

Guidelines for Volunteers

Rights of the Volunteer

- To be given worthwhile duties
- To be kept informed
- To be trusted
- To be trained and supervised
- To be given recognition and to be accepted as part of the healthcare team

Responsibilities of the Volunteer

- To accept only viable assignments
- To respect resident confidentiality
- To respect the mission and values of Father Lacombe Care Society
- To follow the guidelines
- To communicate any limitations

1. Eligibility

Volunteers must be 15 years of age and over. Volunteers under this age may volunteer if they are accompanied, at all times, by a parent or guardian who is a registered volunteer.

2. Screening

All volunteers are required to pass a police security clearance and reference check before they are able to start their placement. This service is free and will be completed as part of your orientation. Volunteers may be evaluated three months after their start date or as needed or requested by the volunteer or staff person. This evaluation assesses the volunteer's suitability for their assigned duties and their satisfaction with their volunteer role.

3. Orientation

All volunteers must complete a facility orientation. Further orientation to the specific area of volunteer duties may be required and will be arranged by the Volunteer Services Coordinator.

4. Commitment

Volunteers are expected to commit to their duties for at least 12 months barring any unforeseen circumstances. If volunteers are unable to complete their duties on a given day, they are asked to notify the staff member and/or Volunteer Services Coordinator as much in advance as possible. Volunteers are asked to notify the staff and/or Volunteer Services Coordinator if they will be away for an extended period of time. Leave of absence from a volunteer position may be granted at the discretion of the Volunteer Services Coordinator.

5. Confidentiality

Volunteers are asked to respect the confidentiality of all residents. Personal information shared between the resident/client and volunteer is not to be shared outside the care centre. As well some information may not be shared with you due to the Health Information Act which is designed to protect health records of our residents and clients. Confidentiality of personal information of volunteers will also be respected under the [Freedom of Information and Protection of Privacy Act](#).

6. Safety

- Volunteers are not allowed to lift, transfer or provide any personal care to a resident. If a resident/client requires assistance, please notify the RN in charge.
- Volunteers will conduct themselves in a safe and appropriate manner.
- Residents/clients will be treated with dignity and compassion at all times.
- Volunteers will identify themselves to staff and ask staff regarding appropriate aspects of care pertaining to the resident/client they are visiting. (i.e. food, drink, medication)
- Volunteers will advise staff if resident/client will be leaving the unit with the volunteer.
- Residents/clients are to remain in the facility or on the care centre grounds while visiting with volunteers unless volunteering for approved appointments such as medical or social appointments.
- Pets accompanying the volunteers must be leashed, in control, and screened by the Volunteer Services Coordinator and/or PALS program.
- Volunteers are not allowed to drive residents/clients in their vehicles.