Volunteer Development Toolkit

For

Non Profit Charitable Organizations

Developed by:

Community Care
City of Kawartha Lakes
Health and Support Services

With funding support from the
Government of Canada New Horizons for Seniors Program

April 2013
Photo on cover
Volunteer Drivers Gunter & Metha Kulz with transportation client Ruth Croxall
About Community Care City of Kawartha Lakes

In the early 1980s, health and social service professionals throughout the former Victoria County worked together to develop local home support services. They, along with community volunteers, shared concerns about the unmet needs of seniors and people with special needs in our community. Incorporated in 1985, the agency which today is Community Care City of Kawartha Lakes grew from a service delivering hot meals to isolated seniors in one of the rural communities of the County to a multi-million dollar, multi-service agency encompassing community services, caregiver relief, primary care, health promotion and wellness, dental health and hospice supports available to all residents of the City of Kawartha Lakes.

The agency’s evolution has been shaped by its commitment to the importance of community in service provision. Our agency is sensitive to specific community needs and ensures that services are provided in collaboration with the existing network of health and social services.

Volunteers play a vital role in service delivery. In addition to their important contributions to the delivery of community support and hospice services, they assist in fundraising, office administration, public relations and education and leadership roles with Committees, Advisory Councils and the Board of Directors.

Their work embodies the agency’s Vision of ....a healthy community through care and support.

From inception Community Care has benefited from volunteers providing service delivery for our clients. Without volunteer assistance a large number of our clients would not stay connected in their community as many of them are socially isolated. Countless volunteers provide leadership to program and service delivery in areas such as congregate dining, falls prevention exercise programs, blood pressure clinics, transportation, assisting with Meals on Wheels, friendly visits, palliative and bereavement support and helping at adult day programs.

The volume of service delivery increases each year and this in turn is reflected in the amount of volunteer involvement with Community Care. In the course of a year, close to 900 volunteers give more than 79,000 hours of time across an array of areas.

Like many not-for-profit charitable organizations, Community Care is aware of the changing nature of volunteerism. Ongoing volunteer development is critical to our current and future ability to meet demand for volunteer-supported services.
In early 2012, Community Care received funding from the New Horizons for Seniors Program to undertake a year-long project “Building Community Care Volunteerism Capacity”.

One of the overarching goals of this project was focusing on volunteer recruitment and development to help Community Care position itself to build on its rich heritage of volunteerism. We know with the changing demographics, including a growing population of older adults, we will need even more support to meet the increasing demands for service.

In building volunteer capacity, Community Care through this project, focused on attracting individuals less involved in volunteerism or individuals who may be thinking of volunteering but are unsure how to approach the organization.

With the “Building Community Care Volunteerism Capacity” project, the agency formed a Volunteer Advisory Council to provide ongoing advice to agency management and Board on issues related to volunteer-based service delivery and volunteer development. We also updated marketing materials, increased advertising, undertook further training in service-related areas and explored new ways to promote volunteerism.

Compilation of a tool kit to consolidate our information and build on our success in volunteer recruitment and development was one of the activities. This tool kit is available to other interested organizations involved in volunteerism.

Blood pressure volunteer Marie Travis (r) at 2012 World Diabetes Awareness Day
Volunteer Development

**Toolkit Summary**

In compiling this tool kit we have built on the Volunteer Development cycle in place at Community Care City of Kawartha Lakes. This is ever-evolving as our organization integrates services and expands to help meet the needs of our community. It is recognized that many organizations successfully recruit, retain and recognize volunteers using best practices in volunteerism. The tool kit highlights the following areas:

**Needs Identification**: what volunteers are needed, how many, what they will do and what skills they will need.

**Advertising and Promotion**: how will we get the word out about our volunteer needs and what new ways can we try to recruit.

**Recruitment**: what tools will we have available for volunteers to reach us such as electronic and paper applications and what do we want to know about those applying.

**Screening**: learning more about our volunteer applicants and their suitability for placement in their areas of interest or where volunteers are most needed.

**Risk Management**: identifying risk management policies and practices for volunteer placements.

**Orientation and Training**: defining what mandatory training is needed and how orientation to the organization and specific area of volunteering will be undertaken.

