



Chatham-Kent  
Community Health Centres  
Centres de santé communautaire  
de Chatham-Kent

# **Student & Volunteer**

## **POLICY MANUAL**



## **Purpose of the Manual**

The policies, procedures and practices listed in this index provide information and guidance in relation to Human Resource and Student and Volunteer practices at the Chatham-Kent Community Health Centres (CKCHC). In some instances, Resource Guides have been developed to provide more detailed information to support and enhance the policy content. The Guides are designed to enhance individual understanding of the policy content by providing additional information, i.e., details related to legislation, regulations, mandatory reporting requirements, procedural details, etc.

### **General Practice**

The philosophy and purpose of the Centre's Volunteer and Student Programs are consistent with the guiding principles and organizational standards outlined in the Canadian Code of Volunteer Involvement. The CKCHC is committed to creating a warm, safe, and inclusive environment for volunteers and students.

The CKCHC relies on volunteers and values the time, skills, ideas and service they contribute to achieving our mission, vision and values.

Unless specifically stated, the policies in this document apply to all non-elected volunteers and students in all the CKCHC programs and projects and to all of its programs and sites. Policies relating to elected volunteers working within committees of the elected body (Board of Directors) are the responsibility of the CKCHC Board of Directors and the governing Board policies.

## **Disclaimer**

This manual was prepared as a guideline for the exclusive use of the CKCHC with specific regard to the particular needs, policies and intended uses of the Centre. This manual is not a legal document and is not intended for any other purpose but to provide information and guidelines to the employees, students and volunteers of the Centre.

All employees, students, volunteers and contractors, as applicable are bound to the Human Resources policies and procedures specified herein. It is recognized that not all potential issues related to the functioning of the Centre administration and human resources are outlined in these policies. Any issue arising for which there is no existing policy should first be brought forward to the individual's Director/Manager or Executive Director for consideration. The policies and procedures were written to comply with existing legislation. Should these policies and procedures be in conflict with any legislation, the legislation and its interpretation by a competent body, for example courts of administrative tribunals are paramount.

### **NOTES:**

- In all instances, the use of the CKCHC refers to the Chatham-Kent Community Health Centres.
- In all instances, the use of HR refers to Human Resources.
- In all instances, the use of ED refers to Executive Director.
- This index is a list of the currently approved CKCHC Human Resource and Student and Volunteer policies, procedures, practices and Resource Guides. The index is a "living" document and will be updated when changes are made to the policies listed in the manual.



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In instances where a specific Student or Volunteer Policy does not exist, the following list of Human Resources policies may apply. Additional policies will apply based on position.

CK-HR-101	Respectful Workplace
CK-HR-200	Recruitment, Selection and Hiring
CK-HR-300	Police Information Check and Police Vulnerable Sector Check
CK-HR-301	Human Resources Records
CK-HR-302	Hours of Work and Overtime
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## POLICY, PRACTICE AND PROCEDURE

<b>TITLE:</b> Student and Volunteer Classifications	<b>MANUAL:</b> Student and Volunteers
<b>CODE #:</b> CK-STU-VOL-100	<b># OF PAGES:</b> 2
<b>ORIGINAL APPROVAL DATE:</b> Sept 12, 2016	<b>APPROVED BY:</b> Integrated Senior Manager, HR
<b>CURRENT APPROVAL DATE:</b> December 16, 2019	<b>APPROVED BY:</b> Director of HR

### 1. PURPOSE

The purpose of this policy is to outline the types of volunteer and student placements available within the CKCHC.

### 2. SCOPE

This policy applies to all Students and Volunteers of the CKCHC.

### 3. POLICY

- The philosophy of the CKCHC Volunteer/Student Program are consistent with the Guiding Principles and Organizational Standards outlined in the Canadian Code of Volunteer Involvement.
- CKCHC is committed to creating a warm, safe, and inclusive environment for volunteers and students.
- CKCHC relies on volunteers and values the time, skills, ideas and service they contribute to achieving our mission, vision and values.

