

*Muskoka-Parry Sound Community Mental Health Service*

VOLUNTEER PROGRAM POLICIES AND PROCEDURES MANUAL

**TABLE OF CONTENTS**

> **MANUAL INTRODUCTION**

> **RECRUITMENT AND PROCESSING OF NEW VOLUNTEERS -  
POLICIES & PROCEDURES**

I-10 Policy Statement

I-20 Recruitment

I-30 Volunteer Application

I-40 Screening

I-50 Volunteer Interviews

I-60 Criminal Reference Check

I-70 Personal References

I-80 Volunteer Orientation

I-90 Photo Identification

> **PLACEMENT OF VOLUNTEERS - POLICIES & PROCEDURES**

II-10 Volunteer Assignments

II-20 Volunteer Assignment Descriptions

II-30 Request for Volunteer

II-40 Supervision

II-50 Placement Interview

II-60 Volunteer Placement

II-70 Assignment Specific Training

II-80 Volunteer Responsibilities

II-90 Probationary Period

> **ADMINISTRATION - POLICIES & PROCEDURES**

- III-10 Volunteer Files
- III-20 Mileage and Expenses
- III-30 Donating Expenses
- III-40 Transportation and Insurance
- III-50 Reporting an Absence
- III-60 Leaves of Absence
- III-70 Absenteeism - Excessive
- III-80 Volunteer Discipline
- III-90 Volunteer Dismissal
- III-100 Resignation Notice
- III-110 Termination Reports
- III-120 Letters of Reference

> **GENERAL - POLICIES & PROCEDURES**

- IV-10 Confidential Information
- IV-20 Code of Conduct
- IV-30 Hepatitis B
- IV-40 Complaints/Grievances
- IV-50 Personal Harassment
- IV-60 Sexual Harassment
- IV-70 Consumer Abuse
- IV-80 Courtesy
- IV-90 Personal Use of Agency Equipment
- IV-100 Abuse of Property
- IV-110 Change of Address, Telephone or Status
- IV-120 Smoking/Second Hand Smoke

> **GENERAL - POLICIES & PROCEDURES - continued**

IV-130 Accepting Gifts or Tokens of Appreciation from Consumers

IV-140 Duty to Report

IV-150 Use of Cell Phone While Driving

# VOLUNTEER PROGRAM POLICIES & PROCEDURES MANUAL

## MANUAL INTRODUCTION

### PURPOSE

The purpose of the manual is to:

1. serve as a record of specific administrative decisions in an easily accessible format;
2. increase consistency of application of policies and procedures;
3. provide a framework for day to day operations;
4. assist in the orientation of new volunteers and
5. complement the quality management process.

### STRUCTURE

The Volunteer Program manual is divided into four major sections:

1. Recruitment and Processing
2. Placement of Volunteers
3. Administration
4. General

### LONG TERM MANUAL MAINTENANCE

#### Timing of Review and Revisions

All policies and procedures are to be reviewed and revised if required **when** changes occur. In addition, all policies and procedures are to be reviewed and reconfirmed or revised at least once every three years.

#### Record of Reviews and Revisions

When reviews are conducted and content is reconfirmed or revised, the date of reconfirmation/revision is recorded on the individual policy or procedure with an "r" preceding the date if content is reconfirmed and an "R" preceding the date if revisions are made.

#### Process for Introducing New Policies and Procedures

The process for introducing new policies and procedures to any manual will be done verbally with staff and volunteers or in writing.

### ORIENTATION

The Volunteer Coordinator is to ensure that all new volunteers receive orientation to this manual.

In addition, the Volunteer Coordinator will ensure that volunteers and staff are apprised of revisions to this manual.

**All volunteers** must maintain familiarity with and abide by the policies and procedures in this and any other program specific manuals which are pertinent to their volunteer assignment.

## MUSKOKA – PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** I - 10  
**DATE:** R - June 2009  
**SUBJECT:** Policy Statement Regarding Volunteers

---

### **POLICY**

Muskoka-Parry Sound Mental Health Services recognizes the important contribution to this agency made by volunteers. Volunteers in no way replace professional staff, yet certainly enhance their work by lending support, directly or indirectly, to the consumers and/or families being served. Volunteers' gift of time, as well as their dedication, commitment and support, are all highly valued.

#### **Agency Definition of Volunteer**

*Muskoka-Parry Sound Community Mental Health Service volunteers are individuals who, without agency compensation or expectation of agency compensation beyond reimbursement, contribute time and service to assist the agency in the accomplishment of its mission.*

**For the purpose of this manual only**, individuals who volunteer in activities governed by the Consumer/Survivor and Family Council of Initiatives or who are members of the B'saanibamaadsiwin Advisory Committee will not be considered **agency** volunteers. If there is a particular policy or procedure that directly affects these volunteers, it will be stated in that specific policy or procedure.

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** I - 20

**DATE:** r - June 2009

**SUBJECT:** Recruitment

---

**POLICY**

Recruitment of volunteers is the responsibility of the Volunteer Coordinator.

Volunteer recruitment can be done through:

- media advertising (local newspapers, radio and cable TV stations)
- advertising/presenting in local churches, libraries, service clubs, etc.
- public speaking/community events
- information brochures that can be distributed
- word of mouth
- Volunteer Centres
- personal recommendations
- inter-agency committees/shared recruitment events

The Volunteer Coordinator will inform the Program/Team Manager(s) and Administrative Assistant(s) of any recruitment drives that will take place in their district/area.

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES  
APPROVED BY: Mary McDowall

---

**NUMBER:** I - 30  
**DATE:** R - June 2009  
**SUBJECT:** Volunteer Application

---

**POLICY**

Any individual enquiring about volunteer opportunities with this agency will be directed to the Volunteer Coordinator.

The Volunteer Coordinator will send an application form (and any other agency information that might be useful) to the interested party. The application form is to be completed and sent back to the Volunteer Coordinator. The individual may also go to one of the area offices or the agency website to get an application form.

All potential volunteers must fill out an application form.

The Volunteer Coordinator will review application and then contact the individual to make arrangements for a volunteer interview, or to explain why they are not, at this time, a suitable candidate.

## **MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** I - 40

**DATE:** R - June 2009

**SUBJECT:** Screening

---

### **POLICY**

Proper staff selection is critical to the success and safety of our programs and services. Staff, whether they are employees, volunteers, students or others will be selected carefully. All prospective staff members will be screened by the agency.

No person is discriminated against in employment, placement or promotion because of sex, religion, race, citizenship, national origin, marital status or age, with the exception of the age limitation being a minimum of sixteen years (for paid staff and volunteers) and a maximum of sixty-five years (for employees only), and in those circumstances where program needs dictate and legislation allows.

Volunteers will be terminated for making false statements on the application.

