



# Nanaimo Child Development Centre Policy & Practices Manual

## Volunteer Program & Practicum Students

Review Date: <u>October 03/03</u>	By Whom: <u>Carol Webber</u>
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Review Date: <u>July 2016</u>	By Whom: <u>Scott Bradford</u>
Review Date: _____	By Whom: _____
Review Date: _____	By Whom: _____

# NANAIMO CHILD DEVELOPMENT CENTRE

## VOLUNTEER POLICY & PRACTICES MANUAL

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# **NANAIMO CHILD DEVELOPMENT CENTRE**

## **POLICIES**

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: BACKGROUND</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-001</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-001.....BACKGROUND

### **PURPOSE:**

Overview of volunteer program within the Nanaimo Child Development Centre.

### **Background:**

Volunteers have been involved in almost every area of activity since the Nanaimo Child Development Centre's inception in 1967. Traditionally the Nanaimo Child Development Centre has attracted people with a range of backgrounds and skills and a shared commitment to Nanaimo's children with special needs.

The Nanaimo Child Development Centre's volunteer program brings substantial benefit to:

- Our volunteers by providing them with an opportunity for direct involvement in the day to day running of the Nanaimo Child Development Centre.
- Our organization by bringing specialist advice and skills into the organization and through the provision of additional human resources to particular programs;

The contribution of volunteers is vital to the Nanaimo Child Development Centre's operations. The Nanaimo Child Development Centre recognizes and values the relationship between the organization and volunteer and is committed to providing a volunteer program which both:

- Supports the Nanaimo Child Development Centre's work; and
- Meets the expectations and needs of individual volunteers.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: GENERAL PRINCIPLES</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-002</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-002.....GENERAL PRINCIPLES

### **PURPOSE:**

To outline the principles of volunteering.

### **POLICY**

The Nanaimo Child Development Centre values the contribution made by volunteers and seeks to recognize that by adhering to the principles of volunteering.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: PHILOSOPHY</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-003</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-003.....PHILOSOPHY

### **PURPOSE**

The Nanaimo Child Development Centre values the contribution made by volunteers.

### **POLICY**

The Nanaimo Child Development Centre values the contribution made by volunteers and seeks to recognize that contribution.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: PURPOSE</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-004</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-004.....PURPOSE

### **PURPOSE**

To detail the purpose of the volunteer program.

### **POLICY**

The purpose of the volunteer program within the Nanaimo Child Development Centre is:

- Recruit and maintain a committed group of volunteers who assist the work of the Nanaimo Child Development Centre;
- Attempt to provide volunteers with the level of responsibilities and involvement that meet their expectations; and
- Help the Nanaimo Child Development Centre achieve its goals.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: RECRUITMENT</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-005R1</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-005R1....RECRUITMENT

### **PURPOSE**

To detail the recruitment procedure for volunteers.

### **POLICY**

Our recruitment policy is driven by our purpose, which is to fulfill the needs of our organization and the expectations of our volunteers.

The Nanaimo Child Development Centre applies the principles of equal opportunity to its recruitment processes and will not withhold a volunteer appointment on the basis of race, religion, sexual orientation, gender, disability, ancestry, age or by reasons of membership or activity in a union.

Refer to Personnel Policy 2.23 Hiring



# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: POSITION DESCRIPTIONS</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-006 R1</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-006R1....POSITION DESCRIPTIONS

### **PURPOSE**

Nanaimo Child Development Centre Volunteer Coordinator will meet with prospective volunteers to determine their particular skills, interest and expectations and how they might complement the Nanaimo Child Development Centre's needs.

### **POLICY**

Our policy is to meet with prospective volunteers to determine their particular skills, interests and expectations. In the process we are also assessing how they might complement the Nanaimo Child Development Centre's needs. If there is a match, volunteers are assigned to a staff member who then becomes responsible for the volunteer's day-to-day supervision. Prospective volunteers will interview with the applicable department staff.