### 4. VOLUNTEERS

- 4.1. Volunteers are essential and integral partners in the work we do and are considered a valuable resource of the CKCHC.

### 5. STUDENTS

- 5.1. CKCHC is committed to fostering an environment for academic learning and the global dissemination of knowledge.
- 5.2. The CKCHC provides learning opportunities for students to enhance the knowledge, skills and competencies of future professionals across a wide range of disciplines (such as health/social services, business/administration, education and human resources, etc.) and to enhance the understanding of the role and practice of community health care centres in promoting the health of individuals and communities.

### 6. PROCEDURE – VOLUNTEERS

- 6.1. The CKCHC may provide Volunteer Opportunities as defined by the needs and availability of the programs and services within the Centre.
- 6.2. After successfully completing the Volunteer Application process, a Volunteer is an individual who without payment or expectation of payment contributes time and service at the direction and on behalf of the CKCHC.
- 6.3. Board Members are volunteers who assume a position of responsibility and leadership within the CKCHC and work to help develop the organization's direction and provide governance.
- 6.4. Committee Members are volunteers who give their time to help develop, implement, and oversee the implementation of specific initiatives and programs and are time limited.

- 6.5. Casual Volunteers typically help out with a variety of tasks on a short term basis. They may be non-registered volunteers and are assigned to meet an immediate need. These short-term assignments may provide an opportunity for people to become involved with longer term CKCHC volunteer commitments.
- 6.6. Program and Direct Service Volunteers make a specific commitment that involves a clear job description. They may perform clerical or fundraising jobs, or they may work directly with participants in the CKCHC or out in the community.
- 6.7. Peer Leaders are individuals who are trained and experienced in a certain area of expertise due to education or personal experience and are interested in helping others. This individual uses their experience to empower another person and increase his/her capacity to better health and wellbeing.
- 6.8. Career Links may be established when internal staff or external staff requests are made to shadow with a professional to gain more knowledge in a particular career field. Upon Manager/Director approval a link is arranged with a mentor and can range from 4-8 hours, in a maximum of a 2 week timeframe. This agreement is considered a shadowing experience. This individual and mentor will both sign a mentoring agreement.

## **7. PROCEDURE – STUDENTS**

- 7.1. Students are individuals placed at the CKCHC by an academic institution or training program for a specific period of time for the purpose of learning specific tasks related to their education.
- 7.2. A written Affiliation Agreement must be established and approved with the academic institution, prior to any student placement. This document outlines the parameters of the agreement; including the legal and liability coverage required roles and responsibilities of the parties and will also include the course outline or similar documents identifying learning needs and/or goals and objectives of the placement.
- 7.3. The Centre works with educational institutions to provide the best possible learning opportunities for students in all areas of the organization. The goal is to facilitate the introduction of students to the Community Health Centre setting. The placement has a specific start and end date.
- 7.4. An observership or elective is when a student observes or shadows a professional within the organization and is arranged through a College or University. An observership provides an invaluable learning experience for individuals who have a passion for healthcare.

## **8. RELATED DOCUMENTS**

- Volunteer Application Form #CK-STU-VOL-100-00120191216
- Student & Volunteer Rights and Responsibilities Form #CK-STU-VOL-100-00220191216
- Career Connections Acknowledgement Form #CK-STU-VOL-100-00320191216
- Volunteer Evaluation Form # CK-STU-VOL-100-00420191216
- Affiliation Agreements

<b>POLICY REVISIONS SUBSEQUENT TO ORIGINAL APPROVAL</b>					
<b>No.</b>	<b>Initiator Title</b>	<b>Reason for Revision</b>	<b>Updated By</b>	<b>Date</b>	<b>Approver Title</b>
1.	Human Resources and Volunteer Specialist	Annual Review	Human Resources and Volunteer Specialist	12/16/19	Director HR



