



Meals on Wheels | Family Respite Centre | Health Promotion Services | Community Integration

Volunteer Program

Dismissal Policy and Procedure

The Health and Home Care Society of BC (Care BC) acknowledges that volunteering is a two-way process and strives to provide a fulfilling and meaningful volunteer program while meeting the needs of our organization and our clients. The Care BC Volunteer Program Manager, or other designated staff, reserve the right to close a relationship with a volunteer if deemed necessary.

Policy:

This document outlines a policy and procedure for disciplinary measures and dismissal. It aims to provide a clear and fair structure to which volunteers and relevant staff members can refer.

- Care BC volunteers are all subject to comprehensive screening and a selection process to ensure that they are considered an appropriate 'fit' for a role.
- Volunteers are required to follow all Care BC policies and procedures as part of their role with the organization.

Procedure:

1. The Volunteer Program Manager and/or relevant staff will follow up on any feedback or complaints regarding conduct of a volunteer or breach of policy from staff, clients or other volunteers. The procedure for complaints is clearly laid out in the 'Concerns/Complaints Procedure'.
2. Volunteers will be given the opportunity to respond to complaints made against them.
3. Volunteers will be offered further training or supervision in order to support them to perform their role effectively, if appropriate.
4. Volunteer dismissal will be a last resort only after other alternatives have been tried, such as:
 - a) Reminding volunteers of policies and procedures.
 - b) Retraining to provide a refresher about the volunteer role.
 - c) Re-motivating long term volunteers who may be suffering from lack of enthusiasm.
 - d) Reassigning volunteers to change delivery locations for Meals on Wheels volunteers. FRC volunteers may wish to rearrange their schedules to try different days of the week.
5. There may be certain circumstances when a volunteer may be dismissed with no warning or opportunity for change. This gross misconduct may include (but is not limited to) theft, abuse of any kind, or wilful damage to Care BC property.

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