All staff must fill out a Volunteer Request form before a volunteer can be assigned to them.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: REGISTRATION</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-007 R1</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-007R1....REGISTRATION

### **PURPOSE**

All volunteers will meet with the Volunteer Coordinator to discuss their interest in volunteering and to complete a Volunteer Registration form.

### **POLICY**

All volunteers will meet with the Volunteer Coordinator to discuss their interest in volunteering and will complete a Volunteer Registration form.

# NANAIMO CHILD DEVELOPMENT CENTRE

## VOLUNTEER REGISTRATION FORM



1135 Nelson Street  
 Nanaimo BC V9S 2K4  
 Telephone: 250-753-0251  
 Fax: 250-753-6614  
 Email: [info@nanaimocdc.com](mailto:info@nanaimocdc.com)  
[www.nanaimocdc.com](http://www.nanaimocdc.com)

### VOLUNTEER REGISTRATION FORM

Name:		
Address:		Phone:
City:	Province:	Postal Code:
Date of Birth: (optional)		
Email:		
In case of Emergency Notify:		

#### I WOULD LIKE TO VOLUNTEER IN THE FOLLOWING AREAS:

- General Office (e.g. office administration, typing, photocopying etc.)
- Special Events (e.g. Silly Boat Regatta, Run, Walk & Roll, Little Drummer Fund – gift wrapping)
- Child Minding (assisting staff with children during programs)
- Other

Please list specific skills

Do you type? How fast?
Are you familiar with computers? What programs?
What Languages do you speak?
Your special skills, interests, hobbies?

#### WHEN ARE YOU AVAILABLE? PLEASE BE SPECIFIC:

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
MORNING							
AFTERNOON							
EVENING							

What is the minimum period of time you expect to be able to commit to volunteer service?

- Up to 3 months
- Up to 6 months
- 1 year or longer

#### I HAVE EXPERIENCE WITH WORKING WITH CHILDREN/CHILDREN WITH SPECIAL NEEDS (please provide details)


#### WORK AND VOLUNTEER EXPERIENCE

Company	Contact Person	Phone Number	Duties

# NANAIMO CHILD DEVELOPMENT CENTRE

## Education/Courses


## **If you are a STUDENT please complete the following:**

Name of school and program:		
What year are you enrolled in?		
How many volunteer hours do you need to complete?		

## **Please Give at least two References with Phone numbers**

1.	Phone:	Relationship:
2.	Phone:	Relationship:
3.	Phone:	Relationship:

- I have received a copy of the Nanaimo Child Development Centre Volunteer Manual and understand my roles and responsibilities.
- I have informed my supervision of any health or specific disability that would interfere with my performance as a volunteer.
- I have provided a current criminal record check.
- I have signed a confidentiality form.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **FOR USE BY VOLUNTEER RESOURCES**

<input type="checkbox"/> SIGNED CONFIDENTIALITY FORM
<input type="checkbox"/> CRIMINAL RECORD CHECK
<input type="checkbox"/> ORIENTATION DATE
<input type="checkbox"/> AREA/DEPARTMENT:
<input type="checkbox"/> DAYS:
<input type="checkbox"/> TIME:
<input type="checkbox"/> START DATE:
<input type="checkbox"/> ASSIGNMENT:
<input type="checkbox"/> ONE MONTH EVALUATION:
<input type="checkbox"/> THREE MONTH EVALUATION:
<input type="checkbox"/> ANNUAL EVALUATION:
<input type="checkbox"/> DEPARTURE DATE:

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section:</b> VOLUNTEER		<b>Policy:</b> REFERENCE CHECKS / CRIMINAL RECORDS CHECKS	
Approved By: Carol Webber	Date: Jan. 11	Position: ED	<b>Policy Number:</b> 2A-008
Reviewed By: Michelle Kocourek	Date: Jan. 11	Position: RD	

## 2A-008.....REFERENCE CHECKS / CRIMINAL REFERENCE CHECKS

### PURPOSE

The Volunteer Coordinator may ask for work or character references before further placement at the Nanaimo Child Development Centre and a clear criminal reference check must be provided.