## POLICY, PRACTICE AND PROCEDURE

<b>TITLE:</b> Student and Volunteer Recruitment and Selection	<b>MANUAL:</b> Student and Volunteers
<b>CODE #:</b> CK-STU-VOL-101	<b># OF PAGES:</b> 2
<b>ORIGINAL APPROVAL DATE:</b> Sept 12, 2016	<b>APPROVED BY:</b> Integrated Senior Manager, HR
<b>CURRENT APPROVAL DATE:</b> December 16, 2019	<b>APPROVED BY:</b> Director of HR

### 1. PURPOSE

The CKCHC offers volunteer and student placements to benefit the Centre and our clients, while at the same time providing learning and growth opportunities for matched individuals.

### 2. SCOPE

This policy applies to all Students and Volunteers of the CKCHC.

### 3. POLICY

Volunteers and students will be recruited to reflect the broad diversity of cultures, capacities, and aspirations of the community. The CKCHC will ensure that equity and access are reflected in the methods of recruitment and placement.

### 4. PROCEDURE RECRUITMENT OF VOLUNTEERS

- 4.1. Volunteers are recruited by the HR department or by a CKCHC employee, or through general interest.
- 4.2. General recruitment of volunteers will take place on an on-going basis, while focused recruitment based on the need for assistance with a specific function or program will take place as required.
- 4.3. Recruitment strategies will be used to ensure qualified volunteers. Recruitment materials may be used to assist in recruitment of volunteers.
- 4.4. Individuals interested in volunteering shall complete an application form. Applicants may complete the Volunteer Application Form on the CKCHC website or complete a hard copy. All applications must be submitted to the HR department. Potential candidates will be contacted to follow up with next steps in the application process.
- 4.5. Focused recruitment will be based on specific position descriptions designed by the HR department, the employee who requires the volunteer and/or the Director/Manager. Volunteer position descriptions will clearly state the responsibilities, time commitment and skills/qualifications related to the position, and reporting designation.
- 4.6. To request a volunteer, a staff member will contact the HR department and provide the specifics of the request in writing, including: duties, timeframe, requirements and skill.

### RECRUITMENT OF STUDENTS

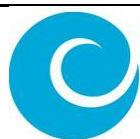
- 4.7. Students may be recruited by the HR department or requested by an employee through the approval of their Director/Manager.
- 4.8. All requests for a practicum experience from interested schools, internship programs and universities through a College, University, School or private organization will be referred to the HR department. The HR department will confirm all requests with the Director/Manager of the designated program.

- 4.9. Recruitment and placement of students will be based on the needs of the department or program, availability of preceptors within the organization, availability of space within our facilities or by a request made through a College, University, School or private organization.
- 4.10. To request a student, a staff member will contact the HR department and provide the specifics of the request in writing, including: duties, timeframe, requirements and skill.

## 5. RELATED DOCUMENTS

- Volunteer Application Form #CK-STU-VOL-100-00120191216
- Student & Volunteer Rights and Responsibilities Form #CK-STU-VOL-100-00220191216
- Generic Volunteer Job Description

POLICY REVISIONS SUBSEQUENT TO ORIGINAL APPROVAL					
No.	Initiator Title	Reason for Revision	Updated By	Date	Approver Title
1.	Human Resources and Volunteer Specialist	Annual Review	Human Resources and Volunteer Specialist	12/16/19	Director HR



## POLICY, PRACTICE AND PROCEDURE

<b>TITLE:</b> Student and Volunteer Screening and Placement	<b>MANUAL:</b> Student and Volunteers
<b>CODE #:</b> CK-STU-VOL-102	<b># OF PAGES:</b> 3
<b>ORIGINAL APPROVAL DATE:</b> Sept 12, 2016	<b>APPROVED BY:</b> Integrated Senior Manager, HR
<b>CURRENT APPROVAL DATE:</b> December 16, 2019	<b>APPROVED BY:</b> Director of HR

### 1. PURPOSE

The purpose of this policy is to outline the student and volunteer screening and placement practices of the CKCHC.