### **AGENCY VOLUNTEERS**

The Volunteer Coordinator screens applicants from both within and outside the agency. This screening includes a written application, a personal interview, checking references and a criminal reference check.

Board of Directors volunteers will be screened by the Nominating Committee of the Board.

### **COUNCIL OF CONSUMER/SURVIVOR AND FAMILY INITIATIVE VOLUNTEERS**

Members of the Council of Initiatives Drop-Ins who wish to be volunteers at the drop-ins and/or any other COI project/activity, will be required to complete a criminal reference check only. Any other information required will be determined by the Council of Initiatives. The individual's volunteer activities will be monitored by the Initiative Coordinator/other authorized person from the drop-in or other Council of Initiatives activity.

### **B'SAANIBAMAADSIWIN ADVISORY COMMITTEE**

The volunteers of this committee are appointed by members of their geographic and cultural communities. As they are appointed by the people of their community to represent their needs and interests, no screening process will be necessary for the volunteers of this group. Should any of these volunteers work directly with consumers or in the delivery of direct program services, they will have to participate in the full agency screening process.

### **PROCEDURES**

### **THE VOLUNTEER COORDINATOR WILL;**



1. Review application
2. Interview potential candidate
3. Arrange for three reference checks and obtain criminal reference check
4. Prepare Volunteer File
5. Arrange orientation session for volunteer or inform candidate of non-acceptance

## MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** I - 50

**DATE:** R – June 2009

**SUBJECT:** Volunteer Interviews

---

### **POLICY**

The Volunteer Coordinator is responsible for all volunteer interviews.

A volunteer interview is conducted to learn more about the suitability of candidates interested in volunteering for the agency thus ensuring the best match between volunteer and possible volunteer assignments.

The interview will also offer the prospective volunteer the opportunity to learn and/or ask questions about the organization, volunteer program and available volunteer opportunities.

### **PROCEDURES**

The Volunteer Coordinator will arrange for an interview after the volunteer application form has been reviewed. Prospective volunteers will be informed that the interview process is designed so that each party can learn about the other, and that acceptance as a volunteer is **not** automatic.

The Volunteer Coordinator will review the volunteer application with individual and ask questions that will enable coordinator to know the person better.

The volunteer will be given the opportunity to ask questions about the agency and volunteer program. Volunteer assignment descriptions will be discussed in order for the prospective volunteer to decide what they may be interested in.

Criminal Reference Check and personal reference forms will be filled during this interview.

The volunteer will be informed that they have to read the Volunteer Program Policies and Procedures Manual. These manuals may not be taken off agency property, so arrangements can be made to provide volunteer access to this material. (Volunteers will have to sign a form stating they have read and understood the above mentioned material.)

If individual is considered suitable and shows interest in volunteer assignment(s), then the orientation sessions will be arranged.

## MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** I - 60  
**DATE:** R – June 2009  
**SUBJECT:** Criminal Reference Check

---

### **POLICY**

All volunteer positions of the agency will require a current police records check as one element of the screening process.

The agency is obligated to conform to Section 5, paragraph (1) of the *Ontario Human Rights Code*, which prohibits discrimination against an individual for purposes of employment by reason of a pardoned *Criminal Code* conviction or a standing conviction for a provincial offence. The agency will not discriminate against an individual in this situation unless there is a *bona fide* reason related explicitly to the position being applied for, and with due consideration given to the need to accommodate applicants where possible. Provincial offences and/or convictions which would prevent someone from being accepted as a staff member or volunteer for a specific position are listed as follows:

#### *Criminal Reference Check*

*Individuals with outstanding Criminal Code convictions, five years old or more recent, or charges pending, for certain offences **will not** be accepted by this agency for a direct service position with vulnerable consumers. These offences include, but are not necessarily limited to, the following:*

- *Physical or sexual assault;*
- *Current prohibitions to probation orders forbidding the individual to have contact with children under the age of 14;*
- *Offences relating to the abuse of children;*
- *Outstanding convictions or charges pending for any offence deemed violent, whether or not it involved weapons;*
- *Outstanding convictions or charges pending for criminal driving offences, including but not limited to impaired driving;*
- *Outstanding convictions or charges pending for any offence deemed as theft;*

No volunteer can start on an assignment until their police records check report has been received.

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** I - 70

**DATE:** R – June 2009

**SUBJECT:** Personal References

---

**POLICY**

All potential volunteers have to provide three personal references before being considered for a volunteer with the agency.

Family members, any M-PSCMHS staff who have provided counselling to the individual or a staff of a specific program the individual wants to volunteer with, cannot be used as references.

The volunteer must sign a "Reference Consent Form", for each reference source, and the Volunteer Coordinator or designate will contact the references by phone or letter.

## **MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** I - 80  
**DATE:** R – June 2009  
**SUBJECT:** Volunteer Orientation

---

### **POLICY**

New volunteers are required to attend and complete a full orientation.

Program volunteers will attend all pertinent orientation sessions. A volunteer must attend before starting any volunteer assignments.

This orientation will consist of (among other items) an agency overview, confidentiality issues, an introduction to mental illness, communication skills, and review of volunteer forms to be used.

All volunteers with the Council of Consumer/Survivor and Family Initiatives will be invited to attend the volunteer orientation sessions in their area, but are not required to do so.

New volunteer Board of Directors will receive orientation directly from the Board.

### **PROCEDURES**

The Volunteer Coordinator is responsible for arranging the time for volunteers to attend the orientation session(s).

The volunteer will sign and date the Orientation Attendance Form after s/he has attended the session(s).

The Volunteer Coordinator will also sign this form.

The signed form will be placed in the volunteer's file.

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** I - 90

**DATE:** R – June 2009

**SUBJECT:** Photo Identification

---

**POLICY**

All volunteers will be photographed so their picture can be put on an agency identification card. Photo identification cards will be updated annually.

A copy of this photo will also be placed in their volunteer file.

All volunteers are required to carry their volunteer photo identification card while engaged in the business of the agency or while on agency premises. Identification cards should not be worn or displayed publically. They are intended to identify the volunteer to the consumer.

The volunteer must hand in their photo identification card when they terminate their service from the agency.

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES  
APPROVED BY: Mary McDowall

---

**NUMBER:** II - 10  
**DATE:** R - July 2009  
**SUBJECT:** Volunteer Assignments

---

**POLICY**

The work in all volunteer assignments will be meaningful and significant to the organization, consumers and/or their families, and volunteers.

To reflect volunteer and consumers lifestyles, opportunities for volunteer involvement will include early mornings, afternoons, evenings and weekends wherever possible.

Volunteer assignments will enhance the work of paid staff, never replace or supplant it.

Volunteers and employees are invited to offer suggestions to the Volunteer Coordinator regarding additional assignments or changes to current assignments.

