2.4 Volunteers

(Gateway of Hope & Aldergrove Thrift Store)

2016

POLICY & PROCEDURE MANUAL



TABLE OF CONTENTS

Absenteeism 2.4.0

Abuse 2.4.1

Acceptance / Assignment 2.4.2

Alcohol / Drugs 2.4.3

Assignment Description 2.4.4

Automobile Use 2.4.5

Benefits 2.4.6

Confidentiality 2.4.7

Corrective Action 2.4.8

Definition of Volunteer 2.4.9

Dismissal / Termination 2.4.10

Dress Code 2.4.11

Employee Volunteer Policy 2.4.12

Evaluation / Performance Review 2.4.13

Grievance / Complaint Procedure 2.4.14

Harassment 2.4.15

High Risk Ministries 2.4.16

Incident / Accident 2.4.17

Interviewing 2.4.18

Leave of Absence 2.4.19

Liability Coverage 2.4.20

Office Equipment 2.4.21

Orientation 2.4.22

Placement 2.4.23

Probation 2.4.24

|  |  |
| --- | --- |
| Recognition | 2.4.25 |
| Records | 2.4.26 |
| Recruitment | 2.4.27 |
| Recruitment of Minors | 2.4.28 |
| Reimbursement of Expenses | 2.4.29 |
| Resignation | 2.4.30 |
| Rights & Responsibilities | 2.4.31 |
| Screening | 2.4.32 |
| Special Case Volunteers | 2.4.33 |
| Supervision | 2.4.34 |
| Training | 2.4.35 |
| Waiver of Liability | 2.4.36 |

2.4.0 Absenteeism

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Volunteers are expected to perform their duties on a regular scheduled and timely basis.

If expecting to be absent from duties, volunteers must inform his/her supervisor in advance if possible, so that alternative arrangements may be made.

Continual absenteeism may result in a review of assignment and/or term of service.

2.4.1 Abuse

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

As a Christian Organization, The Salvation Army is committed to upholding the standards of Christ, love, care, protection and respect for the whole person in all relationships. Recognizing that the Christian church is no stranger to abuse and understanding the profound emotional and spiritual damage resulting from abuse. The Salvation Army will not tolerate or condone abuse within its operations. Any allegation of abuse will be taken seriously.

A person who considers that he/she has been subjected to abuse is encouraged to bring the matter to the attention of the person responsible for the conduct either individually or with a third party. Where this is not a possibility because of a concern for personal safety, or where such action does not produce a satisfactory result, the complainant should submit a Disclosure / Allegations Form.

The Salvation Army is obligated to fully consider and where appropriate, investigate all allegations. Any abusive behaviour will be dealt with in accordance to The Salvation Army policy.

2.4.2 Acceptance and Assignment

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Service as a volunteer with The Salvation Army shall begin with an official notice of acceptance or assignment to a position. Notice may only be given by an authorized representative or volunteer manager of The Salvation Army.

No volunteer shall begin performance of any assignment until they have been officially accepted for that assignment and have completed all necessary screening and paperwork.

At the time of acceptance, each volunteer shall receive a copy of their assignment description and are to sign the agreement of service with The Salvation Army.

2.4.3 Alcohol/Drugs

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Use of non-prescription drugs and/or alcohol is not permitted at any Salvation Army facility or by any Salvation Army volunteer while he/she is carrying out the responsibilities defined by his/her volunteer assignment with The Salvation Army.

Failure to comply with the alcohol and drug policy may result in disciplinary action, including discontinuing the services of the volunteer.

A drug test may be requested of a volunteer if drug use is suspected.

2.4.4 Assignment Description

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Each volunteer will be given an assignment description, which is a clear, detailed statement that helps the volunteer know what is expected of him/her, what responsibilities are involved in the task assigned and what qualifications they should have in order to complete the assignment.

Assignment descriptions will include:

* Title and responsibilities of the assignment.
* By whom supervision is provided.
* Clearly defined duties and expectations.
* Hours of service required.
* Skills required to carry out responsibility.