**Recognition**: how best to express our appreciation for the valuable contributions of volunteers.

**Evaluation**: how do we effectively and efficiently evaluation the work of our volunteers.
Volunteer Feedback: what opportunities are available for volunteers to provide comments on how things are going for them; what's working and where changes could be made to improve the volunteer experience.

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Evaluation  Pg. 14
Feedback – The Volunteer Voice  Pg. 15
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**Needs Identification:**

To begin promotion and advertising to seek new volunteers it is important to understand what the current volunteer needs are for an organization. In order to meet those needs, identify what skill sets are required. This will aid in recruiting the right person for the positions available. Needs may change frequently so routine updates to promotion and marketing materials will again assist with finding the right person for the positions available at the right time.

*Volunteers Theresa Fleming and daughter Patience scoop ice cream at the 2012 Hike for Hospice*
Advertising and Promotion:

One of the first things to consider for promotion and marketing initiatives is whether or not there is a budget for such promotion. When limited funds are available, use local community calendars in newspapers, radio and online as they generally provide promotion at no charge to your organization. Locally in the City of Kawartha Lakes, a community agency provides regular column space in cooperation with a local newspaper to help non-profits advertise for volunteers at no cost to the service providers.

Network in areas which will attract the demographic of volunteer you are seeking, but try to be open minded in your approach. For example, a local community centre may attract young families for a hockey game or community event, but grandparents are often there as well to watch their grandchildren. Other areas in your community which may support promotion at no charge include local church bulletins and display boards, newsletters from local employers to staff, i.e. hospital, manufacturing companies, community colleges, school boards, adult education centres, etc.

Repetitive and frequent insertions may not attract someone's attention initially, but many new volunteers will attest to the fact that seeing or hearing promotion messages caused them to reflect upon what they can do to help in their community - again at the right time for them and for your organization.

If your organization has a website, include a volunteer link which has a list of current opportunities available. Update website information frequently to ensure that the opportunities are current. Ideally there should be just enough information on the site to encourage those who are interested to initiate a phone call, an email or an online application.

Attached as Appendix A is an example of successful recruitment messaging.
**Recruitment:**

Once the initial contact is made by an individual by phone or internet, and they have expressed an interest in proceeding further with the screening process, identify the next steps. Be upfront about any policies that are in place with respect to the screening of all potential volunteers (i.e. obtaining a Criminal Records Check) and any expenses that an individual may incur in this process. Give a time frame of when you might expect to follow up and have an opportunity to meet with them. This initial contact phase is considered the 'first interview' with the individual.

As a follow up to an email or phone call, provide a potential volunteer with an application package. This could include a letter welcoming their interest with your organization, as well as a volunteer application form and any other documentation or information about the types of service offered by your organization. This package is meant to reiterate what you may have already mentioned, and it will give them background knowledge to refer to when completing their paper application.

Attached as Appendix B are samples of the agency’s recruitment letter and our Volunteer Application Form

![Good Food Box volunteer Garth Mackay packs boxes](image-url)
Screening:

The screening interview should be arranged as soon as possible once an application is received. Try to limit the time to between one hour to an hour and fifteen minutes. When arranging the interview, be sure to advise the person how long they may expect to be meeting with you and if they need to bring any paperwork.

The interview is an opportunity for you to provide a more detailed overview and orientation to your organization (about 10 - 15 minutes) as well as spending some time to get to know the individual. Following consistent screening practices for each volunteer applicant could include interview questions and paperwork to be signed (confidentiality policies, consents) and will ensure that each individual that approaches your organization is screened in the same manner.

Creating and following a volunteer registration checklist will ensure that all steps in the recruitment, screening and orientation process are followed for each individual regardless of which staff may be responsible for any given task.

During the interview, you may identify how an individual may work better with certain staff in your organization to provide the best service delivery to your clientele. Having job descriptions prepared for all volunteer tasks, not only provides an applicant with specific requirements, but could be beneficial in assisting with identifying an applicant’s skills which may be transferable to other volunteer positions in your organization.

Before leaving a screening interview, both parties should be clear as to what the next steps are. Perhaps you cannot proceed further without a police check in place or references being checked, or without some training or further orientation. Identify time frames or potential delays - i.e. a police check generally takes 7 - 10 working days to obtain.