### 2. SCOPE

This policy applies to all Students and Volunteers of the CKCHC.

### 3. POLICY

- 3.1. Volunteers and students shall be matched with positions that ensure the most satisfactory and mutually beneficial experience possible for the volunteer/student and the CKCHC.
- 3.2. Volunteers and students will not be placed in a reporting position to a CKCHC staff member who is a relative or member of the same household.
- 3.3. Students and volunteers will be required to submit a Police Information Check and Police Vulnerable Sector Check, prior to their placement.
- 3.4. The CKCHC reserves the right to refuse the offer of a volunteer's services or the placement of a student if deemed unsuitable.

### 4. PROCEDURE

#### Screening of Volunteers

- 4.1. All new volunteers are screened prior to commencing their duties.
- 4.2. Volunteers must attend an interview with the HR department.
- 4.3. The interview will assist in determining the interest and suitability of the volunteer to the needs of the organization. A second interview may be required to determine suitability to the program.
- 4.4. Screening ensures a suitable fit to the organization, to the specified volunteer position description as well as ensuring safety for the organization and the people it serves.
- 4.5. The HR department is responsible for completing the screening process which includes the following:
  - A completed Volunteer Application Form
  - An interview
  - Two reference checks
  - Police information or vulnerable sector check (not older than 1 year)
  - A brief orientation to the CKCHC
  - Current resume (if applicable)
- 4.6. Once the reference and police checks have been completed and the results are favourable, the volunteer is contacted to arrange a date for orientation and to process a placement (based on position description).



- 4.7. Volunteer position descriptions can be developed by the HR Department, a Director/Manager and/or a staff member and will include: duties of the position, timeframe, qualifications and reporting supervisor.

### **Screening of Students**

- 4.8. Students may be interviewed by the HR department, Director/Manager, or a staff member to determine the suitability of a placement within the organization.
- 4.9. Potential students will provide:
- An updated resume (if applicable)
  - Placement referral from school, College or University
  - Course outline description from the School, College or University they are affiliated with
  - Insurance liability forms from their school
  - A current Vulnerable Sector Check or Police Records Check (not older than 1 year); through their school, College or University
  - Letter of Good Standing (when applicable)
  - Health related forms (if applicable)
- 4.10. Students will be provided with a course outline description from the School, College or University they are affiliated with.
- 4.11. All students will be assigned a supervisor/preceptor. The student and preceptor will refer to the course guidelines when developing and implementing their work plan.
- 4.12. An affiliation Agreement with the school or agency shall be in place before the acceptance of a student.

## **5. PLACEMENTS FOR STUDENTS WITH DISABILITIES**

- 5.1. The CKCHC is required to provide reasonable accommodations in order for students with disabilities to complete placement requirements.
- 5.2. In order for accommodations to be made students must formally disclose their disability prior to the allocation of a placement and consent to the release of necessary information to CKCHC HR department for the purposes of making adjustments.
- 5.3. The CKCHC Preceptor (along with the Placement Supervisor) will:
- In conjunction with the agency's or educational institution's Disability Support Services, ensure that an accurate assessment of the implications of the student's disability and the requirements of the placement are conducted;
  - In conjunction with the Program Convenor, identify the inherent requirements of the placement in relation to the course and the program;
  - In conjunction with the University's, Agency's or Educational Institutions, determine how the essential requirements of the course might be achieved while accommodating the needs of the student;
  - Take account of the particular needs of the students in the selection of the placement agency and the arrangements made;
  - Ensure that implications for OH&S, duty of care and legal liability particularly in the context of Anti-Discrimination, AODA, OH&S and Privacy Legislation are assessed;
  - The educational institution and the placement agency have a right to refuse a placement if either considers that there is a danger to the student, fellow workers or clients of the agency; and
  - Ensure that any additional support mechanisms or review/monitoring processes that may be required are in place.