Volunteers will be introduced to their assignment description during orientation or in advance of assignment. Every volunteer should be familiar with his/her assignment description.

Volunteer assignment description will be reviewed regularly and updated as necessary.

2.4.5 Automobile Use

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Volunteers who use a personal auto for The Salvation Army’s services must possess a valid driver's license. If a volunteer is required to use their personal vehicle in the course of their volunteer activities with The Salvation Army, the Volunteer Coordinator should ensure the following steps are completed.

Driving should be only within the scope of the volunteer assignment and outlined in the written assignment description. Before engaging the volunteer, ensure that the prospective volunteer has:

* A valid BC divers’ license.
* A minimum of $2 million dollars of third party liability insurance coverage.
* Has notified their insurance carrier(s) in writing that their vehicle will be used for volunteer activities.

The volunteer should notify The Salvation Army of any changes to their driver’s license or insurance coverage.

The volunteer should be reminded that The Salvation Army does not provide vehicle insurance coverage for volunteers. Any automobile accidents which occur during the course of volunteer activities are the responsibility of the volunteer and their own insurance carrier(s).

If others are involved in the transportation use of the vehicle, the volunteer will state to the occupants that are a volunteer of The Gateway of Hope and the insurance provided is that of the provincial standard (ICBC) and if that is unacceptable he/she will be unable to transport the individual(s).

2.4.6 Benefits

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Volunteers provide a valuable service to the mission and operation of The Salvation Army ministry units. Each unit will/may have specific benefits available to its volunteers.

Volunteers will be treated with the same respect and consideration as paid employees.

Overall benefits include; providing the volunteer with a meaningful contribution of their time and abilities, availability of resources and supplies, quality supervision and enhancement of skills through training and work experience.

Volunteer’s benefits may come in the form of recognition and appreciation events.

Where applicable, volunteers may be offered attendance at training conferences, discounts on merchandise/service, free beverages/food available to clients and paid staff and any other benefit as outlined by his/her ministry unit.

2.4.7 Confidentiality

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

The Salvation Army requires that strict confidentiality be maintained with respect to all information obtained by volunteers concerning his/her assigned ministry unit, as well as all clients and others he/she serves.

Volunteers shall not divulge any information obtained in the course of his/her placement to any third parties without the prior written consent of The Salvation Army.

No information concerning any volunteer will be divulged without the prior written consent of the volunteer. This includes addresses and telephone numbers.

All volunteers are required to sign a confidentiality agreement.

Failure to comply with the Confidentiality Policy may result in disciplinary action, including discontinuing the services of the volunteer.

Confidentiality includes, but is not limited to, information pertaining to the financial status, operations of the ministry unit, budget information, donations, salary information and information pertaining to clients of the ministry unit, etc.

2.4.8 Corrective Action

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

In appropriate situations, it may be necessary to take corrective action. All efforts will be made to bring about a resolution.

Except in cases that require immediate dismissal, the volunteer corrective action plan may include, a verbal warning, a written warning, interviews, suspension, and/or service discontinued.

Expectations and the problem will be clearly communicated.

Volunteers may be provided with additional training, additional time to complete task, transfer to another program/task, additional supervision and/or leave of absence.

Problems and attempted solutions will be documented and retained in a confidential file.

Dismissal will be a last resort, applied only after other available and appropriate approaches have been attempted and failed.

2.4.9 Definition of Volunteer

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Volunteers are individuals who reach out beyond the confines of paid employment to contribute time and service.

Volunteers are all individuals, all ages, from all walks of life, who without expectation of compensation, donate his/her time and service to perform tasks at the direction of and on behalf of The Salvation Army.

The Salvation Army classifies any person who provides services without any express or implied promise of remuneration as a volunteer. This includes any soldier, member or non-member of The Salvation Army who voluntarily provides a service or performs a ministry function.

A volunteer must be officially recruited and accepted as a member of the ministry unit.

Volunteers are not considered ‘employees’, but as team members who support and work alongside paid staff.

2.4.10 Dismissal/Termination

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Volunteers may have their services discontinued immediately for gross misconduct and/or matters of a serious nature.