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** II - 20

**DATE:** r - July 2009

**SUBJECT:** Volunteer Assignment Descriptions

---

**POLICY**

There shall be a description for each volunteer assignment in every agency office and in the Volunteer Coordinator's office.

A standardized format shall be used.

It is the responsibility of the Volunteer Coordinator to review assignment descriptions and make revisions as necessary.

The Volunteer Coordinator will develop new assignment descriptions from any Volunteer Needs Assessment forms received from staff.



**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** II - 30  
**DATE:** R - July 2009  
**SUBJECT:** Request for Volunteer

---

**POLICY**

Any staff may request the services of a volunteer to work with an individual consumer or program.

All requests will be based on the Volunteer Assignment Descriptions. (Note – staff should discuss any requests that do not meet Volunteer Assignment Descriptions with the Volunteer Coordinator to see if they are appropriate.)

All staff making a request must be aware that any volunteer who works with a consumer **MUST** have an Assignment Supervisor. If the staff person is aware that they will have a limited time span in their ability to supervise an assignment (i.e. crisis worker) they must make this known on request form.

All requests must be signed by the Assignment Supervisor and the Area Manager / Program Coordinator.

## MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** II - 40

**DATE:** R - July 2009

**SUBJECT:** Supervision

---

### **POLICY**

All volunteers must be directly supervised by an Assignment Supervisor.

The Assignment Supervisor can be any paid staff (s/he does not have to be in a management position), who is willing to provide guidance and support to the volunteer performing the duties of the volunteer assignment.

The Assignment Supervisor's name and signature will be on the Request for Volunteer Form.

The Assignment Supervisor will contact the volunteer prior to the start of any assignment to provide the volunteer all necessary information needed to complete the assignment. The *Assignment Supervisor's Check List* is to be used as a guide for this contact.

The volunteer will contact the assignment supervisor regarding issues about specific assignment, but may also contact the Volunteer Coordinator.

The Assignment Supervisor may contact the Volunteer Coordinator at any time for assistance in dealing with issues regarding the volunteer or assignment.

The Assignment Supervisor **must** contact the Volunteer Coordinator regarding any issues that may result in volunteer discipline or dismissal.

The Volunteer Coordinator may keep in regular contact with the Assignment Supervisor and volunteer to ensure that all parties are satisfied.

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES  
APPROVED BY: Mary McDowall

---

**NUMBER:** II - 50  
**DATE:** R - July 2009  
**SUBJECT:** Placement Interview

---

**POLICY**

The volunteer will be offered an assignment by the Volunteer Coordinator and if the volunteer agrees, will arrange for a placement interview with the assignment supervisor.

The Assignment Supervisor decides whether the interview can take place by phone or if volunteer needs to meet face to face with Assignment Supervisor and/or other team members. The Volunteer Coordinator may attend the meeting.

The purpose of this interview is to:

1. discuss details re: duties assignment
2. determine if volunteer is appropriate for particular assignment
3. determine if volunteer is still interested after being given more detail about assignment
4. determine what further training (if needed) will be required
5. finalize placement details if all parties in agreement

There are volunteers who are willing to accept short notice transportation assignments. These volunteers may be contacted directly by Assignment Supervisor instead of the Volunteer Coordinator.

## **MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** II - 60  
**DATE:** R - July 2009  
**SUBJECT:** Volunteer Placement

---

### **POLICY**

In determining suitable placements for volunteers, equal attention will be given to the interests and goals of the volunteer, and to the requirements of the agency and individual volunteer assignments.

No volunteer will be placed in a position for which s/he is not qualified or for which the agency cannot provide adequate training.

Volunteers will be fully and honestly informed of the expectations and responsibilities of their volunteer assignment along with any risk which the assignment might entail.

Volunteers will be made to feel comfortable in declining a suggested placement or in requesting changes to the position expectations at any point in their involvement with the organization

Volunteers may not be placed in a volunteer assignment where a relative would be their immediate supervisor.

### **PROCEDURES**

Generic volunteer assignments will be discussed with the potential volunteer during the screening interview and interested assignments noted.

The following must occur before any assignments are offered:

1. Criminal reference check completed
2. References checked
3. Volunteer Manual read and signed off
4. Pledge of Confidentiality signed
5. Orientation session(s) attended

The Volunteer Coordinator will offer an assignment to the volunteer, and if agreed, will arrange for the Assignment Supervisor to contact the volunteer. An assignment interview will occur, in which greater detail about assignment will be given, and the parties will decide if volunteer/assignment match is suitable.

For any applicant who is interested in being on the Board of Directors, his/her name and telephone number will be given to the Board of Directors Nominating sub-Committee. When a board position becomes available (based on stakeholder group and geographic area) the volunteer will be contacted by a representative of that committee if their name is to be forwarded to the Board for consideration as a Director.



**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES  
APPROVED BY: Mary McDowall

---

**NUMBER:** II - 70  
**DATE:** r - July 2009  
**SUBJECT:** Assignment Specific Training

---

**POLICY**

The Assignment Supervisor will determine what assignment specific training the volunteer will need to have before the volunteer starts assignment.

This may include (but not be limited to):

1. Training on how to use equipment
2. Training on software programs
3. Training on office or program procedures
4. More knowledge of a specific mental illness
5. Client/volunteer/staff introduction
6. Knowledge of any specific protocols necessary to assignment

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** II - 80

**DATE:** R - July 2009

**SUBJECT:** Volunteer Responsibilities

---

**POLICY**

All volunteers and employees shall comply with all relevant policies, rules and regulations of the agency.

Volunteers are expected to work within the parameters of their own volunteer assignment description while on duty with the agency. However, regular contact with consumers can allow volunteers to make important observations about changes in the health and well being of consumers. Volunteers are expected to report such observations to their Assignment Supervisor.

## **MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** II - 90  
**DATE:** R - July 2009  
**SUBJECT:** Probationary Period

---

### **POLICY**

ALL agency volunteers are accepted on assignment for a probationary period of 90 days or 10 scheduled assignments (whichever is most). During the probationary period volunteers have an opportunity to accustom themselves to their assignment and the agency has an opportunity to see how well the volunteer is fitted to the position.

Volunteer service may be terminated and/or assignments changed at any time during the probationary period should this be regarded as necessary and appropriate by either the volunteer or the agency.

At the end of the probationary period the Volunteer Coordinator will contact the volunteer to evaluate if the objectives of both the organization and the volunteers are being satisfied. If there is some concern, volunteer assignment descriptions may be renegotiated, or the volunteer reassigned to bring about a more satisfactory placement for both parties. Referral to another organization or volunteer service termination may also be appropriate.



## MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

### VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** III - 10  
**DATE:** R – July 2009  
**SUBJECT:** Volunteer Files

---

#### **POLICY**

A current and confidential file shall be established for each volunteer. Only the Volunteer Coordinator, Human Resources Manager and/or the Executive Director shall have access to volunteer files.