Volunteers should also be made aware of what orientation and training will be required and who will be in touch to coordinate same once their file is ready to proceed.

Attached as appendix C are sample screening interview questions and a volunteer registration checklist. Attached as Appendix D is a sample job description.
Risk Management:

The detailed job descriptions and interview process is the opportunity to identify risk management policies and practices for volunteer placements within your organization. For example:

- at a fundraising event, having at least two volunteers to balance funds received can reduce the risk of theft
- requesting a Driver's Abstract from a volunteer can offer reassurance and reduce risk when clients are being transported in a volunteer's vehicle
- requesting a Criminal Records Check in situations where an individual will be one on one with your client is reassuring not only to the organization but to the client and their loved ones who are entrusting their care to the volunteer
- identify placements where the safety of the volunteer may be of concern i.e. picking up a client at a home where there is a vicious dog
Orientation and Training:

Regardless of what the volunteer placement is, having well trained individuals performing a task for your organization is crucial for consistency and excellence of service delivery to clients. Having the necessary skills to perform the volunteer task will help to retain volunteers by enhancing their experience with your organization. In particular, providing new volunteers with a thorough orientation and training will ensure that all new volunteers to your organization receive the same message and instruction.

Volunteer manuals are also an excellent resource and reference to reiterate your organization's policies and procedures and some of the training information.

Specific training for volunteers was referenced in the screening process and should be included as part of next steps once the initial screening is completed. Consistent new volunteer orientation not only provides the volunteer with skills and information needed, but it may also give the volunteer an opportunity to meet other new volunteers. Long term volunteers could also be invited to these sessions. (This would be beneficial if your organization has experienced rapid growth or where significant program changes have taken place) Organizing these sessions at 6 - 8 week intervals helps to get new volunteers trained as soon as possible once their file is completed so they can begin their placement in a timely manner.

If you have an electronic database, recording training details there helps with data recollection. If using a manual database, a spreadsheet format could include volunteer’s name, volunteer number (if applicable), start date, type and date of training.
Recognition

Regular and heartfelt thanks for a job well done are the most meaningful way to recognize the contributions of volunteers. Staff who interact with volunteers and those in positions of Senior Management use any and all opportunities they can to do just that.

In a formal way, to celebrate the importance of volunteers to our agency, we host a volunteer appreciation event annually to which all active volunteers are invited. The program includes years of service awards for five, ten, fifteen, twenty and twenty-five years. (The agency was incorporated in 1985, so we haven’t hit our 30 year mark yet.) In addition, we nominate volunteers for the Ontario Years of Service Awards.

Long-term wellness program volunteer Eleanor Walden (15 years) honoured at the 2012 Volunteer Appreciation event. Pictured with Community Care Chief Executive Officer Catherine Danbrook (l)
**Evaluation:**

Evaluation of volunteers should be similar to the process in which your organization evaluates its' staff. Depending on the number of volunteers involved with your organization, this may or may not be a realistic and manageable process. A less formal method of evaluation could be seeking verbal input from the volunteer, from staff and from the clients your organization serves. Communicating with clients through satisfaction surveys not only evaluates the service your organization provides, but there is the potential here to ask about service delivery from the volunteers as well.

**Friendly Visiting Service – Client Satisfaction Survey**

**Sample Questions:**

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Does not apply</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your friendly visiting volunteer provides you with the supports and assistance you need</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>The frequency of interactions between you and your friendly visiting volunteer are adequate</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Your friendly visiting volunteer has been helpful in letting you know about other Community Care services</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
The Volunteer Voice

Volunteer Advisory Council
As part of the New Horizons for Seniors “Building Community Care Volunteerism Capacity” a new Volunteer Advisory Council was formed made up of individuals with experience volunteering with Community Care. The VAC acts in an advisory capacity to the agency in areas of volunteer recruitment and development and assists with efforts to promote volunteerism in the City of Kawartha Lakes.

In recruiting members to the VAC, the agency considered gender, geographic distribution across our community of 3,000 square kilometres as well as representation from the service areas and divisions of our agency where volunteers play active roles in service provision.

See Appendix E for the Terms of Reference of the Volunteer Advisory Council.

Locals Volunteer Councils
In six communities in the City of Kawartha Lakes, the agency has Local Advisory Councils made up of volunteers who are involved in the provision of services such as Meals on Wheels, congregate dining, falls prevention exercise groups and volunteer driver transportation.

