

# Administration

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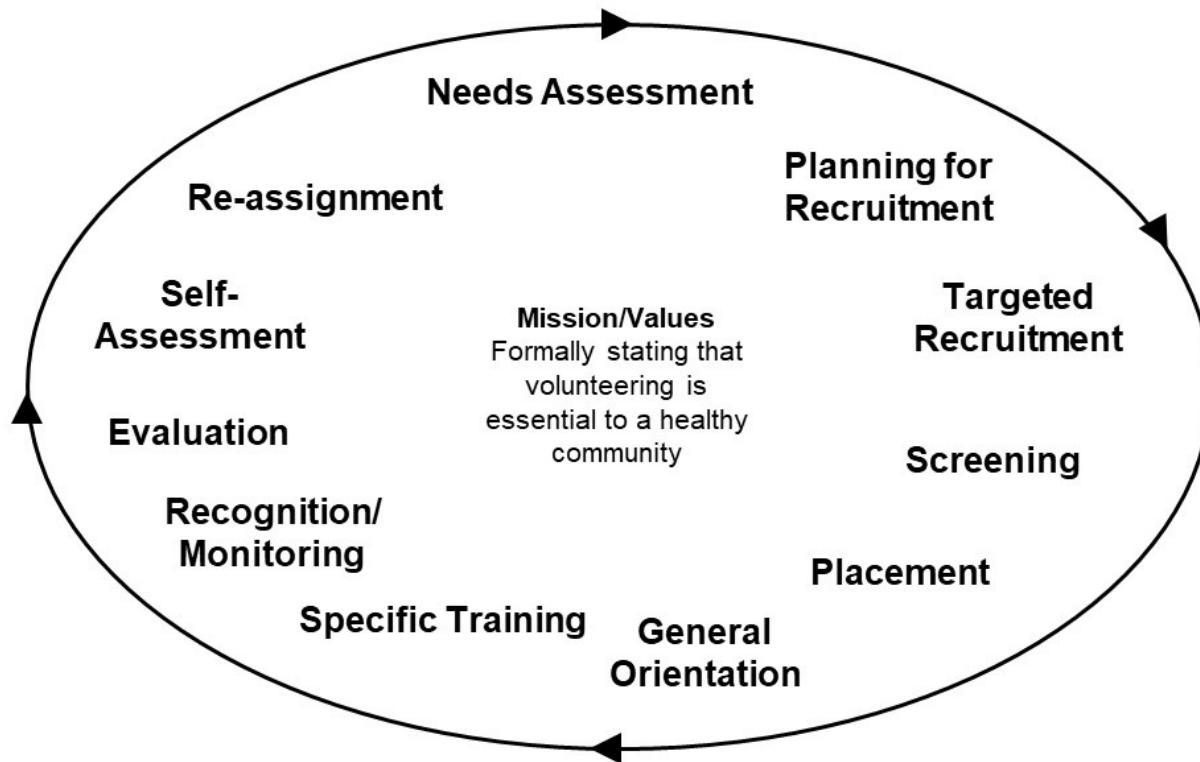
# Presentation Objectives

1. To provide an overview of administrative functions of the Volunteer Engagement Cycle
2. Recognize the importance of skilled leadership in Volunteer Engagement and its return on investment for your organization, mission and our society.

# Presentation Topics

- Recruitment and Intake
- Risk Management and Police Records Checks/Vulnerable Sector Checks
- Volunteer Orientation

# Volunteer Development Cycle



# Needs Assessment



**Understanding the need is the fundamental foundation.**

- What is the need
- Why do you need volunteers?
  - To fill a gap?
  - Augment service?
  - Provide strategic vision?
- How will volunteers support this need
- How will we know we have met the need?

