King-Aurora-Richmond Hill has an organizational responsibility to identify unacceptable behaviour and to establish a clear, mutually agreed upon plan for correction.

Every attempt will be made to resolve issues of disagreement through open communication in one-to-one discussion prior to a formal disciplinary process being implemented.

The disciplinary process for volunteers will involve:

1. Verbal warning
2. Written warning
3. Final warning
4. Discharge

Hospice King-Aurora-Richmond Hill has the right to request a volunteer to leave immediately if behavior is deemed extremely dangerous, harmful or grossly inappropriate.

Examples requiring immediate dismissal:

- Being under the influence of alcohol or drugs while performing assignments
- Administering medication
- Breach of confidentiality

Volunteers have a right to appeal any disciplinary action in writing to the Executive Director or to the Board of Directors.

Acceptance of Gifts - (V-170)

In accordance with Hospice King-Aurora's registration as a not-for-profit, charitable organization, no fees, or gratuities for services are to be accepted by volunteers.

Failure to recognize this policy could cause withdrawal of our charitable status.

Clients are made aware of this policy during the Admission and Assessment process.

Small gifts of a minimal value (\$25.00) may be accepted by the volunteer. A donation to Hospice King-Aurora-Richmond Hill is to be encouraged in lieu of larger gifts.

Any volunteer accepting an unauthorized fee for service will be terminated as a volunteer member, and will be unable to participate with Hospice King-Aurora-Richmond Hill in any volunteer capacity for a period of three years.

Where an inappropriate gift has been offered and/or accepted,

- The Volunteer Coordinator will investigate and seek information.
- The Volunteer Coordinator will ensure that disciplinary action is appropriate to the circumstances and severity of any event.

Handling Funds - (VOL-190)

Hospice King-Aurora-Richmond Hill volunteers must not handle client's funds or accept any financial responsibility with respect to clients.

Hospice King-Aurora-Richmond Hill volunteers are not permitted to:

- Handle client's money or complete bank transactions
- Lend or give money to clients
- Give gifts to clients (over and above \$25)
- Pay for client activities/entertainment

Wills & Power of Attorney - (VOL-200)

Hospice King-Aurora-Richmond Hill volunteers must not accept any legal responsibility for or towards clients and their families.

Hospice King-Aurora-Richmond Hill volunteers are not permitted to:

- Act as Powers of Attorney for the client
- Witness wills
- Take clients to their homes

Placement - (VOL-230, VOL-240)

Hospice King-Aurora-Richmond Hill endeavors to make the best match for volunteers to the appropriate job description and/or client. Equal attention will be given to the interests, goals and availability of the volunteer and to the requirements of the organization and/or client.

The interview and application process is designed to clarify volunteer needs, goals and availability in order to identify appropriate roles/volunteer opportunities within Hospice King-Aurora.

Volunteers will be fully and honestly informed of the expectations and responsibilities of their volunteer position.

No volunteer will be placed in a position for which he/she is not fully qualified or for which adequate training has not been provided.

Criteria used to determine the best possible match between clients and volunteers include:

- Volunteer Interests, needs and availability
- Volunteer safety
- Preference of the volunteer regarding the services offered
- Nature of the client's emotional and service needs
- Geographical area
- Preference of the client/caregiver and the volunteer for characteristics such as age, gender, language spoken, cultural background, etc.
- Skills, qualifications, experience of a volunteer
- Personal bereavement experience of a volunteer

- Specific interests of the client and volunteer
- The promotion of continuing of care for client and caregiver

Every effort will be made to ensure and promote continuity of care for the client and caregiver through the selection of volunteer/client match.

Any Hospice King-Aurora-Richmond Hill volunteer may decline or change a placement by contacting the appropriate Program Coordinator (in writing or verbally) to state the reasons for declining.

Visiting Volunteers are encouraged to complete two in-home visits before requesting a change of placement unless harassment, abuse or discrimination is experienced.

Volunteer Client Relationships - (VOL-180)

Hospice King-Aurora-Richmond Hill volunteers must not become intimately involved with clients and/or caregivers during the period of time that hospice services are in place.

Intimate involvement includes:

- Engaging in friendly activities outside the parameters of the hospice volunteer role
- Engaging in romantic or sexual activities

Volunteers and clients are not permitted to meet outside of the assigned Hospice-directed hours. If a volunteer receives a request from a client or caregiver to spend additional time with him/her the volunteer must direct the client to get in touch with the appropriate Program Coordinator.

Hospice staff is available to provide the support in establishing and maintaining boundaries and/or withdrawal of services.

Telephone/Email Support for Clients – (VOL-185)

Volunteers may, under specific conditions, provide telephone or email support to a client or caregiver, as an extension of their visiting commitment.

Visiting Volunteers who wish to develop an extension to their visiting commitment must report this to Program Staff. Program staff will review conditions for this type of support before approval to:

- clarify purpose
- remind the volunteer that they continue to represent HKA on the telephone and via email
- determine parameters for same

Transportation - (VOL-290)

A Hospice King-Aurora-Richmond Hill client may be taken out in the volunteer's car at the discretion of the volunteer and provided that the volunteer has met Hospice King-Aurora-Richmond Hill transportation criteria.

Before a volunteer can transport clients and/or caregiver, Hospice King-Aurora-Richmond Hill must have documented proof from the volunteer of:

- Current/valid driver's license
- Valid insurance coverage for the vehicle to be used and proof of at least one million dollars liability insurance coverage.
- Signed "Volunteer Driver Pledge Form"

Hospice King-Aurora-Richmond Hill will maintain a minimum of two million dollars of liability insurance, which will provide coverage to all volunteers while representing Hospice King-Aurora. This insurance will be renewed annually.