### POLICY

The Volunteer Coordinator may ask for work or character references before further placement at the Nanaimo Child Development Centre and a clear criminal reference check must be provided.

Refer to Personnel Policy: Criminal Reference Check Policy #2.27

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section:</b> <b>VOLUNTEER</b>		<b>Policy:</b> <b>CONFIDENTIALITY of VOLUNTEER FILES</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number:</b> <b>2A-009</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-009.....CONFIDENTIALITY of VOLUNTEER FILES

### **PURPOSE**

All volunteer's personal information will be treated with confidentiality.

### **POLICY**

All volunteer's personal information will be treated with confidentiality.

Refer to Personnel Policy 2.12 Client Information: Confidentiality, Security and Access & Release and Confidentiality form: Confidentiality Statement of Understanding

# NANAIMO CHILD DEVELOPMENT CENTRE

## CONFIDENTIALITY STATEMENT OF UNDERSTANDING



1135 Nelson Street  
 Nanaimo BC V9S 2K4  
 Telephone: 250-753-0251  
 Fax: 250-753-5614  
 Email: [info@nanaimocdc.com](mailto:info@nanaimocdc.com)  
[www.nanaimocdc.com](http://www.nanaimocdc.com)

### CONFIDENTIALITY STATEMENT OF UNDERSTANDING

- I have read and understand the Nanaimo Child Development Centre’s policy on “Access to and Release of Client Information.”
- I have read and understand the Nanaimo Child Development Centre’s policy on “Code of Ethics”.
- I understand that all client information to which I may have access to or learn about through my employment or duties is considered to be privileged and confidential and is not to be communicated to anyone or divulged in any manner without the informed consent of the parent or legal guardian or where authorization is provided by legislation, e.g. Court Order or legislation, nor is such information to be distributed, altered, copied, interfered with, destroyed, or taken except upon authorization.
- I understand that compliance with confidentiality is a condition of my employment and continued attendance at the Nanaimo Child Development Centre and that failure to comply may result in discipline up to and including dismissal, in addition to legal action by the Nanaimo Child Development Centre and others.

Witnessed this      day of      , 20      by:

<b>Name of Employee / Student / Volunteer (please print)</b>	<b>Name of Witness (please print)</b>
<b>Position Volunteer</b>	<b>Address of Witness c/o 1135 Nelson St. Nanaimo, BC V9S 2K4</b>
<b>Signature of Employee / Student / Volunteer</b>	<b>Signature of Witness</b>



Operated by: Nanaimo Child Development Centre Society

\\APLSRVR11\Data\Resource Development\RDFiles\Volunteers\forms\confidentiality form.docx

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: PLACEMENT</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-010</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-010.....PLACEMENT

### **PURPOSE**

Detail how placement of the volunteer within the Nanaimo Child Development Centre will take place.

### **POLICY**

Placement of the volunteer within the Nanaimo Child Development Centre will take place following a meeting with the Volunteer Coordinator, the completion of required documentation and if/when an appropriate position is available.



# NANAIMO CHILD DEVELOPMENT CENTRE

## VOLUNTEER REQUEST FORM

### VOLUNTEER REQUEST FORM

Date of Request	Department	Department Contact

<b>Volunteer Position Title:</b>
<b># of people Required:</b>
<b>Start and Completion Date:</b>
<b>Days of the week required/Hours:</b>

<b>Job Description:</b>

<b>Skills/Duties and Education Requirements:</b>

---

**For RD use**

**Position Filled By:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: INDUCTION</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-011 R1</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-011R1....INDUCTION

### **PURPOSE**

The volunteer will be oriented to their position within the Nanaimo Child Development Centre.

### **POLICY**

Each volunteer will be oriented to their position within the Nanaimo Child Development Centre.



# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section:</b> <b>VOLUNTEER</b>		<b>Policy:</b> <b>PROBATION/ PERFORMANCE EVALUATION</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number:</b> <b>2A-012</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-012.....PROBATION / PERFORMANCE EVALUATION

### **PURPOSE**

All voluntary appointments are to be appraised after one month and then again at three months and will have a yearly performance evaluation.