**The impact of volunteer support requires leaders of volunteers who have the skills and resources to support successful engagement**

# Planning for Recruitment

**The development of an overarching volunteer strategy will include recruitment.**

- *Planning is important: What are you recruiting for?*
- *With this information, how will you recruit for this role?*

*Are your recruitment methods welcoming? Questions to consider:*

- Are you incorporating AODA and accommodations that would support an individual to apply?
- Does your organization openly welcome individuals of all ages, culture and communities?
- Do your organization's practices reflect this?
- Your website include a translation feature?
- Does your volunteer application provide the opportunity for applicants to share if they do not identify with a gender?
- Do you use pronouns on nametags?
- Does your recruitment messaging speak to the audience you are seeking to engage?

# Recruitment Methods and Considerations



*What methods will you use to recruit?*

- traditional media
- digital outreach such as web, email, social media
- information sessions
- volunteer centre portals
- professional associations
- targeted recruitment?

*Does your organization track how individuals connect with your organization?*

All points of entry to your organization is a method of recruitment.

Do you assess your methods of recruitment and adjust accordingly?

Recruitment is an ongoing process; a one size fits all approach may not provide your organization or the volunteers a mutually benefiting role

# Intake: Application, Interview and References

**Intake offers the opportunity to begin a potential volunteer relationship and involves components that may include:**

- Application and Information Package
- Interview and references
- Police Records Check, Vulnerable Sector Check
- TB testing, Record of Vaccinations as required

**These are important steps to provide record of:**

- Abide by policy, required legislation related to your organization
- Determine if skills and abilities match the needs of the role
- Document the experience for growth and development, evaluation and performance measures along with recognition



**Depending on the size and scope of your organization, the application component may be an:**

- online form
- a sophisticated system
- a simple paper application package

**\*\*should include a notation around the purpose and collection of personal information.**

**Interview and Reference Forms may also be done through various ways.  
Keep consistent and ensure documentation**

# Intake – EDI, Privacy and Human Rights



## **Equity, diversity, and inclusion are an essential component of Volunteer Engagement:**

- Are there barriers to volunteering with your organization?
- Do you provide accommodations for volunteer applicants?
- Is there unconscious bias in selecting applicants for an interview?
- Do you know what this experience looks and feels like from the volunteer perspective?

## **Privacy and rights legislation to consider:**

- The Privacy Act
- The Personal Information Protection and Electronic Documents Act (PIPEDA)
- Freedom of Information and Protection of Privacy Act (FIPPA)
- Ontario Human Rights Code



# Intake – Understanding the W's



## Important information to note:

- Volunteers should be able to request access to their personal information as well as challenge the accuracy and completeness
- How will you safeguard personal information?
- Before you look at how, make sure you understand why.
- What you are collecting is as important and how you are going to safeguard this information.
- The who, how, what, why and where inventory will be helpful.
- Who do we collect personal information from? What is it?
- How do we collect it and why? What is it used for?
- Where is it kept, how is it secured and who has access and permission to use it?
- When do you disclose information and when do you dispose of it?

# Risk Management

What are the potential risks? *Examples are:*

- Safety of clients, participants, peer volunteers and staff
- Legal and Financial risk
- Reputation of the organization

**Organizations have moral, legal and ethical responsibilities to the people they reach. Understanding risk assists in mitigating potential issues for all.**

**How do you mitigate risk in volunteer engagement?**

*The 10 Steps of Screening give clear guidelines for developing screening policies. These policies show an organization's commitment to safe and meaningful volunteer engagement.*

1. *Assessment*
2. *Position*
3. *Recruitment*
4. *Application*
5. *Interview*
6. *References*
7. *Police Checks*
8. *Orientation and Training*
9. *Support and Supervision*
10. *Follow-up and Feedback*



# Screening

Screening is ongoing and includes members, clients, employees and volunteers. Screening is especially important for organizations that work with vulnerable people. Vulnerable people may include children, individuals living with disabilities and senior adults.



## **The following factors affect an organization's obligations for screening volunteers:**

- Mandate
- Population served
- Volunteer opportunities offered
- Jurisdiction
- Legislation including the Canadian Criminal Code, Ontario Human Rights
- Licensing bodies and accreditations
- Professional designations, associations
- Funding agreements and Memorandum of Understandings
- Insurance Policies, contracts
- The organization's Bylaws, policies and procedures to meet above

**Throughout this process, there should clear transparency; *screening volunteers in, not out.***

# Police Records Checks - What, Why and Limitations

Assessing the risks associated with the volunteer position to determine whether a Police Record Check is required, is an important first step.