Gross misconduct includes, but is not limited to, theft of property, equipment or materials, illegal or unsafe acts, abuse or serious mistreatment of clients or co-workers, and serious breaches of confidentiality.

Matters of a serious nature may include failure to abide to The Salvation Army policies and procedures, being under the influence of alcohol or non–prescription drugs while performing duties, failure to meet performance standards and an unwillingness to support the ministry unit’s mission, values and objectives.

2.4.11 Dress Code

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

As representatives of The Salvation Army, volunteers are responsible for presenting a good image to clients and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties.

Please ask your supervisor if you have any questions regarding what is appropriate dress. Where applicable or available, identification vest/shirts may be issued.

2.4.12 Employee Volunteer Policy

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

An employee of The Salvation Army (i.e. one who receives compensation for services he or she performs) may also render volunteer services for which he or she may not be compensated. The following conditions must be met to ensure that volunteer services provided by employees remain voluntary.

Caution: It is advised that employees do not volunteer within the scope of their job responsibilities and for their immediate supervisors. Avoiding this situation will maintain the employee volunteer’s fine line between employment and volunteering.

Each employee should initiate his or her own request to perform volunteer work.

Volunteer work must be performed without contemplation of compensation or receipt of any benefit from The Salvation Army. For instance, the employee cannot be promised advancement for volunteer work. Conversely, no penalty should be imposed on any employee who declines to volunteer his or her services.

Employees performing an approved volunteer activity during regular working hours or scheduled overtime hours should be paid their regular wage. The activity then ceases to be a truly volunteer activity. For instance, employees volunteering to participate in Red Shield solicitation during working hours should be paid his/her regular wage, provided the activity has been approved.

Employees acting as volunteers should be subject to the same record-keeping procedures as any other volunteer. The employee is not covered by workers compensation during true volunteer hours.

2.4.13 Evaluation/Performance Review

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Volunteers shall receive periodic evaluation to review his/her work.

Volunteer evaluation may involve evaluating the performance of volunteers and allowing the volunteer to evaluate the program they serve in.

The evaluation procedures are designed to be non-threatening, constructive, supportive, flexible and empowering. Evaluations are to be done on a regular basis.

Volunteers will be given an opportunity to evaluate the program and to express their level of satisfaction with the experience. Evaluations will be conducted by the position supervisor.

The purpose of the reviews is to:

* Ensure satisfactory work performance.
* Identify areas for improvement.
* Identify areas where the ministry unit can assist the volunteer to improve.
* Identify any training needs.
* Express appreciation for volunteer’s services.
* Allow the volunteer and the ministry unit to suggest changes in the assignment description.
* Determine the continuing interest in the present assignment.

2.4.14 Grievance/Complaint Procedure

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Volunteers are given an avenue whereby they can have their complaint, grievance, or concern addressed and resolved in a cooperative and timely manner.

All efforts will be made to ensure that the matter is dealt with within five working days at each necessary level of the process. Complaints and grievances will be treated as confidential.

Volunteers are encouraged to deal directly with the person(s) involved to bring about immediate resolution. Volunteer may request the presence of his/her supervisor in this process.

Unresolved complaints or grievances are to be conveyed to the supervisor. If the complaint or dispute is against the immediate supervisor, the volunteer is to bring it to the next level of supervision. Guidance for dealing with such matters will be followed in accordance to The Salvation Army Personnel Policy on Employment Related Harassment handbook.

2.4.15 Harassment

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

The Salvation Army considers harassment as offensive, degrading and threatening and that any form of harassment is unacceptable.

Harassment to or by employees, volunteers or clients will not be tolerated. The Salvation Army acknowledges its responsibility to do all in its power to support and assist the person subjected to harassment. Any person found to have engaged in conduct constituting harassment will be suitably disciplined.

A person who considers that he/she has been subjected to harassment is encouraged to bring the matter to the attention of the person responsible for the conduct.

