



## Volunteer Policy

Approving Authority: Board of Directors

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Effective Date: April 3, 2024

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### Purpose

- 1) University Hospitals Kingston Foundation (UHKF) recognizes that volunteers play a very important role in the work of the Foundation by supporting its missions, enriching its services and contributing highly to its overall success.
- 2) The purpose of this policy is to establish a framework and guidelines for the creation of productive partnerships between UHKF and individuals who wish to support UHKF's mission and mandate by volunteering their time and skills, to ensure that volunteers of any ability are engaged and recruited by UHKF, and that all volunteers are equipped to work and provide service.

### Definitions

For the purpose of this policy:

- 3) **Volunteer** – individuals who willingly provide services or assistance to UHKF without payment of fees, wages or salary and without any expectation of any kind of compensation other than reimbursement for incurred expenses.
- 4) **Program Manager** – a paid UHKF employee who oversees the UHKF program or project for which the volunteer is volunteering.
- 5) **Director** – a member of the UHKF senior management team to whom the program manager reports.

## **Jurisdiction/Scope**

- 6) This Policy applies to all UHKF volunteers, with the exception of members of the UHKF Board of Directors when acting in their capacity as Directors and/or Officers of the Corporation. This policy does not apply to third party event organizers.

## **Policy**

### *General*

- 7) UHKF is committed to ensuring that volunteer work complements the work of paid staff. UHKF will ensure that volunteers are appropriately involved, valued and respected as colleagues.
- 8) Volunteers are to be treated with the same respect accorded to salaried staff, sharing information as necessary to enable them to perform their tasks: volunteers are to be welcomed and accepted.
- 9) Volunteers will be provided with a role description or terms of reference, clearly defined lines of supervision, and appropriate screening, training and orientation.
- 10) Volunteers are to conduct themselves consistent with the standards of ethical conduct expected of Foundation staff and to adhere to all UHKF policies. Volunteers who engage in any behaviour or activity that violates UHKF policies and procedures will be held accountable and may be subject to disciplinary measures, up to and including termination of volunteer position.
- 11) The relationship between volunteers and UHKF does not create a legally binding contract. UHKF embraces volunteerism on the understanding that volunteer services are received at its sole discretion, and that any volunteer's relationship with UHKF may be terminated by either party at any time for whatever reason, without notice.
- 12) Volunteers do not have the authority to represent UHKF beyond the scope of their role description or terms of reference, make contracts or any other commitment on UHKF's behalf.
- 13) UHKF will ensure that insurance is in place to cover any incidents that may occur while a volunteer is performing sanctioned activities. Incidents that occur as a result of non-compliance with UHKF policies or negligence on the part of volunteers in carrying out their duties may not be covered.

- 14) UHKF will not be responsible for the insurance of any personal vehicles and/or vehicles leased/rented or temporarily used while travelling to and from volunteer activities.
- 15) Relevant information (e.g. contact information, committee or event affiliation, etc.) on each volunteer will be maintained in UHKF's customer relationship management (CRM) system. Personal Information collected under this policy will be used only for the purposes of administering this policy and will be disclosed only on a need-to-know basis, to the extent disclosure is required to fulfill UHKF's legal obligations. Personal Information collected, used and disclosed under this policy will otherwise be kept confidential, and will be stored and disposed of in accordance with FIPPA and UHKF's Privacy and Confidentiality policies.

### **Volunteer Recruitment and Screening**

- 16) Volunteers will be recruited by program managers only after authorized by their Director. Directors will only approve the recruitment of volunteers after ensuring that job description/terms of reference for the role have been developed and that appropriate screening requirements have been confirmed based on risk assessment and that a recruiting process has been created.
- 17) The program manager will ensure an individual volunteer has the necessary experience, qualifications and training for the tasks to be performed. It is the responsibility of the program manager to ensure volunteers know their roles and responsibilities, as well as the time commitment required.
- 18) Program managers in areas where volunteer activities are assigned to a minor must be aware of and address any additional obligations or responsibilities, including obtaining permission from parents or guardians.
- 19) All volunteers must agree to abide by all applicable UHKF policies and procedures.
- 20) As appropriate, Volunteers may be asked to complete screening procedures to ensure the volunteers have the qualifications and can safely perform the task for which they were recruited. This may include completing an application form, being interviewed, providing a resume/CV and references, providing proof of vaccinations and/or providing a police/vulnerable sector check. Police/Vulnerable Sector reference checks will only be requested if there is a bona fide reason for requesting one such as, working with youth or seniors, people with disabilities, handling cash, driving, or unsupervised programs.
- 21) If a volunteer does not complete the screening process, supply the requested information, shows evidence of inability to fulfill the duties of the role, and/or indicates behaviour that

could harm the reputation of UHKF, that volunteer will be declined for the role. Declined candidates are entitled to a reason for this decision if they request it.

### **Training and Performance**

- 22) It is the responsibility of the program manager to ensure all volunteers have proper training applicable to their duties, including health and safety, accessibility, and privacy when applicable. All volunteers are expected to be familiar with and abide by UHKF's policies regarding Code of Conduct, Confidentiality, Conflict of Interest, Fundraising & Gift Acceptance, Privacy, Travel and Hospitality, Whistleblower and Workplace Violence, Harassment & Sexual Harassment.
- 23) It is the responsibility of the program manager to ensure all volunteers have a clearly identified person to contact if they have questions or concerns. Where appropriate, the program manager will recruit or name a volunteer chair/supervisor to be available to the volunteer for consultation and assistance and who can assess and review the performance of the volunteer.
- 24) Volunteer program managers will ensure, as appropriate, that volunteers are provided with constructive feedback on their performance and to seek feedback from volunteers about their experience and efficacy of their volunteer role.