### **POLICY**

All voluntary appointments are to be appraised after one month and then again at three months and will have a yearly performance evaluation.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: TRAINING</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-013R1</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-013.....TRAINING

### **PURPOSE**

Adequate training will be provided to all volunteers within the Nanaimo Child Development Centre.

### **POLICY**

Adequate training will be provided to all volunteers within the Nanaimo Child Development Centre.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: RIGHTS AND RESPONSIBILITIES</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-014 R1</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-014R1....RIGHTS And RESPONSIBILITIES

### **PURPOSE**

Detail the rights and responsibilities of the volunteers within the Nanaimo Child Development Centre.

### **POLICY**

The Nanaimo Child Development Centre will adhere to and respect the rights and responsibilities of the volunteer.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section:</b> <b>VOLUNTEER</b>		<b>Policy:</b> <b>COMMITMENT TO VOLUNTEERS</b>	
<b>Approved By:</b> Carol Webber	<b>Date:</b> Jan. 11	<b>Position:</b> ED	<b>Policy Number:</b> <b>2A-015 R1</b>
<b>Reviewed By:</b> Michelle Kocourek	<b>Date:</b> Jan. 11	<b>Position:</b> RD	

## 2A-015R1....COMMITMENT TO VOLUNTEERS

### **PURPOSE**

All Nanaimo Child Development Centre staff will treat volunteers with respect and support.

### **POLICY**

All Nanaimo Child Development Centre staff will treat volunteers with respect and support.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: RECOGNITION OF VOLUNTEERS</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-016</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-016.....RECOGNITION OF VOLUNTEERS

### **PURPOSE**

Volunteers will be recognized for their services to the Nanaimo Child Development Centre.

### **POLICY**

Volunteers will be recognized for their services to the Nanaimo Child Development Centre.



# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section:</b> <b>VOLUNTEER</b>		<b>Policy:</b> <b>AWARDS AND ACKNOWLEDGEMENT</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number:</b> <b>2A-017</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-017.....AWARDS AND ACKNOWLEDGEMENT

### **PURPOSE**

Volunteers will be acknowledged at various events and through various methods during their time with the Nanaimo Child Development Centre.

### **POLICY**

Volunteers will be acknowledged at various events and through various methods during their time with the Nanaimo Child Development Centre.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: DISMISSAL / RESIGNATION</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-018</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Mar. 17</b>	<b>Position: RD</b>	

## 2A-018.....DISMISSAL / RESIGNATION

### **PURPOSE**

Volunteers and students who do not adhere to the rules and procedures of the Nanaimo Child Development Centre may be subject to dismissal.

### **POLICY**

Volunteers and students who do not adhere to the rules and procedures of the Nanaimo Child Development Centre may be subject to dismissal.

# NANAIMO CHILD DEVELOPMENT CENTRE

## PRACTICES

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: BACKGROUND</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-001</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-001.....BACKGROUND

### **PURPOSE:**

Overview of volunteer program within the Nanaimo Child Development Centre.

### **Background:**

Volunteers have been involved in almost every area of activity since the Nanaimo Child Development Centre's inception in 1967. Traditionally the Nanaimo Child Development Centre has attracted people with a range of backgrounds and skills and a shared commitment to Nanaimo's children with special needs.

The Nanaimo Child Development Centre's volunteer program brings substantial benefit to:

- Our volunteers by providing them with an opportunity for direct involvement in the day to day running of the Nanaimo Child Development Centre.
- Our organization by bringing specialist advice and skills into the organization and through the provision of additional human resources to particular programs;

The contribution of volunteers is vital to the Nanaimo Child Development Centre's operations. The Nanaimo Child Development Centre recognizes and values the relationship between the organization and volunteer and is committed to providing a volunteer program which both:

- Supports the Nanaimo Child Development Centre's work; and
- Meets the expectations and needs of individual volunteers.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section:</b> <b>VOLUNTEER</b>		<b>Policy:</b> <b>GENERAL PRINCIPLES</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number:</b> <b>2A-002</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-002.....GENERAL PRINCIPLES

### **PURPOSE**

To outline the principles of volunteering.