Volunteer Satisfaction Survey
Each year as part of the agency’s Quality Improvement and Evaluation Plans, Community Care asks our volunteers to complete a satisfaction survey. Their responses assist the organization evaluate our relationship with our volunteers. Among the questions asked on the survey are whether they feel like an appreciated member of the Community Care team, whether they have been given the support, guidance and training to fulfill their volunteer responsibilities and whether they are comfortable asking Community Care staff for assistance if they have questions.

See Appendix E for a copy of the Volunteer Satisfaction Survey
Exit Surveys:

While we hope that volunteers will stay with our organization forever, there are times that due to health reasons, personal reasons or other situations, that they may choose to leave or be asked to leave. Establishing an exit survey for all volunteers to complete can be a valuable resource for an organization. Reviewing the reasons for leaving helps an organization learn and aids with a focus on continuous quality improvement.

The exit survey should be performed by a volunteer coordinator rather than a staff person that the volunteer reported to. Responses could also be submitted by mail anonymously. Volunteers should feel secure in knowing that all responses will be kept strictly confidential.

Our agency’s Exit Survey for volunteers is included as Appendix F
Appendix A

Sample – General Volunteer Recruitment Media Release

Community Care City of Kawartha Lakes is a health and community support agency which provides a range of services designed to promote health for all ages and independence of seniors and special needs clients. Our care divisions include Community Support Services, Community Health Centre and Hospice Services. Several of our programs and services rely upon assistance from our many dedicated volunteers.

We are currently recruiting volunteers for the following programs and services:

- **Adult Day Program**  
  Bobcaygeon, Burnt River, Fenelon Falls & Omemee
- **Friendly Visiting**  
  throughout the City of Kawartha Lakes
- **Fundraising (Tag Days)**  
  throughout the City of Kawartha Lakes (2 hour time commitment)
- **Hospice Services**  
  Bobcaygeon, Burnt River, Coboconk, Fenelon Falls, Kirkfield, Omemee
- **Lifeline Emergency Response**
- **Installation Volunteers**  
  Coboconk & Fenelon Falls
- **Meals on Wheels**  
  Lindsay and Fenelon Falls
- **Office Administration**  
  Lindsay, Fenelon Falls
- **Volunteer Drivers**  
  Bobcaygeon (local drives), Burnt River, Cambray, Cameron, Fenelon Falls, Kirkfield & Woodville

To receive a Volunteer application, please contact Wendy Bruckert, Volunteer Services Co-ordinator at: 705 324-7323 x 163; email: wbruckert@community-care.on.ca or view our website [www.community-care.on.ca](http://www.community-care.on.ca) and submit your application online.

We pride ourselves in our commitment to work with you to find the best fit for you within our organization and program specific training is provided. It will be a pleasure to have you as a Community Care volunteer – we look forward to hearing from you soon.
**Sample Recruitment Letter**

**Date**

Prospective Volunteer Name  
Address  
Town/ Postal Code

**Dear (First Name):**

Thank you for your interest in volunteering with Community Care City of Kawartha Lakes. Enclosed please find a copy of our Volunteer Application Form. Please complete and return to our office at 34 Cambridge Street South, 2nd Floor Lindsay at your earliest convenience. Our application form is also available electronically on our website [www.community-care.on.ca](http://www.community-care.on.ca) if you prefer to complete and submit it online.

I will be in touch with you after receiving your application form to discuss opportunities, your interests and our registration process.

In the meantime, please don’t hesitate to contact me at 705-324-7323 x ____ if I can provide any additional information.

**Sincerely,**

(name)  
Volunteer Services Coordinator
Volunteer Registration Form

Appendix B

Volunteer #:________________

Start Date: D___ M ___ Y ___

Name: ____________________ 
_______________________________

Date: D_______ M _______ Y _______

Mailing Address: ______________________________

Street Address: (if different from mailing address) ______________________________

Town: __________________________ Postal Code:________________________

Telephone: ___________ Cellular: ___________ Business: __________ Fax: __________

E-Mail: _______________________________

Salutation  Mr. [ ] Mrs. [ ] Ms. [ ] Other [ ]

Emergency Contact Information:

Name: __________________ Home Tel: __________ Business Tel: __________

Address: ______________________________ Relationship: ______________

Name: __________________ Home Tel: __________ Business Tel: __________

Address: ______________________________ Relationship: ______________

Which Service or Area of Community Care are you interested in helping with?