If the complainant does not wish to address the issue with the person responsible, or where such action does not produce a satisfactory result, the complainant should seek the advice of a supervisor or advisor who will council and instruct the complainant.

The supervisor/advisor will proceed with guideline and instructions as laid out in the harassment section of The Salvation Army Employee Relations Policies and Procedures Manual.

2.4.16 High Risk Ministries

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

High risk ministries are where volunteers are exposed to the risk of physical illness or injury due to the nature of the services performed, the clientele served or the setting in which service is rendered.

Volunteers involved in high risk ministries are required to sign a waiver of liability. This is a waiver of the right to take legal action.

All volunteers who engage in domestic or international disaster relief work, work that requires heavy lifting or is otherwise physically demanding, or work within prisons will be asked to sign a waiver of liability.

Where volunteers engage in ministries that are not high risk, a signed waiver of liability may be requested at the discretion of the ministry unit.

2.4.17 Incident/Accident

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

When a volunteer is involved in an accident, incident, or hazardous situation while performing volunteer duty for The Salvation Army, the situation needs to be reported to the supervisor immediately, accurately and timely. Documentation is required.

When a volunteer is in an accident, incident or hazardous volunteer duty for The Salvation Army, complete the following steps:

* Inform Supervisor.
* Complete Incident Report (submit to supervisor).
* If the incident or accident has resulted in injury, complete the Occurrence Report for insurance purposes.

2.4.18 Interviewing

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Prior to being accepted to an assignment, volunteers will be interviewed by the Volunteer Coordinator and/or the assignment Supervisor to ascertain his/her suitability for and interest in that assignment.

The interview will determine the qualifications of the volunteer, his/her commitment to fulfill the requirements of the assignment and to answer any questions that he/she might have about the assignment.

Application/resume plus two references (non-family members) may be required.

All persons applying for volunteer positions will be required to go through the interview process.

If the assignment applied for is to be supervised by a staff person other than the manager of volunteers, then that staff person may be involved in the volunteer interview process.

The interview will offer the prospective volunteer the opportunity to learn about the organization, its mission, values and available opportunities.

The volunteer will be informed about the Army’s confidentiality policy, police screening and any other applicable requirements. Applicant may be required to complete the registration forms during the interview process.

2.4.19 Leave of Absence

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Volunteers may apply to the volunteer manager for a leave of absence. At the discretion of the ministry unit, leaves of absence may be granted.

Leave of absence will not alter or extend any previously agreed upon ending date of the volunteer’s term of service. Volunteers are required to give as much advance notice as is possible for the leave request.

The Volunteer Coordinator will consult with the appointment supervisor prior to granting or refusing the leave of absence request.

2.4.20 Liability Coverage

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Volunteers are not covered under WorkSafe BC.

The Liability Policy for The Salvation Army provides coverage for legal liability, for bodily injury and damage to property of others caused by the negligence of The Salvation Army.

Volunteers are not covered under WorkSafe BC. A limited amount of courtesy for medical expenses is available.

For the Liability Policy to respond there must be proven negligence on the part of The Salvation Army. For example: if an injury occurs while operating Army owned machinery which did not malfunction, with regular preventative maintenance done, then The Salvation Army is not negligent and the Insurance Policy would not respond.

Where injuries occur either directly to the volunteer or as a result of the volunteer’s actions and where The Salvation Army is not negligent, The Salvation Army is not obligated to pay any compensatory damages.

2.4.21 Office Equipment

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Volunteers may have access to The Salvation Army equipment and materials necessary to fulfill his/her duties. Training will be provided for the operation of any required equipment.

Use of the office equipment for purposes other than to complete assignment tasks require the prior approval of the supervisor and should be done on personal time.

Volunteers are not permitted to use ministry unit equipment to engage in outside personal business activities. Personal telephone calls must be kept to a minimum.

Long distance calls must be approved by supervisor, reported and recorded as required.

2.4.22 Orientation

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

A complete orientation for all volunteers is essential for them to be able to perform to their potential and provide the level of service expected.

Orientation may begin during the initial interview. It should include the philosophy and spiritual mission of The Salvation Army, the organizational structure and the ministry of the specific ministry unit.

