




POLICY

SECTION:	Administration	NUMBER:	ADM 06
APPROVED:	Chief Executive Officer	ORIGINAL:	February 2010
		REVIEWED/REVISED:	August 2012

VOLUNTEER PROGRAM

Nipigon District Memorial Hospital values the contribution that volunteers make to the Hospital environment. A Volunteer is a person who provides assistance, performs a service or assumes an obligation voluntarily to residents, patients and staff.

New volunteers applying to the Hospital shall complete an application form which includes the identification of two personal references which may or may not be contacted. Those volunteers who have previously provided at least one year of volunteer service at the Hospital prior to June 1, 2012 are not required to complete the application.

DEFINITIONS

- palliative care** - a kind of care for people who have serious illnesses. It is different from care to cure an illness. Palliative care focuses on improving the quality of life, not just of the body, but also in the mind and spirit.
- pastoral care** - also referred to as spiritual care, is the ministry of care and counseling provided by pastors, chaplains and other religious leaders to persons of all faiths and none within institutionalized settings. This can range anywhere from a visit to formal counseling provided by pastors who are licensed to offer counseling services. Pastoral care refers to how an idea is applied or used when giving spiritual guidance or leading someone closer to God either in spiritual formation, teaching, counseling or in liturgy. Pastoral care is also a term applied where people offer help and caring to others in their church or wider community. Pastoral care in this sense can be applied to listening, supporting, encouraging and befriending.

SCREENING PROCESS

As the Hospital provides healthcare services to and for vulnerable individuals, we have a moral, ethical and legal duty to protect those in our care. This duty of care is the single most important reason for implementing a screening process to ensure all potential volunteers are appropriate for volunteering with the residents, patients and staff of NDMH.

The Hospital will provide a letter for the OPP indicating the applicant's interest in becoming a volunteer which will accompany a Vulnerable Sector Check application. The applicant must personally attend the Ontario Provincial Police detachment with the completed application including two pieces of identification. Once the OPP has completed the checks, the applicant must again personally attend the detachment to retrieve the certified information. The applicant then returns the paperwork to the Volunteer Coordinator who will include it in the volunteer's confidential file. There is no charge to the applicant for this level of background check. The disclosure of a criminal record may not necessarily preclude the applicant from a volunteer position. The ultimate decision lies with the Volunteer Coordinator in conjunction with the Chief Nursing Officer.

As the background check may take up to eight weeks to complete, the volunteer may work under the continuous supervision of a Hospital staff.

Those volunteers who have previously provided at least one year of volunteer service at the Hospital prior to June 1, 2012 are not required to make application for a Vulnerable Sector Check. Rather, they will be required to complete an Affidavit committing to the absence of a criminal record.

Some volunteers may be exempt from this process because they are current hospital staff or are continually supervised by a staff member. This will be determined on an individual basis by the Director of Nursing Services in conjunction with the Activity and Volunteer Coordinators.

ORIENTATION

Once the application has been completed and returned to the Administration Office, the volunteer will receive a volunteer pin. The volunteer must wear the pin as a means of identification as a Volunteer of the Hospital.

All new volunteers will receive an orientation to the facility. Palliative Care and Pastoral Care volunteers will receive additional orientation pertaining to the specific procedure involved in their service by the Co-ordinator of each program.

On an annual basis, all current volunteers are required to complete the following documentation -

- Affidavit confirming no Criminal Record
- Security/Confidentiality Agreement for Non-Employees
- Volunteer Code of Conduct
- Current Contact Information

VOLUNTEER REGISTER

All volunteers must be accounted for in the Hospital's census. For this reason, it is necessary for all volunteers to sign the Volunteer Register on arrival and departure. Pastoral Care / Palliative Care Registers can be found at the Acute and LTC desks and a general Volunteer Register can be found at the Activity Coordinator's desk.

In order to maintain resident/patient confidentiality, the name of the resident/patient visited WILL NOT be included in the Register.

The Hospital has a commitment to protect the privacy and confidentiality of each and every client. An offer of pastoral care services for each resident/patient is made on admission for each resident and patient. The responses are documented on the Care Plan/Admission History and updates are made regularly to the Pastoral/Palliative Registers.

A violation of this policy/procedure will result in termination from NDMH's Volunteer Program.