- Adult Day Program [ ]
- Meals on Wheels [ ]
- Congregate Dining [ ]
- Connecting Seniors [ ]
- Diners Club [ ]
- Transportation [ ]
- Friendly Visiting/Reassurance [ ]
- Good Food Box [ ]
- Fundraising [ ]
- Committees/Board Participation [ ]
- Office Help [ ]
- Health Promotion & Wellness Programs [ ] (Blood Pressure Clinics, SAGES, Stroke Survivor Group)
- Hospice/Palliative Care [ ]
- Grief Support [ ]
- Gardening [ ]
- Bingo [ ]

If you are interested in being a driver for Community Care the following information is required:

Vehicle #1 Type: ____________________________ 2 Door [ ] 4 Door [ ] Year _____

Vehicle #2 Type: ____________________________ 2 Door [ ] 4 Door [ ] Year _____

Drivers License # ______________________________ License Type: ______________

Insurance Company ______________________________
If you are interested in volunteering for Hospice Services, please review the following information:

In our training course, we discuss grief & loss and complete exercises exploring our own grief experiences, as this understanding is an important part of Hospice Palliative Care Training. However, our training is not set up to be a support group in any way, so it is important that participants are NOT actively grieving. We recommend, therefore, that participants have NOT experienced the loss of a loved one in the past year.

Have you experienced the loss of a loved one in the past year?  Yes  No

Would you share with us briefly your background, employment, community, and/or previous volunteer experience? (This information will give CCCKL the opportunity to fully utilize your talents and past experiences within our organization)

Work Related and Volunteer Experience:

________________________________________________________________________

________________________________________________________________________

Hobbies or Special Talents: (e.g. crafts, music, sports)

________________________________________________________________________

________________________________________________________________________

How did you hear about the volunteer opportunities at Community Care?

BOB FM   The Lindsay Post
Community Care CKL Website   The Promoter
Kawartha Lakes This Week   Other

Please list two references (not family members) who will be contacted for further information. Please print.

| Name: __________________________________________ | Name: __________________________________________ |
| Phone: ______________________________ | Phone: ______________________________ |
| Relationship: ______________________________ | Relationship: ______________________________ |

**Please note that we will require a Police Check with the Vulnerable Sector Search. Information will be provided to you at the Volunteer Screening Interview to obtain a Police Check.**

To help you in your volunteering responsibilities, please let us know if you have any limitation (health/physical) which Community Care should be aware of ____________________________
## Sample Screening Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Name:</td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td></td>
</tr>
<tr>
<td>Review of interests/how they heard about us, etc. From Volunteer Application</td>
<td></td>
</tr>
<tr>
<td>Tell me a little more about yourself</td>
<td></td>
</tr>
<tr>
<td>Why did you choose Community Care as your volunteer place of choice?</td>
<td></td>
</tr>
<tr>
<td>What does confidentiality mean to you? (stress client confidentiality and implications)</td>
<td></td>
</tr>
<tr>
<td>What previous volunteer experience do you have?</td>
<td></td>
</tr>
<tr>
<td>What responsibilities have you taken on with other volunteer experiences?</td>
<td></td>
</tr>
<tr>
<td>What did you enjoy most about your previous volunteer role? Least?</td>
<td></td>
</tr>
<tr>
<td>Which of your attributes and experiences do you think will help make you a great volunteer for Community Care?</td>
<td></td>
</tr>
<tr>
<td>How do you handle a situation when for some reason, you are not able to honour your commitment to volunteer?</td>
<td></td>
</tr>
<tr>
<td>Do you have any long range volunteer goals?</td>
<td></td>
</tr>
<tr>
<td>Do you have any limitations that we should be aware of? – i.e. not physically able to assist a client</td>
<td></td>
</tr>
<tr>
<td>Do you have any training or experience interacting with people with the following conditions? This information helps us plan for training opportunities for volunteers</td>
<td></td>
</tr>
<tr>
<td><strong>Dementia</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Lasting Affects of a Stroke</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Mental Health</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Vision Loss</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Hearing Loss</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Acquired brain injuries</strong></td>
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</tr>
</tbody>
</table>
# VOLUNTEER REGISTRATION CHECKLIST