It identifies the role of the volunteer and should also include a visit of the ministry unit. Orientation may cover:

* Description/history of the ministry unit
* Description of programs and clientele
* Description of the volunteer program
* Sketch of organizational chart
* Introduction of staff
* Introduction of policies and procedures
* Volunteer benefits
* Volunteer training schedule
* Introduction of supervisory system
* Record-keeping requirements
* Emergency procedures
* Performance appraisal and review systems
* Individual volunteer service/task
* Schedule changing or notifying of absence
* Opportunities for growth and development

2.4.23 Placement

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Wherever possible, in placing volunteers in an assignment, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer assignment.

Volunteers will be informed of the expectations and responsibilities of his/her volunteer assignment along with any risk or liability which the assignment might entail.

Volunteers concerns, request, and abilities will be taken into account when making placement choices. Volunteers can expect work that is meaningful and satisfying to them.

No assignment will be considered too tedious or unskilled as long as volunteers are given a clear understanding of the nature and importance of the work to be performed.

2.4.24 Probation

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Volunteer placements are given on a trial basis for a period of 30/60/90 days (in accordance specifically to each unit’s policy). At the end of the probationary period it will be determined if placement is satisfactory for both the volunteer and the unit.

Reassignment may or may not be an option and/or assignment adjustments may or may not be possible. Discontinuation of service may be necessary if satisfactory conditions cannot be met.

2.4.25 Recognition

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

The Salvation Army values its volunteers and the contribution that they make to the ministry units. It is our intent to show appreciation through recognition and the assurance that they are an equal partner of the ministry unit.

Recognition/appreciation will be shown not only during special events but also on a daily basis. Ministry units may have different recognition programs.

Recognition can be shown through newsletters, cards, letters volunteer of the month, special luncheons, certificates, awards or volunteer appreciation days.

2.4.26 Records

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

A confidential file shall be maintained for each volunteer or volunteer group and shall contain all records concerning the volunteer.

All records and contents of the file shall be the property of the Salvation Army facility. No information is to be placed in the file without the volunteer’s knowledge (e.g. warnings).

Volunteers may examine the contents of his/her records with prior notification and in a supervised location. Records and/or file contents shall neither be removed nor destroyed.

Territorial policy requires that files be kept in a safe, secured area while the volunteer is active and for six years after the volunteer’s termination.

All information in the file is confidential.

All files are to be maintained in a safe, secured area.

Records to be maintained include the following, but not limited to:

* Application/registration form
* Record of interview(s)
* Confidentiality policy
* Code of conduct and ethics
* Time sheets
* Recognition / training record
* Medical, licensing, professional, certifications
* Assignment description
* Letters of reference
* Evaluation reviews
* Incident reports
* Record of grievances
* Waiver of liability
* Consent forms
* Driver’s abstract (in the case of vehicle usage)
* BC Criminal Record Check

All inactive files are to be kept in a secure area for six years.

2.4.27 Recruitment

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Volunteers shall be recruited by The Salvation Army on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community and to assist the ministry in fulfilling its mission.

The sole qualification for volunteer recruitment is suitability to perform.

Volunteers shall be recruited without regard to gender, age, handicap, race or other condition.

Volunteers will be recruited through either an interest in specific assignments or through a general interest in volunteering which, if possible will be matched with a specific assignment.

No final acceptance of a volunteer shall take place without assignments on behalf of The Salvation Army a specific written assignment description for that volunteer.

2.4.28 Recruitment of Minors

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Volunteers who have not reached his/her age of majority (19 years of age) must first have the written consent of a parent or guardian.

The volunteer services assigned to a minor are to be performed in a non-hazardous environment. Recruitment of minors will comply with all appropriate requirements of child labour laws.

Minors are to perform all duties under direct supervision.

2.4.29 Reimbursement of Expenses

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Volunteers may be eligible for reimbursement of reasonable personal expenses incurred while undertaking business for The Salvation Army ministry unit.