### **PRACTICE**

The Nanaimo Child Development Centre adheres to the following principles of volunteering:

- Volunteering benefits the community and the volunteer.
- Volunteering is a personal choice.
- Volunteering is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium.
- Volunteering is a way in which people can participate in activities in their community.
- Volunteering is a vehicle for individuals to address certain needs.
- Volunteering is an opportunity to be a part in the not-for-profit sector.
- Volunteers respect the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.
- Volunteering provides the opportunity to meet new people
- Volunteers support organizations

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: PHILOSOPHY</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-003</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-003.....PHILOSOPHY

### **PURPOSE**

The Nanaimo Child Development Centre values the contribution made by volunteers and recognizes that contribution.

### **PRACTICE**

- Acknowledging that the relationship between volunteers and the Nanaimo Child Development Centre is a reciprocal one;
- Acknowledging that volunteers exercise free choice in committing to the Nanaimo Child Development Centre;
- Acknowledging that volunteers are of equal status and deserve the same treatment and respect as paid employees, and that Nanaimo Child Development Centre can expect the same standards of its volunteers as it expects of its paid employees;
- Ensuring volunteers are not used to replace paid staff positions and only carry out work that they have agreed to;
- Stating and acknowledging the contributions of volunteers in the Nanaimo Child Development Centre documentation and recording hours worked;
- Providing an opportunity for the development of skills and experience; and
- Providing support in the form of clear policy guidelines, training, recognition and support, and the provision of references if required.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: PURPOSE</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-004</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-004.....PURPOSE

### **PURPOSE**

To detail the purpose of the volunteer program.

### **PRACTICE**

The purpose of the volunteer program within the Nanaimo Child Development Centre is:

- Recruit and maintain a committed group of volunteers who assist the work of the Nanaimo Child Development Centre;
- Attempt to provide volunteers with the level of responsibilities and involvement that meet their expectations; and
- Help the Nanaimo Child Development Centre achieve its goals.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: RECRUITMENT</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-005R1</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-005R1....RECRUITMENT

### **PURPOSE**

To detail the recruitment procedure for volunteers.

Our recruitment policy is driven by our purpose, which is to fulfill the needs of our organization and the expectations of our volunteers.

The Nanaimo Child Development Centre applies the principles of equal opportunity to its recruitment processes and will not withhold a volunteer appointment on the basis of race, religion, sexual orientation, gender, disability, ancestry, age or by reasons of membership or activity in a union.

### **PRACTICE**

1. All prospective volunteers are to be interviewed by the Volunteer Coordinator prior to placement. The area of work and level of involvement will be arranged on an individual basis at time of interview.
2. Prospective volunteers are matched for their suitability to existing position descriptions. The selection criterion for each position depends upon the particular skills needed to fulfill the duties of that position. Commitment to the goals, values, policies and procedures of the Nanaimo Child Development Centre will be looked upon favorably as will the ability to work as part of the team and the acceptance of the relevant roles and responsibilities.

Refer to Personnel Policy 2.23 Hiring



# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: POSITION DESCRIPTIONS</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-006 R1</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-006R1....POSITION DESCRIPTIONS

### **PURPOSE**

Nanaimo Child Development Centre Volunteer Coordinator will meet with prospective volunteers to determine their particular skills, interest and expectations and how they might complement the Nanaimo Child Development Centre's needs.

### **PRACTICE**

Our policy is to meet with prospective volunteers to determine their particular skills, interests and expectations. In the process we are also assessing how they might complement the Nanaimo Child Development Centre's needs. If there is a match, volunteers are assigned to a staff member who then becomes responsible for the volunteer's day-to-day supervision. Prospective volunteers will interview with the applicable department staff.