1. Files shall be located in a locked file cabinet in the Volunteer Coordinator's office.
2. Information in the files shall be considered confidential and shall not be released without the approval of the individual volunteer, except by subpoena.
3. Inactive hard files will be maintained for a minimum of ten years, after which they will be destroyed in a responsible manner.
4. Volunteer hard copy files shall contain:
  - the application form completed by the volunteer
  - references submitted on behalf of the volunteer
  - approved police check
  - signed Pledge of Confidentiality (one each for M-PSCMHS and Addiction Outreach Muskoka Parry Sound)
  - signed "manuals read & understood" form
  - signed Orientation Attendance form
  - copy of drivers license and insurance (if necessary)
  - personal file form with attached photo of volunteer
  - performance reviews.
  - any letters of discipline
  - Hepatitis B acknowledgement form
5. Volunteer computer files shall contain
  - name, address and phone numbers and date of birth of volunteer
  - all hours submitted for volunteer assignments
  - details of any discussions related to volunteer management

The agency shall allow a volunteer reasonable access to review formal disciplinary notations or evaluations on file. Such review shall be in the presence of and at the reasonable convenience of the Volunteer Coordinator. The agency is not obliged to allow the volunteer access to other documentation in the volunteer's file.

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** III - 20  
**DATE:** R – July 2009  
**SUBJECT:** Mileage and Expenses

---

**POLICY**

**GENERAL INFORMATION:**

All volunteers will be reimbursed for **authorized** volunteer assignment related travel expenses. This includes the kilometres spent traveling from home to assignment and return.

Volunteers will car pool whenever possible to save on mileage costs.

**MILEAGE RATE**

Mileage will be reimbursed at the rate of 41 cents/kilometre.

**OTHER BUSINESS TRAVEL EXPENSES:**

Volunteers are **not** required to pay for consumer expenses.

Any approved expenses incurred by volunteers while on assignment will be reimbursed up to a maximum of \$20.00/month (unless otherwise pre-approved). Receipts are required.

Volunteers will be reimbursed for mileage and other expenses (hotel) for pre-approved business away from the base office, such as conferences, committees, etc.

**MEAL ALLOWANCE:**

Volunteers who attend training sessions, conferences, or provide support to clients for more than four hours, will be reimbursed for meals according to the following amounts:

Breakfast	\$ 8.00
Lunch	\$12.00
Dinner	\$20.00

The agency will cover the stated amount for meal allowance including gratuity. Anything beyond this amount is the volunteer's responsibility. The agency will not cover the cost of alcoholic beverages. Receipts are required.

## **PROCEDURES**

Travel claims and hours are to be handed in monthly to the office nearest to the volunteer or to the Volunteer Coordinator and be directed to the Area Manager / Program Coordinator.

The Area Manager / Program Coordinator will:

1. Review and approve expenses
2. Send original to the Volunteer Coordinator

The Volunteer Coordinator will record hours in DANIC and fwd copy to Bookkeeper if expenses are recorded.

Travel expenses will be reimbursed as quickly as possible after monthly claims are submitted to the Bookkeeper.

## **MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** III - 30  
**DATE:** R – July 2009  
**SUBJECT:** Donating Expenses

---

### **POLICY**

If they wish, a volunteer may donate their expense cheque back to the agency and request a tax receipt at the end of the calendar year.

### **PROCEDURES**

**A volunteer wishing to donate their expense cheque back to the agency will:**

- cash or deposit agency expense cheque
- forward a personal cheque, payable to the order of the Muskoka-Parry Sound Community Mental Health Service, to the Volunteer Coordinator expressing their desire to donate fund.

**Volunteer Coordinator will:**

- send cheque to Bookkeeper with instructions that
  - a) it is a donation and
  - b) how the money is to be used if specified by volunteer

**Bookkeeper will:**

- provide a tax receipt upon receipt of the donation

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** III - 40  
**DATE:** R – July 2009  
**SUBJECT:** Transportation and Insurance

---

**POLICY**

Volunteers may be required to travel as a requirement of their volunteer assignment. Volunteers are expected to have a safe and reliable means of transportation.

Volunteers are required to possess a current driver's license if on an assignment that requires driving. A copy of the volunteer's driver's license will be kept in their file.

Volunteers may be required to transport passengers (e.g. consumers or other staff members) as part of their assignment duties, and are expected to carry adequate automobile insurance (\$1 million coverage is required).

Proof of automobile coverage needs to be shown to Volunteer Coordinator before their volunteer assignment begins.

## MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

### VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** III - 50  
**DATE:** R – July 2009  
**SUBJECT:** Reporting an Absence

---

#### **POLICY**

Volunteers are expected to be reliable in the performance of their volunteer duties. Volunteer attendance is expected to be dependable and punctual.

If it is necessary that the volunteer be absent (i.e. sickness, adverse weather conditions, family circumstances, etc...), the volunteer is required to contact the Assignment Supervisor and inform her/him of inability to attend to their assignment. Volunteers are required to call personally unless too sick to be able to do so, or other circumstances make it impossible to do so. This will allow for any information to be communicated as to details of the assignment and any alternative arrangements that need to be made. Contact with consumers should only be made if this has been previously agreed to.

If a volunteer's Assignment Supervisor is absent from work then they should contact the Administrative Assistant of the local office or the Volunteer Coordinator, unless other prior arrangements have been made.

Volunteers must continue to report the absence each scheduled day if the return date is undetermined.

Excessive absenteeism could lead to disciplinary action or termination of volunteer service.

An unreported absence of two consecutive scheduled days will result in automatic termination of volunteer service (except in extraordinary circumstances and at the discretion of the Volunteer Coordinator).

#### **PROCEDURES**

##### **The Volunteer:**

- will notify Assignment Supervisor as soon as possible if they are unable to attend to the duties/responsibilities of the assignment
- will notify the Volunteer Coordinator if absence will be for a period of 2 assignments or longer

##### **The Assignment Supervisor:**

- will determine how long the volunteer expects to be off work. If the volunteer is unable to give a return to work date, the Assignment Supervisor should advise that the volunteer is required to call and notify the Volunteer Coordinator as soon as that can be ascertained

- will determine whether the assignment that the volunteer had scheduled needs to be attended to by someone else or can wait until the volunteer returns (i.e. driving consumer to appointment, filing, leading craft group, etc...)
- will determine who else needs to be notified (i.e. consumer, drop-in centre, etc) and make arrangements for contacting them
- will notify the Volunteer Coordinator as soon as possible to advise of volunteer's absence and give pertinent direction if needed (i.e. another volunteer, alternative arrangements, etc...)