## **5. RELATED DOCUMENTS**

- Volunteer Application Form #CK-STU-VOL-100-00120191216

- Generic Volunteer Job Description
- Police Information Check and Police Vulnerable Sector Check #CK-HR-300

POLICY REVISIONS SUBSEQUENT TO ORIGINAL APPROVAL					
No.	Initiator Title	Reason for Revision	Updated By	Date	Approver Title
1.	Human Resources and Volunteer Specialist	Annual Review	Human Resources and Volunteer Specialist	12/16/19	Director HR



## POLICY, PRACTICE AND PROCEDURE

<b>TITLE:</b> Student and Volunteer Orientation and Training	<b>MANUAL:</b> Student and Volunteers
<b>CODE #:</b> CK-STU-VOL-103	<b># OF PAGES:</b> 2
<b>ORIGINAL APPROVAL DATE:</b> Sept 12, 2016	<b>APPROVED BY:</b> Integrated Senior Manager, HR
<b>CURRENT APPROVAL DATE:</b> December 16, 2019	<b>APPROVED BY:</b> Director of HR

### 1. PURPOSE

Volunteers and Students will receive an orientation and training to the organization to provide an understanding of the culture and operation of the Centre.

### 2. SCOPE

This policy applies to all Students and Volunteers of the CKCHC.

### 3. POLICY

- 3.1. Volunteers and students will receive an orientation, training and support for each specific position based on the program and/or placement requirements.
- 3.2. Welcoming new volunteers and students is everyone's responsibility.
- 3.3. Orientation requirements may vary depending on the position and time commitment of the placement with the organization.
- 3.4. A full orientation will be completed when the placement is a minimum of 20 hours in duration.
- 3.5. Orientation will be provided by the HR department.

### 4. PROCEDURE

- 4.1. The HR department will schedule a general orientation of volunteers and students based on availability and potential start date of placement.
- 4.2. The general orientation will, at a minimum, consist of:
  - Overview of the organization including Mission, Vision & Values
  - CKCHC Policy Review
  - Occupational Health & Safety policies including WHMIS
  - Accessibility for Ontarians with Disabilities Act (AODA)
- 4.3. All Volunteers and Students will be assigned a liaison or preceptor (employee/volunteer). The liaison/preceptor is responsible to provide job specific training. They will act in a supportive and supervisory capacity according to the needs of their position.
- 4.4. The HR department or student preceptor shall have primary responsibility for specific program and placement orientation and for the design and delivery of appropriate training.
- 4.5. Volunteers and students are required to attend any training sessions necessary to fulfill their responsibilities.
- 4.6. Orientation and Training may include items such as: IT Training, NOD Training (depending on the needs of the position).
- 4.7. Volunteer Liaisons and Student Preceptors are responsible for encouraging their volunteers and students to improve their level of skills and knowledge throughout their placement.

- 4.8. Volunteers/Students are encouraged to identify training needs and interests they may have to their supervisor/preceptor. Internal or external training opportunities will be provided when resources allow.
- 4.9. The Human Resources and Volunteer Specialist will ensure that the Volunteer/Student Orientation Checklist has been completed and filed to ensure that the required areas of orientation have been properly covered.
- 4.10. Preceptors, Liaisons, Directors and Volunteers are encouraged to provide input into the design of orientation.

## 5. RELATED DOCUMENTS

- Student & Volunteer Rights and Responsibilities Form #CK-VOL-STU-100-0220191216
- Terms and Conditions Agreement Form #CK-VOL-STU-100-00820191216

POLICY REVISIONS SUBSEQUENT TO ORIGINAL APPROVAL					
No.	Initiator Title	Reason for Revision	Updated By	Date	Approver Title
1.	Human Resources and Volunteer Specialist	Annual Review	Human Resources and Volunteer Specialist	12/16/19	Director HR



## POLICY, PRACTICE AND PROCEDURE

<b>TITLE:</b> Student and Volunteer Supervision	<b>MANUAL:</b> Student and Volunteers
<b>CODE #:</b> CK-STU-VOL-104	<b># OF PAGES:</b> 2
<b>ORIGINAL APPROVAL DATE:</b> Sept 12, 2016	<b>APPROVED BY:</b> Integrated Senior Manager, HR
<b>CURRENT APPROVAL DATE:</b> December 16, 2019	<b>APPROVED BY:</b> Director of HR

### 1. PURPOSE

The purpose of this policy is to ensure that each volunteer and student who is accepted to a position with the CKCHC has an assigned liaison or preceptor that is responsible for support and management of that volunteer or student.