### **Confidentiality**

- 25) Volunteers must abide by UHKF's Confidentiality Policy and are responsible for maintaining the confidentiality of all personal or sensitive information to which they have access while serving as a volunteer. Failure to maintain confidentiality may result in termination of the Volunteer's relationship with the Foundation. The completion of a confidentiality agreement, depending on the nature of the volunteer work, may be required prior to volunteering.

### **Conflict of Interest**

- 26) A conflict of interest exists when a volunteer's interests, whether personal or financial, interfere, or may be seen to interfere, with their role as a UHKF volunteer.
- 27) Volunteers shall abide by UHKF's Conflict of Interest Policy and avoid actual or perceived influence of personal or financial considerations or relationships in their role as a volunteer and should undertake their role objectively and without direct or indirect benefit.
- 28) If UHKF volunteers believe that they may have a real or perceived conflict of interest, or have questions about whether a duty or role assigned to them may result in a conflict of

interest, they should notify their program manager immediately for consultation and advice.

### **Termination**

- 29) Both the Foundation and the Volunteer shall have the right to terminate the volunteer relationship at any time, without notice.
  
- 30) Volunteers who wish to resign from their position are requested to submit their resignation, preferably in writing, stating their intention and the last date of volunteer service. The resignation letter should be forwarded to the volunteer's program manager by email or provided by hard copy. Program managers will acknowledge receipt of the notice of resignation and a copy of the resignation letter and acceptance of resignation will be kept in the volunteer's file.
  
- 31) There may be times when a volunteer's tenure may need to be terminated due to poor performance or serious breach of UHKF policies. Before a volunteer is dismissed, the volunteer program the manager will make every effort to ensure the volunteer can succeed. When making a decision about whether or not to dismiss a volunteer, program managers are to ensure that the process to be followed is fair, equitable and reasonable.

### **Recognition**

- 32) Program managers are encouraged to undertake on-going methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from a simple 'Thank You' to a concerted effort to include volunteers in program feedback and evaluation.
  
- 33) In addition to ongoing informal recognition, all staff and members of the community are encouraged to nominate individuals who have demonstrated outstanding volunteer commitment to receive UHKF's formal volunteer recognition awards.

### **Review**

- 34) This policy will be reviewed every three years by the UHKF Board of Directors.

### **Related Documents**

UHKF Code of Conduct Policy  
UHKF Confidentiality Policy  
UHKF Conflict of Interest Policy  
UHKF Complaints Policy  
UHKF Fundraising & Gift Acceptance Policy  
UHKF Privacy Policy

UHKF Third Party Event Policy

UHKF Travel and Hospitality Policy

UHKF Whistleblower Policy

UHKF Workplace Violence, Harassment & Sexual Harassment Policy

## Appendix A

### *Best Practices for Volunteers and Program Managers*

Volunteers should:

- Be punctual and reliable;
- Respect confidentiality;
- Carry out the duties listed in the job description or terms of reference;
- Be accountable;
- Give notice of any changes in availability;
- Report any injuries or hazards in the workplace;
- Adhere to UHKF policies and procedures;
- Deal with complaints in the appropriate manner;
- Undertake training as requested;
- Ask for support when needed;
- Support other team members.

The Program Manager should:

- Provide volunteers with the orientation, supervision, training and support necessary to successfully perform their tasks;
- Review and assess the performance of volunteers;
- Provide volunteers with tasks that are appropriate to their skills, abilities and interests;
- Provide information about UHKF and its related health-care organizations, including policies and procedures;
- Provide a safe and inclusive environment;
- Provide the volunteer with a position description and, if applicable, a volunteer agreement which outlines expected tasks and agreed working hours;
- Reimburse volunteers for actual and reasonable expenses as agreed upon in advance, and in accordance with the UHKF Travel and Hospitality Policy.



**Volunteer Application Form**  
University Hospitals Kingston Foundation

**1. Applicant Information**

Last Name

First Name

Telephone Number

Email Address

Address

**2. Volunteer Position Interests (Please select all that apply)**

- Board or Board Committee
- Fundraising Canvasser
- Fundraising Event Organizing
- Office Support
- Other

If other, please specify:

**3. Availability**

	<b>Morning</b>	<b>Afternoon</b>	<b>Evening</b>
<b>Monday</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Tuesday</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Wednesday</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Thursday</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Friday</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Saturday</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Sunday</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





## Volunteer Application Form

University Hospitals Kingston Foundation

### 4. General Information

Why you are interested in volunteering with UHKF and what do you hope to gain?

Please list your general employment and volunteer experience.

Please list your relevant hobbies, interests, leadership training, or special skills.

Are you aware of any limitations, which may prevent you from performing any volunteer roles?

- Yes
- No

If yes, please explain:

Where did you learn about our volunteer opportunities?



**Volunteer Application Form**  
University Hospitals Kingston Foundation

**5. References**

**Reference #1**

Last Name

First Name

Relationship

Telephone

Email

City, Province & Postal Code

**Reference #2**

Last Name

First Name

Relationship

Telephone

Email

City, Province & Postal Code