Reimbursement of personal expenses will only be granted for expenses that have received pre-approval. Volunteers are to check with his/her ministry unit regarding reimbursable items.

2.4.30 Resignation

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Volunteers may resign from his/her volunteer service with The Salvation Army at any time.

It is requested that volunteers provide advance notice of their departure and a reason for his/her decision. Volunteers terminating his/her services will/may be asked to complete an exit interview form.

2.4.31 Rights and Responsibilities

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Volunteers are considered a valuable part of The Salvation Army. We welcome his/her input and opinions; he/she are to be treated with respect and dignity.

Volunteers will be adequately assessed, given clearly defined assignments that are to match his/her capabilities and interest wherever possible

Volunteers are expected to report all concerns and questions to his/her immediate supervisor, and if not adequately addressed, will report to the Volunteer Coordinator.

Volunteers are expected to act in a professional manner, maintain confidentiality, follow rules and respect the rights of others.

Volunteers must understand that they are an influence on those around them including those who are vulnerable or have mental health concerns.

Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done.

Volunteers will be informed about The Salvation Army’s philosophy, history, policies and procedures, as well as, their role and expectations within the ministry unit.

Adequate training, experienced supervision and ongoing education for new developments and greater responsibility will be provided, where possible.

Where ever possible, volunteers will be given an opportunity to take part in planning, and should feel free to make suggestions, ask questions and express their opinions.

2.4.32 Screening

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

All volunteer considered for an assignment with The Salvation Army may undergo a thorough a screening process. Volunteers involved with children will be checked according to The Salvation Army Canada and Bermuda Territory Policy on Abuse (Employee Relations Policy).

For certain assignments, the volunteer may be asked to show that they are cleared of any criminal offences by the C.P.I.C. (Canadian Police Information Centre) and/or BC Criminal Record Check before being accepted into the volunteer program. Police checks are required for assignments that include contact with children and vulnerable adults.

References submitted will be screened and checked.

In cases where volunteers will be working with clients with health difficulties, a health screening may be required prior to volunteer assignment.

If there are physical requirements necessary for performance of an assignment, a screening or testing may be required to ascertain the ability of the volunteer to safely perform the assignment. Volunteers under medical treatment which might affect his/her work will not be accepted without written verification of his/her ability to perform the necessary duties without posing any health risk.

Individuals who refuse to comply with any necessary request may not be accepted as a volunteer with The Salvation Army.

2.4.33 Special Case Volunteers

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

The Salvation Army also accepts volunteers participating in work placement programs, through programs for those with mental illness, by auxiliary members, through school curriculum programs, fulfillment of court ordered service, and by community council members.

It may be necessary to have a special agreement in effect with the organization, school, or program from which the special case volunteers originate.

The agreement must identify responsibility for management and care of the volunteers. Parental/guardian consent form may be required if applicable.

In some cases a helper or care giver may accompany the individual; this person will complete the required volunteer process and adhere to the same policy

2.4.34 Supervision

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Each volunteer will be assigned a direct supervisor who will be responsible for day-to-day management and guidance of the volunteer’s work.

The supervisor shall be available to the volunteer for consultation and assistance. The immediate supervisors of volunteers will:

* Give instructions and clarify expectations of work assignment
* Monitor volunteer’s progress
* Provide guidance and direction
* Address/direct problems or concerns
* And/or provide input in volunteer’s performance reviews

Supervisors will report any progress notes, concerns or problems, surveys and reviews

2.4.35 Training

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

All volunteers must understand the nature of his/her assignment, and the expectations regarding their service. Volunteers will receive specific training to provide them with the information and skills necessary to perform their assignment

Volunteers will not be expected to perform his/her assignment without adequate training.

Volunteer training may/will include on-the-job training and/or a buddy system of support and education.

Wherever possible and/or appropriate, volunteers will be given opportunity to attend workshops/seminars relating to the volunteers area of responsibility and or areas of interest for further advancement.

2.4.36 Waiver of Liability

Department: Volunteering

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

A waiver of the right to take legal action. See “High Risk Ministries”.