### 2. SCOPE

This policy applies to all Students and Volunteers of the CKCHC.

### 3. POLICY

- 3.1. All volunteer and student placements shall begin on a trial basis to ensure that the student and volunteer assignment and the working relationship between the student, volunteer and the CKCHC are mutually beneficial.
- 3.2. A student will be assigned to a preceptor with relevant educational qualifications and experience.

### 4. PROCEDURE

- 4.1. All volunteer and students will be assigned a liaison or preceptor. This will be the person to whom they go to for information, support and training. This person is also their first contact in the event of a problem or concern.
- 4.2. Responsibilities of a volunteer liaison/student preceptor:
  - Provide specific program training
  - Provide regular monitoring, ongoing evaluation, meeting, coaching and feedback, as required
  - Maintain on-going communication as needed
  - Provide support and guidance
  - Be available for consultation and assistance
  - Completion of evaluations and monthly reports
  - Contact the HR department or the Manager/Director to report any concerns with placement
  - Inform the HR department of any substantial changes in a position or status
  - Seek assistance from the HR department if needed
- 4.3. The HR department may contact the liaison, preceptor and/or volunteer to assess if the placement is mutually satisfactory.
- 4.4. Placement of student/observerships can vary from four hours to one year. During this time students are evaluated on an ongoing basis in accordance with the requirements of the academic institution.
- 4.5. A student that encounters issue(s) that prevent him/her from continuing in a clinical placement should speak with his/her preceptor and ask for additional training or support, or for reassignment if possible.

- 4.6. If a preceptor has concerns about the performance of a student, verbal feedback should be provided as soon as possible. The Director/Manager and/or the contact person from the academic institution may also need to be contacted.
- 4.7. If a volunteer or student is unable to come in when expected, he/she should inform his/her liaison/preceptor as soon as possible.
- 4.8. If a volunteer or student has been injured during their placement, a specific return to work plan and accommodation will be discussed.

## 5. RELATED DOCUMENTS

- Student & Volunteer Rights and Responsibilities Form # CK-STU-VOL-100-00220191216
- Student & Volunteer Orientation and Training Policy #CK-STU-VOL-103
- Generic Volunteer Job Description
- Student Learning Contracts

POLICY REVISIONS SUBSEQUENT TO ORIGINAL APPROVAL					
No.	Initiator Title	Reason for Revision	Updated By	Date	Approver Title
1.	Human Resources and Volunteer Specialist	Annual Review	Human Resources and Volunteer Specialist	12/16/19	Director HR



## POLICY, PRACTICE AND PROCEDURE

<b>TITLE:</b> Student and Volunteer Evaluation	<b>MANUAL:</b> Student and Volunteers
<b>CODE #:</b> CK-STU-VOL-105	<b># OF PAGES:</b> 2
<b>ORIGINAL APPROVAL DATE:</b> Sept 12, 2016	<b>APPROVED BY:</b> Integrated Senior Manager, HR
<b>CURRENT APPROVAL DATE:</b> December 16, 2019	<b>APPROVED BY:</b> Director of HR

### 1. PURPOSE

The purpose of this policy is to outline the procedure and practices for completing student and volunteer evaluations.

### 2. SCOPE

This policy applies to all Students, Volunteers, Staff Liaisons and Preceptors.

### 3. POLICY

- 3.1. Volunteers and Students may be asked to participate in an evaluation of their performance based on the program and/or placement requirements.
- 3.2. Evaluations will be constructive, supportive, flexible and empowering.
- 3.3. Evaluation requirements may vary depending on the position and time commitment of the placement with the organization.

