



TITLE

**VOLUNTEER RESOURCES**

SCOPE

Provincial

DOCUMENT #

1128

APPROVAL AUTHORITY

Vice President & Chief Health Operations Officer, Central & Southern Alberta

Vice President & Chief Health Operations Officer, Northern Alberta

INITIAL EFFECTIVE DATE

April 1, 2010

SPONSOR

Volunteer Resources

REVISION EFFECTIVE DATE

February 14, 2020

PARENT DOCUMENT TITLE, TYPE AND NUMBER

Not applicable

SCHEDULED REVIEW DATE

February 14, 2023

---

**NOTE:** The first appearance of terms in bold in the body of this document (except titles) are defined terms – please refer to the Definitions section.

If you have any questions or comments regarding the information in this document, please contact the Policy & Forms Department at [policy@ahs.ca](mailto:policy@ahs.ca). The Policy & Forms website is the official source of current approved policies, procedures, directives, standards, protocols and guidelines.

---

## OBJECTIVES

- To outline the engagement (recruitment, orientation and training, placement, evaluation and recognition) of voluntary Alberta Health Services (AHS) representatives (i.e., **volunteers**).

## PRINCIPLES

AHS is committed to enhancing the patient and family experience through the deployment of a diverse and skilled volunteer workforce. The framework, as developed by Volunteer Resources, supports our AHS *Patient First Strategy* and *Our People Strategy*, and complements the delivery of patient-focused, quality health care.

Volunteer roles are based on the needs of a program, department, or service area. A volunteer's role augments and/or complements the work of other AHS representatives.

Volunteers must comply with the AHS *Code of Conduct*, AHS Values, AHS Competencies, and other applicable AHS policies and procedures.

## APPLICABILITY

Compliance with this document is required by all Alberta Health Services employees, members of the medical and midwifery staffs, Students, Volunteers, and other persons acting on behalf of Alberta Health Services (including contracted service providers as necessary).

## ELEMENTS

### 1. Points of Emphasis

- 1.1 Volunteers (including patient advisors and religious visitors), are community members who bring unique talents, skills, and knowledge to enhance, complement, and strengthen the quality of care provided by our professional staff.
- 1.2 Volunteers are not employees of AHS and are not provided with any benefits, collective agreements, or terms and conditions of employment. Volunteers are not independent contractors with, or paid consultants to AHS.
- 1.3 The engagement of volunteers shall not replace or reduce the hours of work of paid AHS representatives.
- 1.4 While the AHS *Conflict Of Interest* Bylaw does not apply to volunteers, they are expected to follow its principles and concepts.
- 1.5 Programs, departments, and service areas must connect with Volunteer Resources prior to the recruitment of volunteers.
- 1.6 Volunteers affiliated with AHS shall register with Volunteer Resources when:
  - a) the volunteer role requires contact with patients; or
  - b) the volunteer requires ongoing access to AHS information or facilities.

### 2. Recruitment and Screening of Volunteers

- 2.1 Volunteer Resources administers the standardized registration process, including but not limited to, recruitment and screening processes for all prospective volunteers, in accordance with applicable legislation and the AHS *Recruitment and Employment Practices* Policy.
- 2.2 Registration with Volunteer Resources shall be completed prior to a volunteer commencing their volunteer role.
- 2.3 A role description that clearly outlines the responsibilities and boundaries of the volunteer role must be approved by Volunteer Resources prior to placement.
  - a) While acting within the scope of their volunteer role, volunteers are covered by AHS' liability insurance and the Workers' Compensation Board (WCB) (where applicable).
  - b) The level of health screening required for volunteers is pre-determined for each role description in accordance with the AHS *Communicable Disease Assessment* Policy.

- c) The level of security screening required for volunteers is pre-determined for each role description in accordance with the *AHS Security Screening Procedure* and legislation.

### 3. Orientation and Training of Volunteers

- 3.1 Volunteer Resources shall ensure volunteers receive a general orientation to AHS as appropriate to their placement either through Volunteer Resources or through a designated program, department, or service area.
  - a) Volunteer Resources shall ensure volunteers complete the AHS *Confidentiality and User Agreement* and privacy education requirements as per the *Information & Privacy and IT Security Compliance Awareness Infocare Learning Module*.
- 3.2 Volunteer Resources shall ensure that volunteers receive a site-based orientation to introduce the volunteer to the facility and its unique characteristics.
  - a) Volunteers issued with AHS identification badges shall ensure the badges are clearly visible at all times while they are in AHS facilities.
- 3.3 Programs, departments, and service areas must provide service area-specific orientation and training to the volunteers placed in their area. Program-specific training is designed through collaboration between Volunteer Resources and the placement liaison.
  - a) Volunteers must attend program, department, or service area-provided mandatory orientation and training, prior to being placed into their volunteer role.
- 3.4 Some volunteer programs require specialized training. Examples include but are not limited to the following:
  - a) Meal Assistance;
  - b) Volunteer Driver;
  - c) Patient and Family Advisor; and
  - d) Palliative & End of Life Care.