All staff must fill out a Volunteer Request form before a volunteer can be assigned to them. This must include:

- The staff member's department
- Their role
- Information pertaining to the relevance and the need of the volunteer position
- A list of basic tasks involved
- Desirable skills required to carry out the position
- Duration of position and time commitment
- Name of supervisor

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: REGISTRATION</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-007 R1</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-007R1....REGISTRATION

### **PURPOSE**

All volunteers will meet with the Volunteer Coordinator to discuss their interest in volunteering and to complete a Volunteer Registration form. The purpose of this meeting is as follows:

### **PRACTICE**

1. Determine what brought them to the Nanaimo Child Development Centre;
2. Discuss any particular expectations regarding volunteering;
3. Get to know them i.e.: their background, what they are doing now;
4. Determine their availability;
5. Update them on the Nanaimo Child Development Centre and its work by running through background of Nanaimo Child Development Centre and current campaign priorities;
6. Talk about expected commitment from volunteers;
7. Ask about any special needs or limitations Nanaimo Child Development Centre ought to be aware of;
8. Discuss their suitability for Nanaimo Child Development Centre and Nanaimo Child Development Centre's suitability for them; and
9. Make them aware of current volunteer vacancies.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section:</b> VOLUNTEER		<b>Policy:</b> REFERENCE CHECKS / CRIMINAL RECORDS CHECKS	
Approved By: Carol Webber	Date: Jan. 11	Position: ED	<b>Policy Number:</b> 2A-008
Reviewed By: Michelle Kocourek	Date: Jan. 11	Position: RD	

## 2A-008.....REFERENCE CHECKS / CRIMINAL REFERENCE CHECKS

### PURPOSE

The Volunteer Coordinator may ask for work or character references before further placement at the Nanaimo Child Development Centre and a clear criminal reference check must be provided.

### PRACTICE

#### REFERENCE CHECKS:

If the Volunteer Coordinator deems it appropriate, the volunteer may be asked for work or character reference before further placement at the Nanaimo Child Development Centre.

#### CRIMINAL REFERENCE CHECKS:

Volunteers must provide the Nanaimo Child Development Centre with a clear Criminal Reference Check prior to placement. They are available through application at their local RCMP office for a fee. The volunteer covers the cost of this. The volunteer may submit their receipt to the Nanaimo Child Development Centre for reimbursement of this fee.

Refer to Personnel Policy: Criminal Reference Check Policy #2.27

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: CONFIDENTIALITY of VOLUNTEER FILES</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-009</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-009.....CONFIDENTIALITY of VOLUNTEER FILES

### **PURPOSE**

All volunteer's personal information will be treated with confidentiality.

### **PRACTICE**

All volunteers personal information (i.e. resumes, .reference checks, criminal reference checks, registration forms etc.) will be kept in a locked/secure office.

Refer to Personnel Policy 2.12 Client Information: Confidentiality, Security and Access & Release and Confidentiality form: Confidentiality Statement of Understanding

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: PLACEMENT</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-010</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-010.....PLACEMENT

### **PURPOSE**

Placement of the volunteer within the Nanaimo Child Development Centre will take place as follows.

### **PRACTICE**

1. Once the volunteer has chosen their preferred available voluntary position and the Volunteer Coordinator agrees that it is a good choice for their skills and experience, a meeting is arranged for the volunteer to talk directly with the staff supervisor for that position.
2. The purpose of this meeting is for the supervisor to determine whether the volunteer will be suitable for the position and for the volunteer to determine if they would like to take on the position offered.
3. If both the supervisor and the volunteer then wish to proceed with this particular position, the volunteer coordinator is to be informed and an induction process to be carried out.
4. Staff may complete a Volunteer Request Form and present to the Volunteer Coordinator for placement at any time.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: INDUCTION</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-011 R1</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-011R1....INDUCTION

### **PURPOSE**

The volunteer will be oriented to their position within the Nanaimo Child Development Centre in the following manner:

