

NANAIMO CHILD DEVELOPMENT CENTRE



Section 6: Volunteer Program and Practicum Student

Volunteer Program and Practicum Student Policies

This manual is reviewed annually and revised as applicable. Revision dates are found top of each individual policy.

Reviewed

August 2022

August 2019

June 2021

August 2022

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Section Six: Volunteer Program and Student Practices

6.1 Background

Policy Approved by: Executive Director
Practice Revised by: Executive Director

Date: June 2003
Date: January 2010

Background:

Volunteers and Students 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 and Student programs brings substantial benefit to:

- Our volunteers/students 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 volunteer/students 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/student and is committed to providing a volunteer/student program which both:

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

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6.2 General Principles

Policy Approved by: Executive Director
Practice Revised by: HR Director

Date: June 2011
Date: August 2022

Policy

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

Practice Volunteers

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, 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.

Practice Students

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

- Student Placement benefits the Nanaimo Child Development Centre and the Student
- Student Placements are unpaid and not undertaken for the receipt of salary, pension, or honorarium.
- Student respect the rights, dignity and culture of others.
- Students respect human rights and equality.
- Students support organizations and have opportunities for learning or applying knowledge skills and abilities.
- The Nanaimo Child Development Centre will support the learning institution's goal plan for all student placements.

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6.3 Philosophy

Policy Approved by: Executive Director
Practice Revised by: Executive Director

Date: June 2011
Date: January 2011

Policy

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

Practice

- Acknowledging that the relationship between volunteers/students 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/students 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/students 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/students in the Nanaimo Child Development Centre documentation and recording hours worked.
- Providing an opportunity for the development of skills and experience.
- Providing support in the form of clear policy guidelines, training, recognition and support, and the provision of references if required.

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6.4 Recruitment of Volunteers and Students

Policy Approved by: Executive Director

Date: June 2011

Practice Revised by: HR Director

Date: August 2022

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.

Practice

1. All prospective volunteers are to be interviewed by Human Resources prior to placement. The area of work and level of involvement will be arranged on an individual basis at time of interview and forwarded to Program Director or Resource Development.
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.
3. Student practicum placements are approved by the Program Director or in the case of Administrative Staff the Executive Director.

Refer to Personnel Policy 2.24 Hiring

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6.5 Position Descriptions

Policy Approved by: Executive Director
Practice Revised by: Executive Director

Date: June 2011
Date: January 2011

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.

Practice

All staff must meet with the Program Director to schedule a student practicum placement or the Executive Director if it is an administrative student placement.

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
- Forms are to be submitted to the Program Director, Executive Director for approval and forwarded to Human Resources for recruitment.

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6.6 Registration

Policy Approved by: Executive Director
Practice Revised by: Executive Director

Date: June 2011
Date: January 2011

Purpose

Policy

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

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.
9. Make them aware of current volunteer vacancies.
10. Participate in an orientation.

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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 Student Agreement 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 or may require accommodation.
- I have provided a current criminal record check.
- I have signed a confidentiality form.
- I have submitted a resume.
- I am in compliance with current public health orders for healthcare workers.

Signature

Date

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6.7 Reference Checks/ Criminal Records Checks

Policy Approved by: Executive Director

Date: June 2011

Practice Revised by: HR Director

Date: August 2022

Policy

Human Resources may ask for work or character references before further placement at the Nanaimo Child Development Centre.

Under the Criminal Records Review Act, anyone who works with children or who has unsupervised access to children must submit to a Criminal Record Check. This must be checked every 5 years.

Volunteers/students must report any offense that results in any criminal charge or conviction.

Practice

Reference Checks:

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

Criminal Records Checks:

Criminal record checks under the Criminal Records Review Act are required for all volunteers and students working within the Centre, every 5 years. An online application for Criminal Record Checks for volunteers and students can be done via a website link on behalf of the Nanaimo Child Development Centre. There is no fee for this service.

Criminal Record checks are also 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.

Students may transfer their Criminal Records Check from their School/College/University program.