**The Volunteer Coordinator:**

- if the volunteer is going to be absent for a lengthy period of time, the Volunteer Coordinator will call the volunteer before the expected return date to confirm that the volunteer will be returning to the same volunteer assignment on the expected date, or discuss alternative options.
- will discuss with volunteer any excessive absenteeism problems and make alternative arrangements (i.e. a Leave of Absence) or determine if any disciplinary action is required.

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** III - 60  
**DATE:** r – July 2009  
**SUBJECT:** Leave of Absence

---

**POLICY**

Volunteers may ask the Volunteer Coordinator for a leave of absence at any time, giving as much notice as is possible.

A volunteer who is on leave of absence for more than 8 months must attend the orientation session again before returning to active service.



**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** III - 70  
**DATE:** r – July 2009  
**SUBJECT:** Absenteeism - Excessive

---

**POLICY**

Excessive absenteeism will be recognized as being more than four occurrences in a twelve-month period.

After the volunteer returns to his/her work assignment following the fourth occurrence of absenteeism, the Volunteer Coordinator will discuss the situation with the volunteer and attempt to determine the cause (e.g. medical problem, work environment, improper volunteer placement, lack of commitment, etc...).

If the problem appears to be a legitimate complaint regarding working conditions, volunteer placement or supervisor, the Volunteer Coordinator will attempt to remedy the situation.

If it appears to be anything other than the above, the Volunteer Coordinator will counsel the volunteer regarding the consequences of continued excessive absenteeism.

Periodic review will continue until such time as the volunteer's attendance record, for a twelve-month period, is considered satisfactory.

Excessive absenteeism could lead to discharge for unsatisfactory performance.

## MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

### VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** III - 80  
**DATE:** R – July 2009  
**SUBJECT:** Volunteer Discipline

---

### **POLICY**

Volunteers who do not adhere to the rules and procedures of the agency or who fail to satisfactorily perform their volunteer assignment are subject to disciplinary action or dismissal.

The intent of discipline is to correct performance or behaviour, not to punish. When a volunteer's performance or behaviour requires correction, this will be generally carried out in a progressive manner. Any use of disciplinary process must be discussed with the Human Resources / Administration Manager prior to any action taken.

1. Verbal Warning – Assignment Supervisor will inform the Volunteer Coordinator or Program Supervisor who will speak with the volunteer privately (or with the Assignment Supervisor) and discuss the problem area. Clear instructions are given as to what performance is required. The volunteer is to be advised that if no improvement is seen within a set period, it could lead to further disciplinary measures and possibly termination. Volunteer Coordinator will keep a note of date, infraction and outcome of meeting.
2. Warning Notice - A letter is prepared stating the problem and is to be read by both Volunteer Coordinator and volunteer. The volunteer will be asked to sign all copies acknowledging the infraction stated therein. The original copy will be given to the volunteer and the duplicates are kept by Volunteer Coordinator and one placed in volunteer's file. Improvement must be made or termination will result. Observation will be conducted for three months to ensure compliance..
3. Discharge - If a further infraction occurs or if no improvement is observed, the volunteer will be terminated.

#### Some reasons for discipline are:

1. Incompetency
2. Inefficiency
3. Creation of excessive noise
4. Discourtesy to clients, and/or their family members, agency employees, volunteers, or the public
5. Disregard of established agency procedures
6. Frequent lateness or absenteeism
7. Violation of agency safety rules
8. Horseplay
9. Bringing alcoholic beverages or drugs to the agency.
10. Giving out information of a confidential nature to unauthorized people
11. If found to be soliciting tips or found to be receiving them from clients or suppliers.

12. Inability to work harmoniously with others resulting in lowering others morale and efficiency.
13. Unauthorized absence from the agency when supposed to be on assignment

## **PROCEDURES**

### **Stage 1 - Verbal Warning**

#### **Volunteer Coordinator:**

1. Advise Human Resources Manager of the planned action.
2. Speak to volunteer privately, or in presence of the Assignment Supervisor, and discuss problem area. Clear instructions shall be given as to what performance is required. Volunteer shall be advised if no improvement is seen within a decided time frame; it could lead to further discipline and possible termination. Keep note of date and infraction and outcome of meeting.

### **Stage 2 - Written Notice**

#### **Volunteer Coordinator:**

1. Advise Human Resources Manager of the planned action.
2. Prepare a letter to be given to volunteer, stating the problem. The volunteer shall sign all copies acknowledging the information. The letter shall state improvement must be made or termination will result. Set time for review - not longer than three months.

### **Stage 3 - Discharge**

#### **Volunteer Coordinator**

1. Consult with Human Resources Manager to see if there is a case for dismissal.
2. The Human Resources Manager is to make ultimate decision regarding discharge if there is no improvement.

## MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** III - 90  
**DATE:** R – July 2009  
**SUBJECT:** Volunteer Dismissal

---

### **POLICY**

Volunteers may be discharged **without warning** for just cause. The agency has the right to request a volunteer leave immediately.

Reasons for immediate dismissal may include, but are not limited to:

1. Wilful misconduct
2. Disobedience
3. Reporting to volunteer assignment under the influence of intoxicants or drugs
4. Is guilty of consciously giving out information of a confidential nature to unauthorised people
5. Theft of property or misuse of agency funds, equipment or material (this may also result in the volunteer being obliged to reimburse the agency)
6. Abuse of consumers, and/or their family members, agency employees or other volunteers

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** III - 100  
**DATE:** r – July 2009  
**SUBJECT:** Resignation Notice

---

**POLICY**

All agency volunteer resignations should be made in writing or verbally and be directed to the Volunteer Coordinator. The volunteer should specify the last day they will be available.

Volunteers are requested to give a minimum of one (1) month's notice of resignation whenever possible.

## MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** III - 110  
**DATE:** r- July 2009  
**SUBJECT:** Termination Reports

---

### **POLICY**

All terminating volunteers will be requested to complete a Volunteer Termination Questionnaire. One purpose for this form is to make sure the reasons for the volunteer's termination are not based on some misunderstanding or condition, which could be remedied by either the agency or the volunteer. The agency is also interested in obtaining any information that can lead to any improvement of the Volunteer Program.

### **PROCEDURES**

#### **Volunteer Coordinator**

- forwards to volunteer the Volunteer Termination Questionnaire

#### **Volunteer**

- completes Volunteer Termination Questionnaire and returns to the Volunteer Coordinator.

### **ON RETURN OF FORM**

#### **Volunteer Coordinator**

- reviews completed form with Human Resources Manager  
- files form in volunteer's file.

#### **Human Resources Manager**

- discusses solutions to any problem areas mentioned with Volunteer Coordinator

#### **Volunteer Coordinator**

- follows up on solutions to any problems discussed with Human Resources Manager

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES  
APPROVED BY: Mary McDowall

---

**NUMBER:** III - 120  
**DATE:** r – July 2009  
**SUBJECT:** Letters of Reference

---

**POLICY**

Volunteers will not be given a letter of reference on leaving but the Volunteer Coordinator will give verbal references to any prospective employer upon request from that employer and a signed release by the volunteer.

## MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** IV - 10  
**DATE:** R – July 2009  
**SUBJECT:** Confidential Information

---

### **POLICY**

The privacy of consumers must be respected and information concerning consumers or agency business must be held in strict confidence.

Volunteers are required to retain in confidence all personal data concerning each consumer, fellow volunteer, employee or business operations. **This is an ethical trust placed with all volunteers and employees.**

Unless the specific nature of the volunteer's assignment requires them to give or exchange information, volunteers should never at any time, inside or outside of the agency, mention the condition of a consumer or question the consumer about their condition. The same confidentiality applies to situations concerning employees and business operations.

Volunteers are required to sign a Pledge of Confidentiality for both M-PSCMHS and Addiction Outreach Muskoka Parry Sound, and compliance with those agreements is a condition of their participation in our programs. Breaches of confidence may result in the termination of the volunteer's relationship with the agency, or other disciplinary action.



## MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** IV - 20  
**DATE:** r – July 2009  
**SUBJECT:** Code of Conduct

---

### **POLICY**

Volunteers shall respect all consumers and act so that the dignity, individuality and rights of the person are protected.

The agency believes in working together in equal partnership with consumers and their families and, recognizes the potential power difference between volunteers and consumers. It is considered a conflict of interest for a volunteer to provide service to anyone with whom they have a personal relationship, and whenever possible, entering into a volunteer relationship with a previous acquaintance should be avoided.

**It is the responsibility of the volunteer to establish and maintain the boundaries in the helping/supporting relationship.** A boundary is the line between a volunteer relationship and a personal relationship. A boundary violation occurs when that line is crossed either by the volunteer or the consumer and the relationship becomes personal and potentially exploitive. Volunteers are expected to **not** enter into personal relationships with the consumers they are volunteering with.

Volunteer assignment related duties and obligations will be carried out with integrity, honesty and objectivity. Consequently, a volunteer shall not become involved in a consumer's personal affairs that are not assignment related. (The exception to this would be the reporting of observations/concerns to the Assignment Supervisor.)

Under no circumstances may a volunteer enter into a sexual relationship with the consumer they are volunteering with.

A volunteer will not use the volunteer relationship to further personal religious, political or ideological interests.

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** IV - 30

**DATE:** r – July 2009

**SUBJECT:** Hepatitis B

---

**POLICY**

It is the recommendation of this agency that agency staff and volunteers should be vaccinated for Hepatitis B.

The volunteer will make arrangements with their own family physician to receive the vaccination shots if they decide to be vaccinated.

The volunteer will be responsible for any costs incurred.

The volunteer will sign an acknowledgement form, stating they have read the Hepatitis B information and recommendations of agency. This form will be placed in volunteer's file.

## **MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** IV - 40  
**DATE:** R – July 2009  
**SUBJECT:** Complaints/Grievances

---

### **POLICY**

For the purposes of this policy, a grievance is defined as a difference arising between the employee or volunteer and agency management relating to the interpretation, application, administration or alleged violation of the terms and conditions or policies that govern the employment/volunteer relationship.

It is the policy of the agency to attempt to resolve grievances and complaints quickly and fairly.

All complaints and questions will receive thoughtful consideration and will be discussed with the individual who raises them.

### **PROCEDURES**

If a volunteer has a grievance, s/he will convey this directly to the Volunteer Coordinator or the Assignment Supervisor. This should be done verbally. Appropriate action will be determined by this supervisor.

If a complaint involves another volunteer or paid staff member the volunteer is encouraged to deal directly with the person involved.

If a complaint involves a consumer the volunteer should contact the Volunteer Coordinator or Assignment Supervisor.

If a complaint involves the Assignment Supervisor, the volunteer should contact the Volunteer Coordinator.

If a complaint involves the Volunteer Coordinator, the volunteer should contact the Human Resources Manager.

If no one responds to the verbal complaint/grievance, the volunteer should put the complaint/grievance in writing and direct it to the appropriate person, with a copy sent to the Volunteer Coordinator.

## MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES  
APPROVED BY: Mary McDowall

---

**NUMBER:** IV - 50  
**DATE:** r- July 2009  
**SUBJECT:** Personal Harassment

---

### **POLICY**

#### Definition: Ontario Human Rights Code, 1981

*Harassment means engaging in a course of vexatious comments or conduct that is known or ought reasonably to be known as unwelcome.*

#### Interpretation from a Guide of the Human Rights Code, 1981

*Harassment is a course of comment or conduct consisting of words or actions that disparage or cause humiliation to a person in relation to one of the prohibited grounds which are: race; ancestry; place or origin; colour; ethnic origin; citizenship; creed; age; record of offences; marital or family status, or; handicap.*

It is the policy of the agency to ensure that every employee and volunteer is entitled to employment and volunteer service free of personal harassment.

The agency will make every reasonable effort to ensure that no employee or volunteer is subjected to personal harassment.

The agency will take such disciplinary measures as it deems appropriate against any person under its direction who subjects any employee or volunteer to personal harassment.

The agency will not disclose the name of a complainant or the circumstances related to the complaint to any person except where disclosure is necessary for the purposes of investigating the complaint or taking relevant disciplinary measures.

All employees and volunteers have the right under the Canadian Human Rights Act to seek redress relating to personal harassment.

#### Responsibilities/Accountability - Supervisors

Supervisors are responsible, upon becoming aware that harassment is occurring, for dealing with it even though no formal complaint is forthcoming. The Human Rights Code provides that a person who has the authority to prevent or discourage harassment may be held responsible for failing to do so.

### **PROCEDURES**

The Investigating Officer should be the Volunteer Coordinator or Assignment Supervisor however, the Human Resources Manager is available to the volunteer also.

### Investigating Officer

1. Interview both the complainant and the alleged offender as soon as possible.
2. Interview any witnesses.
3. Document the situation accurately and completely.
4. Notify the parties concerned of any decisions arrived at as a result of the investigation.
5. Treat all material as confidential and do not divulge such material to unauthorized persons.

### Volunteer

1. Make the disapproval and/or unease known to the offender immediately in a clear manner.
2. Where circumstances make this difficult, seek assistance from Volunteer Coordinator or Assignment Supervisor.
3. File a written complaint in accordance with the agency's procedures.
4. Keep a record of dates, times, the nature of the behaviour, and witnesses if any.

### Remedial Actions

If the investigation confirms that an offence has occurred and remedial action is warranted:

1. Action shall be taken without delay.
2. Sanctions imposed on the offender must be applied with an understanding of the seriousness of the misconduct and follow the general principles of corrective discipline.
3. Under no circumstances shall this remedial action, in a substantiated case of harassment, penalize the complainant.