### **PRACTICE**

Once a volunteer has been placed in the position the volunteer's rights and responsibilities will be discussed with them and they are to be given:

- A copy of their job description if available
- An opportunity to read / review the policy and procedures manual
- Information sheets/Newsletter as necessary
- A membership form (if not already a member)
- Orientation Checklist

Volunteers are to then be given a tour of the Nanaimo Child Development Centre's offices and introduced to all available members of staff. Staff to be informed of the volunteer's duties and whom they will be working with. The tour to include:

- Reception desk, including volunteer sign-in book,
- Safety Guide and emergency procedures;
- Break room and tea/coffee making facilities, use of dishwasher; refrigerator
- Photocopiers; and
- Washroom areas.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section:</b> <b>VOLUNTEER</b>		<b>Policy:</b> <b>PROBATION/ PERFORMANCE EVALUATION</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number:</b> <b>2A-012</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-012.....PROBATION / PERFORMANCE EVALUATION

### **PURPOSE**

All voluntary appointments are to be appraised after one month and then again at three months and have a yearly performance evaluation.

### **PRACTICE**

All voluntary appointments are to be appraised after one month and then again at three months. If either the volunteer or the supervisor believe that the appointment is not working, either a new position may be found or the volunteer may be asked to wait until a suitable new position comes available.

All voluntary appointments will have a yearly performance evaluation. This will be done in conjunction with the supervisor and the Volunteer Coordinator.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: TRAINING</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-013R1</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-013.....TRAINING

### **PURPOSE**

Adequate training will be provided to all volunteers within the Nanaimo Child Development Centre.

### **PRACTICE**

1. Supervisors are expected to provide adequate training to enable their volunteers to carry out their duties. The supervisors are responsible for their volunteers while they are learning to use the Nanaimo Child Development Centre equipment and must make themselves available to help when needed.
2. Volunteers are to be encouraged to develop and expand their personal skills to maintain and enhance the Nanaimo Child Development Centre's effectiveness.
3. Volunteers who are working directly with children at the Centre are required to meet with program staff to review the Guidance and Discipline policy prior to placement.

Refer to Programming Policy #4.26 Positive Intervention Training and Restrictive Intervention



# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: RIGHTS AND RESPONSIBILITIES</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-014 R1</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-014R1...RIGHTS and RESPONSIBILITIES

### **PURPOSE**

Detail the rights and responsibilities of the volunteers within the Nanaimo Child Development Centre as follows:

### **PRACTICE**

#### **VOLUNTEER RIGHTS:**

- Receive adequate information and a clear job description of what is expected and to understand why they are doing a task and how it fits into the broader program;
- Be assigned a suitable project, task or job and to say no to tasks they are unable to do, or would rather not do and to ask for a new job;
- To have on the job supervision provided by a designated staff member;
- Receive respect and support from their co-workers as well as recognition and feedback from their supervisor for their work;
- Be reimbursed for out of pocket expenses, providing prior approval is obtained with the supervisor;
- Be briefed on the broader aspects of the Nanaimo Child Development Centre and discuss with their supervisor whether the Nanaimo Child Development Centre is suited to them or whether they are suited to the Nanaimo Child Development Centre;
- Request a reference from their supervisor when applying for a job, providing the volunteer has worked at the Nanaimo Child Development Centre for a minimum period of three months;
- Provide feedback, suggestions and recommendations regarding their job or the wider program;
- Have access to dispute resolution procedures and to be supported through such a process;
- Have their personal details kept in a confidential manner; and
- Work in a safe and healthy environment.