Name of Volunteer: ____________________________________________________

Initial Contact Date: _____________________ Start Date: ____________

<table>
<thead>
<tr>
<th>Date</th>
<th>Orientation Provided by (Please initial)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

****SCENT FREE OFFICES****

<table>
<thead>
<tr>
<th>Orientation</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Registration Form Completed/Received</td>
<td></td>
</tr>
<tr>
<td>Screening Interview (date/time)</td>
<td></td>
</tr>
</tbody>
</table>

**Power Point Orientation to Community Care**

<table>
<thead>
<tr>
<th>Orientation</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reviewed use of PERSONAL INFORMATITON with Volunteer and consent received</td>
<td></td>
</tr>
<tr>
<td>HANDWASHING brochure given</td>
<td></td>
</tr>
</tbody>
</table>

**Job Description for specific program given**

<table>
<thead>
<tr>
<th>Orientation</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement of Confidentiality and Policy – Breach of Confidentiality forms Signed</td>
<td></td>
</tr>
<tr>
<td>Photo consent Signed</td>
<td></td>
</tr>
</tbody>
</table>

**Maintaining Boundaries information and AODA info sheets given**

<table>
<thead>
<tr>
<th>Orientation</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Take PHOTO for ID Badge – keep in file until screening completed</td>
<td></td>
</tr>
</tbody>
</table>

**If Transportation Volunteer, verify clean driving record verbally**

<table>
<thead>
<tr>
<th>Orientation</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>References Checked: 1. □ 2. □</td>
<td></td>
</tr>
</tbody>
</table>

**Police Check received**

<table>
<thead>
<tr>
<th>Orientation</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Volunteer form for computer access – IT Support</td>
<td></td>
</tr>
</tbody>
</table>

**PHIPA, Boundaries, Bill 168, and Infection Prevention & Control training Arranged/Recorded**

<table>
<thead>
<tr>
<th>Orientation</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete data entry into Database; include permission for use of Personal Information &amp; Update Status (if required at this time)</td>
<td></td>
</tr>
</tbody>
</table>

**Record new volunteer name on Training Sheet**

<table>
<thead>
<tr>
<th>Orientation</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add volunteer information to Email mailing list and if applicable Fundraising list – name to Director, Marketing and Development for e-updates if volunteer has agreed to this</td>
<td></td>
</tr>
</tbody>
</table>

**Record volunteer name in Outlook Calendar for Follow-up 2 – 3 weeks after file transfer**

<table>
<thead>
<tr>
<th>Orientation</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>File transferred or emailed information to Supervising Staff for placement</td>
<td></td>
</tr>
</tbody>
</table>

**Program Orientation (by Supervising Staff)**

<table>
<thead>
<tr>
<th>Orientation</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Job Description reviewed</td>
<td></td>
</tr>
<tr>
<td>Maintaining Boundaries information reviewed</td>
<td></td>
</tr>
<tr>
<td>Manual Reviewed</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Orientation</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ MOW</td>
<td></td>
</tr>
<tr>
<td>□ Friendly Visiting</td>
<td></td>
</tr>
<tr>
<td>□ Transportation</td>
<td></td>
</tr>
<tr>
<td>□ Adult Day Program</td>
<td></td>
</tr>
<tr>
<td>□ Office Admin</td>
<td></td>
</tr>
<tr>
<td>□ Hospice</td>
<td></td>
</tr>
<tr>
<td>□ Volunteer Handbook Provided</td>
<td></td>
</tr>
</tbody>
</table>
### COMMUNITY CARE CITY OF KAWARTHA LAKES
#### VOLUNTEER JOB DESCRIPTION

<table>
<thead>
<tr>
<th>JOB TITLE:</th>
<th>CAREGIVER SUPPORT GROUP – FENELON FALLS LOCATION</th>
<th>APPROVAL DATE:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>January 2013</td>
</tr>
</tbody>
</table>

| REPORTS TO: | Director, Community Support Services |

**POSITION SUMMARY:** The volunteer will be responsible for helping create a warm, welcoming environment for caregivers attending the monthly support group.

