

WHO CAN VOLUNTEER

PURPOSE: To determine who is eligible to be a volunteer for Salt Spring Hospice.

1. Volunteers formally accepted as client-based volunteers are 19 years of age and older.

Anyone who is recently bereaved is asked to wait at least a year before becoming a new volunteer. This period may be reduced or increased in consultation with the Board of Directors and a Volunteer Coordinator representative.

VOLUNTEER TRAINING

PURPOSE: To outline the parameters for training for active volunteers with Salt Spring Hospice.

1. All client-based volunteers must attend the full 30-hour training program (this means the classes, workshops and volunteer meeting offerings in the training year).
2. Volunteer training will be based on the BCHPCA Provincial Standards of Care for Volunteers in BC.
3. Volunteers must sign a Confidentiality contract and the Code of Ethics and Practices for Volunteers

SUITABILITY TO VOLUNTEER

PURPOSE: To describe volunteer suitability that is congruent with Salt Spring Hospice's vision, mission and goals.

Volunteer suitability is based on demonstration of the volunteer's

1. Interest, skills, experience, and personal suitability including willingness to work as part of a team
2. Availability and commitment
3. Willingness and ability to adhere to the mission, vision, guidelines, policies and procedures, philosophy of care, values and goals of the organization
4. Willingness to support all clients regardless of gender, race, religion, ethnicity, socio-economic background, sexual orientation or disability.
5. Comfort level with those dealing with the issues of death and dying
6. Being in good mental and physical health. If a volunteer is under the care of a physician a certificate may be requested attesting to the person's capability to perform the volunteer assignment.

SCREENING OF POTENTIAL VOLUNTEERS

PURPOSE: To clearly determine the expectations and processes required of potential volunteers.

Potential volunteer candidates are asked to:

1. Complete an application form
2. Provide the names of two personal and or professional references. These references must be no older that two years and must contain contact information (email and phone). If a potential volunteer states that they have previous volunteer experience with a Hospice organization, one reference should come from that hospice. The reference letters should speak to the applicant's suitability to Hospice volunteering and not just be a general letter of reference.
3. Attend a screening and selection interview. The purpose of the initial interview will be to determine the qualifications, ability and suitability of the individual to perform work on behalf of the organization. The interview will offer the prospective volunteer the opportunity to learn about the organization, its mission, and available volunteer positions.
4. Undergo an RCMP record check. Any irregularities reported on a police record check must be explained to the entire satisfaction of the Board of Directors prior to volunteering. This may include further investigation and documentation.
5. Participate in the Volunteer Training Program and subsequent trainings set up through the year to reach the 30 hours of training required.
7. Pay, in full, \$50 in advance of the training.

ACCEPTANCE AND APPOINTMENT AS A VOLUNTEER

PURPOSE: To articulate the process for acceptance and appointment of volunteers following the appropriate training given by Salt Spring Hospice.

1. No volunteer shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork.
2. Acceptance or non-acceptance will receive official notice. This may happen in person, in an exit interview, by email or a written letter. This will be provided by those authorized by the Board of Directors to do so.

VOLUNTEER ORIENTATION

PURPOSE: To ensure that volunteers are provided appropriate orientation to their role and to the Society.

Orientation shall include reference to, and information, on items including the following:

1. The Society's vision, mission, and strategic plan.
2. Constitution and Bylaws of the Society.
3. Outline and role of the Board and its Committees, including organization chart and Terms of Reference.
4. Organization structure and introduction to staff as appropriate
5. Board governance model
6. Board and staff contact lists
7. Financial procedures
8. Calendar of Events
9. Directors Liability Insurance information
10. History of Salt Spring Hospice and Bessie Dane Foundation

CONFLICT OF INTEREST

PURPOSE: To provide volunteers with information on what may constitute a conflict of interest.

A conflict of interest exists where:

- a) A volunteer is a director, member or employee of an organization seeking a benefit from the Salt Spring Hospice and Bessie Dane Foundation
- b) The volunteer has a direct or indirect financial interest in the outcome of Board deliberations;

A conflict of interest does not exist where:

- a) The financial interest of the volunteer is a financial interest in common with all members of the society;
- b) the financial interest is so remote or insignificant that it cannot reasonably be regarded as likely to influence the member in relation to the matter.

Where a conflict of interest exists, a volunteer

- a) must declare to the Board that a conflict exists and the nature of the conflict;
- b) is not entitled to participate in the discussion of the matter;
- c) must absent themselves from the meeting during consideration of the issue to which the conflict relates.

A volunteer's declaration of a conflict and their exit and return to a meeting shall be noted in the meeting minutes.

Where a perceived conflict of interest might exist, the volunteer may note that a perception of conflict might exist but need not declare a conflict and exit the meeting if in

the volunteer's view there is no actual conflict of interest. The volunteer may be asked, however, to explain why he or she believes a conflict does not exist.