

Manitoba Developmental Centre

Effective Date: May 19, 1983	TITLE: VOLUNTEER PROGRAM	POLICY NO. IV-60
Review Date:		PAGE 1 OF 2
Revision Date: July 12, 2018	SUBTITLE:	APPENDIX A

OBJECTIVE:

Volunteers are screened, oriented, trained, placed, evaluated and recognized on an ongoing basis.

PHILOSOPHY:

Volunteers enhance and enrich the experiences of residents within Manitoba Developmental Centre (MDC) and participants of Therapeutic Recreation Outreach Network (TRON) programs and activities. The volunteer service program recognizes and supports resident-centred care and strives for excellence in service delivery.

POLICY:

1. The Volunteer Services office will facilitate screening, orientation and placement of all volunteers.
2. All volunteers must follow the MDC policies.
3. Current employees may serve as volunteers if the service is outside the scope of their paid employment and takes place outside their usual working hours.
4. Volunteers cannot engage in direct care activities including but not limited to providing personal care and administering medication or other duties expected of MDC staff.
5. All volunteers and trainees under 18 must have signed permission from a parent or guardian.
6. All volunteers over 16 must have a criminal records check which includes a Vulnerable Sector Search prior to commencing volunteer duties. A satisfactory Adult Abuse Registry check and Child Abuse Registry check are required prior to commencing volunteer duties.
7. Volunteers will not escort residents with high risk behaviours off grounds unless accompanied by staff.
8. Volunteers cannot use their own vehicles to transport residents and must abide by policy I-130 Supervision of Residents off MDC Grounds and I-131 Utilization of Motor Vehicles on Government Business.
9. Volunteers should supervise residents only in 1 – 1 activities on and off grounds. Volunteers will not supervise a group of residents.
10. When service and residential areas intend to use any volunteer they must make appropriate arrangements with Volunteer Services to initiate orientation.
11. Volunteers will be recognized at an annual Staff and Volunteer Appreciation event.

GUIDELINES:

1. All volunteers will receive a performance appraisal after eighty hours of service or sooner upon request by Volunteer Services.
2. The supervision of volunteers and trainees is the responsibility of the service area supervisor/Residential Coordinator (R.C.)/designate.
3. All volunteers will be reimbursed for pre-approved (by Volunteer Services) out of pocket meal expenses for authorized costs incurred during performance of volunteer duties.
4. All volunteers are entitled to free beverages as provided by the cafeteria during rest breaks. Volunteers working over a meal period are eligible for a free meal by presenting their name tag at the cafeteria or through pre-approved out of pocket meal allowance.
5. All volunteers are covered by liability insurance. The Government of Manitoba provides coverage for volunteers in their capacity as representatives of the Provincial Government, and while acting within the scope of their volunteer duties.
6. All volunteers are covered by the Workers Compensation Act which provides disability and death benefits. In the event of a workplace injury volunteers are to follow procedures outlined in Policy II-100 Workers Compensation: Process for Filing a Claim.

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PROCEDURE:

Staff:

1. Staff requesting a volunteer will complete a Volunteer Request Form (A-71).
2. Staff requesting a volunteer will supply Volunteer Services with detailed information for a duty description.
3. Service area staff will provide a tour of the proposed volunteer service area as arranged by Coordinator of Volunteer Services.
4. Staff will assist volunteers to report their attendance to Volunteer Services at the end of each month.
5. Staff will provide ongoing feedback and written evaluation as requested by Volunteer Services regarding the volunteer's attendance, performance and development.
6. Staff will provide the volunteer with feedback, encouragement, support and recognition.

Volunteers:

1. Volunteers will:
 - a) complete a General Orientation prior to commencing duties through Volunteer Services including:
 - an application form
 - orientation checklist
 - a volunteer agreement
 - resident protection form (A-26)
 - confidentiality form (A-80)
 - oath of office/allegiance
 - photograph for identification
 - a signed duty description consistent with their placement
 - b) receive volunteer work site orientation as necessary
2. Volunteers will apply, be screened, oriented and matched to requested areas for volunteer service.
3. Volunteers will initiate and complete, in conjunction with the R.C./designate, the form (A.83) Off Grounds 1-1 Volunteer Event Record prior to off grounds event.
4. Following an activity, Volunteers are responsible to report their hours to Volunteer Services by phone or written submission.

Managers/Supervisors/Residential Coordinator/designate

1. If applicable, work site orientation forms (N-62) will be completed by the appropriate manager/supervisor/R.C./designate and returned to Volunteer Services to be placed in file.
2. The R.C./designate in conjunction with the volunteer will fill out Form A.83 Off Grounds 1-1 Volunteer Event Record (Appendix A) for all 1-1 off grounds volunteer/resident outings. The R.C./designate will forward the form to Volunteer Services prior to the outing. The form will be placed in the volunteer's file.

REFERENCES:

Deer Lodge Volunteer Policy

St. Amant Volunteer Policy

Council on Accreditation Standards, 2016

Procedures and Standards of Operation for Volunteer Involvement; A Guidebook for Volunteers in Public Service;

Manitoba Employment Services and Economic Security

MDC General Policy and Procedures Manual; Policy II-100 Workers Compensation: Process for Filing a Claim

ONE TO ONE VOLUNTEER/RESIDENT OFF GROUND RECORD

Volunteer: _____

Date of Event: _____

Time of Event: _____

Total Hours: _____

Area of Involvement: _____

Resident Participant: _____

Brief Description of Event:

Transportation Arrangements: Centre Supplied
 Cab Company
 Handivan Service

Meal Arrangements/Specific Needs:

Current in First Aid: Yes No

Necessary items to accompany resident during event

Goals met by the Event:

Volunteer Registered	_____
RC/NIC Approval	_____
Date	_____
Transportation Arranged	_____

Form to be received at Volunteer Services prior to event.

Date Received: _____