**MAJOR JOB DUTIES AND RESPONSIBILITIES**
- Assist with set up for the monthly group including moving tables and chairs
- Prepare light refreshments (including tea, coffee and purchased cookies)
- Purchase refreshments and supplies needed for refreshments e.g. cups, napkins, sugar, sweetener, milk, cookies, stir sticks as needed
- Submit receipts for reimbursement of approved refreshment expenses
- Assist with registration of support group participants
- Assist with clean up of space after group meeting
- Uphold agency Vision, Mission and Values and Quality Management principles
- Adhere to Agency policies and procedures for staff, client and volunteer confidentiality and protection of personal health information and interpersonal boundaries
- Submit volunteer hours to staff designate by the 3rd of each month for inclusion in monthly statistical reporting

**SKILLS/KNOWLEDGE/EXPERIENCE**
- Strong Interpersonal skills
- Excellent communication skills
- Experience working with seniors and special needs persons would be an asset
- Knowledge of Community Care’s Volunteer Manual, agency values and services

**EFFORT REQUIRED TO PERFORM JOB**
A) Mental: Active listening
B) Physical: Moving tables, chairs: Lifting and carrying supply box

**REPORTING RELATIONSHIP**
Reports to Director, Community Support Services

**WORKING CONDITIONS**
- All Community Care offices are Scent Free and are non smoking environments
- Volunteer will be working from the Fenelon Falls location of the Caregiver Support Group

**HEALTH AND SAFETY**
Works in compliance with the Ontario Occupational Health and Safety Act (R.S.O. 1990 c.0.1) and associated regulations.
- Uses and wears the protective equipment, devices or clothing that is required to be worn.
- Reports to the supervisor the absence or defect in any equipment or protective device of which the volunteer is aware and which may endanger himself/herself or any other volunteer.
- Reports to the supervisor any contravention of the Ontario Occupational Health and Safety Act (R.S.O. 1990 c.0.1) and associated regulations or the existence of any hazard of which he/she is aware.
- Actively participates in the identification of workplace hazards with the aim of continuously improving the volunteers’ work environment.
- Ensures their familiarity with the health and safety program.
Appendix E

Terms of References
Community Care City of Kawartha Lakes
Volunteer Advisory Council

Purpose
The Volunteer Advisory Council is a group of people with experience volunteering with Community Care City of Kawartha Lakes. The VAC will act in an advisory capacity to the agency in areas of volunteer recruitment and development and assist with efforts to promote volunteerism in the City of Kawartha Lakes.

Advisory Council Responsibilities
- Act as a voice for “volunteerism” through the implementation of “Building Community Care Volunteer Capacity” New Horizons project and future volunteer development initiatives
- Provide a volunteer perspective on volunteer recruitment and development plans
- Provide specific guidance and feedback on volunteer- promotional and educational materials
- Assist CCCKL in the development and implementation of ‘best practice’ initiatives related to the recruitment and retention of volunteers

Council Member Roles and Responsibilities
- Actively participate in meetings of the Advisory Council
- Assist with recruitment of volunteers using contacts in local communities
- Act in a volunteer “champion” role if comfortable
- Act as a mentor to new volunteers if comfortable

Membership
Up to 10 former or current volunteers recruited taking into account the following diversity factors:
- Areas of Community Care volunteer services
- Geographic distribution across the City of Kawartha Lakes
- Age range
- Gender

Tenure of Membership
Membership is for a two year term. Existing members may re-apply for one additional term
**Reporting & Accountability**

Minutes of the Volunteer Advisory Council will be shared with the agency’s Board of Directors

A volunteer Chair will be selected by the membership of the Advisory Council

A volunteer Co-Chair will be elected by the membership of the Advisory Council

**Staff Resources**  Manager, Human Resources

Volunteer Services Coordinator

Administrative Assistant to the CEO

**Procedures**

**Frequency of Meetings**

At least six meetings per year, with higher frequency during peak activity for specific volunteer related projects

**Quorum/Decision Making**

A consensus model of decision making will be used whenever possible

For formal motions, greater than 50 % of membership must be present (excluding Chair)
Volunteer Satisfaction Survey

As a valuable member of the Community Care City of Kawartha Lakes Health and Support Services Volunteer team, we would appreciate you taking the time to complete this survey. Your response assists us as we evaluate our relationship with our volunteers, and with our efforts for continuous quality improvement. If you have any questions, please contact Joan Skelton, Director Community Support Services, 705 324 7323 x 232 or by email: jskelton@community-care.on.ca

Your response can be mailed, dropped off at any Community Care event or office, may be given to Community Care staff, or responses can be submitted online with Survey Monkey at http://www.surveymonkey.com.