### 4. Placement of Volunteers

- 4.1 Programs, departments, and service areas, in conjunction with Volunteer Resources, place volunteers according to the needs of the program, department, or service area, and each volunteer's suitability.
- 4.2 Placement liaisons shall be designated in each placement program, department, or service area to provide direction and support to the volunteer.

- 4.3 Travel expenses incurred as part of a volunteer's duties are eligible for reimbursement in accordance with the *AHS Travel, Hospitality, and Working Session Expenses – Approval, Reimbursement, and Disclosure Policy*.
- a) Placement areas shall be responsible for reimbursement of volunteer travel expenses.

## 5. Evaluation of Volunteers

- 5.1 In partnership with Volunteer Resources, programs, departments, and service areas are responsible for the ongoing management of volunteers and shall:
- a) coordinate volunteer engagement with Volunteer Resources;
- b) clearly define performance expectations with each volunteer through the use of a role description that has been approved by Volunteer Resources;
- c) hold volunteers accountable for their performance (including attendance management and duties according to their role description); and
- d) work with Volunteer Resources to identify and explore options when a volunteer has been unable to meet performance expectations.
- 5.2 Volunteer records are managed by Volunteer Resources in accordance with the *AHS Records Management Policy*.
- 5.3 Volunteer Resources is responsible for tracking the hours that a volunteer provides and for reporting on annual volunteer statistics as required by AHS.

## 6. Recognition of Volunteers

- 6.1 As part of ongoing management, programs, departments, and service areas shall encourage, support, and recognize volunteer development and achievements for the volunteers placed in their areas.
- 6.2 Volunteers should have the opportunity to participate in all AHS formal recognition programs. Volunteer Resources shall provide the information on eligible volunteers as requested.

## 7. Ending the Volunteer Relationship

- 7.1 Volunteers who provide zero (0) volunteer hours over the course of a year may be subject to termination at the discretion of Volunteer Resources.
- 7.2 Volunteer placement and/or volunteer programs may be discontinued at AHS' discretion.

## DEFINITIONS

**Volunteer** means an individual, including patient advisors, who freely provide their time to support AHS activities.

## REFERENCES

- Alberta Health Services Governance Documents:
  - *Access to Information (Physical, Electronic, Remote) Policy (#1105)*
  - *Code of Conduct*
  - *Collection, Access, Use, and Disclosure of Information Policy (#1112)*
  - *Communicable Disease Assessment Policy (#1170)*
  - *Conflict of Interest Bylaw*
  - *Information Security and Privacy Safeguards Policy (#1143)*
  - *Information Technology Acceptable Use Policy (#1109)*
  - *Records Management Policy (#1133)*
  - *Records Retention Schedule (#1133-01)*
  - *Recruitment and Employment Practices Policy (#1116)*
  - *Respectful Workplaces and the Prevention of Harassment and Violence Policy (#1115)*
  - *Security Screening Procedure (#1161)*
  - *Travel, Hospitality, and Working Session Expenses – Approval, Reimbursement, and Disclosure Policy (#1122)*
  - *Workplace Health and Safety Policy (#1121)*
- Alberta Health Services Resources:
  - *A Guide for Engaging Patient and Family Advisors*
  - *ACE Learning Modules*
  - *AHS Values*
  - *Confidentiality and User Agreement*
  - *Infocare*
  - *Information & Privacy and IT Security & Compliance Awareness Infocare Learning Module*
  - *Our People Strategy*
  - *Patient First Strategy*
  - *Volunteer Involvement: Volunteer Resources Guide*
  - *Volunteer Resources: Recognition Tool Kit*
  - *Volunteer Manual: Mealtime Assistance*
  - *Volunteer Manual: Palliative and End of Life Program*
  - *Volunteer Manual: Volunteer Driving Program*
- Non-Alberta Health Services Documents:
  - *Occupational Health and Safety Act (Alberta)*
  - *Protection for Persons in Care Act (Alberta)*

## VERSION HISTORY

Date	Action Taken
November 23, 2016	Revised
February 14, 2020	Revised, includes change in Title from <i>Volunteers</i>