

# LAKESHORE COMMUNITY SERVICES

## VOLUNTEER SCREENING PROCESS

### Definitions

#### **Duty Of Care**

Duty of care is the obligation that one owes the other, especially the obligations to exercise reasonable care with respect to the interests of the other. This obligation includes protection from harm.

#### **Volunteer**

A volunteer is an individual:

- who chooses to undertake a service or activity – someone who is not coerced or compelled to do this activity;
- who does this activity in service to an individual or an organization, or to assist the community-at-large;
- who does not receive a salary or wage for this service or activity.

#### **Vulnerable person**

One who has difficulty protecting him/herself from harm temporarily or permanently and is at risk because of age, disability, handicap or situation.

## SCREENING REQUIREMENTS AND PROCEDURES

Lakeshore Community Services has a number of people, both paid and unpaid, working in positions of trust. By this we mean work that gives individuals access to money, requires them to work alone or intensively with “vulnerable” people or that results in professional and yet intimate relationships.

The majority of volunteer directed programs delivered by Lakeshore Community Services - Friendly Visiting, Security Reassurance, Meals on Wheels, CAP, General Office, Board of Directors, are classified as high risk. Working among the elderly and disabled, going into their home or daily phone conversations, in a non-supervised environment, makes the client base, very vulnerable persons.

- 1- **Volunteer Application Form** – To be completed, signed and processed for the identified program.
- 2- **Interviews** – Interviews help ensure that candidates meet the position requirements and fit with the organization, these notes will be placed in a secured file. Interviews will be conducted by the Volunteer Coordinator and the Executive Director.
- 3- **Reference Checks** - Clients who are referred will be asked to provide references.

- 4- **Police Record Check** – To be completed by the volunteer and processed by the Lakeshore OPP and returned to Lakeshore Community Services when completed. There is no charge for this. If any convictions appear the candidate will be asked to provide details and give permission for the organization to confirm with the police
- 5- **Orientation and training** - to inform volunteers about policies and procedures and provide a job description on the program selected to properly perform the duties requested as a volunteer. A Confidentiality Form will be read and signed by the volunteer.
- 6- **Consultation/Evaluation**- Evaluations will be based on position description according the level of risk associated with the volunteer position. Regular consultation will be provided to give support, observe and give feedback.
- 7- **Participant follow up**- regular contact with participants and family members, spot checks for volunteers in high risk positions.

## RECRUITMENT PROCESS



- Lakeshore Community Services takes its responsibilities for participants seriously and screens all applicants thoroughly. Recruitment methods will include:
- 1) mail-outs
  - 2) newspaper
  - 3) advertisements
  - 4) referrals

All recruitment material will indicate that our organization thoroughly screens applicants.

## CONCLUSION

The development of policies and procedures related to screening is crucial in preventing legal liability. Lakeshore Community Services also upholds its ethical and moral responsibility to protect participants, volunteers, staff and the general community from harm.