

Volunteer Policy and Procedures

All policies and procedures are in compliance with the Military Family Resource Centre's Human Resource Policies and Procedures.

Policy: Definition of Terms

The purpose of this policy is to standardize terminology and to ensure that there is a common understanding of our references among all employees and volunteers.

Procedure:

I. Definition of **Formal Volunteers:**

Volunteers that will be contributing regular time and effort into the Centre, or will be working with children, are required to undergo the formal screening process. These volunteers are classified as being "formal volunteers".

II. Definition of **Informal Volunteers:**

Volunteers that volunteer their time once a year for special events or for occasional positions, will be classified as "informal volunteers". These volunteers will be placed in supervised work environments, and will not be required to undergo the formal screening process.

Policy: Screening

The MFRC is committed to providing volunteers with an organized and structured environment. All formal volunteers will undergo a screening process that will determine the qualifications, ability and suitability of the individual to perform work on behalf of the organization.

Procedures:

- I. Formal volunteers will be required to complete the following forms: Volunteer Registration form, Oath of Confidentiality and the MFRC's Code of Ethics. Compliance with these agreements is a condition of participation in the program
- II. All formal volunteers are required to submit personal references as part of the screening process.
- III. A formal interview will be conducted. This interview will offer the prospective volunteer the opportunity to learn about the organization, its mission, and available volunteer positions. All questions asked of the volunteer, will be compliant with the Ontario Human Rights Code.
- IV. Acceptance as a volunteer is not automatic.

Policy: Criminal Reference Checks

To comply with Criminal Reference Check requirements of the provincial government, the Ontario Ministry of Community and Social Services requires all organizations serving vulnerable persons, children, seniors and individuals with disabilities to have a Criminal Reference Check Policy in place as of March 31, 1995.

Military Family Resource Centre Meaford requires all volunteers who will be working directly with children, vulnerable persons, seniors or individuals with disabilities to provide a Criminal Reference Check.

Individuals 18 years and under will not be subject to the completion of a criminal reference check (According to the Young Offenders Act).

Procedures:

I. Process for Obtaining Criminal Reference Check

- I. The Criminal Reference check shall consist solely of a check through the Canadian Police Information Computer (CPIC) system to secure information regarding outstanding Criminal Code convictions for which a pardon has not been granted.
- II. Applicants will be advised that they will need to provide a criminal reference check prior to volunteering with children or vulnerable adults. With the volunteers permission we can obtain the information through the Military Police at no cost to the volunteer
- III. The organization will supply the candidate with the necessary forms, or the candidate may obtain the forms directly from the police.

II. Procedure in the Event of a Positive Criminal Reference Check

- I. In the event of a positive criminal reference check, the individual will be provided with the police response and asked for written particulars surrounding the charges/convictions listed. The individual will be given an opportunity to meet with the Volunteer Coordinator and Executive Director.
- II. The Volunteer Coordinator and Executive Director will review the offense(s), taking into consideration:
 - the nature of the offense(s);
 - sentencing received;
 - the length of time since the offenses were committed;
 - the specific duties and responsibilities associated with the position applied for and the relevance of the particular conviction to the position; and
 - the risk posed to the program and children as a result of placing the volunteer in the position.
- III. A decision will be based on the Volunteer Coordinator and Executive Director's assessment of whether the volunteer could be considered a high-risk person for contact with children or vulnerable adults.
- IV. The Volunteer Coordinator will document the discussion and the reasons for the decision in the volunteer's file.
- V. The volunteer will be advised of the decision.

III. Retention of Documentation

- I. All information obtained through a Criminal Reference Check is strictly confidential.
- II. The result of the Criminal Reference Check will be kept in the individual's file. Any other documentation, including documentation of the Volunteer Coordinator and Executive Director's discussion, will be kept in the secured file. (Volunteers may request a copy of the check for their own use).
- III. Volunteer files will be locked at all times and will be accessible only to the Volunteer Coordinator and Executive Director.
- IV. If a candidate is not suitable for volunteering with the MFRC, all information regarding the Criminal Reference Check will be returned to the individual.

Policy: Confidentiality

All volunteers are required to complete an oath of confidentiality. They pledge to maintain professional and ethical standards with respect to observing the strictest confidentiality at all times regarding the information acquired by them through involvement with *Military Family Resource Centre Meaford* to the limit of legal requirements.

Procedure:

- I. All personal information obtained during provision of service shall be treated as confidential.
- II. Volunteers are expected to use discretion in discussing matters related to the organization's activities with people outside the organization.
- III. When commencing volunteer work with the organization, volunteers shall be briefed and required to read the Privacy Code for Military Family Services Program.
- IV. Volunteers shall adhere to and comply with the established standards and principles contained in the Privacy Code to protect personal information collected and used by the organization.
- V. All volunteers will read and sign an Oath of Confidentiality form prior to becoming a volunteer at the MFRC.
- VI. Volunteers that do not comply with this policy will be dismissed.

Other Policy and Procedures regarding volunteer orientation, supervision, training and development, assessment, support and recognition will be discussed at in-take Interview.

The MFRC is committed to finding **rewarding** placements for volunteers that meet the needs of the volunteer and the Centre.