### 4. PROCEDURE

When requested and required accommodations will be provided to both Students/Volunteers during their placement, including during an evaluation meeting.

#### **Volunteer Evaluations:**

- 4.1. The immediate supervisor of each volunteer and/or the Human Resources and Volunteer Specialist will liaise with the volunteer, providing progress reports, notice of problems or concerns, and/or input regarding volunteer work performance on a regular basis/as needed or on request.
- 4.2. Volunteers shall receive periodic verbal evaluation to review their work. This will assist the volunteers to achieve his/her goals.
- 4.3. The volunteer supervisor and/or the Human Resources and Volunteer Specialist will ensure that an annual review of the volunteer's placement takes place for those volunteers who continue their placement with the CKCHC for longer than a year.
- 4.4. The evaluation session is utilized to review:
  - the performance of the volunteer
  - to suggest any changes in work style
  - to seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the CKCHC
  - to convey appreciation to the volunteer
  - to ascertain the continued interest of the volunteers performance or position responsibilities
  - to discuss any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected.
- 4.5. Written notes documenting this discussion will be kept in the volunteer file.

- 4.6. It shall be the responsibility of each staff person in a supervisory relationship with a volunteer to schedule and perform periodic evaluations and to maintain records of the evaluation and to pass such records on to the HR department.

**Student Evaluations:**

- 4.7. Student evaluations will be completed in accordance with the requirements of the academic institution.
- 4.8. In addition students may be requested to complete a CKCHC evaluation of their placement.
- 4.9. All documentation including learning contracts with the educational program and evaluations must be forwarded to the HR department to be maintained in the student's file.
- 4.10. If a student has been injured during their placement, a specific return to work plan and accommodation will be discussed with the HR department and academic program, if situation affects a student.

**5. RELATED DOCUMENTS**

- Student & Volunteer Rights and Responsibilities Form #CK-STU-VOL-100-00220191216
- Volunteer Evaluation Form
- Student Evaluation Form #CK-STU-VOL-100-00420191216

POLICY REVISIONS SUBSEQUENT TO ORIGINAL APPROVAL					
No.	Initiator Title	Reason for Revision	Updated By	Date	Approver Title
1.	Human Resources and Volunteer Specialist	Annual Review	Human Resources and Volunteer Specialist	12/16/19	Director HR





## POLICY, PRACTICE AND PROCEDURE

<b>TITLE:</b> Student and Volunteer Re-Assignment, Dismissal, Resignation and Exit Interview	<b>MANUAL:</b> Student and Volunteers
<b>CODE #:</b> CK-STU-VOL-106	<b># OF PAGES:</b> 2
<b>ORIGINAL APPROVAL DATE:</b> Sept 12, 2016	<b>APPROVED BY:</b> Integrated Senior Manager, HR
<b>CURRENT APPROVAL DATE:</b> December 16, 2019	<b>APPROVED BY:</b> Director of HR

### 1. PURPOSE

The purpose of this policy is to outline the circumstances under which reassignment or cessation of a volunteer or student placement may occur.

### 2. SCOPE

This policy applies to all Students and Volunteers of the CKCHC.

### 3. POLICY

- 3.1. The CKCHC is committed to a productive, healthy and supportive environment for all students and volunteers and will administer equitable and consistent action for unsatisfactory behaviour, conduct, performance and/or attendance in the workplace.
- 3.2. Cessation of a placement is an action taken by the employer and/or the volunteer or student to end the relationship.
- 3.3. The CKCHC will ensure fair treatment of students and volunteers and respond to requests for reassignment in a prompt, consistent, and impartial manner, where programs and services allow.