Refer to Personnel Policy: Criminal Reference Check Policy 2.28

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6.8 Confidentiality of Volunteer/Student Files

Policy Approved by: Executive Director
Practice Revised by: Executive Director

Date: June 2011
Date: January 2011

Policy

All volunteer/student personal information will be treated with confidentiality.

Practice

All volunteer/student 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 2.13 Client Information: Confidentiality, Security and Access & Release and Confidentiality form: Confidentiality Statement of Understanding

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6.9 Placement

Policy Approved by: Executive Director
Practice Revised by: Executive Director

Date: June 2011
Date: August 2022

Policy

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

Practice

- Once the volunteer has chosen their preferred available voluntary position and Human Resources/ Program Director or Resource Development 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.
- 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.
- 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.
- Staff may complete a Volunteer Request Form and present to Human Resources for placement at any time.

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6.10 Orientation

Policy Approved by: Executive Director
Practice Revised by: Executive Director

Date: June 2011
Date: August 2022

Policy

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

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 app,
- Safety Guide and emergency procedures.
- Break room and tea/coffee making facilities, use of dishwasher; refrigerator
- Photocopiers; and
- Washroom areas.

Students will be given a Student Orientation by Human Resources.

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6.11 Probation / Performance Evaluation

Policy Approved by: Executive Director
Practice Revised by: Executive Director

Date: June 2011
Date: January 2011

Policy

All voluntary appointments are to be appraised after one month and then again at three months and will 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 believes 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.

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6.12 Training

Policy Approved by: Executive Director
Practice Revised by: Executive Director

Date: June 2011
Date: January 2011

Policy

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

Practice

- 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.
- Volunteers are to be encouraged to develop and expand their personal skills to maintain and enhance the Nanaimo Child Development Centre's effectiveness.
- 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 #4.31 Positive Intervention Training and Restrictive Intervention

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6.13 Rights and Responsibilities

Policy Approved by: Executive Director
Practice Revised by: Executive Director

Date: June 2011
Date: January 2011

Policy

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

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 letter 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.
- Work in a safe and healthy environment.

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 in agreement and practice the Nanaimo Child Development Centre's Mission and Values.
- Be reliable and commit, where possible, to regular day(s) and time of work so tasks can be planned accordingly.

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- Notify their supervisor and Human Resources 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.
- Discuss any grievances or problems with their supervisor. If they remain unresolved speak with Human Resources.

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6.14 Commitment to Volunteers and Students

Policy Approved by: Executive Director
Practice Revised by: Executive Director

Date: June 2011
Date: January 2011

Policy

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

Practice

The Nanaimo Child Development Centre recognizes that volunteers and students 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 and students with respect and support. Staff is accountable for volunteers or students under their supervision and must be present while volunteers or students are in the building. No volunteer should ever be in the Nanaimo Child Development Centre building unsupervised.

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6.15 Recognition of Volunteers and Students

Policy Approved by: Executive Director
Practice Revised by: Executive Director

Date: June 2011
Date: January 2011

Policy

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

Practice

- Volunteers and Students are to be included, where possible, in all relevant staff meetings, discussions and celebrations.
- Volunteers and Students should be given every opportunity to develop their skills.
- 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.

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6.16 Awards and Acknowledgement

Policy Approved by: Executive Director
Practice Revised by: Executive Director

Date: June 2011
Date: January 2011

Policy

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

Practice

- 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.
- Volunteers will be invited to Nanaimo Child Development Centre events, meetings and Annual General Meeting whenever possible.
- A Volunteer will be highlighted in the Annual Impact Report.

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6.17 Dismissal / Resignation

Policy Approved by: Executive Director
Practice Revised by: Executive Director

Date: June 2011
Date: August 2022

Policy

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:

- Volunteers and students who do not adhere to the Policy, rules and procedures of the Nanaimo Child Development Centre or who fail to satisfactorily perform their assignments may be subject to dismissal.
- No volunteer or student will be terminated without an opportunity to discuss the reasons for possible dismissal with supervisory staff and the Human Resources 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