This policy does not infringe upon a volunteer's right of redress through the procedures established by the Human Rights legislation.

## MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** IV - 60  
**DATE:** R- July 2009  
**SUBJECT:** Sexual Harassment

---

### **POLICY**

#### Definition (Canada Labour Code)

*Sexual harassment means any conduct, comment, gesture, or contact of a sexual nature:*

- a) that is likely to cause offence or humiliation to any employee or volunteer; or*
- b) that might, on reasonable grounds, be perceived by any employee as placing a condition of a sexual nature on employment or any opportunity for training or promotion.*

Every employee and volunteer is entitled to employment and volunteer service free of sexual harassment.

The agency will make every reasonable effort to ensure that no employee or volunteer is subjected to sexual harassment.

The agency will take such disciplinary measures as it deems appropriate against any person under its direction who subjects any employee or volunteer to sexual harassment.

The agency will not disclose the name of a complainant or the circumstances related to the complaint to any person except where disclosure is necessary for the purposes of investigating the complaint or taking relevant disciplinary measures.

All employees and volunteers have the right under the Canadian Human Rights Act to seek redress relating to sexual harassment.

Sexual harassment complaints can be directed to inspectors designated by the federal Ministry of Labour.

#### Responsibility/Accountability - Supervisors

Supervisors are responsible upon becoming aware that harassment is occurring, for dealing with it even though no formal complaint is forthcoming.

The Human Rights Code provides that a person who has the authority to prevent or discourage harassment may be held responsible for failing to do so.

## **PROCEDURES**

The Investigating Officer should be the Volunteer Coordinator or Assignment Supervisor however, the Human Resources Manager is available to the volunteer also.

### Investigating Officer

1. Interview both the complainant and the alleged offender as soon as possible.
2. Interview any witnesses.
3. Document the situation accurately and completely.
4. Notify the parties concerned of any decisions arrived at as a result of the investigation.
5. Treat all material as confidential and do not divulge such material to unauthorized persons.

### Volunteer

1. Make the disapproval and/or unease known to the offender immediately in a clear manner.
2. Where circumstances make this difficult, seek assistance from Volunteer Coordinator or supervisor of volunteer assignment.
3. File a written complaint in accordance with the agency's procedures.
4. Keep a record of dates, times, the nature of the behaviour, and witnesses if any.

### Remedial Actions

If the investigation confirms that an offence has occurred and remedial action is warranted:

1. Action shall be taken without delay.
2. Sanctions imposed on the offender must be applied with an understanding of the seriousness of the mis-conduct and follow the general principles of corrective discipline.
3. Under no circumstances shall this remedial action, in a substantiated case of harassment, penalize the complainant.

This policy does not infringe upon a volunteer's right of redress through the procedures established by the Human Rights legislation.

## **MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** IV - 70  
**DATE:** R- July 2009  
**SUBJECT:** Consumer Abuse

---

### **POLICY**

All possible and necessary precautions shall be taken to protect the safety of consumers associated with any of the programs of the Muskoka-Parry Sound Community Mental Health Service. All instances of abuse will be investigated.

Abuse of consumers will not be tolerated, regardless of the circumstances that may have precipitated the employee or volunteer action.

When abuse is proven to have occurred, disciplinary action will follow and may include termination of volunteer service. See Volunteer Program Policy III-90.

When abuse is proven to have occurred, the staff member or volunteer shall be reported to the Human Resources Manager.

#### Examples of Abuse

- Physical abuse
- Sexual harassment
- Verbal abuse
- Financial abuse, e.g. theft, extortion

### **PROCEDURES**

When an incident of suspected consumer abuse occurs, the immediate/Assignment Supervisor shall take the following action:

#### IMMEDIATE/ASSIGNMENT SUPERVISOR

1. Immediately remove the staff or volunteer from contact with the consumer.
2. If there is physical harm to the consumer, arrange for appropriate treatment.
3. Discuss the situation with the staff/volunteer and document all the facts on an Incident Report (PART I). When the Incident Report (PART I) is completed have the staff/volunteer sign the report to ensure staff/volunteer's interpretation of the incident.
4. Notify Volunteer Coordinator
5. Notify the Executive Director or designate.



## EXECUTIVE DIRECTOR

1. Decide what disciplinary action is indicated.
2. Notify the Area Manager and Volunteer Coordinator
3. Conduct a full investigation of the incident and document findings on an Incident Report (PART II). Include the employee/volunteer, any witnesses, the immediate supervisor and the consumer in the investigation. **Please note that Parts II-IV of the Incident Report are deemed privileged information should there be legal action regarding the incident.**
4. Note clearly on the Incident Report (PART III) the actions which have been taken or will be taken. If abuse has occurred, implement disciplinary procedures according to Agency Policy II-280 or Volunteer Program Policy III-90 .
5. If abuse has occurred, notify the agency lawyer and provide pertinent documentation.
6. Document the outcome on the Incident Report (PART IV).
7. Place a copy of the investigation findings and disciplinary action taken in the employee/volunteer file.
8. Notify the agency lawyer and provide pertinent documentation.

MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

**INCIDENT REPORT - PART I**

TYPE OF INCIDENT:

Consumer Abuse

Staff/Volunteer Abuse

DETAILS OF INCIDENT:

Date Of Incident: \_\_\_\_\_ Time: \_\_\_\_\_

Name Of Person Who Reported Incident: \_\_\_\_\_

Names Of Consumer/Staff/Volunteer Involved In Incident: \_\_\_\_\_

DESCRIPTION OF INCIDENT:(in the words of the person reporting incident - who what where when why and witnesses)

REPORT COMPLETED BY:

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date/Time: \_\_\_\_\_

I, \_\_\_\_\_, agree that the above is an accurate accounting of the incident.

Copies to:    Executive Director        Area Manager        Involved Employee/Volunteer

MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

**INCIDENT REPORT - PART II**

**INCIDENT DETAILS:**

Date Of Incident: \_\_\_\_\_ Time: \_\_\_\_\_

Name Of Consumer/Staff/Volunteer Involved In Incident: \_\_\_\_\_

RESULTS OF INVESTIGATION:(in the words of the Investigating Officer)

REPORT COMPLETED BY:

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Copy to: Area Manager

MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

**INCIDENT REPORT - PART III**

**INCIDENT DETAILS:**

Incident Regarding: \_\_\_\_\_

Date of Incident: \_\_\_\_\_ Date Investigation

Completed: \_\_\_\_\_ PLAN FOR RESPONSE TO INCIDENT:

PLAN REVIEWED AND APPROVED BY:

Involved Staff/Volunteer Date: \_\_\_\_\_

Direct Supervisor Date: \_\_\_\_\_

Executive Director Date: \_\_\_\_\_

Area Manager Date: \_\_\_\_\_

**INCIDENT REPORT - PART IV**

OUTCOME OF RESPONSE:

Satisfactory, no further action required

Unsatisfactory (detail below)

Executive Director: \_\_\_\_\_

Date: \_\_\_\_\_

Copy to: Area Manager

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** IV - 80  
**DATE:** R – July 2009  
**SUBJECT:** Courtesy

---

**POLICY**

Courtesy to consumers and/or family members, agency staff, fellow volunteers and the public is expected at all times while performing duties of the volunteer assignment.