Please ensure that your completed survey is received by: Friday, April 5th, 2013

Using the scale below, please respond to the questions:

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>N/A</td>
</tr>
</tbody>
</table>

1. I feel like an appreciated member of the Community Care team.

   | 1 | 2 | 3 | 4 | N/A |

2. I have been given the support, guidance and training to fulfill my volunteer responsibilities.

   | 1 | 2 | 3 | 4 | N/A |

3. Whenever I have questions, I feel comfortable asking Community Care staff for assistance.

   | 1 | 2 | 3 | 4 | N/A |

4. Staff members quickly respond to my questions or concerns.

   | 1 | 2 | 3 | 4 | N/A |


5. My skills and abilities are being used to the best potential.

1 2 3 4 N/A

6. Volunteering with Community Care has increased my self-confidence and interpersonal skills

1 2 3 4 N/A

7. I would recommend volunteering at Community Care to others.

1 2 3 4 N/A

8. We would appreciate any suggestions you have to help us improve our volunteer opportunities.

____________________________________________________________

____________________________________________________________

*Optional* - provide your name:

____________________________________________________________

9. I am interested in other volunteer opportunities (please specify your area of interest)

____________________________________________________________

____________________________________________________________

10. Would you be willing to have your name included on the list of volunteers who are available for Community Care fundraising events? (i.e. Care Walk; Hike for Hospice; Tag Days)

Yes ☐ No ☐

Name: ___________________________ Phone #: ____________________

Many of our volunteers prefer to receive information from Community Care by email. Please include your email address here to receive updates and correspondence from us:

Email address: ___________________________

Thank you for taking the time to complete this survey. We sincerely appreciate you as a volunteer and value the assistance that you provide to our clients, programs and services.
Volunteer Exit Survey

You have been a valuable member of the Community Care City of Kawartha Lakes Health and Support Services Volunteer team. As such, we would appreciate you taking the time to complete this survey. Your response assists us as we evaluate our relationship with our volunteers, and with our efforts for continuous quality improvement. The responses you give will be held in confidence and are strictly for evaluation purposes. If you have any questions, please contact: Wendy Bruckert, Volunteer Services Coordinator, 705 324-7323 x 163 or email wbruckert@community-care.on.ca

Please return your response in the enclosed envelope or drop off at 34 Cambridge Street South, 2nd floor, Lindsay, ON K9V 3B5.

Using the scale below, please respond to the questions:

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Does Not Apply</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

11. I always felt like an appreciated member of the Community Care team.

12. I was given an orientation and training to fulfill my volunteer responsibilities.

13. Whenever I had questions, I felt comfortable asking Community Care staff or leadership volunteers for assistance.

14. Staff members and leadership volunteers were quick to respond to my questions or concerns.
15. My experiences at Community Care have fulfilled my personal goals and my original expectations for volunteering.

1  2  3  4  5

16. I would recommend volunteering at Community Care to others.

1  2  3  4  5

17. Please respond to the following comments regarding your decision to leave your volunteer role. (please check all that apply)

☐ I am ready for a change/new challenge
☐ Change in circumstances - i.e. personal/family commitments have required that I resign
☐ Should circumstances change, I would consider volunteering again at Community Care
☐ Feel that I have given all I can at this time
☐ I felt that I could give more to Community Care but didn't know how to find out what other volunteer opportunities were available
☐ Other:

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

18. Feel free to share any other comments. Your comments help us greatly in improving relationships with volunteers.

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

Thank you for taking the time to complete this survey.
We have appreciated you being a volunteer and value the assistance that you have provided to our clients, programs and services.
34 Cambridge Street South, 2nd Floor
Lindsay, ON   K09V 3B8
705-324-7323
info@community-care.on.ca

www.community-care.on.ca