### 4. PROCEDURE

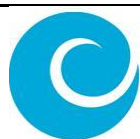
- 4.1. If a placement is not mutually satisfactory, either for the volunteer, the student, the liaison, the preceptor and/or the academic institution a reassignment to a different position or termination of the placement may be recommended.
- 4.2. A decision to amend the current placement must be communicated to the HR department and recorded in the volunteer's/student's file.
- 4.3. Dismissal of a Volunteer or Student may occur as a result of, but not limited to, the following:
  - Gross misconduct or insubordination
  - Being under the influence of drugs or alcohol
  - Theft of property or misuse of agency equipment or materials
  - Abuse or mistreatment of clients, participants or co-workers
  - Breach of confidentiality
  - Failure to abide by agency policies and procedures
  - Failure to satisfactorily perform assigned responsibilities
  - Absent without reasonable cause
  - Unethical behaviour
- 4.4. Any formal meetings will be documented in the volunteer or student's file and communicated to the appropriate individuals.
- 4.5. Volunteers who intend to resign should provide notice of their departure to their Liaison and/or HR department.

- 4.6. Upon completion of a placement (student/volunteer), for any reason, all items of any kind created, used or given to the individual to conduct their work must be returned to the HR department, prior to their departure.
- 4.7. Where possible, an exit interview will be conducted by the HR department to discuss why the volunteer is leaving, and any suggestions the volunteer may have to improve the position.

#### 5. RELATED DOCUMENTS

- Student & Volunteer Placement Exit Interview
- CKCHC Corrective Action Policy #CK-HR-602

POLICY REVISIONS SUBSEQUENT TO ORIGINAL APPROVAL					
No.	Initiator Title	Reason for Revision	Updated By	Date	Approver Title
1.	Human Resources and Volunteer Specialist	Annual Review	Human Resources and Volunteer Specialist	12/16/19	Director HR



## POLICY, PRACTICE AND PROCEDURE

<b>TITLE:</b> Student and Volunteer Appreciation Recognition	<b>MANUAL:</b> Student and Volunteers
<b>CODE #:</b> CK-STU-VOL-107	<b># OF PAGES:</b> 2
<b>ORIGINAL APPROVAL DATE:</b> Sept 12, 2016	<b>APPROVED BY:</b> Integrated Senior Manager, HR
<b>CURRENT APPROVAL DATE:</b> December 16, 2019	<b>APPROVED BY:</b> Director of HR

### 1. PURPOSE

The purpose of this policy is to outline how the Centre recognizes the contributions made by our students and volunteers through an informal and formal strategy.

### 2. SCOPE

This policy applies to all Students and Volunteers of the CKCHC.

### 3. POLICY

- 3.1. The CKCHC values the services students and volunteers contribute to achieving our mission, vision and values.
- 3.2. Recognition is the acknowledgement of an individual or team's behaviour, effort and/or accomplishments that support the Centre's Strategic Priorities, Operational Plan and Mission, Vision and Values to meet the needs of the clients and the community.

### 4. PROCEDURE

- 4.1. Annual recognition activities for volunteers are organized by the HR department (in consultation with leadership, staff and volunteers).
- 4.2. Volunteers and students may be invited to attend events, training sessions or other informal program or department events organized by the CKCHC.
- 4.3. Staff responsible for volunteer supervision are encouraged and supported to undertake non-monetary and ongoing methods of recognition of volunteer services throughout the year.
- 4.4. Volunteers and students will have access to the CKCHC common areas, property and materials necessary to fulfill their responsibilities as appropriate.
- 4.5. Opportunities for education and training in the operation of any equipment will be provided to students and volunteers based on program requirements.
- 4.6. Property and materials will be utilized only when directly required for the CKCHC purposes.

### 5. RELATED DOCUMENTS

- Student & Volunteer Rights and Responsibilities Form #CK-STU-VOL-100-00220191216
- CKCHC HR Policy Manual, as applicable
- CKCHC Finance Policy Manual, as applicable

POLICY REVISIONS SUBSEQUENT TO ORIGINAL APPROVAL					
No.	Initiator Title	Reason for Revision	Updated By	Date	Approver Title
1.	HR and Volunteer Specialist	Annual Review	HR and Volunteer Specialist	12/16/19	Director HR