Discourtesy to any of the above may result in disciplinary action.

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES  
APPROVED BY: Mary McDowall

---

**NUMBER:** IV - 90  
**DATE:** r – July 2009  
**SUBJECT:** Personal Use of Agency Equipment

---

**POLICY**

Personal use of business equipment must be approved. Volunteers borrowing equipment will sign an Equipment Borrowing Form and take full responsibility for repairing/replacing equipment damaged during the personal use.

Volunteers wishing to take personal photocopies will pay 5 cents per copy.

If using an office phone, volunteers are requested to keep personal calls to a minimum.

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES  
APPROVED BY: Mary McDowall

---

**NUMBER:** IV - 100  
**DATE:** r- July 2009  
**SUBJECT:** Abuse of Property

---

**POLICY**

Agency paid staff and volunteers are entrusted with supplies and equipment necessary for the performance of duties. Volunteers are asked to be economical in the use of supplies and take good care of equipment.

Misuse of agency property and equipment may result in disciplinary action. In some instances, volunteers may be asked to share in the cost of items they might damage.

Deliberate abuse of agency property or equipment will lead to immediate termination of volunteer service.



**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES  
APPROVED BY: Mary McDowall

---

**NUMBER:** IV - 110  
**DATE:** r – July 2009  
**SUBJECT:** Change of Address, Telephone or Status

---

**POLICY**

It is necessary to have the correct address, telephone number and status of volunteers at all times.  
A move or change of any type necessitates the volunteer to notify the Volunteer Coordinator as soon as possible.

## MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** IV - 120  
**DATE:** r – July 2009  
**SUBJECT:** Smoking/Second Hand Smoke

---

### **POLICY**

Muskoka-Parry Sound Community Mental Health Service offices are smoke free facilities. There are no designated smoking areas.

Employees/volunteers have the right to work in a smoke free environment. Visible tobacco smoke is considered to be a health hazard. The agency is committed to providing a smoke free environment both within the offices and for the employees/volunteers who work/volunteer in the community.

Employees/volunteers have a responsibility to protect themselves against second hand smoke. No employee/volunteer shall be required to work/volunteer in a place where they are exposed to second hand smoke.

Volunteers who are smokers and supporting clients/consumers, must get permission from consumer to smoke in their presence.

*N.B. Smudging and other related cultural activities are exempt from this policy.*

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** IV - 130

**DATE:** R – July 2009

**SUBJECT:** Accepting Gifts or Tokens of Appreciation from Consumers

---

**POLICY**

A volunteer who receives a gift or token of appreciation of less than significant monetary value from a consumer is to immediately discuss this with the Assignment Supervisor. The Assignment Supervisor (in conjunction with the Program Manager if necessary) will decide how the gift or token of appreciation will be processed and how the decision will be communicated to the consumer.

Assignment Supervisors will determine what constitutes an item of significant monetary value. It is important that the Assignment Supervisor uses discretion when considering the context of the gift and the actual value of the item and, base the decision on sound clinical judgement.

## MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** IV - 140  
**DATE:** R – July 2009  
**SUBJECT:** Duty to Report

---

### **POLICY**

If a volunteer becomes aware of information or a situation, which indicates that a person poses serious risk or danger to themselves or others, the volunteer is required to take appropriate action to prevent such harm while minimizing the disclosure of confidential information.

#### **A duty to report situation includes the following:**

- A volunteer must immediately report any serious threat or action that endangers others to the Assignment Supervisor (or other appropriate staff) so that the target of the threats/actions can be warned.
- A volunteer must obtain help for a consumer if they feel that the consumer is in imminent danger from self-harm or is unable to look after him/herself.
- A volunteer must immediately report any suspicion of abuse or neglect of a child to the Assignment Supervisor (or other appropriate staff).
- A volunteer should report any questionable or suspicious actions of the consumer to the Assignment Supervisor (or other appropriate staff)

### **PROCEDURES**

When a volunteer hears a person's expressed harmful intent or they are aware of information that they believe constitutes a reasonable belief that the person is at serious risk of harming themselves or others, the volunteer will immediately address the situation with the Assignment Supervisor (or other appropriate staff) and a risk assessment and/or intervention strategies will be initiated to ensure the safety of all those involved. If a volunteer is unsure if a situation warrants a duty to report they must consult with the Assignment Supervisor immediately.

Whenever possible and when in the judgement of the volunteer, it is safe to do so, the person posing the threat shall be advised that his/her rights to privacy are subordinate in the circumstances and may not be respected. All efforts will be made to include the consumer in the decisions and outline the consequences.

Once the volunteer contacts the Assignment Supervisor (or other appropriate staff) to determine if a duty to report exists, the Assignment Supervisor and volunteer will determine a course of action to notify the police and/or targets of the threats and arrange for appropriate assistance.

If the volunteer determines that there is imminent risk to personal safety, notifying police becomes the priority and the Assignment Supervisor (or other appropriate staff) shall be apprised once contact with the police has taken place. The staff person shall inform their supervisor who will then notify the Executive Director.

#### **Completion of Incident Report:**

The volunteer/Assignment Supervisor shall complete an Incident report according to Agency Policy & Procedures II-420, II-421 and II-422.

**MUSKOKA-PARRY SOUND COMMUNITY MENTAL HEALTH SERVICE**

VOLUNTEER PROGRAM: POLICIES AND PROCEDURES

APPROVED BY: Mary McDowall

---

**NUMBER:** IV - 150

**DATE:** R – September 2009

**SUBJECT:** Use of Cell Phone While Driving

---

**POLICY**

Cell phone use is prohibited while driving on an assignment. This includes hands-free devices. Volunteers/employees who are driving **are required to pull over** to a safe location (e.g. side of the road) if they need to use a cell phone while in the car in the course and scope of their duties.

Volunteers and employees who choose to violate the policy could face disciplinary measures and/or face legal responsibility if in the course and scope of their duties they are involved in a car accident and there is evidence that they were distracted because they were using their cell phone while driving and the agency is sued. The agency is not responsible for any fine and/or accident liability the volunteer/employee receives should the volunteer/employee violate this policy and use a cell while physically driving their vehicle.