# NANAIMO CHILD DEVELOPMENT CENTRE

## VOLUNTEER RESPONSIBILITIES:

- Inform the Nanaimo Child Development Centre of any pre-existing medical conditions or special needs that the Nanaimo Child Development Centre should be aware of that might affect the volunteer's ability to undertake certain tasks;
- Agree to work in a safe and healthy way and not jeopardize the health and safety of others;
- Be reliable and commit, where possible, to regular day(s) and time of work so tasks can be planned accordingly;
- Notify their supervisor and the Volunteer Coordinator if they cannot make their shift as soon as possible. **Failure to do so may terminate the volunteer position;**
- Keep the Nanaimo Child Development Centre informed of changes of address and phone numbers;
- Abide by any Nanaimo Child Development Centre policies regarding their volunteer work;
- Appreciate and respect the confidential nature of information that may be acquired during course of duties;
- Show enthusiasm, loyalty and belief in the work of the organization;
- Report any injury immediately to their supervisor;
- Be responsible to and consult with their supervisor;
- To ask for support when needed;
- Agree to do job training necessary to carry out duties as stated in Position Description;
- Not to spend money or order goods on behalf of the Nanaimo Child Development Centre without prior approval; and
- Discuss any grievances or problems with their supervisor. If they remain unresolved speak with the Volunteer Coordinator.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: COMMITMENT TO VOLUNTEERS</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-015 R1</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-015R1....COMMITMENT TO VOLUNTEERS

### **PURPOSE**

All Nanaimo Child Development Centre staff will treat volunteers with respect and support.

### **PRACTICE**

The Nanaimo Child Development Centre recognizes that volunteers contribute a vast wealth of skills, knowledge and support towards the running of the Nanaimo Child Development Centre. All Nanaimo Child Development Centre staff in return shall treat volunteers with respect and support. Staff is accountable for volunteers under their supervision and must be present while volunteers are in the building. No volunteer should ever be in the Nanaimo Child Development Centre building unsupervised.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: RECOGNITION OF VOLUNTEERS</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-016</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-016.....RECOGNITION OF VOLUNTEERS

### **PURPOSE**

Volunteers will be recognized for their services to the Nanaimo Child Development Centre.

### **PRACTICE**

1. Volunteers are to be included, where possible, in all relevant staff meetings, discussions and celebrations.
2. Volunteers should be given every opportunity to develop their skills.
3. Long term volunteers (those who have provided regular voluntary assistance for more than six months) are to be included in staff functions and training whenever possible.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: AWARDS AND ACKNOWLEDGEMENT</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-017</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Jan. 11</b>	<b>Position: RD</b>	

## 2A-017.....AWARDS AND ACKNOWLEDGEMENT

### **PURPOSE**

Volunteers will be acknowledged at various events and through various methods during their time with the Nanaimo Child Development Centre.

### **PRACTICE**

1. Volunteers who have provided long-term support to the Nanaimo Child Development Centre will have their anniversaries acknowledged and celebrated at the Annual General Meeting.
2. Volunteers will have names and contributions acknowledged in “The Bear Facts” Nanaimo Child Development Centre Newsletter.
3. Volunteers will be invited to Nanaimo Child Development Centre events, meetings and Annual General Meeting whenever possible.

# NANAIMO CHILD DEVELOPMENT CENTRE

<b>Section: VOLUNTEER</b>		<b>Policy: DISMISSAL / RESIGNATION</b>	
<b>Approved By: Carol Webber</b>	<b>Date: Jan. 11</b>	<b>Position: ED</b>	<b>Policy Number: 2A-018</b>
<b>Reviewed By: Michelle Kocourek</b>	<b>Date: Mar. 17</b>	<b>Position: RD</b>	

## 2A-018.....DISMISSAL / RESIGNATION

### **PURPOSE**

Volunteers and students who do not adhere to the rules and procedures of the Nanaimo Child Development Centre may be subject to dismissal.

### **PRACTICE**

#### **DISMISSAL:**

1. Volunteers and students who do not adhere to the rules and procedures of the Nanaimo Child Development Centre or who fail to satisfactorily perform their assignments may be subject to dismissal.
2. No volunteer or student will be terminated without an opportunity to discuss the reasons for possible dismissal with supervisory staff and the Executive Director. In the case of a chairperson, the Nanaimo Child Development Centre Board of Directors has the responsibility.

#### **RESIGNATION:**

Volunteers may resign from their volunteer service with the Nanaimo Child Development Centre at any time.