**It's the requirements of the position description that determine if, in fact, a police record check is needed.**

***Is a police record check required by:***



- Law i.e., Services and Supports to Promote the Social Inclusion of Persons with Development Disabilities Act, Long-Term Care Homes Act, Education Act, Family and Children's Services Act) or
- insurance provider or
- organizational policy

*Once you know if a police record check is required, knowing the difference between Police Information Check and Vulnerable Sector Check will help you determine which one is most appropriate.*

# Police Records Checks - What, Why and Limitations

**Police Information Check** (Criminal Record and Judicial Matters Checks) -appropriate when a volunteer works in a position of trust but is not in charge of or responsible for the well-being of vulnerable persons i.e., access to money and confidential information. A volunteer role similar to this, does not need a Vulnerable Sector Check but for other risk considerations it may be necessary to require one.

Police Information Checks include existing criminal convictions, upcoming criminal court appearances, and a scan of the local police records in the jurisdiction in which the applicant resides. Keep in mind that they may include information on alleged crimes in which the person was not charged or convicted.

**Vulnerable Sector Checks** - requested when a volunteer is responsible for the well-being of children under the age of 18, elderly persons over the age of 65, or individuals living with physical or mental disability (temporary or permanent). Simply being in contact with a vulnerable person does not warrant a Vulnerable Sector Check, unless the volunteer is in a position with significant trust or authority and with unsupervised access to vulnerable person(s).

A **Vulnerable Sector Check** determines if the potential volunteer is a pardoned sex offender. It also includes, a search of local and national police databases to ensure the individual does not present a threat to vulnerable persons.

# Police Records Checks - What, Why and limitations

The Police Record Check Reform Act introduced legislation to ensure a clear, consistent and comprehensive set of standards to govern how police record checks (PRC) are conducted and the type of information that can be disclosed in Ontario.

## Important to note:

- Request a Vulnerable Sector Check, only when appropriate, and in accordance with relevant legislation.
- Did you know it is an offence to conduct a vulnerable sector check if the position does not meet the requirements of the Criminal Records Act ?
  - *Check the RCMP website or your local police department for details.*
- Review information from a Police Check report as it relates to the requirements of the volunteer assignment.
- Follow legislation and organizational policy to determine who should who review a police record check and make decisions about the suitability of the individual based on the information provided.
- *A police record check is only valid for the moment in time it is issued*

Police Records checks are one of the tools in the 10 steps of screening

# Orientation

Orientation and training provide the necessary information to engage in a role safely and with success.

*It lays organizational foundation; the history, mission, policies including social inclusion, privacy and confidentiality, strategic vision and how volunteers make an impact to that mission.*

**In your orientation, whether online, a virtual live or in-person, there are key aspects to consider:**

- Do you use clear communications with inclusive language, captions and images?
- Do you include transcripts of closed captions?
- Are orientation materials available for access for an individual who does not have a computer or internet connection?

# Recognition

Volunteers are the strength of your organization and a direct link to the community.

It is important to demonstrate the value of volunteers within your organization through building relationships with them in meaningful ways and sharing stories of their great work.



From the Board of Directors, senior leaders and staff throughout the organization there needs to be a commitment to appreciate and recognizes volunteers. It is essential to share information about the impact of their involvement in contributing to the organization's mission with the aim of creating a culture that truly values volunteers.

*More information will be shared in the Volunteer Supervision module offered in this series.*





**Volunteers have impact. Your organization's investment of resources including the skills of a Volunteer Engagement professional and the finances to support a Volunteer Involvement strategy and action will return. Use the Volunteer management foundations to build the strong footing for the future.**

*Thank you for your interest and investment of time and learning around Volunteer Management Foundations of Administration.*

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